

## Interactions Acceptance Report

| Tenant      | Media Type | Media Origin           | Agent Group            | Agent Name             |            |            | Day        | Interactions Accepted | % Interactions Accepted | Avg Duration for Accepting Interactions (Fmt) | Max Duration for Accepting Interactions (Fmt) | % Interactions Less Time to Accept | % Interactions Long Time to Accept |          |        |
|-------------|------------|------------------------|------------------------|------------------------|------------|------------|------------|-----------------------|-------------------------|---|---|------------------------------------|------------------------------------|----------|--------|
| Environment | Chat       | Chat                   | Aagnet_grp-2           | a1002_4002             | a1002_4002 | a1002_4002 | 2019-09-18 | 4                     | 100.00%                 | 00:00:06                                      | 00:00:09                                      | 100.00%                            | 0.00%                              |          |        |
|             |            |                        |                        |                        |            |            | 2019-09-26 | 5                     | 100.00%                 | 00:00:08                                      | 00:00:13                                      | 80.00%                             | 20.00%                             |          |        |
|             |            |                        |                        |                        |            |            | 2019-10-08 | 6                     | 100.00%                 | 00:00:04                                      | 00:00:06                                      | 100.00%                            | 0.00%                              |          |        |
|             |            |                        |                        |                        |            |            | 2019-10-09 | 4                     | 100.00%                 | 00:00:07                                      | 00:00:13                                      | 75.00%                             | 25.00%                             |          |        |
|             |            |                        |                        |                        |            |            | Total      | 19                    | 100.00%                 | 00:00:06                                      | 00:00:41                                      | 89.47%                             | 10.53%                             |          |        |
|             |            |                        |                        | Total                  |            |            |            | 19                    | 100.00%                 | 00:00:06                                      | 00:00:41                                      | 89.47%                             | 10.53%                             |          |        |
|             |            |                        | Customer40-02_AgentGrp | a1001_4002             | a1001      | a1001_4002 | 2019-09-13 | 1                     | 100.00%                 | 00:00:02                                      | 00:00:02                                      | 100.00%                            | 0.00%                              |          |        |
|             |            |                        |                        |                        |            |            | 2019-09-16 | 9                     | 90.00%                  | 00:00:20                                      | 00:01:05                                      | 33.33%                             | 66.67%                             |          |        |
|             |            |                        |                        |                        |            |            | 2019-09-17 | 2                     | 100.00%                 | 00:00:07                                      | 00:00:08                                      | 100.00%                            | 0.00%                              |          |        |
|             |            |                        |                        |                        |            |            | 2019-09-18 | 12                    | 100.00%                 | 00:00:07                                      | 00:00:16                                      | 75.00%                             | 25.00%                             |          |        |
|             |            |                        |                        |                        |            |            | 2019-09-19 | 2                     | 100.00%                 | 00:00:08                                      | 00:00:12                                      | 50.00%                             | 50.00%                             |          |        |
|             |            |                        |                        |                        |            |            | 2019-09-20 | 3                     | 100.00%                 | 00:00:05                                      | 00:00:08                                      | 100.00%                            | 0.00%                              |          |        |
|             |            |                        |                        |                        |            |            | 2019-09-23 | 6                     | 75.00%                  | 00:00:15                                      | 00:00:59                                      | 83.33%                             | 16.67%                             |          |        |
|             |            |                        |                        |                        |            |            | 2019-09-26 | 7                     | 100.00%                 | 00:00:05                                      | 00:00:11                                      | 85.71%                             | 14.29%                             |          |        |
|             |            |                        |                        |                        |            |            | 2019-09-27 | 1                     | 100.00%                 | 00:00:06                                      | 00:00:06                                      | 100.00%                            | 0.00%                              |          |        |
|             |            |                        |                        |                        |            |            | 2019-10-01 | 1                     | 100.00%                 | 00:00:02                                      | 00:00:02                                      | 100.00%                            | 0.00%                              |          |        |
|             |            |                        |                        |                        |            |            | 2019-10-03 | 4                     | 100.00%                 | 00:00:09                                      | 00:00:11                                      | 75.00%                             | 25.00%                             |          |        |
|             |            |                        |                        |                        |            |            | 2019-10-08 | 18                    | 100.00%                 | 00:00:06                                      | 00:00:13                                      | 83.33%                             | 16.67%                             |          |        |
|             |            |                        |                        |                        |            |            | 2019-10-09 | 13                    | 92.86%                  | 00:00:07                                      | 00:00:14                                      | 76.92%                             | 23.08%                             |          |        |
|             |            |                        |                        |                        |            |            | Total      | 79                    | 95.18%                  | 00:00:09                                      | 00:03:47                                      | 75.95%                             | 24.05%                             |          |        |
|             |            |                        | a1008_4002             | a1008                  | a1008_4002 | 2019-09-19 | 1          | 100.00%               | 00:00:03                | 00:00:03                                      | 100.00%                                       | 0.00%                              |                                    |          |        |
|             |            |                        |                        |                        |            | 2019-09-20 | 1          | 100.00%               | 00:00:08                | 00:00:08                                      | 100.00%                                       | 0.00%                              |                                    |          |        |
|             |            |                        |                        |                        |            | 2019-10-08 | 1          | 100.00%               | 00:00:24                | 00:00:24                                      | 0.00%   | 100.00%                            |                                    |          |        |
|             |            |                        |                        |                        |            | 2019-10-09 | 2          | 100.00%               | 00:00:11                | 00:00:16                                      | 50.00%  | 50.00%                             |                                    |          |        |
|             |            |                        |                        |                        |            | Total      | 5          | 100.00%               | 00:00:11                | 00:00:51                                      | 60.00%  | 40.00%                             |                                    |          |        |
|             |            |                        |                        |                        |            | Total      |            |                       |                         | 84  | 95.45%  | 00:00:09                           | 00:04:38                           | 75.00%   | 25.00% |
|             |            |                        | Total                  |                        |            |            |            | 103                   | 96.26%                  | 00:00:08                                      | 00:05:19                                      | 77.67%                             | 22.33%                             |          |        |
|             |            |                        | Facebook               | Aagnet_grp-2           | a1002_4002 | a1002_4002 | a1002_4002 | 2019-10-03            | 1                       | 100.00%                                       | 00:00:09                                      | 00:00:09                           | 100.00%                            | 0.00%    |        |
|             |            |                        |                        |                        |            |            |            | 2019-10-10            | 2                       | 100.00%                                       | 00:00:08                                      | 00:00:13                           | 50.00%                             | 50.00%   |        |
|             |            |                        |                        |                        | Total      |            |            |                       | 3                       | 100.00%                                       | 00:00:08                                      | 00:00:22                           | 66.67%                             | 33.33%   |        |
|             |            | Total                  |                        |                        |            |            |            | 3                     | 100.00%                 | 00:00:08                                      | 00:00:22                                      | 66.67%                             | 33.33%                             |          |        |
|             |            | Customer40-02_AgentGrp |                        | a1001_4002             | a1001      | a1001_4002 | 2019-09-16 | 1                     | 100.00%                 | 00:00:11                                      | 00:00:11                                      | 0.00%                              | 100.00%                            |          |        |
|             |            |                        |                        |                        |            |            | 2019-09-30 | 1                     | 100.00%                 | 00:00:04                                      | 00:00:04                                      | 100.00%                            | 0.00%                              |          |        |
|             |            |                        |                        |                        |            |            | 2019-10-03 | 1                     | 100.00%                 | 00:08:14                                      | 00:08:14                                      | 0.00%                              | 100.00%                            |          |        |
|             |            |                        |                        |                        |            |            | 2019-10-10 | 6                     | 100.00%                 | 00:00:07                                      | 00:00:11                                      | 83.33%                             | 16.67%                             |          |        |
|             |            |                        |                        |                        |            |            | Total      | 9                     | 100.00%                 | 00:01:01                                      | 00:08:40                                      | 66.67%                             | 33.33%                             |          |        |
|             |            |                        |                        |                        |            |            | Total      |                       |                         |   | 9   | 100.00%                            | 00:01:01                           | 00:08:40 | 66.67% |
|             |            | Total                  |                        |                        |            |            | 12         | 100.00%               | 00:00:48                | 00:09:02                                      | 66.67%  | 33.33%                             |                                    |          |        |
|             |            | Twitter                |                        | Customer40-02_AgentGrp | a1001_4002 | a1001      | a1001_4002 | 2019-09-16            | 1                       | 100.00%                                       | 00:00:09                                      | 00:00:09                           | 100.00%                            | 0.00%    |        |
|             |            |                        | 2019-09-30             |                        |            |            |            | 1                     | 100.00%                 | 00:00:06                                      | 00:00:06                                      | 100.00%                            | 0.00%                              |          |        |
|             |            |                        | 2019-10-01             |                        |            |            |            | 1                     | 100.00%                 | 00:00:09                                      | 00:00:09                                      | 100.00%                            | 0.00%                              |          |        |
|             |            |                        | Total                  |                        |            |            |            | 3                     | 100.00%                 | 00:00:08                                      | 00:00:24                                      | 100.00%                            | 0.00%                              |          |        |
|             |            |                        | Total                  |                        |            |            |            |                       | 3                       | 100.00%                                       | 00:00:08                                      | 00:00:24                           | 100.00%                            | 0.00%    |        |

## Interactions Acceptance Report

| Tenant      | Media Type | Media Origin | Agent Group | Agent Name | Day | Interactions Accepted | % Interactions Accepted | Avg Duration for Accepting Interactions (Fmt) | Max Duration for Accepting Interactions (Fmt) | % Interactions Less Time to Accept | % Interactions Long Time to Accept |
|-------------|------------|--------------|-------------|------------|-----|-----------------------|-------------------------|---|---|------------------------------------|------------------------------------|
| Environment | Chat       | Twitter      | Total       |            |     | 3                     | 100.00%                 | 00:00:08                                      | 00:00:24                                      | 100.00%                            | 0.00%                              |
|             |            | Total        |             |            |     | 118                   | 96.72%                  | 00:00:12                                      | 00:14:45                                      | 77.12%                             | 22.88%                             |
|             |            | Total        |             |            |     | 118                   | 96.72%                  | 00:00:12                                      | 00:14:45                                      | 77.12%                             | 22.88%                             |
| Total       |            |              |             |            |     | 118                   | 96.72%                  | 00:00:12                                      | 00:14:45                                      | 77.12%                             | 22.88%                             |