

Interaction Traffic Group Report

Tenant	Media Type	Queue Group	Interaction Type	Day	% Accept Service Level	Offered	Distributed	Accepted	Abandoned Waiting	Short Abandoned Waiting	Avg Accept Time (Fmt)	Avg Abandoned Waiting Time (Fmt)
Environment	Chat	No Group	Inbound	2016-05-25	15.79%	19	12	5	0	0	00:00:09	00:00:00
				2016-05-26	0.00%	2	0	0	0	0	00:00:00	00:00:00
				2016-05-27	23.81%	21	12	5	0	0	00:00:02	00:00:00
				2016-06-01	14.29%	7	4	1	0	0	00:00:04	00:00:00
				2016-06-02	20.00%	5	2	1	0	0	00:00:04	00:00:00
				2016-06-08	10.00%	10	6	2	0	0	00:00:14	00:00:00
				2016-06-13	0.00%	10	0	0	0	0	00:00:00	00:00:00
			Total		14.86%	74	36	14	0	0	00:00:07	00:00:00
	Email	No Group	Inbound	2016-05-25	10.00%	10	4	1	0	0	00:00:03	00:00:00
				2016-05-26	0.00%	6	0	0	0	0	00:00:00	00:00:00
				2016-06-01	50.00%	4	4	2	0	0	00:00:06	00:00:00
				2016-06-02	50.00%	2	2	1	0	0	00:00:03	00:00:00
				2016-06-07	0.00%	6	0	0	0	0	00:00:00	00:00:00
			Outbound	2016-05-25	0.00%	1	0	0	0	0	00:00:00	00:00:00
				2016-06-01	0.00%	2	0	0	0	0	00:00:00	00:00:00
			Total		12.90%	31	10	4	0	0	00:00:04	00:00:00
	Voice	EXAMPLE_DNG	Inbound	2016-09-06	0.00%	12	10	7	2	0	00:00:21	00:00:34
				2016-09-14	0.00%	1	0	0	1	0	00:00:00	00:00:39
				2016-09-23	0.00%	1	0	0	1	0	00:00:00	00:09:16
				2016-09-30	0.00%	4	4	0	0	0	00:00:00	00:00:00
				2016-10-04	100.00%	1	1	1	0	0	00:00:15	00:00:00
			Total		5.26%	19	15	8	4	0	00:00:20	00:02:46
		No Group	Inbound	2016-05-25	85.42%	96	88	88	8	0	00:00:02	00:00:31
				2016-05-26	93.10%	29	28	28	1	0	00:00:02	00:00:31
				2016-05-27	88.89%	54	51	51	3	0	00:00:03	00:00:31

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Environment	Voice	No Group	Inbound	2016-05-30	92.86%	28	27	27	1	0	00:00:02	00:00:31
				2016-05-31	66.67%	33	23	23	10	0	00:00:03	00:01:43
				2016-06-10	86.96%	23	22	20	1	0	00:00:02	00:00:34
				2016-06-13	88.89%	18	18	17	0	0	00:00:03	00:00:00
				2016-06-14	91.43%	35	35	33	0	0	00:00:02	00:00:00
				2016-06-16	44.29%	70	40	34	30	0	00:00:04	00:01:45
				2016-06-17	88.46%	52	52	46	0	0	00:00:02	00:00:00
				2016-06-20	87.50%	16	16	14	0	0	00:00:02	00:00:00
				2016-07-20	0.00%	3	1	1	2	0	00:00:35	00:04:41
				2016-07-21	14.29%	7	6	5	1	0	00:02:20	00:00:26
				2016-07-22	0.00%	2	0	0	2	0	00:00:00	00:02:16
				2016-08-08	36.36%	11	9	5	5	3	00:00:13	00:06:42
				2016-08-09	0.00%	4	4	4	1	1	00:00:24	00:00:01
				2016-08-10	0.00%	23	7	6	18	2	00:01:24	00:01:30
				2016-08-11	5.26%	19	15	7	4	0	00:02:21	00:04:03
				2016-08-12	0.00%	5	5	3	0	0	00:01:31	00:00:00
				2016-08-15	0.00%	4	2	2	2	0	00:01:41	00:10:05
				2016-08-16	12.50%	8	5	5	3	0	00:00:36	00:00:18
				2016-08-17	23.53%	17	12	9	6	1	00:00:20	00:01:23
				2016-08-18	0.00%	1	0	0	0	0	00:00:00	00:00:00
				2016-08-19	0.00%	27	21	2	6	0	00:00:29	00:01:14
				2016-08-22	0.00%	6	6	0	3	3	00:00:00	00:00:04
				2016-08-23	4.17%	24	10	2	17	3	00:00:18	00:00:16
				2016-08-24	0.00%	9	1	0	8	0	00:00:00	00:00:24
				2016-08-25	13.79%	29	12	6	17	0	00:00:15	00:01:02
				2016-08-26	0.00%	2	1	0	2	1	00:00:00	00:00:17

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Environment	Voice	No Group	Inbound	2016-08-29	0.00%	6	6	3	0	0	00:00:29	00:00:00
				2016-08-30	12.50%	8	3	1	5	1	00:00:11	00:00:57
				2016-08-31	0.00%	20	18	18	2	0	00:00:48	00:00:24
				2016-09-01	0.00%	5	2	2	3	0	00:00:27	00:01:31
				2016-09-02	33.33%	15	15	15	0	0	00:00:44	00:00:00
				2016-09-06	56.25%	16	15	14	1	0	00:00:39	00:00:25
				2016-09-08	37.50%	8	4	4	4	0	00:00:12	00:01:47
				2016-09-09	25.00%	4	1	1	3	0	00:00:10	00:01:39
				2016-09-13	72.22%	18	16	16	2	0	00:00:15	00:02:58
				2016-09-14	36.36%	11	6	4	5	0	00:00:11	00:01:00
				2016-09-16	100.00%	3	3	3	0	0	00:00:09	00:00:00
				2016-09-20	63.64%	11	10	9	1	0	00:00:14	00:00:43
				2016-09-22	0.00%	1	1	1	0	0	00:00:34	00:00:00
				2016-09-23	50.00%	16	16	16	0	0	00:00:22	00:00:00
				2016-09-26	100.00%	2	2	2	0	0	00:00:14	00:00:00
				2016-09-27	0.00%	1	0	0	1	0	00:00:00	00:19:28
				2016-09-28	100.00%	1	1	1	0	0	00:00:14	00:00:00
				2016-09-29	50.00%	2	1	1	1	0	00:00:14	00:00:16
				2016-10-03	77.78%	9	9	9	0	0	00:00:14	00:00:00
				2016-10-04	0.00%	1	1	1	0	0	00:00:32	00:00:00
				2016-10-05	77.78%	9	9	9	0	0	00:00:14	00:00:00
				2016-10-06	80.00%	10	10	10	0	0	00:00:14	00:00:00
				2016-10-13	53.33%	15	11	10	4	1	00:00:13	00:00:12
				2016-10-14	33.33%	9	6	6	1	0	00:01:20	00:03:08
				2016-10-18	11.76%	17	17	6	0	0	00:00:29	00:00:00
				2016-10-21	66.67%	3	3	3	1	1	00:00:13	00:00:04

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Environment	Voice	No Group	Inbound	2016-10-26	0.00%	2	0	0	2	0	00:00:00	00:00:29
				2016-10-27	10.00%	20	9	4	11	0	00:00:48	00:00:55
				2016-10-31	44.44%	9	9	6	0	0	00:00:16	00:00:00
				2016-11-07	0.00%	3	0	0	0	0	00:00:00	00:00:00
				2016-11-09	33.33%	6	4	2	1	0	00:00:12	00:00:42
				2016-11-10	50.00%	2	2	1	0	0	00:00:13	00:00:00
				2016-11-11	0.00%	7	4	0	3	0	00:00:00	00:00:25
				2016-11-14	87.50%	8	8	8	0	0	00:00:12	00:00:00
				2016-11-15	0.00%	2	0	0	2	0	00:00:00	00:02:34
				2016-11-16	20.00%	5	2	2	2	0	00:00:21	00:00:44
				2016-11-17	0.00%	2	0	0	2	0	00:00:00	00:00:55
				2016-11-18	50.00%	4	2	2	2	0	00:00:12	00:00:39
				2016-11-22	50.00%	2	1	1	0	0	00:00:10	00:00:00
				2016-11-24	0.00%	9	8	8	1	0	00:00:19	00:01:58
				2016-11-25	15.38%	13	13	13	0	0	00:00:38	00:00:00
				2016-11-28	50.00%	18	16	16	0	0	00:00:16	00:00:00
				2016-11-29	100.00%	2	2	2	0	0	00:00:11	00:00:00
				2016-11-30	40.00%	5	4	3	0	0	00:00:14	00:00:00
				2016-12-01	75.00%	8	8	8	0	0	00:00:15	00:00:00
				2016-12-05	64.71%	17	16	16	0	0	00:00:14	00:00:00
				2016-12-06	0.00%	1	1	0	0	0	00:00:00	00:00:00
				2016-12-07	100.00%	1	1	1	0	0	00:00:14	00:00:00
				2016-12-08	66.67%	12	11	11	0	0	00:00:14	00:00:00
				2016-12-12	60.00%	15	14	14	0	0	00:00:15	00:00:00
				2016-12-21	23.08%	13	13	8	0	0	00:00:25	00:00:00
				2016-12-22	38.10%	21	17	16	4	0	00:00:18	00:01:39

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Environment	Voice	No Group	Inbound	2016-12-23	0.00%	10	2	0	7	0	00:00:00	00:01:16
				2016-12-26	37.50%	24	23	23	0	0	00:00:22	00:00:00
				2016-12-27	12.50%	8	4	2	4	0	00:00:16	00:01:14
				2016-12-28	40.00%	25	24	24	0	0	00:00:21	00:00:00
				2017-01-03	58.33%	12	11	11	0	0	00:00:16	00:00:00
				2017-01-04	33.33%	9	7	4	1	0	00:00:17	00:03:55
				2017-01-05	33.33%	9	8	5	0	0	00:00:21	00:00:00
				2017-01-09	25.00%	12	12	6	0	0	00:00:21	00:00:00
				2017-01-10	48.57%	35	32	30	3	0	00:00:21	00:01:33
				2017-01-11	35.00%	20	19	19	0	0	00:00:22	00:00:00
				2017-02-07	100.00%	1	1	1	0	0	00:00:13	00:00:00
				2017-02-09	50.00%	10	10	10	0	0	00:00:21	00:00:00
				2017-02-10	0.00%	0	0	0	1	1	00:00:00	00:00:03
			Internal	2016-05-25	100.00%	35	35	35	0	0	00:00:01	00:00:00
				2016-05-26	100.00%	15	15	15	0	0	00:00:02	00:00:00
				2016-05-27	100.00%	21	21	21	0	0	00:00:01	00:00:00
				2016-05-30	100.00%	14	14	14	0	0	00:00:01	00:00:00
				2016-05-31	100.00%	14	14	14	0	0	00:00:02	00:00:00
				2016-06-10	50.00%	2	2	1	3	3	00:00:02	00:00:02
				2016-06-13	100.00%	7	7	7	0	0	00:00:02	00:00:00
				2016-06-14	100.00%	14	14	14	0	0	00:00:02	00:00:00
				2016-06-16	100.00%	27	27	27	0	0	00:00:02	00:00:00
				2016-06-17	100.00%	21	21	21	0	0	00:00:02	00:00:00
				2016-06-20	100.00%	12	12	12	0	0	00:00:02	00:00:00
				2016-07-07	0.00%	0	0	0	1	1	00:00:00	00:00:02
				2016-07-25	0.00%	1	0	0	2	1	00:00:00	00:00:12

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Environment	Voice	No Group	Internal	2016-08-09	0.00%	1	0	0	1	0	00:00:00	00:00:58
				2016-08-10	0.00%	1	0	0	1	0	00:00:00	00:02:29
				2016-08-12	0.00%	1	0	0	1	0	00:00:00	00:00:27
				2016-08-18	50.00%	2	2	2	0	0	00:00:20	00:00:00
				2016-09-16	100.00%	2	2	2	0	0	00:00:11	00:00:00
			Outbound	2016-05-25	100.00%	2	2	2	0	0	00:00:08	00:00:00
				2016-05-27	100.00%	1	1	1	0	0	00:00:07	00:00:00
				2016-06-01	100.00%	1	1	1	2	2	00:00:06	00:00:04
				2016-08-11	0.00%	2	2	0	0	0	00:00:00	00:00:00
				2016-08-13	0.00%	8	8	0	0	0	00:00:00	00:00:00
				2016-09-06	0.00%	1	1	0	0	0	00:00:00	00:00:00
				2016-09-28	100.00%	1	1	1	0	0	00:00:10	00:00:00
				2016-10-07	39.13%	23	23	9	0	0	00:00:02	00:00:00
				2016-10-12	40.00%	20	18	16	2	0	00:00:48	00:00:49
				2016-10-13	77.27%	22	21	20	1	0	00:00:08	00:00:55
				2016-10-14	66.67%	39	36	33	3	0	00:00:21	00:00:16
				2016-10-17	100.00%	3	3	3	0	0	00:00:03	00:00:00
				2016-10-21	67.65%	34	32	29	2	0	00:00:22	00:01:01
				2016-10-25	0.00%	1	1	1	0	0	00:00:16	00:00:00
				2016-10-27	100.00%	1	1	1	0	0	00:00:03	00:00:00
				2016-10-31	100.00%	1	1	1	0	0	00:00:03	00:00:00
				2016-11-09	60.00%	10	9	7	1	0	00:00:06	00:01:36
				2016-11-10	100.00%	5	5	5	0	0	00:00:03	00:00:00
				2016-11-11	80.00%	10	10	8	0	0	00:00:03	00:00:00
				2016-11-14	100.00%	1	1	1	0	0	00:00:03	00:00:00
				2016-11-15	100.00%	11	11	11	0	0	00:00:03	00:00:00

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Environment	Voice	No Group	Outbound	2016-11-16	72.22%	18	17	14	1	0	00:00:04	00:00:17
				2016-11-17	90.91%	11	11	10	0	0	00:00:03	00:00:00
				2016-11-18	100.00%	3	3	3	0	0	00:00:03	00:00:00
				2016-11-21	100.00%	21	21	21	0	0	00:00:03	00:00:00
				2016-11-22	68.42%	19	18	13	7	6	00:00:03	00:00:05
				2016-11-23	0.00%	1	1	1	3	3	00:00:21	00:00:03
				2016-11-24	75.00%	12	11	9	1	0	00:00:03	00:00:16
				2016-11-25	100.00%	1	1	1	0	0	00:00:03	00:00:00
				2016-11-28	75.38%	65	63	56	2	0	00:00:14	00:00:17
				2016-11-29	84.00%	25	25	25	0	0	00:00:33	00:00:00
				2016-11-30	69.44%	36	35	32	1	0	00:00:22	00:00:17
				2016-12-01	47.37%	19	18	18	1	0	00:00:45	00:01:44
				2016-12-05	91.89%	37	36	34	1	0	00:00:03	00:00:16
				2016-12-06	100.00%	2	2	2	0	0	00:00:03	00:00:00
				2016-12-08	69.70%	33	32	30	1	0	00:00:25	00:00:17
				2016-12-12	91.67%	36	35	33	1	0	00:00:03	00:00:16
				2016-12-19	100.00%	14	14	14	0	0	00:00:03	00:00:00
				2016-12-21	89.29%	28	27	25	1	0	00:00:03	00:00:16
				2016-12-22	100.00%	23	23	23	0	0	00:00:03	00:00:00
				2016-12-23	100.00%	1	1	1	0	0	00:00:03	00:00:00
				2016-12-26	92.86%	42	41	39	1	0	00:00:03	00:00:16
				2016-12-27	100.00%	6	6	6	0	0	00:00:03	00:00:00
				2016-12-28	92.31%	52	51	48	1	0	00:00:03	00:00:17
				2017-01-03	69.70%	33	32	30	1	0	00:00:25	00:00:17
				2017-01-04	64.29%	28	27	18	1	0	00:00:03	00:00:16
				2017-01-05	88.46%	26	25	23	1	0	00:00:03	00:00:17

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Environment	Voice	No Group	Outbound	2017-01-09	85.71%	14	14	12	0	0	00:00:02	00:00:00
				2017-01-10	100.00%	36	36	36	0	0	00:00:03	00:00:00
				2017-01-11	93.02%	43	42	40	1	0	00:00:03	00:00:17
				2017-01-12	100.00%	2	2	2	0	0	00:00:03	00:00:00
				2017-01-27	100.00%	3	3	3	0	0	00:00:03	00:00:00
				2017-02-07	80.00%	10	10	8	0	0	00:00:03	00:00:00
				2017-02-08	100.00%	1	1	1	0	0	00:00:03	00:00:00
				2017-02-09	100.00%	1	1	1	0	0	00:00:03	00:00:00
				2017-02-10	100.00%	9	9	9	0	0	00:00:03	00:00:00
				2017-02-13	18.18%	11	9	2	2	0	00:00:03	00:19:26
				2017-02-14	100.00%	4	4	4	0	0	00:00:03	00:00:00
			Total		64.70%	2,371	2,102	1,862	279	34	00:00:12	00:01:26
	Total				62.12%	2,495	2,163	1,888	283	34	00:00:12	00:01:27
Total					62.12%	2,495	2,163	1,888	283	34	00:00:12	00:01:27