

## Customer Perspective Report

Tenant	Media Type	Day	Customer Segment	Service Type	Entered	Response Ratio	% Accept Service Level	% First Response Time Service Level	% Finished Service Level	Avg Accept Time Agent (Fmt)	Avg First Response Time (Fmt)	Avg Finish Response Time (Fmt)	Avg Satisfaction	Avg Revenue
Environment	Chat	2016-05-25	Chat_CS	Chat_ST	5	1.00	0.00%	80.00%	100.00%	00:00:35	00:00:35	00:06:31	0.00	0.00
			default	default	1	1.00	100.00%	0.00%	100.00%	00:00:05	00:00:05	00:00:19	0.00	0.00
		2016-05-26	Chat_CS	Chat_ST	1	0.00	0.00%	0.00%	100.00%	00:00:00	00:00:00	00:00:00	0.00	0.00
			Chat_CS	Chat_ST	2	0.00	0.00%	0.00%	100.00%	00:00:00	00:00:00	00:00:00	0.00	0.00
		2016-05-27	default	default	5	1.00	100.00%	0.00%	100.00%	00:00:03	00:00:03	00:15:49	0.00	0.00
			Chat_CS	Chat_ST	2	1.00	50.00%	50.00%	100.00%	00:00:05	00:00:05	00:00:17	0.00	0.00
		2016-06-01	Chat_CS	Chat_ST	1	0.00	0.00%	0.00%	100.00%	00:00:00	00:00:00	00:00:00	0.00	0.00
			default	default	1	1.00	100.00%	0.00%	100.00%	00:00:04	00:00:04	00:16:39	0.00	0.00
		2016-06-08	Chat_CS	Chat_ST	2	1.00	0.00%	50.00%	100.00%	00:00:26	00:00:26	00:15:50	0.00	0.00
			default	default	1	1.00	100.00%	0.00%	100.00%	00:00:04	00:00:04	00:07:48	0.00	0.00
		2016-06-13	Chat_CS	Chat_ST	5	0.00	0.00%	0.00%	100.00%	00:00:00	00:00:00	00:00:00	0.00	0.00
		Total			26	1.00	34.62%	23.08%	100.00%	00:00:14	00:00:14	00:10:26	0.00	0.00
	Email	2016-05-25	Email_CS	Email_ST	4	1.00	0.00%	25.00%	100.00%	00:00:35	00:00:05	00:00:49	0.00	0.00
		2016-05-26	Email_CS	Email_ST	3	0.00	0.00%	0.00%	100.00%	00:00:00	00:00:00	00:00:00	0.00	0.00
		2016-06-01	default	default	1	1.00	100.00%	100.00%	100.00%	00:00:02	00:00:08	00:00:15	0.00	0.00
			Email_CS	Email_ST	1	1.00	100.00%	100.00%	100.00%	00:00:12	00:00:05	00:00:25	0.00	0.00
		2016-06-02	Email_CS	Email_ST	1	0.00	100.00%	0.00%	0.00%	00:00:05	00:00:00	00:00:00	0.00	0.00
		2016-06-07	Email_CS	Email_ST	3	0.00	0.00%	0.00%	100.00%	00:00:00	00:00:00	00:00:00	0.00	0.00
		2016-06-13	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	2	0.00	100.00%	0.00%	100.00%	00:00:00	00:00:00	00:00:00	0.00	0.00
		Total			15	1.00	33.33%	20.00%	93.33%	00:00:09	00:00:06	00:00:30	0.00	0.00
	Voice	2016-05-20	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	5	1.00	75.00%	60.00%	100.00%	00:00:00	00:00:00	00:00:03	0.00	0.00
		2016-05-25	default	default	99	1.86	89.90%	93.94%	100.00%	00:00:06	00:00:06	00:00:47	0.00	0.00
			DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	15	1.00	7.14%	20.00%	100.00%	00:00:22	00:00:15	00:01:29	0.00	0.00
		2016-05-26	Outbound_CS	Outbound_ST	1	1.00	0.00%	100.00%	100.00%	00:00:21	00:00:21	00:00:46	0.00	0.00
			default	default	36	1.71	97.22%	97.22%	100.00%	00:00:06	00:00:06	00:00:41	0.00	0.00
		2016-05-27	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	13	1.15	100.00%	100.00%	100.00%	00:00:00	00:00:00	00:00:26	0.00	0.00
			default	default	60	1.84	88.33%	95.00%	100.00%	00:00:10	00:00:10	00:00:50	0.00	0.00
		2016-05-30	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	9	1.00	55.56%	77.78%	100.00%	00:00:09	00:00:09	00:00:25	0.00	0.00
			Outbound_CS	Outbound_ST	1	1.00	0.00%	100.00%	100.00%	00:00:22	00:00:22	00:00:36	0.00	0.00
		2016-05-31	default	default	33	1.72	96.97%	96.97%	100.00%	00:00:06	00:00:06	00:00:39	0.00	0.00
			DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	2	1.00	100.00%	100.00%	100.00%	00:00:00	00:00:00	00:00:08	0.00	0.00
		2016-06-01	default	default	30	1.96	83.33%	93.33%	100.00%	00:00:07	00:00:07	00:02:37	0.00	0.00
			DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	11	1.00	0.00%	9.09%	100.00%	00:00:27	00:00:27	00:00:39	0.00	0.00
		2016-06-01	default	default	4	1.00	50.00%	100.00%	100.00%	00:00:15	00:00:15	00:00:31	0.00	0.00
			DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	3	1.00	0.00%	33.33%	100.00%	00:00:27	00:00:27	00:00:40	0.00	0.00
			Outbound_CS	Outbound_ST	2	0.00	0.00%	0.00%	100.00%	00:00:00	00:00:00	00:00:00	0.00	0.00

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Environment	Voice	2016-06-02	default	default	3	1.00	33.33%	100.00%	100.00%	00:00:18	00:00:18	00:02:13	0.00	0.00
			DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	3	1.00	100.00%	100.00%	100.00%	00:00:00	00:00:00	00:00:07	0.00	0.00
		2016-06-03	default	default	1	2.00	0.00%	100.00%	100.00%	00:00:23	00:00:23	00:12:41	0.00	0.00
		2016-06-06	default	default	2	1.00	0.00%	50.00%	100.00%	00:00:21	00:00:21	00:00:29	0.00	0.00
			DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	7	1.00	14.29%	14.29%	100.00%	00:00:00	00:00:00	00:00:09	0.00	0.00
		2016-06-08	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	1	2.00	100.00%	100.00%	100.00%	00:00:00	00:00:00	00:00:28	0.00	0.00
		2016-06-10	default	default	25	1.26	64.00%	92.00%	100.00%	00:00:11	00:00:11	00:01:51	0.00	0.00
			DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	4	1.00	25.00%	25.00%	100.00%	00:00:00	00:00:00	00:00:12	0.00	0.00
		2016-06-13	default	default	18	1.94	94.44%	94.44%	100.00%	00:00:06	00:00:06	00:00:44	0.00	0.00
		2016-06-14	default	default	36	1.91	94.44%	94.44%	100.00%	00:00:06	00:00:06	00:00:44	0.00	0.00
		2016-06-16	default	default	53	1.91	84.91%	88.68%	100.00%	00:00:07	00:00:07	00:00:43	0.00	0.00
			DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	33	1.33	9.09%	9.09%	100.00%	00:00:00	00:00:00	00:00:20	0.00	0.00
		2016-06-17	default	default	59	1.77	89.83%	89.83%	100.00%	00:00:08	00:00:08	00:00:48	0.00	0.00
			DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	1	0.00	0.00%	0.00%	100.00%	00:00:00	00:00:00	00:00:00	0.00	0.00
		2016-06-20	default	default	24	1.82	91.67%	91.67%	100.00%	00:00:07	00:00:07	00:00:48	0.00	0.00
		2016-07-05	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	3	0.00	0.00%	0.00%	100.00%	00:00:00	00:00:00	00:00:00	0.00	0.00
		2016-07-06	default	default	3	1.00	33.33%	33.33%	100.00%	00:00:00	00:00:00	00:00:16	0.00	0.00
			DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	3	1.00	33.33%	33.33%	100.00%	00:00:00	00:00:00	00:00:28	0.00	0.00
		2016-07-07	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	5	1.00	100.00%	40.00%	100.00%	00:00:00	00:00:00	00:00:06	0.00	0.00
		2016-07-13	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	5	1.00	100.00%	40.00%	100.00%	00:00:00	00:00:00	00:00:05	0.00	0.00
		2016-07-14	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	6	1.00	50.00%	50.00%	100.00%	00:00:00	00:00:00	00:00:20	0.00	0.00
		2016-07-15	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	17	1.00	14.29%	11.76%	100.00%	00:00:00	00:00:03	00:02:53	0.00	0.00
		2016-07-18	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	76	1.00	6.85%	27.63%	100.00%	00:00:35	00:00:32	00:00:58	0.00	0.00
		2016-07-19	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	91	1.07	6.02%	15.38%	100.00%	00:00:39	00:00:31	00:01:20	0.00	0.00
		2016-07-20	default	default	2	1.00	0.00%	100.00%	100.00%	00:01:09	00:01:09	00:01:32	0.00	0.00
			DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	39	1.00	0.00%	5.13%	100.00%	00:00:26	00:00:26	00:02:18	0.00	0.00
		2016-07-21	default	default	7	1.00	0.00%	71.43%	100.00%	00:02:33	00:02:33	00:02:45	0.00	0.00
			DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	62	1.00	0.00%	6.45%	100.00%	00:00:31	00:00:31	00:00:44	0.00	0.00
		2016-07-22	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	15	1.00	0.00%	6.67%	100.00%	00:00:27	00:00:27	00:00:31	0.00	0.00
		2016-07-25	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	9	1.00	88.89%	100.00%	100.00%	00:00:33	00:00:04	00:00:23	0.00	0.00
		2016-07-26	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	4	0.00	0.00%	0.00%	100.00%	00:00:00	00:00:00	00:00:00	0.00	0.00
		2016-07-27	default	default	6	0.00	0.00%	0.00%	100.00%	00:00:00	00:00:00	00:00:00	0.00	0.00
			DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	4	0.00	0.00%	0.00%	100.00%	00:00:00	00:00:00	00:00:00	0.00	0.00
		2016-07-28	default	default	4	1.00	50.00%	100.00%	100.00%	00:00:12	00:00:12	00:00:27	0.00	0.00
			DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	5	1.00	0.00%	20.00%	100.00%	00:00:26	00:00:26	00:00:36	0.00	0.00
		2016-07-29	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	60	1.00	0.00%	10.00%	100.00%	00:00:32	00:00:32	00:00:42	0.00	0.00

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Environment	Voice	2016-08-01	default	default	3	0.00	0.00%	0.00%	100.00%	00:00:00	00:00:00	00:00:00	0.00	0.00
			DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	26	1.00	0.00%	7.69%	100.00%	00:00:30	00:00:30	00:00:42	0.00	0.00
		2016-08-02	default	default	5	1.00	0.00%	60.00%	100.00%	00:05:51	00:05:51	00:06:14	0.00	0.00
			DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	97	1.11	0.00%	9.28%	100.00%	00:00:35	00:00:35	00:00:50	0.00	0.00
		2016-08-03	default	default	8	1.00	0.00%	50.00%	100.00%	00:00:45	00:00:45	00:00:48	0.00	0.00
			DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	160	1.00	8.11%	14.38%	100.00%	00:00:26	00:00:21	00:01:08	0.00	0.00
		2016-08-04	default	default	6	2.00	0.00%	16.67%	83.33%	00:00:28	00:00:28	00:00:38	0.00	0.00
			DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	77	1.00	0.00%	9.09%	100.00%	00:01:03	00:01:03	00:01:18	0.00	0.00
		2016-08-05	default	default	7	1.00	0.00%	85.71%	100.00%	00:07:36	00:07:36	00:07:45	0.00	0.00
			DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	89	1.00	0.00%	22.47%	100.00%	00:01:51	00:01:51	00:02:15	0.00	0.00
		2016-08-08	default	default	15	1.00	0.00%	40.00%	100.00%	00:02:11	00:02:11	00:02:26	0.00	0.00
			DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	82	1.08	3.80%	15.85%	100.00%	00:00:43	00:00:38	00:01:11	0.00	0.00
		2016-08-09	default	default	6	1.00	0.00%	66.67%	100.00%	00:00:41	00:00:41	00:01:07	0.00	0.00
			DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	121	1.11	21.85%	30.58%	100.00%	00:00:42	00:00:15	00:01:27	0.00	0.00
		2016-08-10	default	default	23	1.00	0.00%	69.57%	100.00%	00:02:08	00:02:08	00:02:19	0.00	0.00
			DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	189	1.20	24.02%	34.39%	100.00%	00:00:31	00:00:14	00:01:15	0.00	0.00
		2016-08-11	default	default	24	1.00	4.17%	45.83%	100.00%	00:01:46	00:01:46	00:02:43	0.00	0.00
			DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	285	1.28	14.73%	21.40%	100.00%	00:00:28	00:00:17	00:01:22	0.00	0.00
		2016-08-12	default	default	10	1.00	0.00%	70.00%	100.00%	00:02:10	00:02:10	00:02:37	0.00	0.00
			DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	325	1.17	19.43%	20.31%	100.00%	00:00:17	00:00:11	00:01:05	0.00	0.00
		2016-08-13	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	16	1.00	0.00%	56.25%	100.00%	00:00:31	00:00:31	00:01:10	0.00	0.00
		2016-08-15	default	default	4	1.00	25.00%	100.00%	100.00%	00:01:08	00:01:08	00:01:24	0.00	0.00
			DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	268	1.14	4.65%	8.21%	100.00%	00:00:22	00:00:22	00:00:48	0.00	0.00
		2016-08-16	default	default	14	1.00	0.00%	50.00%	100.00%	00:00:54	00:00:54	00:01:14	0.00	0.00
			DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	241	1.17	1.03%	4.98%	100.00%	00:00:29	00:00:29	00:00:47	0.00	0.00
		2016-08-17	default	default	16	1.00	0.00%	68.75%	100.00%	00:00:55	00:00:55	00:01:08	0.00	0.00
			DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	220	1.16	6.67%	11.36%	100.00%	00:00:23	00:00:16	00:00:53	0.00	0.00
		2016-08-18	default	default	17	1.22	11.76%	52.94%	100.00%	00:01:24	00:01:24	00:01:39	0.00	0.00
			DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	397	1.20	13.35%	16.62%	100.00%	00:00:31	00:00:18	00:00:53	0.00	0.00
		2016-08-19	default	default	70	1.00	0.00%	4.29%	100.00%	00:01:42	00:01:42	00:02:02	0.00	0.00
			DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	206	1.09	4.17%	11.17%	100.00%	00:00:28	00:00:22	00:00:51	0.00	0.00
		2016-08-22	default	default	13	1.00	0.00%	23.08%	100.00%	00:01:25	00:01:25	00:01:30	0.00	0.00
			DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	131	1.00	6.35%	13.74%	100.00%	00:00:25	00:00:22	00:00:46	0.00	0.00
		2016-08-23	default	default	23	1.00	5.00%	13.04%	100.00%	00:00:21	00:00:21	00:00:29	0.00	0.00
			DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	328	1.17	16.04%	19.82%	100.00%	00:00:19	00:00:15	00:01:11	0.00	0.00
		2016-08-24	default	default	2	0.00	0.00%	0.00%	100.00%	00:00:00	00:00:00	00:00:00	0.00	0.00

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Environment	Voice	2016-08-24	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	152	1.29	3.47%	18.42%	100.00%	00:00:29	00:00:24	00:00:38	0.00	0.00
		2016-08-25	default	default	37	1.00	2.94%	40.54%	100.00%	00:00:32	00:00:32	00:00:44	0.00	0.00
			DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	300	1.18	6.43%	11.00%	100.00%	00:00:29	00:00:23	00:00:45	0.00	0.00
		2016-08-26	default	default	1	0.00	0.00%	0.00%	100.00%	00:00:00	00:00:00	00:00:00	0.00	0.00
			DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	56	1.08	5.45%	21.43%	100.00%	00:00:27	00:00:22	00:00:53	0.00	0.00
		2016-08-27	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	3	0.00	0.00%	0.00%	100.00%	00:00:00	00:00:00	00:00:00	0.00	0.00
		2016-08-29	default	default	7	1.00	0.00%	57.14%	100.00%	00:00:46	00:00:46	00:00:54	0.00	0.00
			DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	133	1.22	7.27%	13.53%	100.00%	00:00:33	00:00:22	00:00:43	0.00	0.00
		2016-08-30	default	default	19	1.00	5.26%	26.32%	100.00%	00:01:02	00:00:50	00:01:11	0.00	0.00
			DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	170	1.19	8.16%	9.41%	100.00%	00:00:19	00:00:13	00:00:38	0.00	0.00
		2016-08-31	default	default	25	1.00	0.00%	100.00%	100.00%	00:01:19	00:01:19	00:01:26	0.00	0.00
			DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	19	1.00	0.00%	5.26%	100.00%	00:00:23	00:00:23	00:00:31	0.00	0.00
		2016-09-01	default	default	5	1.00	0.00%	40.00%	100.00%	00:01:06	00:01:06	00:01:11	0.00	0.00
			DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	56	1.00	20.69%	12.50%	100.00%	00:00:03	00:00:03	00:00:12	0.00	0.00
		2016-09-02	default	default	15	1.00	0.00%	100.00%	100.00%	00:01:35	00:01:35	00:01:41	0.00	0.00
			DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	46	1.00	25.58%	43.48%	100.00%	00:00:25	00:00:16	00:00:44	0.00	0.00
		2016-09-06	default	default	25	1.00	4.00%	84.00%	100.00%	00:01:24	00:01:24	00:01:36	0.00	0.00
			DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	85	1.00	52.94%	54.12%	100.00%	00:00:09	00:00:03	00:00:21	0.00	0.00
		2016-09-07	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	24	1.07	50.00%	58.33%	100.00%	00:00:11	00:00:10	00:00:34	0.00	0.00
		2016-09-08	default	default	7	1.00	28.57%	57.14%	100.00%	00:00:32	00:00:32	00:00:43	0.00	0.00
			DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	138	1.00	16.07%	23.19%	100.00%	00:00:23	00:00:13	00:00:25	0.00	0.00
		2016-09-09	default	default	3	1.00	0.00%	33.33%	100.00%	00:00:52	00:00:52	00:00:57	0.00	0.00
			DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	156	1.00	23.45%	34.62%	100.00%	00:00:12	00:00:12	00:00:30	0.00	0.00
		2016-09-12	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	115	1.00	17.59%	32.17%	100.00%	00:00:15	00:00:15	00:00:20	0.00	0.00
		2016-09-13	default	default	17	1.00	0.00%	94.12%	100.00%	00:01:15	00:01:15	00:01:20	0.00	0.00
			DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	199	1.00	18.99%	27.14%	100.00%	00:00:11	00:00:11	00:00:18	0.00	0.00
		2016-09-14	default	default	9	1.43	33.33%	77.78%	100.00%	00:00:25	00:00:25	00:00:55	0.00	0.00
			DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	68	1.05	7.35%	30.88%	100.00%	00:00:23	00:00:22	00:00:37	0.00	0.00
		2016-09-15	default	default	7	2.00	100.00%	100.00%	100.00%	00:00:00	00:00:00	00:00:35	0.00	0.00
			DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	12	1.33	33.33%	50.00%	100.00%	00:00:56	00:00:28	00:00:38	0.00	0.00
		2016-09-16	default	default	8	1.38	62.50%	100.00%	100.00%	00:00:10	00:00:10	00:00:26	0.00	0.00
			DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	80	1.09	7.59%	27.50%	100.00%	00:00:32	00:00:26	00:00:35	0.00	0.00
		2016-09-17	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	1	1.00	0.00%	100.00%	100.00%	00:00:28	00:00:28	00:00:34	0.00	0.00
		2016-09-20	default	default	11	1.00	0.00%	90.91%	100.00%	00:01:10	00:01:10	00:01:17	0.00	0.00
			DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	74	1.00	2.82%	21.62%	100.00%	00:00:35	00:00:31	00:00:38	0.00	0.00
		2016-09-22	default	default	1	1.00	0.00%	100.00%	100.00%	00:02:05	00:02:05	00:02:11	0.00	0.00

## Customer Perspective Report

Tenant	Media Type	Day	Customer Segment	Service Type	Entered	Response Ratio	% Accept Service Level	% First Response Time Service Level	% Finished Service Level	Avg Accept Time Agent (Fmt)	Avg First Response Time (Fmt)	Avg Finish Response Time (Fmt)	Avg Satisfaction	Avg Revenue
Environment	Voice	2016-09-22	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	30	1.00	0.00%	20.00%	100.00%	00:00:28	00:00:28	00:00:34	0.00	0.00
		2016-09-23	default	default	16	1.00	0.00%	100.00%	100.00%	00:01:28	00:01:28	00:01:34	0.00	0.00
			DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	154	1.00	6.12%	16.88%	100.00%	00:00:19	00:00:19	00:00:32	0.00	0.00
		2016-09-26	default	default	2	1.00	0.00%	100.00%	100.00%	00:00:19	00:00:19	00:00:22	0.00	0.00
			DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	18	1.00	73.33%	61.11%	100.00%	00:00:02	00:00:02	00:00:21	0.00	0.00
		2016-09-27	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	15	1.00	86.67%	86.67%	100.00%	00:00:04	00:00:04	00:00:42	0.00	0.00
		2016-09-28	default	default	2	1.00	50.00%	100.00%	100.00%	00:00:14	00:00:14	00:00:19	0.00	0.00
			DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	241	1.00	16.81%	17.43%	100.00%	00:00:03	00:00:03	00:00:38	0.00	0.00
		2016-09-29	default	default	1	1.00	0.00%	100.00%	100.00%	00:00:18	00:00:18	00:00:21	0.00	0.00
			DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	107	1.06	53.68%	47.66%	100.00%	00:00:03	00:00:03	00:00:20	0.00	0.00
		2016-09-30	default	default	4	0.00	0.00%	0.00%	100.00%	00:00:00	00:00:00	00:00:00	0.00	0.00
			DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	18	1.00	22.22%	22.22%	100.00%	00:00:00	00:00:00	00:00:09	0.00	0.00
		2016-10-01	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	1	1.00	100.00%	100.00%	100.00%	00:00:00	00:00:00	00:00:05	0.00	0.00
		2016-10-03	default	default	9	1.00	0.00%	100.00%	100.00%	00:01:13	00:01:13	00:01:18	0.00	0.00
			DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	80	1.07	1.49%	17.50%	100.00%	00:00:28	00:00:26	00:00:31	0.00	0.00
		2016-10-04	default	default	3	1.00	33.33%	100.00%	100.00%	00:00:26	00:00:17	00:00:38	0.00	0.00
			DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	69	1.00	20.37%	37.68%	100.00%	00:00:26	00:00:19	00:00:33	0.00	0.00
		2016-10-05	default	default	16	1.00	0.00%	68.75%	100.00%	00:01:05	00:01:05	00:01:14	0.00	0.00
			DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	216	1.03	1.91%	15.74%	100.00%	00:00:30	00:00:27	00:00:33	0.00	0.00
		2016-10-06	default	default	11	1.00	0.00%	100.00%	100.00%	00:01:03	00:01:03	00:01:09	0.00	0.00
			DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	175	1.00	13.58%	24.00%	100.00%	00:00:17	00:00:17	00:00:31	0.00	0.00
		2016-10-07	default	default	1	0.00	0.00%	0.00%	100.00%	00:00:00	00:00:00	00:00:00	0.00	0.00
			DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	53	1.00	4.00%	33.96%	100.00%	00:00:46	00:00:46	00:01:07	0.00	0.00
		2016-10-12	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	76	1.05	7.04%	26.32%	100.00%	00:01:01	00:00:56	00:01:41	0.00	0.00
			default	default	16	1.00	0.00%	87.50%	100.00%	00:01:05	00:01:05	00:01:13	0.00	0.00
		2016-10-13	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	242	1.05	7.33%	22.73%	100.00%	00:00:32	00:00:24	00:01:00	0.00	0.00
			default	default	6	1.00	0.00%	100.00%	100.00%	00:01:45	00:01:45	00:02:32	0.00	0.00
		2016-10-14	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	158	1.03	1.32%	22.78%	100.00%	00:00:45	00:00:43	00:01:09	0.00	0.00
			DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	48	1.20	2.22%	10.42%	100.00%	00:00:29	00:00:25	00:00:35	0.00	0.00
		2016-10-17	default	default	24	1.00	4.17%	45.83%	100.00%	00:00:41	00:00:39	00:01:07	0.00	0.00
			DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	237	1.29	7.65%	11.81%	100.00%	00:00:39	00:00:21	00:00:53	0.00	0.00
		2016-10-19	default	default	2	1.00	0.00%	100.00%	100.00%	00:00:46	00:00:46	00:00:50	0.00	0.00
			DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	35	1.00	19.23%	20.00%	100.00%	00:00:00	00:00:12	00:00:31	0.00	0.00
		2016-10-20	default	default	8	1.00	37.50%	37.50%	100.00%	00:00:05	00:00:05	00:00:09	0.00	0.00
			DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	45	1.00	25.00%	17.78%	100.00%	00:00:02	00:00:02	00:00:21	0.00	0.00
		2016-10-21	default	default	5	1.00	20.00%	80.00%	100.00%	00:00:31	00:00:31	00:00:35	0.00	0.00

## Customer Perspective Report

Tenant	Media Type	Day	Customer Segment	Service Type	Entered	Response Ratio	% Accept Service Level	% First Response Time Service Level	% Finished Service Level	Avg Accept Time Agent (Fmt)	Avg First Response Time (Fmt)	Avg Finish Response Time (Fmt)	Avg Satisfaction	Avg Revenue
Environment	Voice	2016-10-21	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	125	1.00	1.67%	24.80%	100.00%	00:00:42	00:00:42	00:00:57	0.00	0.00
		2016-10-24	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	15	0.00	0.00%	0.00%	100.00%	00:00:00	00:00:00	00:00:00	0.00	0.00
		2016-10-25	default	default	2	1.00	0.00%	100.00%	100.00%	00:00:56	00:00:56	00:01:08	0.00	0.00
			DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	85	1.11	36.90%	42.35%	100.00%	00:00:31	00:00:09	00:01:11	0.00	0.00
		2016-10-26	default	default	13	1.00	0.00%	23.08%	100.00%	00:00:31	00:00:31	00:00:50	0.00	0.00
			DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	96	1.11	20.00%	19.79%	100.00%	00:00:34	00:00:08	00:00:54	0.00	0.00
		2016-10-27	default	default	13	1.00	7.69%	53.85%	100.00%	00:00:59	00:00:59	00:01:08	0.00	0.00
			DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	55	1.33	3.70%	27.27%	100.00%	00:00:25	00:00:26	00:00:58	0.00	0.00
		2016-10-28	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	5	0.00	0.00%	0.00%	100.00%	00:00:00	00:00:00	00:00:00	0.00	0.00
		2016-10-31	default	default	9	1.00	0.00%	66.67%	88.89%	00:01:15	00:01:15	00:01:20	0.00	0.00
			DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	4	1.00	0.00%	25.00%	100.00%	00:00:32	00:00:32	00:00:37	0.00	0.00
		2016-11-01	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	1	0.00	0.00%	0.00%	100.00%	00:00:00	00:00:00	00:00:00	0.00	0.00
		2016-11-02	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	4	0.00	0.00%	0.00%	100.00%	00:00:00	00:00:00	00:00:00	0.00	0.00
		2016-11-03	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	2	0.00	0.00%	0.00%	100.00%	00:00:00	00:00:00	00:00:00	0.00	0.00
		2016-11-04	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	4	0.00	0.00%	0.00%	100.00%	00:00:00	00:00:00	00:00:00	0.00	0.00
		2016-11-07	default	default	1	1.00	0.00%	100.00%	100.00%	00:02:25	00:02:25	00:03:17	0.00	0.00
			DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	63	1.25	4.92%	6.35%	100.00%	00:00:31	00:00:09	00:01:00	0.00	0.00
		2016-11-08	default	default	4	0.00	0.00%	0.00%	100.00%	00:00:00	00:00:00	00:00:00	0.00	0.00
			DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	7	1.00	85.71%	85.71%	100.00%	00:00:00	00:00:00	00:00:05	0.00	0.00
		2016-11-09	default	default	10	1.00	60.00%	80.00%	100.00%	00:00:18	00:00:18	00:00:38	0.00	0.00
			DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	121	1.00	1.02%	6.61%	100.00%	00:00:21	00:00:21	00:00:45	0.00	0.00
		2016-11-10	default	default	2	1.00	0.00%	50.00%	100.00%	00:01:25	00:01:25	00:01:30	0.00	0.00
			DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	12	1.00	0.00%	41.67%	100.00%	00:00:24	00:00:24	00:00:29	0.00	0.00
		2016-11-11	default	default	4	0.00	0.00%	0.00%	100.00%	00:00:00	00:00:00	00:00:00	0.00	0.00
			DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	63	1.00	0.00%	12.70%	100.00%	00:00:24	00:00:24	00:00:29	0.00	0.00
		2016-11-14	default	default	8	1.00	0.00%	100.00%	100.00%	00:00:58	00:00:58	00:01:04	0.00	0.00
			DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	14	1.00	0.00%	7.14%	100.00%	00:00:24	00:00:24	00:00:29	0.00	0.00
		2016-11-15	default	default	1	0.00	0.00%	0.00%	100.00%	00:00:00	00:00:00	00:00:00	0.00	0.00
			DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	60	1.00	0.00%	18.33%	100.00%	00:00:24	00:00:24	00:00:34	0.00	0.00
		2016-11-16	default	default	2	1.00	0.00%	100.00%	100.00%	00:01:16	00:01:16	00:01:22	0.00	0.00
			DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	79	1.00	0.00%	17.72%	100.00%	00:00:32	00:00:32	00:00:55	0.00	0.00
		2016-11-17	default	default	1	0.00	0.00%	0.00%	100.00%	00:00:00	00:00:00	00:00:00	0.00	0.00
			DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	47	1.00	0.00%	21.28%	100.00%	00:00:27	00:00:27	00:00:32	0.00	0.00
		2016-11-18	default	default	5	1.00	0.00%	80.00%	100.00%	00:00:48	00:00:48	00:01:00	0.00	0.00
			DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	61	1.00	0.00%	4.92%	100.00%	00:00:24	00:00:24	00:00:29	0.00	0.00
		2016-11-21	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	106	1.00	0.00%	28.30%	100.00%	00:00:37	00:00:37	00:00:44	0.00	0.00

## Customer Perspective Report

Tenant	Media Type	Day	Customer Segment	Service Type	Entered	Response Ratio	% Accept Service Level	% First Response Time Service Level	% Finished Service Level	Avg Accept Time Agent (Fmt)	Avg First Response Time (Fmt)	Avg Finish Response Time (Fmt)	Avg Satisfaction	Avg Revenue
Environment	Voice	2016-11-22	default	default	1	1.00	0.00%	100.00%	100.00%	00:00:52	00:00:52	00:00:57	0.00	0.00
			DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	103	1.00	1.06%	13.59%	100.00%	00:00:28	00:00:27	00:00:44	0.00	0.00
		2016-11-23	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	44	1.00	14.63%	15.91%	100.00%	00:00:37	00:00:11	00:00:57	0.00	0.00
		2016-11-24	default	default	8	1.00	0.00%	100.00%	100.00%	00:01:16	00:01:16	00:02:44	0.00	0.00
			DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	99	1.47	4.65%	17.17%	100.00%	00:00:27	00:00:28	00:01:11	0.00	0.00
		2016-11-25	default	default	13	1.00	0.00%	100.00%	100.00%	00:00:36	00:00:36	00:00:53	0.00	0.00
			DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	76	1.40	2.86%	6.58%	100.00%	00:00:33	00:00:22	00:00:52	0.00	0.00
		2016-11-28	default	default	17	1.00	0.00%	100.00%	100.00%	00:01:01	00:01:01	00:01:29	0.00	0.00
			DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	279	1.00	0.38%	20.79%	100.00%	00:00:40	00:00:39	00:00:50	0.00	0.00
		2016-11-29	default	default	2	1.00	0.00%	100.00%	100.00%	00:00:27	00:00:27	00:00:33	0.00	0.00
			DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	149	1.00	11.11%	27.52%	100.00%	00:00:58	00:00:36	00:00:50	0.00	0.00
		2016-11-30	default	default	4	1.00	0.00%	75.00%	100.00%	00:00:39	00:00:39	00:00:45	0.00	0.00
			DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	112	1.00	0.00%	28.57%	100.00%	00:00:46	00:00:46	00:00:57	0.00	0.00
		2016-12-01	default	default	8	1.00	0.00%	100.00%	100.00%	00:01:15	00:01:15	00:01:20	0.00	0.00
			DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	55	1.22	0.00%	41.82%	100.00%	00:00:55	00:00:55	00:01:16	0.00	0.00
		2016-12-02	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	16	1.00	0.00%	6.25%	100.00%	00:00:47	00:00:47	00:01:02	0.00	0.00
		2016-12-05	default	default	16	1.00	0.00%	100.00%	100.00%	00:01:02	00:01:02	00:01:31	0.00	0.00
			DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	161	1.00	0.00%	21.12%	100.00%	00:00:31	00:00:31	00:00:41	0.00	0.00
		2016-12-06	default	default	1	0.00	0.00%	0.00%	100.00%	00:00:00	00:00:00	00:00:00	0.00	0.00
			DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	59	1.14	2.00%	11.86%	100.00%	00:00:47	00:00:29	00:01:03	0.00	0.00
		2016-12-07	default	default	1	1.00	0.00%	100.00%	100.00%	00:00:18	00:00:18	00:00:22	0.00	0.00
			DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	38	1.00	57.14%	52.63%	100.00%	00:00:03	00:00:03	00:00:21	0.00	0.00
		2016-12-08	default	default	11	1.00	0.00%	100.00%	100.00%	00:01:05	00:01:05	00:01:11	0.00	0.00
			DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	114	1.00	0.00%	26.32%	100.00%	00:00:48	00:00:48	00:00:58	0.00	0.00
		2016-12-09	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	3	0.00	0.00%	0.00%	100.00%	00:00:00	00:00:00	00:00:00	0.00	0.00
		2016-12-12	default	default	14	1.00	0.00%	100.00%	100.00%	00:01:07	00:01:07	00:01:39	0.00	0.00
			DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	155	1.03	0.00%	23.23%	100.00%	00:00:36	00:00:35	00:00:46	0.00	0.00
		2016-12-19	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	51	1.00	0.00%	29.41%	100.00%	00:00:28	00:00:28	00:00:32	0.00	0.00
		2016-12-20	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	3	0.00	0.00%	0.00%	100.00%	00:00:00	00:00:00	00:00:00	0.00	0.00
		2016-12-21	default	default	13	1.00	0.00%	61.54%	100.00%	00:01:12	00:01:12	00:01:17	0.00	0.00
			DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	116	1.00	0.00%	21.55%	100.00%	00:00:30	00:00:30	00:00:35	0.00	0.00
		2016-12-22	default	default	17	1.00	0.00%	94.12%	100.00%	00:01:02	00:01:02	00:01:32	0.00	0.00
			DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	96	1.00	1.09%	26.04%	100.00%	00:00:32	00:00:31	00:00:41	0.00	0.00
		2016-12-23	default	default	2	0.00	0.00%	0.00%	100.00%	00:00:00	00:00:00	00:00:00	0.00	0.00
			DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	34	1.75	9.09%	23.53%	100.00%	00:00:27	00:00:27	00:01:07	0.00	0.00
		2016-12-26	default	default	23	1.00	0.00%	100.00%	100.00%	00:01:08	00:01:08	00:01:30	0.00	0.00

## Customer Perspective Report

Tenant	Media Type	Day	Customer Segment	Service Type	Entered	Response Ratio	% Accept Service Level	% First Response Time Service Level	% Finished Service Level	Avg Accept Time Agent (Fmt)	Avg First Response Time (Fmt)	Avg Finish Response Time (Fmt)	Avg Satisfaction	Avg Revenue
Environment	Voice	2016-12-26	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	159	1.00	0.00%	24.53%	100.00%	00:00:31	00:00:31	00:00:39	0.00	0.00
		2016-12-27	default	default	4	1.00	0.00%	50.00%	100.00%	00:00:52	00:00:52	00:00:57	0.00	0.00
			DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	108	1.00	0.00%	10.19%	100.00%	00:00:26	00:00:26	00:00:37	0.00	0.00
		2016-12-28	default	default	25	1.00	0.00%	96.00%	100.00%	00:01:06	00:01:06	00:01:28	0.00	0.00
			DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	201	1.00	2.03%	25.87%	100.00%	00:00:31	00:00:29	00:00:38	0.00	0.00
		2016-12-29	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	9	1.33	22.22%	33.33%	100.00%	00:00:32	00:00:15	00:00:24	0.00	0.00
		2017-01-02	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	1	0.00	0.00%	0.00%	100.00%	00:00:00	00:00:00	00:00:00	0.00	0.00
		2017-01-03	default	default	14	1.00	0.00%	78.57%	100.00%	00:01:07	00:01:07	00:01:12	0.00	0.00
			DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	130	1.00	10.32%	33.85%	100.00%	00:00:47	00:00:33	00:00:44	0.00	0.00
		2017-01-04	default	default	7	1.00	0.00%	57.14%	100.00%	00:01:00	00:01:00	00:01:05	0.00	0.00
			DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	136	1.18	2.27%	20.59%	100.00%	00:00:29	00:00:30	00:00:41	0.00	0.00
		2017-01-05	default	default	8	1.00	0.00%	62.50%	100.00%	00:01:03	00:01:03	00:01:08	0.00	0.00
			DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	119	1.10	0.00%	26.05%	100.00%	00:00:31	00:00:30	00:00:40	0.00	0.00
		2017-01-06	default	default	2	0.00	0.00%	0.00%	100.00%	00:00:00	00:00:00	00:00:00	0.00	0.00
			DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	1	0.00	0.00%	0.00%	100.00%	00:00:00	00:00:00	00:00:00	0.00	0.00
		2017-01-09	default	default	15	1.00	0.00%	40.00%	100.00%	00:00:52	00:00:52	00:00:57	0.00	0.00
			DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	71	1.00	0.00%	16.90%	100.00%	00:00:32	00:00:32	00:00:38	0.00	0.00
		2017-01-10	default	default	32	1.00	0.00%	93.75%	100.00%	00:01:11	00:01:11	00:01:21	0.00	0.00
			DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	123	1.00	0.00%	29.27%	100.00%	00:00:37	00:00:37	00:00:51	0.00	0.00
		2017-01-11	default	default	19	1.00	0.00%	100.00%	100.00%	00:01:14	00:01:14	00:02:38	0.00	0.00
			DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	147	1.00	1.39%	28.57%	97.96%	00:00:31	00:00:29	00:09:17	0.00	0.00
		2017-01-12	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	12	1.00	0.00%	33.33%	100.00%	00:00:28	00:00:28	00:00:42	0.00	0.00
		2017-01-13	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	58	1.00	19.64%	22.41%	100.00%	00:00:22	00:00:03	00:00:10	0.00	0.00
		2017-01-16	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	3	0.00	0.00%	0.00%	100.00%	00:00:00	00:00:00	00:00:00	0.00	0.00
		2017-01-17	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	1	0.00	0.00%	0.00%	100.00%	00:00:00	00:00:00	00:00:00	0.00	0.00
		2017-01-18	default	default	1	0.00	0.00%	0.00%	100.00%	00:00:00	00:00:00	00:00:00	0.00	0.00
			DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	14	1.00	100.00%	100.00%	100.00%	00:00:00	00:00:00	00:00:06	0.00	0.00
		2017-01-19	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	3	0.00	0.00%	0.00%	100.00%	00:00:00	00:00:00	00:00:00	0.00	0.00
		2017-01-20	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	3	1.00	66.67%	66.67%	100.00%	00:00:00	00:00:00	00:00:16	0.00	0.00
		2017-01-23	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	3	1.00	0.00%	33.33%	100.00%	00:00:32	00:00:32	00:00:53	0.00	0.00
		2017-01-24	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	8	0.00	0.00%	0.00%	100.00%	00:00:00	00:00:00	00:00:00	0.00	0.00
		2017-01-25	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	8	1.00	0.00%	12.50%	100.00%	00:00:25	00:00:25	00:00:35	0.00	0.00
		2017-01-27	default	default	2	1.00	0.00%	100.00%	100.00%	00:01:01	00:01:01	00:01:27	0.00	0.00
			DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	19	1.00	0.00%	36.84%	100.00%	00:00:26	00:00:26	00:00:47	0.00	0.00
		2017-01-31	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	5	0.00	0.00%	0.00%	100.00%	00:00:00	00:00:00	00:00:00	0.00	0.00
		2017-02-02	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	12	1.00	8.33%	8.33%	100.00%	00:00:00	00:00:00	00:00:03	0.00	0.00



## Customer Perspective Report

Tenant	Media Type	Day	Customer Segment	Service Type	Entered	Response Ratio	% Accept Service Level	% First Response Time Service Level	% Finished Service Level	Avg Accept Time Agent (Fmt)	Avg First Response Time (Fmt)	Avg Finish Response Time (Fmt)	Avg Satisfaction	Avg Revenue
Environment	Voice	2017-02-06	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	9	1.00	0.00%	11.11%	100.00%	00:00:29	00:00:29	00:02:43	0.00	0.00
		2017-02-07	default	default	1	1.00	0.00%	100.00%	100.00%	00:01:25	00:01:25	00:01:30	0.00	0.00
			DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	52	1.00	0.00%	15.38%	100.00%	00:00:28	00:00:28	00:00:34	0.00	0.00
		2017-02-08	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	30	1.17	10.00%	20.00%	100.00%	00:00:45	00:00:28	00:02:31	0.00	0.00
		2017-02-09	default	default	11	1.00	0.00%	90.91%	100.00%	00:01:14	00:01:14	00:01:56	0.00	0.00
			DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	26	1.00	3.85%	23.08%	100.00%	00:00:29	00:00:25	00:04:13	0.00	0.00
		2017-02-10	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	47	1.18	0.00%	23.40%	100.00%	00:00:38	00:00:38	00:13:27	0.00	0.00
		2017-02-13	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	39	1.50	0.00%	5.13%	100.00%	00:00:28	00:00:28	00:11:13	0.00	0.00
		2017-02-14	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	70	1.00	1.85%	8.57%	100.00%	00:00:27	00:00:23	00:10:34	0.00	0.00
		2017-02-17	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	2	0.00	0.00%	0.00%	100.00%	00:00:00	00:00:00	00:00:00	0.00	0.00
		Total			13,560	1.15	11.73%	26.63%	99.96%	00:00:35	00:00:30	00:01:07	0.00	0.00
	webengagement	2016-06-01	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	7	0.00	0.00%	0.00%	0.00%	00:00:00	00:00:00	00:00:00	0.00	0.00
		2016-06-07	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	2	0.00	0.00%	0.00%	100.00%	00:00:00	00:00:00	00:00:00	0.00	0.00
		2016-06-08	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_SERVICE_TYPE	12	0.00	0.00%	0.00%	100.00%	00:00:00	00:00:00	00:00:00	0.00	0.00
		Total			21	0.00	0.00%	0.00%	66.67%	00:00:00	00:00:00	00:00:00	0.00	0.00
	Total				13,622	1.15	11.78%	26.57%	99.90%	00:00:35	00:00:30	00:01:09	0.00	0.00
Total					13,622	1.15	11.78%	26.57%	99.90%	00:00:35	00:00:30	00:01:09	0.00	0.00