

Interaction Volume Business Attribute Report Email

Tenant	Media Type	Business Result	Customer Segment	Service Type	Interaction Type	Day	% First Response Time Service Level	Entered	Accepted	Finished	Finished Response	% Finished Service Level	% Accepted	Max Accept Time Agent (Fmt)	ASA (Fmt)	Avg Handle Time (Fmt)	Avg Finish Response Time (Fmt)	Transfer Initiated Agent	% Transfer Initiated Agent
Environment	Email	DEFAULT_BUSINESS_RESULT	00	DEFAULT_SERVICE_TYPE	Outbound	2011-06-30	0.00%	1	1	1	0	0.00%	100.00%	00:00:00	00:00:00	00:11:41	00:00:00	0	0.00%
			001	DEFAULT_SERVICE_TYPE	Outbound	2011-06-30	0.00%	1	1	1	0	0.00%	100.00%	00:00:00	00:00:00	00:00:59	00:00:00	1	100.00%
			1	8	Inbound	2011-03-29	100.00%	1	1	1	1	0.00%	100.00%	00:00:07	00:00:07	00:01:21	00:01:21	0	0.00%
			10	1	Inbound	2011-03-28	100.00%	1	1	1	1	100.00%	100.00%	00:00:06	00:00:06	00:00:15	00:00:24	0	0.00%
			10	5	Inbound	2010-02-16	100.00%	1	1	1	1	0.00%	100.00%	00:00:06	00:00:06	00:02:19	00:02:15	1	100.00%
			11	1	Inbound	2010-02-16	100.00%	1	1	1	1	0.00%	100.00%	00:00:07	00:00:07	00:03:26	00:03:15	1	100.00%
			11	3	Inbound	2010-02-19	100.00%	1	1	1	1	100.00%	100.00%	00:00:10	00:00:10	00:00:28	00:00:41	0	0.00%
			12	3	Inbound	2010-02-16	100.00%	1	1	1	1	0.00%	100.00%	00:02:07	00:02:07	00:00:23	00:02:47	1	100.00%
					Inbound	2010-02-19	100.00%	1	1	1	1	0.00%	100.00%	00:00:15	00:00:15	00:00:35	00:01:24	1	100.00%
					Outbound	2011-04-05	0.00%	1	0	1	0	100.00%	0.00%	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%
					Inbound	2011-03-29	100.00%	2	2	2	2	100.00%	100.00%	00:00:06	00:00:05	00:00:37	00:00:36	0	0.00%
					Inbound	2011-04-04	0.00%	1	0	1	0	0.00%	0.00%	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%
			123	DEFAULT_SERVICE_TYPE	Outbound	2011-06-30	0.00%	1	1	1	0	0.00%	100.00%	00:00:00	00:00:00	00:02:14	00:00:00	1	100.00%
			13	10	Inbound	2011-03-29	100.00%	1	1	1	1	0.00%	100.00%	00:00:06	00:00:06	00:00:44	00:00:54	1	100.00%
			13	3	Inbound	2010-02-15	100.00%	1	1	1	1	0.00%	100.00%	00:01:11	00:01:11	00:01:06	00:02:21	0	0.00%
			13	8	Inbound	2010-02-25	0.00%	1	1	1	0	100.00%	100.00%	00:00:09	00:00:09	00:00:11	00:00:00	0	0.00%
			14	1	Inbound	2011-03-28	100.00%	1	1	1	1	0.00%	100.00%	00:00:07	00:00:07	00:00:40	00:00:50	0	0.00%
			14	5	Inbound	2010-02-15	0.00%	1	1	1	0	0.00%	100.00%	00:00:20	00:00:20	00:01:01	00:00:00	1	100.00%
			15	4	Inbound	2011-04-04	100.00%	1	1	1	1	0.00%	100.00%	00:00:11	00:00:11	00:21:43	00:21:58	0	0.00%
			15	5	Inbound	2010-02-15	0.00%	1	1	1	0	0.00%	100.00%	00:00:26	00:00:26	00:07:35	00:00:00	1	100.00%
			16	4	Inbound	2011-03-28	100.00%	1	1	1	1	0.00%	100.00%	00:00:06	00:00:06	00:01:48	00:01:56	1	100.00%
			17	3	Inbound	2011-03-29	100.00%	1	1	1	1	100.00%	100.00%	00:00:06	00:00:06	00:00:13	00:00:24	0	0.00%
			17	7	Inbound	2010-02-25	0.00%	1	1	1	0	0.00%	100.00%	00:00:08	00:00:08	00:00:35	00:00:00	1	100.00%
			17	7	Inbound	2011-04-04	0.00%	1	1	1	0	0.00%	100.00%	00:01:37	00:01:37	00:00:06	00:00:00	0	0.00%
			18	4	Inbound	2011-04-05	100.00%	1	1	1	1	100.00%	100.00%	00:00:07	00:00:07	00:00:18	00:00:27	0	0.00%
			19	1	Inbound	2010-02-26	0.00%	1	1	1	0	100.00%	100.00%	00:00:11	00:00:11	00:00:13	00:00:00	0	0.00%
					Inbound	2011-03-28	100.00%	1	1	1	1	0.00%	100.00%	00:00:11	00:00:11	00:01:24	00:01:37	1	100.00%
			19	8	Inbound	2011-03-29	100.00%	1	1	1	1	100.00%	100.00%	00:00:05	00:00:05	00:00:22	00:00:31	0	0.00%
			2	1	Inbound	2010-02-19	100.00%	1	1	1	1	0.00%	100.00%	00:00:07	00:00:07	00:01:30	00:01:40	1	100.00%
					Inbound	2010-02-25	0.00%	1	1	1	0	100.00%	100.00%	00:00:07	00:00:07	00:00:10	00:00:00	0	0.00%
					Inbound	2011-03-28	100.00%	1	1	1	1	100.00%	100.00%	00:00:08	00:00:08	00:00:17	00:00:29	0	0.00%
					Inbound	2010-02-25	100.00%	1	1	1	1	0.00%	100.00%	00:00:06	00:00:06	00:05:17	00:03:56	0	0.00%
			20	3	Inbound	2011-03-29	0.00%	1	1	1	0	100.00%	100.00%	00:00:09	00:00:09	00:00:07	00:00:00	0	0.00%
			20	7	Inbound	2011-03-28	100.00%	2	2	2	2	50.00%	100.00%	00:00:04	00:00:04	00:00:46	00:00:44	0	0.00%
			25	25	Outbound	2010-03-01	0.00%	1	1	1	0	0.00%	100.00%	00:00:00	00:00:00	00:04:56	00:00:00	0	0.00%
			3	10	Inbound	2011-03-28	100.00%	1	1	1	1	100.00%	100.00%	00:00:06	00:00:06	00:00:20	00:00:30	0	0.00%
			33	33	Outbound	2010-03-01	0.00%	1	1	1	0	0.00%	100.00%	00:00:00	00:00:00	00:03:51	00:00:00	0	0.00%
			4	2	Inbound	2010-02-15	0.00%	1	1	1	0	0.00%	100.00%	00:01:37	00:01:37	00:05:35	00:00:00	1	100.00%
					Inbound	2011-03-28	100.00%	1	1	1	1	0.00%	100.00%	00:01:05	00:01:05	00:00:30	00:01:39	0	0.00%
					Inbound	2011-03-29	100.00%	1	1	1	1	100.00%	100.00%	00:00:06	00:00:06	00:00:10	00:00:20	0	0.00%
					Inbound	2011-04-04	0.00%	1	0	1	0	100.00%	0.00%	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%
			5	8	Inbound	2011-03-29	100.00%	2	2	2	2	50.00%	100.00%	00:00:09	00:00:07	00:00:39	00:00:49	1	50.00%
					Inbound	2010-02-19	100.00%	1	1	1	1	100.00%	100.00%	00:00:10	00:00:10	00:00:27	00:00:44	0	0.00%
					Inbound	2011-03-29	100.00%	1	1	1	1	100.00%	100.00%	00:00:12	00:00:12	00:00:12	00:00:27	0	0.00%
					Inbound	2011-03-28	100.00%	1	1	1	1	0.00%	100.00%	00:00:08	00:00:08	00:01:29	00:01:27	0	0.00%
			6	1	Inbound	2010-02-15	0.00%	1	0	1	0	100.00%	0.00%	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%
					Inbound	2010-02-25	0.00%	1	1	1	0	100.00%	100.00%	00:00:06	00:00:06	00:00:36	00:00:00	0	0.00%
					Inbound	2010-02-15	0.00%	1	0	1	0	100.00%	0.00%	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%
					Inbound	2010-02-16	100.00%	1	1	1	1	0.00%	100.00%	00:00:30	00:00:30	00:02:38	00:05:20	1	100.00%
					Inbound	2011-03-28	100.00%	1	1	1	1	100.00%	100.00%	00:00:06	00:00:06	00:00:19	00:00:28	0	0.00%
			7	10	Inbound	2010-02-25	0.00%	1	1	1	0	0.00%	100.00%	00:00:10	00:00:10	03:00:36	00:00:00	0	0.00%
					Outbound	2011-04-05	0.00%	1	0	1	0	100.00%	0.00%	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%
					Inbound	2011-03-28	100.00%	1	1	1	1	100.00%	100.00%	00:00:10	00:00:10	00:00:23	00:00:36	0	0.00%
			8	10	Inbound	2011-03-28	0.00%	1	1	1	0	100.00%	100.00%	00:00:07	00:00:07	00:00:35	00:00:00	0	0.00%
					Inbound	2010-02-16	100.00%	1	1	1	1	0.00%	100.00%	00:00:22	00:00:22	00:05:21	00:06:47	1	100.00%
			9	10	Inbound	2011-03-29	100.00%	1	1	1	1	0.00%	100.00%	00:00:55	00:00:55	00:00:16	00:01:13	0	0.00%

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Tenant	Media Type	Business Result	Customer Segment	Service Type	Interaction Type	Day	% First Response Time Service Level	Entered	Accepted	Finished	Finished Response	% Finished Service Level	% Accepted	Max Accept Time Agent (Fmt)	ASA (Fmt)	Avg Handle Time (Fmt)	Avg Finish Response Time (Fmt)	Transfer Initiated Agent	% Transfer Initiated Agent
Environment	Email	DEFAULT_BUSINESS_RESULT	9	2	Inbound	2010-02-15	100.00%	1	1	1	1	0.00%	100.00%	00:00:09	00:00:09	00:01:13	00:01:25	0	0.00%
				3	Inbound	2010-02-15	0.00%	1	0	1	0	0.00%	0.00%	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%
				2010-02-16	0.00%	1	1	1	1	0.00%	100.00%	00:01:02	00:01:02	00:01:37	00:06:28	1	100.00%		
			8	Inbound	2010-02-25	100.00%	1	1	1	1	0.00%	100.00%	12:35:32	12:35:32	00:01:38	12:37:16	0	0.00%	
			99	99	Outbound	2010-03-01	0.00%	1	1	1	0	0.00%	100.00%	00:00:00	00:00:00	00:04:15	00:00:00	0	0.00%
			default	Just Sent	Inbound	2010-02-25	0.00%	1	0	1	0	100.00%	0.00%	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%
			DEFAULT_CUSTOMER_SEGMENT	33	Outbound	2011-06-30	0.00%	1	1	1	0	0.00%	100.00%	00:00:00	00:00:00	00:01:44	00:00:00	1	100.00%
					Inbound	2011-04-04	0.00%	1	1	1	0	0.00%	100.00%	00:07:20	00:07:20	00:00:00	00:00:00	0	0.00%
						2010-02-15	0.00%	6	6	6	0	33.33%	100.00%	00:00:00	00:00:00	00:01:08	00:00:00	4	66.67%
						2010-02-19	0.00%	1	1	1	0	100.00%	100.00%	00:00:00	00:00:00	00:00:27	00:00:00	0	0.00%
					Outbound	2010-02-25	0.00%	4	4	4	0	50.00%	100.00%	00:00:00	00:00:00	00:45:59	00:00:00	1	25.00%
						2010-03-01	0.00%	1	1	1	0	0.00%	100.00%	00:00:00	00:00:00	00:09:54	00:00:00	0	0.00%
						2011-06-30	0.00%	2	2	2	0	0.00%	100.00%	00:00:00	00:00:00	00:01:33	00:00:00	2	100.00%
				don't know	DEFAULT_SERVICE_TYPE	Outbound	2010-02-15	0.00%	1	1	1	0	0.00%	100.00%	00:00:00	00:00:00	00:01:50	00:00:00	1
			No Segment	Just Sent	Outbound	2010-02-25	0.00%	2	0	2	1	100.00%	0.00%	00:00:00	00:00:00	00:00:00	00:00:04	0	0.00%
		Total				45.88%	85	75	85	41	42.35%	88.24%	12:35:32	00:10:23	00:06:38	00:20:27	27	36.00%	
Total				45.88%	85	75	85	41	42.35%	88.24%	12:35:32	00:10:23	00:06:38	00:20:27	27	36.00%			
Total				45.88%	85	75	85	41	42.35%	88.24%	12:35:32	00:10:23	00:06:38	00:20:27	27	36.00%			