

Queue Summary Report

Tenant	Media Type	Queue	Interaction Type	Day	% Accept Service Level	Offered	Accepted	Abandoned Waiting	% Abandoned Waiting	Avg Distribute Time (Fmt)	Avg Clear Time (Fmt)	Avg Accept Time (Fmt)	Max Accept Time (Fmt)	Avg Abandoned Waiting Time (Fmt)	Max Abandoned Waiting Time (Fmt)	Transfer Initiated Agent	% Transfer Initiated Agent	Consult Received Accepted	Consult Received Time (Fmt)	Engage Time (Fmt)	Avg Engage Time (Fmt)	Wrap Time (Fmt)	Avg Wrap Time (Fmt)	Hold Time (Fmt)	Avg Hold Time (Fmt)	Avg Handle Time (Fmt)	
Environment	Chat	EX_chat_VQ	Inbound	2016-05-25	42.86%	7	5	0	0.00%	00:00:05	00:00:30	00:00:09	00:00:19	00:00:00	00:00:00	0	0.00%	0	00:00:00	00:23:54	00:04:47	00:00:00	00:00:00	00:00:00	00:00:00	00:04:47	
				2016-05-26	0.00%	1	0	0	0.00%	00:00:00	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	
				2016-05-27	62.50%	8	5	0	0.00%	00:00:00	00:00:30	00:00:02	00:00:03	00:00:00	00:00:00	1	20.00%	0	00:00:00	00:21:36	00:04:19	00:00:00	00:00:00	00:00:00	00:00:00	00:04:19	
				2016-06-01	33.33%	3	1	0	0.00%	00:00:01	00:00:30	00:00:04	00:00:04	00:00:00	00:00:00	0	0.00%	0	00:00:00	00:00:11	00:00:11	00:00:00	00:00:00	00:00:00	00:00:00	00:00:11	
				2016-06-02	50.00%	2	1	0	0.00%	00:00:00	00:00:30	00:00:04	00:00:04	00:00:00	00:00:00	0	0.00%	0	00:00:00	00:16:34	00:16:34	00:00:00	00:00:00	00:00:00	00:00:00	00:16:34	
				2016-06-08	25.00%	4	2	0	0.00%	00:00:08	00:00:30	00:00:14	00:00:25	00:00:00	00:00:00	1	50.00%	0	00:00:00	00:08:42	00:04:21	00:00:00	00:00:00	00:00:00	00:00:00	00:04:21	
		2016-06-13	0.00%	5	0	0	0.00%	00:00:00	00:00:30	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00		
		2016-05-25	0.00%	7	0	0	0.00%	00:00:11	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00		
		2016-05-26	0.00%	1	0	0	0.00%	00:00:00	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00		
		2016-05-27	0.00%	8	0	0	0.00%	00:10:51	00:06:47	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00		
		2016-06-01	0.00%	3	0	0	0.00%	00:00:01	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00		
		2016-06-02	0.00%	2	0	0	0.00%	00:00:00	00:00:03	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00		
		2016-06-08	0.00%	4	0	0	0.00%	00:13:39	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00		
		2016-06-13	0.00%	5	0	0	0.00%	00:00:00	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00		
		2016-05-25	0.00%	5	0	0	0.00%	00:00:00	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00		
		2016-05-27	0.00%	5	0	0	0.00%	00:00:00	00:11:27	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00		
		2016-06-01	0.00%	1	0	0	0.00%	00:00:00	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00		
		2016-06-02	0.00%	1	0	0	0.00%	00:00:00	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00		
		2016-06-08	0.00%	2	0	0	0.00%	00:00:00	00:07:13	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00		
	Total				14.86%	74	14	0	0.00%	00:03:00	00:02:24	00:00:07	00:00:25	00:00:00	00:00:00	2	14.29%	0	00:00:00	01:10:57	00:05:04	00:00:00	00:00:00	00:00:00	00:00:00	00:05:04	
	Email	EX_email_VQ	Inbound	2016-05-25	20.00%	5	1	0	0.00%	00:00:00	00:02:40	00:00:03	00:00:03	00:00:00	00:00:00	0	0.00%	0	00:00:00	00:00:09	00:00:09	00:00:00	00:00:00	00:00:05	00:00:05	00:00:14	
				2016-05-26	0.00%	3	0	0	0.00%	00:00:00	00:02:40	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	
				2016-06-01	100.00%	2	2	0	0.00%	00:00:01	00:00:00	00:00:06	00:00:09	00:00:00	00:00:00	0	0.00%	0	00:00:00	00:00:11	00:00:06	00:00:00	00:00:00	00:00:13	00:00:07	00:00:12	
				2016-06-02	100.00%	1	1	0	0.00%	00:00:02	00:00:00	00:00:03	00:00:03	00:00:00	00:00:00	1	100.00%	0	00:00:00	00:00:55	00:00:55	00:00:00	00:00:00	00:00:00	00:00:00	00:00:55	
				2016-06-07	0.00%	3	0	0	0.00%	00:00:00	00:02:40	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	
				2016-05-25	0.00%	5	0	0	0.00%	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
		2016-05-26	0.00%	3	0	0	0.00%	00:00:00	00:02:06	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00		
		2016-06-01	0.00%	2	0	0	0.00%	00:00:02	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00		
		2016-06-02	0.00%	1	0	0	0.00%	00:00:02	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00		
		2016-06-07	0.00%	3	0	0	0.00%	00:00:00	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00		
		2016-05-25	0.00%	1	0	0	0.00%	00:00:00	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00		
		2016-06-01	0.00%	2	0	0	0.00%	00:00:00	00:00:01	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00		
		Total				12.90%	31	4	0	0.00%	00:00:01	00:01:27	00:00:04	00:00:09	00:00:00	00:00:00	1	25.00%	0	00:00:00	00:01:15	00:00:19	00:00:00	00:00:00	00:00:18	00:00:06	00:00:23
	EX1_VQ_test	Inbound	2016-09-06	0.00%	1	0	1	100.00%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:25	00:00:25	0	0.00%	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	
	Voice	EX2_VQ	Inbound	2016-08-11	0.00%	2	2	0	0.00%	00:02:12	00:00:00	00:02:17	00:03:33	00:00:00	00:00:00	0	0.00%	0	00:00:00	00:00:29	00:00:15	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:15
				2016-08-12	0.00%	3	2	0	0.00%	00:01:44	00:00:00	00:01:56	00:02:17	00:00:00	00:00:00	0	0.00%	0	00:00:00	00:00:25	00:00:13	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:13
				2016-08-16	0.00%	4	1	3	75.00%	00:00:37	00:00:00	00:00:49	00:00:49	00:00:18	00:00:22	0	0.00%	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2016-08-30	0.00%	0	0	1	100.00%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:03	00:00:03	0	0.00%	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2016-10-14	0.00%	1	1	0	0.00%	00:02:44	00:00:00	00:02:58	00:02:58	00:00:00	00:00:00	0	0.00%	0	00:00:00	00:00:07	00:00:07	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:07
				2016-07-20	0.00%	3	1	2	66.67%	00:00:31	00:00:00	00:00:35	00:00:35	00:04:41	00:05:03	0	0.00%	0	00:00:00	00:00:23	00:00:23	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:23
		2016-07-21	14.29%	7	5	1	14.29%	00:02:04	00:00:00	00:02:20	00:09:17	00:00:26	00:00:26	0	0.00%	0	00:00:00	00:00:43	00:00:09								

Queue Summary Report

Tenant	Media Type	Queue	Interaction Type	Day	% Accept Service Level	Offered	Accepted	Abandoned Waiting	% Abandoned Waiting	Avg Distribute Time (Fmt)	Avg Clear Time (Fmt)	Avg Accept Time (Fmt)	Max Accept Time (Fmt)	Avg Abandoned Waiting Time (Fmt)	Max Abandoned Waiting Time (Fmt)	Transfer Initiated Agent	% Transfer Initiated Agent	Consult Received Accepted	Consult Received Time (Fmt)	Engage Time (Fmt)	Avg Engage Time (Fmt)	Wrap Time (Fmt)	Avg Wrap Time (Fmt)	Hold Time (Fmt)	Avg Hold Time (Fmt)	Avg Handle Time (Fmt)	
Environment	Voice	Callback_VQ	Internal	2016-08-10	0.00%	1	0	1	100.00%	00:00:00	00:00:00	00:00:00	00:00:00	00:02:29	00:02:29	0	0.00%	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	
				2016-08-12	0.00%	1	0	1	100.00%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:27	00:00:27	0	0.00%	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	
				2016-08-18	50.00%	2	2	0	0.00%	00:00:10	00:00:00	00:00:20	00:00:24	00:00:00	00:00:00	0	0.00%	0	00:00:00	00:00:13	00:00:07	00:00:00	00:00:00	00:00:00	00:00:00	00:00:07	
			Outbound	2016-08-11	0.00%	2	0	0	0.00%	00:01:27	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	
				2016-08-13	0.00%	8	0	0	0.00%	00:01:42	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	
				2016-10-14	50.00%	2	1	0	0.00%	00:00:08	00:00:00	00:00:03	00:00:03	00:00:00	00:00:00	0	0.00%	0	00:00:00	00:00:08	00:00:08	00:00:00	00:00:00	00:00:00	00:00:00	00:00:08	
		CALLBACK_VQ_OUT	Inbound	2016-09-16	100.00%	3	3	0	0.00%	00:00:05	00:00:00	00:00:09	00:00:10	00:00:00	00:00:00	0	0.00%	0	00:00:00	00:00:28	00:00:09	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:09
				2016-09-16	100.00%	2	2	0	0.00%	00:00:06	00:00:00	00:00:11	00:00:11	00:00:00	00:00:00	0	0.00%	0	00:00:00	00:00:10	00:00:05	00:00:00	00:00:00	00:00:00	00:00:00	00:00:05	
				2016-09-08	25.00%	4	2	2	50.00%	00:00:08	00:00:00	00:00:15	00:00:18	00:00:16	00:00:16	0	0.00%	0	00:00:00	00:00:32	00:00:16	00:00:00	00:00:00	00:00:00	00:00:00	00:00:16	
			Inbound	2016-09-13	0.00%	1	0	1	100.00%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:16	00:00:16	0	0.00%	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	
				2016-09-14	50.00%	2	1	0	0.00%	00:00:14	00:00:00	00:00:14	00:00:14	00:00:00	00:00:00	0	0.00%	0	00:00:00	00:00:03	00:00:03	00:00:00	00:00:00	00:00:00	00:00:00	00:00:03	
				2016-09-23	100.00%	1	1	0	0.00%	00:00:10	00:00:00	00:00:14	00:00:14	00:00:00	00:00:00	0	0.00%	0	00:00:00	00:00:03	00:00:03	00:00:00	00:00:00	00:00:00	00:00:00	00:00:03	
		GIM_CB_VQ	Inbound	2016-09-26	100.00%	2	2	0	0.00%	00:00:11	00:00:00	00:00:14	00:00:14	00:00:00	00:00:00	0	0.00%	0	00:00:00	00:00:07	00:00:04	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:04
				2016-09-28	100.00%	1	1	0	0.00%	00:00:11	00:00:00	00:00:14	00:00:14	00:00:00	00:00:00	0	0.00%	0	00:00:00	00:00:03	00:00:03	00:00:00	00:00:00	00:00:00	00:00:00	00:00:03	
				2016-09-29	50.00%	2	1	1	50.00%	00:00:11	00:00:00	00:00:14	00:00:14	00:00:16	00:00:16	0	0.00%	0	00:00:00	00:00:03	00:00:03	00:00:00	00:00:00	00:00:00	00:00:00	00:00:03	
			Outbound	2016-10-06	100.00%	1	1	0	0.00%	00:00:11	00:00:00	00:00:14	00:00:14	00:00:00	00:00:00	0	0.00%	0	00:00:00	00:00:04	00:00:04	00:00:00	00:00:00	00:00:00	00:00:00	00:00:04	
				2016-12-07	100.00%	1	1	0	0.00%	00:00:11	00:00:00	00:00:14	00:00:14	00:00:00	00:00:00	0	0.00%	0	00:00:00	00:00:04	00:00:04	00:00:00	00:00:00	00:00:00	00:00:00	00:00:04	
				2016-09-06	0.00%	1	0	0	0.00%	00:00:20	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	
		GMSB_VQ	Inbound	2016-09-28	100.00%	1	1	0	0.00%	00:00:05	00:00:00	00:00:10	00:00:10	00:00:00	00:00:00	0	0.00%	0	00:00:00	00:00:08	00:00:08	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:08
				2016-08-08	0.00%	2	0	1	50.00%	00:00:28	00:00:00	00:00:00	00:00:00	00:00:07	00:00:07	0	0.00%	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	
				2016-05-25	89.13%	92	87	5	5.43%	00:00:02	00:00:00	00:00:02	00:00:20	00:00:31	00:00:31	25	28.74%	0	00:00:00	00:30:54	00:00:21	00:00:00	00:00:00	00:10:28	00:00:16	00:00:30	
			Inbound	2016-05-26	93.10%	29	28	1	3.45%	00:00:02	00:00:00	00:00:02	00:00:21	00:00:31	00:00:31	6	21.43%	0	00:00:00	00:09:29	00:00:20	00:00:00	00:00:00	00:03:04	00:00:18	00:00:29	
				2016-05-27	88.89%	54	51	3	5.56%	00:00:03	00:00:00	00:00:03	00:00:21	00:00:31	00:00:32	15	29.41%	0	00:00:00	00:18:44	00:00:22	00:00:00	00:00:00	00:07:20	00:00:18	00:00:33	
				2016-05-30	92.86%	28	27	1	3.57%	00:00:02	00:00:00	00:00:02	00:00:21	00:00:31	00:00:31	5	18.52%	0	00:00:00	00:08:30	00:00:19	00:00:00	00:00:00	00:02:13	00:00:17	00:00:25	
		Gxxx_EX3_VQ	Inbound	2016-05-31	66.67%	33	23	10	30.30%	00:00:03	00:00:00	00:00:03	00:00:21	00:01:43	00:02:02	7	30.43%	0	00:00:00	00:55:17	00:02:24	00:00:00	00:00:00	00:00:00	00:02:24	00:00:16	00:02:32
				2016-06-10	86.96%	23	20	1	4.35%	00:00:08	00:00:00	00:00:02	00:00:02	00:00:34	00:00:34	3	15.00%	0	00:00:00	00:35:22	00:01:46	00:00:00	00:00:00	00:01:03	00:00:13	00:01:49	
				2016-06-13	88.89%	18	17	0	0.00%	00:00:04	00:00:00	00:00:03	00:00:20	00:00:00	00:00:00	5	29.41%	0	00:00:00	00:05:17	00:00:19	00:00:00	00:00:00	00:01:58	00:00:15	00:00:27	
			Internal	2016-06-14	91.43%	35	33	0	0.00%	00:00:04	00:00:00	00:00:02	00:00:20	00:00:00	00:00:00	9	27.27%	1	00:00:17	00:10:15	00:00:19	00:00:00	00:00:00	00:04:02	00:00:15	00:00:27	
				2016-06-16	46.27%	67	32	29	43.28%	00:00:14	00:00:00	00:00:02	00:00:21	00:01:48	00:02:02	8	25.00%	2	00:00:20	00:10:38	00:00:20	00:00:00	00:00:00	00:03:59	00:00:15	00:00:27	
				2016-06-17	88.46%	52	46	0	0.00%	00:00:10	00:00:00	00:00:02	00:00:02	00:00:00	00:00:00	9	19.57%	3	00:00:32	00:15:28	00:00:20	00:00:00	00:00:00	00:06:28	00:00:16	00:00:28	
		EX4_VQ	Inbound	2016-06-20	87.50%	16	14	0	0.00%	00:00:11	00:00:00	00:00:02	00:00:03	00:00:00	00:00:00	3	21.43%	2	00:00:23	00:05:19	00:00:23	00:00:00	00:00:00	00:02:44	00:00:21	00:00:32	
				2016-05-25	100.00%	35	35	0	0.00%	00:00:01	00:00:00	00:00:01	00:00:02	00:00:00	00:00:00	0	0.00%	10	00:03:22	00:11:42	00:00:20	00:00:00	00:00:00	00:00:00	00:00:21		
				2016-05-26	100.00%	15	15	0	0.00%	00:00:01	00:00:00	00:00:02	00:00:04	00:00:00	00:00:00	0	0.00%	4	00:01:21	00:05:26	00:00:22	00:00:00	00:00:00	00:00:00	00:00:22		
			Internal	2016-05-27	100.00%	21	21	0	0.00%	00:00:01	00:00:00	00:00:01	00:00:02	00:00:00	00:00:00	0	0.00%	6	00:02:08	00:07:34	00:00:22	00:00:00	00:00:00	00:00:00	00:00:22		
				2016-05-30	100.00%	14	14	0	0.00%	00:00:01	00:00:00	00:00:01	00:00:02	00:00:00	00:00:00	0	0.00%	4	00:01:19	00:04:52	00:00:21	00:00:00	00:00:00	00:00:00	00:00:21		
				2016-05-31	100.00%	14	14	0	0.00%	00:00:02	00:00:00	00:00:02	00:00:02	00:00:00	00:00:00	0	0.00%	4	00:01:22	00:05:10	00:00:22	00:00:00	00:00:00	00:00:00	00:00:23		
		EX5_VQ2	Inbound	2016-06-10	50.00%	2	1	3	60.00%	00:00:02	00:00:00	00:00:02	00:00:02	00:00:02	00:00:03	0	0.00%	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	
				2016-06-13	100.00%	7	7	0	0.00%	00:00:02	00:00:00	00:00:02	00:00:02	00:00:00	00:00:00	0	0.00%	2	00:00:39	00:02:24	00:00:21	00:00:00	00:00:00	00:00:00	00:00:21		
				2016-06-14	100.00%	14	14	0	0.00%	00:00:02	00:00:00	00:00:02	00:00:02	00:00:00	00:00:00	0	0.00%	4	00:01:17	00:04:48	00:00:21	00:00:00	00:00:00	00:00:00	00:00:21		
			Inbound	2016-06-16	100.00%	27	27	0	0.00%	00:00:02	00:00:00	00:00:02	00:00:02	00:00:00	00:00:00	0	0.00%	8	00:02:38	00:08:35	00:00:19	00:00:00	00:00:00	00:00:00	00:00:20		
				2016-06-17	100.00%	21	21	0	0.00%	00:00:02	00:00:00	00:00:02	00:00:02	00:00:00	00:00:00	0	0.00%	6	00:02:04	00:07:57	00:00:23	00:00:00	00:00:00	00:00:00	00:00:23		
				2016-06-20	100.00%	12	12	0	0.00%	00:00:02	00:00:00	00:00:02	00:00:02	00:00:00	00:00:00	0	0.00%	3	00:01:09	00:04:00	00:00:20</						

Queue Summary Report

Tenant	Media Type	Queue	Interaction Type	Day	% Accept Service Level	Offered	Accepted	Abandoned Waiting	% Abandoned Waiting	Avg Distribute Time (Fmt)	Avg Clear Time (Fmt)	Avg Accept Time (Fmt)	Max Accept Time (Fmt)	Avg Abandoned Waiting Time (Fmt)	Max Abandoned Waiting Time (Fmt)	Transfer Initiated Agent	% Transfer Initiated Agent	Consult Received Accepted	Consult Received Time (Fmt)	Engage Time (Fmt)	Avg Engage Time (Fmt)	Wrap Time (Fmt)	Avg Wrap Time (Fmt)	Hold Time (Fmt)	Avg Hold Time (Fmt)	Avg Handle Time (Fmt)
Environment	Voice	EX6_VQ	Inbound	2016-08-12	0.00%	2	1	0	0.00%	00:00:58	00:00:00	00:00:43	00:00:43	00:00:00	00:00:00	0	0.00%	0	00:00:00	00:02:08	00:02:08	00:00:00	00:00:00	00:00:00	00:00:00	00:02:08
				2016-08-15	0.00%	4	2	2	50.00%	00:01:33	00:00:00	00:01:41	00:01:55	00:10:05	00:10:46	0	0.00%	0	00:00:00	00:00:47	00:00:24	00:00:00	00:00:00	00:00:00	00:00:00	00:00:24
				2016-08-17	0.00%	2	0	1	50.00%	00:02:59	00:00:00	00:00:00	00:00:00	00:04:43	00:04:43	0	0.00%	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2016-10-04	0.00%	1	1	0	0.00%	00:00:17	00:00:00	00:00:32	00:00:32	00:00:00	00:00:00	0	0.00%	0	00:00:00	00:00:24	00:00:24	00:00:00	00:00:00	00:00:00	00:00:00	00:00:24
		EX7_VQ	Inbound	2016-08-16	25.00%	4	4	0	0.00%	00:00:26	00:00:00	00:00:33	00:01:06	00:00:00	00:00:00	0	0.00%	0	00:00:00	00:01:57	00:00:29	00:00:00	00:00:00	00:00:00	00:00:00	00:00:29
				2016-08-17	33.33%	12	9	2	16.67%	00:00:14	00:00:00	00:00:20	00:00:31	00:00:28	00:00:49	0	0.00%	0	00:00:00	00:01:36	00:00:11	00:00:00	00:00:00	00:00:00	00:00:00	00:00:11
				2016-08-19	0.00%	9	0	2	22.22%	00:00:27	00:00:00	00:00:00	00:00:00	00:00:14	00:00:16	0	0.00%	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2016-08-22	0.00%	1	0	0	0.00%	00:00:20	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2016-08-23	0.00%	3	0	3	75.00%	00:00:20	00:00:00	00:00:00	00:00:00	00:00:25	00:01:04	0	0.00%	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2016-08-24	0.00%	8	0	8	100.00%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:24	00:01:06	0	0.00%	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2016-08-25	0.00%	7	0	7	100.00%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:46	00:01:08	0	0.00%	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2016-08-26	0.00%	2	0	1	50.00%	00:00:16	00:00:00	00:00:00	00:00:00	00:00:32	00:00:32	0	0.00%	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2016-08-29	0.00%	2	0	0	0.00%	00:00:20	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2016-08-30	0.00%	3	0	0	0.00%	00:00:21	00:00:17	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2016-08-31	0.00%	6	6	0	0.00%	00:00:22	00:00:00	00:00:28	00:00:30	00:00:00	00:00:00	0	0.00%	0	00:00:00	00:00:36	00:00:06	00:00:00	00:00:00	00:00:00	00:00:00	00:00:06
				2016-09-01	0.00%	5	2	3	60.00%	00:00:21	00:00:00	00:00:27	00:00:34	00:01:31	00:01:34	0	0.00%	0	00:00:00	00:00:11	00:00:06	00:00:00	00:00:00	00:00:00	00:00:00	00:00:06
				2016-09-02	33.33%	15	15	0	0.00%	00:00:38	00:00:00	00:00:44	00:01:27	00:00:00	00:00:00	0	0.00%	0	00:00:00	00:01:22	00:00:05	00:00:00	00:00:00	00:00:00	00:00:00	00:00:05
				2016-09-06	60.00%	15	14	0	0.00%	00:00:48	00:00:00	00:00:39	00:02:01	00:00:00	00:00:00	0	0.00%	0	00:00:00	00:01:17	00:00:06	00:00:00	00:00:00	00:00:00	00:00:00	00:00:06
				2016-09-08	50.00%	4	2	2	50.00%	00:00:05	00:00:00	00:00:10	00:00:10	00:03:18	00:03:18	0	0.00%	0	00:00:00	00:00:11	00:00:06	00:00:00	00:00:00	00:00:00	00:00:00	00:00:06
				2016-09-09	25.00%	4	1	3	75.00%	00:00:05	00:00:00	00:00:10	00:00:10	00:01:39	00:02:14	0	0.00%	0	00:00:00	00:00:05	00:00:05	00:00:00	00:00:00	00:00:00	00:00:00	00:00:05
		2016-09-13	76.47%	17	16	1	5.88%	00:00:10	00:00:00	00:00:15	00:00:35	00:05:39	00:05:39	0	0.00%	0	00:00:00	00:01:28	00:00:06	00:00:00	00:00:00	00:00:00	00:00:00	00:00:06		
		2016-09-14	33.33%	9	3	5	55.56%	00:03:22	00:00:00	00:00:10	00:00:10	00:01:00	00:02:44	0	0.00%	0	00:00:00	00:00:15	00:00:05	00:00:00	00:00:00	00:00:00	00:00:00	00:00:05		
		2016-09-20	63.64%	11	9	1	9.09%	00:00:28	00:00:00	00:00:14	00:00:35	00:00:43	00:00:43	0	0.00%	0	00:00:00	00:00:47	00:00:05	00:00:00	00:00:00	00:00:00	00:00:00	00:00:05		
		2016-09-22	0.00%	1	1	0	0.00%	00:00:29	00:00:00	00:00:34	00:00:34	00:00:00	00:00:00	0	0.00%	0	00:00:00	00:00:06	00:00:06	00:00:00	00:00:00	00:00:00	00:00:00	00:00:06		
		2016-09-23	46.67%	15	15	0	0.00%	00:00:17	00:00:00	00:00:22	00:00:36	00:00:00	00:00:00	0	0.00%	0	00:00:00	00:01:25	00:00:06	00:00:00	00:00:00	00:00:00	00:00:00	00:00:06		
		2016-09-27	0.00%	1	0	1	100.00%	00:00:00	00:00:00	00:00:00	00:00:00	00:19:28	00:19:28	0	0.00%	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00		
		2016-10-03	77.78%	9	9	0	0.00%	00:00:09	00:00:00	00:00:14	00:00:35	00:00:00	00:00:00	0	0.00%	0	00:00:00	00:00:49	00:00:05	00:00:00	00:00:00	00:00:00	00:00:00	00:00:05		
		2016-10-05	77.78%	9	9	0	0.00%	00:00:09	00:00:00	00:00:14	00:00:35	00:00:00	00:00:00	0	0.00%	0	00:00:00	00:00:49	00:00:05	00:00:00	00:00:00	00:00:00	00:00:00	00:00:05		
		2016-10-06	77.78%	9	9	0	0.00%	00:00:09	00:00:00	00:00:14	00:00:35	00:00:00	00:00:00	0	0.00%	0	00:00:00	00:00:49	00:00:05	00:00:00	00:00:00	00:00:00	00:00:00	00:00:05		
		2016-10-13	66.67%	3	2	0	0.00%	00:00:14	00:00:00	00:00:07	00:00:07	00:00:00	00:00:00	0	0.00%	0	00:00:00	00:00:11	00:00:06	00:00:00	00:00:00	00:00:00	00:00:00	00:00:06		
		2016-10-07	39.13%	23	9	0	0.00%	00:00:12	00:00:00	00:00:02	00:00:03	00:00:00	00:00:00	0	0.00%	0	00:00:00	00:00:50	00:00:06	00:00:00	00:00:00	00:00:00	00:00:00	00:00:06		
		2016-10-12	40.00%	20	16	2	10.00%	00:00:44	00:00:00	00:00:48	00:03:20	00:00:49	00:00:49	0	0.00%	0	00:00:00	00:07:08	00:00:27	00:00:00	00:00:00	00:00:00	00:00:00	00:00:27		
		2016-10-13	77.27%	22	20	1	4.55%	00:00:05	00:00:00	00:00:08	00:00:39	00:00:55	00:00:55	0	0.00%	0	00:00:00	00:02:34	00:00:08	00:00:00	00:00:00	00:00:00	00:00:00	00:00:08		
		2016-10-14	67.57%	37	32	3	8.11%	00:00:19	00:00:00	00:00:22	00:03:21	00:00:16	00:00:16	0	0.00%	0	00:00:00	00:02:50	00:00:05	00:00:00	00:00:00	00:00:00	00:00:00	00:00:05		
		2016-10-17	100.00%	3	3	0	0.00%	00:00:00	00:00:00	00:00:03	00:00:03	00:00:00	00:00:00	0	0.00%	0	00:00:00	00:00:15	00:00:05	00:00:00	00:00:00	00:00:00	00:00:00	00:00:05		
		2016-10-21	67.65%	34	29	2	5.88%	00:00:18	00:00:00	00:00:22	00:03:22	00:01:01	00:01:44	0	0.00%	0	00:00:00	00:04:55	00:00:10	00:00:00	00:00:00	00:00:00	00:00:00	00:00:10		
		2016-10-25	0.00%	1	1	0	0.00%	00:00:00	00:00:00	00:00:16	00:00:16	00:00:00	00:00:00	0	0.00%	0	00:00:00	00:00:25	00:00:25	00:00:00	00:00:00	00:00:00	00:00:00	00:00:25		
		2016-10-27	100.00%	1	1	0	0.00%	00:00:00	00:00:00	00:00:03	00:00:03	00:00:00	00:00:00	0	0.00%	0	00:00:00	00:00:05	00:00:05	00:00:00	00:00:00	00:00:00	00:00:00	00:00:05		
		2016-10-31	100.00%	1	1	0	0.00%	00:00:00	00:00:00	00:00:03	00:00:03	00:00:00	00:00:00	0	0.00%	0	00:00:00	00:00:05	00:00:05	00:00:00	00:00:00	00:00:00	00:00:00	00:00:05		
		2016-11-09	60.00%	10	7	1	10.00%	00:00:06	00:00:00	00:00:06	00:00:25	00:01:36	00:01:36	0	0.00%	0	00:00:00	00:02:16	00:00:19	00:00:00	00:00:00	00:00:00	00:00:00	00:00:19		
		2016-11-10	100.00%	5	5	0	0.00%	00:00:00	00:00:00	00:00:03	00:00:03	00:00:00	00:00:00	0	0.00%	0	00:00:00	00:00:25	00:00:05	00:00:00	00:00:00	00:00:00	00:00:00	00:00:05		
	2016-11-11	80.00%	10	8	0	0.00%	00:00:04	00:00:00	00:00:03	00:00:03	00:00:00	00:00:00	0	0.00%	0	00:00:00	00:00:42	00:00:05	00:00:00	00:00:00	00:00:00	00:00:00	00:00:05			
2016-11-14	100.00%	1	1	0	0.00%	00:00:00	00:00:00	00:00:03	00:00:03	00:00:00	00:00:															

Queue Summary Report

Tenant	Media Type	Queue	Interaction Type	Day	% Accept Service Level	Offered	Accepted	Abandoned Waiting	% Abandoned Waiting	Avg Distribute Time (Fmt)	Avg Clear Time (Fmt)	Avg Accept Time (Fmt)	Max Accept Time (Fmt)	Avg Abandoned Waiting Time (Fmt)	Max Abandoned Waiting Time (Fmt)	Transfer Initiated Agent	% Transfer Initiated Agent	Consult Received Accepted	Consult Received Time (Fmt)	Engage Time (Fmt)	Avg Engage Time (Fmt)	Wrap Time (Fmt)	Avg Wrap Time (Fmt)	Hold Time (Fmt)	Avg Hold Time (Fmt)	Avg Handle Time (Fmt)
Environment	Voice	EX0_CB_VQ_OUT	Outbound	2016-12-06	100.00%	2	2	0	0.00%	00:00:00	00:00:00	00:00:03	00:00:03	00:00:00	00:00:00	0	0.00%	0	00:00:00	00:00:10	00:00:05	00:00:00	00:00:00	00:00:00	00:00:00	00:00:05
				2016-12-08	69.70%	33	30	1	3.03%	00:00:21	00:00:00	00:00:25	00:03:18	00:00:17	00:00:17	0	0.00%	0	00:00:00	00:02:47	00:00:06	00:00:00	00:00:00	00:00:00	00:00:00	00:00:06
				2016-12-12	91.67%	36	33	1	2.78%	00:00:01	00:00:00	00:00:03	00:00:03	00:00:16	00:00:16	0	0.00%	0	00:00:00	00:02:47	00:00:05	00:00:00	00:00:00	00:00:00	00:00:00	00:00:05
				2016-12-19	100.00%	14	14	0	0.00%	00:00:00	00:00:00	00:00:03	00:00:03	00:00:00	00:00:00	0	0.00%	0	00:00:00	00:01:13	00:00:05	00:00:00	00:00:00	00:00:00	00:00:00	00:00:05
				2016-12-21	89.29%	28	25	1	3.57%	00:00:01	00:00:00	00:00:03	00:00:03	00:00:16	00:00:16	0	0.00%	0	00:00:00	00:02:12	00:00:05	00:00:00	00:00:00	00:00:00	00:00:00	00:00:05
				2016-12-22	100.00%	23	23	0	0.00%	00:00:00	00:00:00	00:00:03	00:00:03	00:00:00	00:00:00	0	0.00%	0	00:00:00	00:01:59	00:00:05	00:00:00	00:00:00	00:00:00	00:00:00	00:00:05
				2016-12-23	100.00%	1	1	0	0.00%	00:00:00	00:00:00	00:00:03	00:00:03	00:00:00	00:00:00	0	0.00%	0	00:00:00	00:00:05	00:00:05	00:00:00	00:00:00	00:00:00	00:00:00	00:00:05
				2016-12-26	92.86%	42	39	1	2.38%	00:00:01	00:00:00	00:00:03	00:00:03	00:00:16	00:00:16	0	0.00%	0	00:00:00	00:03:27	00:00:05	00:00:00	00:00:00	00:00:00	00:00:00	00:00:05
				2016-12-27	100.00%	6	6	0	0.00%	00:00:00	00:00:00	00:00:03	00:00:06	00:00:00	00:00:00	0	0.00%	0	00:00:00	00:00:29	00:00:05	00:00:00	00:00:00	00:00:00	00:00:00	00:00:05
				2016-12-28	92.31%	52	48	1	1.92%	00:00:01	00:00:00	00:00:03	00:00:06	00:00:17	00:00:17	0	0.00%	0	00:00:00	00:04:11	00:00:05	00:00:00	00:00:00	00:00:00	00:00:00	00:00:05
				2017-01-03	69.70%	33	30	1	3.03%	00:00:21	00:00:00	00:00:25	00:03:16	00:00:17	00:00:17	0	0.00%	0	00:00:00	00:02:50	00:00:06	00:00:00	00:00:00	00:00:00	00:00:00	00:00:06
				2017-01-04	64.29%	28	18	1	3.57%	00:00:02	00:00:00	00:00:03	00:00:03	00:00:16	00:00:16	0	0.00%	0	00:00:00	00:01:42	00:00:06	00:00:00	00:00:00	00:00:00	00:00:00	00:00:06
				2017-01-05	88.46%	26	23	1	3.85%	00:00:01	00:00:00	00:00:03	00:00:04	00:00:17	00:00:17	0	0.00%	0	00:00:00	00:02:06	00:00:05	00:00:00	00:00:00	00:00:00	00:00:00	00:00:05
				2017-01-09	85.71%	14	12	0	0.00%	00:00:02	00:00:00	00:00:02	00:00:03	00:00:00	00:00:00	0	0.00%	0	00:00:00	00:01:10	00:00:06	00:00:00	00:00:00	00:00:00	00:00:00	00:00:06
				2017-01-10	100.00%	36	36	0	0.00%	00:00:00	00:00:00	00:00:03	00:00:07	00:00:00	00:00:00	0	0.00%	0	00:00:00	00:04:39	00:00:08	00:00:00	00:00:00	00:00:00	00:00:00	00:00:08
				2017-01-11	93.02%	43	40	1	2.33%	00:00:01	00:00:00	00:00:03	00:00:03	00:00:17	00:00:17	0	0.00%	0	00:00:00	00:03:32	00:00:05	00:00:00	00:00:00	00:00:00	00:00:00	00:00:05
				2017-01-12	100.00%	2	2	0	0.00%	00:00:00	00:00:00	00:00:03	00:00:03	00:00:00	00:00:00	0	0.00%	0	00:00:00	00:00:11	00:00:06	00:00:00	00:00:00	00:00:00	00:00:00	00:00:06
				2017-01-27	100.00%	3	3	0	0.00%	00:00:00	00:00:00	00:00:03	00:00:04	00:00:00	00:00:00	0	0.00%	0	00:00:00	00:01:03	00:00:21	00:00:00	00:00:00	00:00:00	00:00:00	00:00:21
				2017-02-07	80.00%	10	8	0	0.00%	00:00:55	00:00:00	00:00:03	00:00:03	00:00:00	00:00:00	0	0.00%	0	00:00:00	00:00:43	00:00:05	00:00:00	00:00:00	00:00:00	00:00:00	00:00:05
				2017-02-08	100.00%	1	1	0	0.00%	00:00:00	00:00:00	00:00:03	00:00:03	00:00:00	00:00:00	0	0.00%	0	00:00:00	00:02:40	00:02:40	00:00:00	00:00:00	00:00:00	00:00:00	00:02:40
				2017-02-09	100.00%	1	1	0	0.00%	00:00:00	00:00:00	00:00:03	00:00:03	00:00:00	00:00:00	0	0.00%	0	00:00:00	00:00:38	00:00:38	00:00:00	00:00:00	00:00:00	00:00:00	00:00:38
				2017-02-10	100.00%	9	9	0	0.00%	00:00:00	00:00:00	00:00:03	00:00:03	00:00:00	00:00:00	0	0.00%	0	00:00:00	00:24:31	00:02:43	00:00:00	00:00:00	00:00:00	00:00:00	00:02:43
				2017-02-13	18.18%	11	2	2	18.18%	00:04:10	00:00:00	00:00:03	00:00:03	00:19:26	00:19:35	0	0.00%	0	00:00:00	00:02:03	00:01:02	00:00:00	00:00:00	00:00:00	00:00:00	00:01:02
				2017-02-14	100.00%	4	4	0	0.00%	00:00:00	00:00:00	00:00:03	00:00:03	00:00:00	00:00:00	0	0.00%	0	00:00:00	00:02:35	00:00:39	00:00:00	00:00:00	00:00:00	00:00:00	00:00:39
		EX0_INBOUND_VQ	Inbound	2016-10-13	75.00%	8	8	0	0.00%	00:00:10	00:00:00	00:00:15	00:00:34	00:00:00	00:00:00	0	0.00%	0	00:00:00	00:00:44	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:06
				2016-10-14	50.00%	4	3	1	25.00%	00:00:14	00:00:00	00:00:18	00:00:37	00:03:08	00:03:08	0	0.00%	0	00:00:00	00:00:16	00:00:05	00:00:00	00:00:00	00:00:00	00:00:00	00:00:05
				2016-10-21	66.67%	3	3	1	25.00%	00:00:10	00:00:00	00:00:13	00:00:24	00:00:04	00:00:04	0	0.00%	0	00:00:00	00:00:15	00:00:05	00:00:00	00:00:00	00:00:00	00:00:00	00:00:05
				2016-10-26	0.00%	2	0	2	100.00%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:29	00:00:39	0	0.00%	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2016-10-27	10.00%	20	4	11	55.00%	00:00:26	00:00:00	00:00:48	00:02:32	00:00:55	00:01:00	0	0.00%	0	00:00:00	00:00:22	00:00:06	00:00:00	00:00:00	00:00:00	00:00:00	00:00:06
				2016-10-31	44.44%	9	6	0	0.00%	00:21:05	00:00:00	00:00:16	00:00:35	00:00:00	00:00:00	0	0.00%	0	00:00:00	00:00:33	00:00:06	00:00:00	00:00:00	00:00:00	00:00:00	00:00:06
				2016-11-09	33.33%	6	2	1	16.67%	00:00:16	00:01:12	00:00:12	00:00:13	00:00:42	00:00:42	0	0.00%	0	00:00:00	00:00:11	00:00:06	00:00:00	00:00:00	00:00:00	00:00:00	00:00:06
				2016-11-10	50.00%	2	1	0	0.00%	00:01:26	00:00:00	00:00:13	00:00:13	00:00:00	00:00:00	0	0.00%	0	00:00:00	00:00:05	00:00:05	00:00:00	00:00:00	00:00:00	00:00:00	00:00:05
				2016-11-11	0.00%	7	0	3	42.86%	00:01:55	00:00:00	00:00:00	00:00:00	00:00:25	00:00:51	0	0.00%	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2016-11-14	87.50%	8	8	0	0.00%	00:00:07	00:00:00	00:00:12	00:00:20	00:00:00	00:00:00	0	0.00%	0	00:00:00	00:00:42	00:00:05	00:00:00	00:00:00	00:00:00	00:00:00	00:00:05
				2016-11-15	0.00%	2	0	2	100.00%	00:00:00	00:00:00	00:00:00	00:00:00	00:02:34	00:03:13	0	0.00%	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2016-11-16	20.00%	5	2	2	40.00%	00:00:16	00:01:13	00:00:21	00:00:31	00:00:44	00:00:45	0	0.00%	0	00:00:00	00:00:11	00:00:06	00:00:00	00:00:00	00:00:00	00:00:00	00:00:06
				2016-11-17	0.00%	2	0	2	100.00%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:55	00:01:01	0	0.00%	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2016-11-18	50.00%	4	2	2	50.00%	00:00:07	00:00:00	00:00:12	00:00:12	00:00:39	00:01:10	0	0.00%	0	00:00:00	00:00:11	00:00:06	00:00:00	00:00:00	00:00:00	00:00:00	00:00:06
				2016-11-22	50.00%	2	1	0	0.00%	00:00:05	00:01:12	00:00:10	00:00:10	00:00:00	00:00:00	0	0.00%	0	00:00:00	00:00:05	00:00:05	00:00:00	00:00:00	00:00:00	00:00:00	00:00:05
				2016-11-24	0.00%	9	8	1	11.11%	00:00:14	00:00:00	00:00:19	00:00:20	00:01:58	00:01:58	0	0.00%	0	00:00:00	00:00:44	00:00:06	00:00:00	00:00:00	00:00:00	00:00:00	00:00:06
				2016-11-25	15.38%	13	13	0	0.00%	00:00:33	00:00:00	00:00:38	00:00:58	00:00:00	00:00:00	0	0.00%	0	00:00:00	00:01:13	00:00:06	00:00:00	00:00:00	00:00:00	00:00:00	00:00:06
				2016-11-28	50.00%	18	16	0	0.00%	00:00:11	00:01:14	00:00:16	00:00:36	00:00:00	00:00:00	0	0.00%	0	00:00:00	00:01:24	00:00:05	00:00:00	00:00:00	00:00:00	00:00:00	00:00:05
2016-11-29	100.00%			2	2	0	0.00%	00:00:06	00:00:00	00:00:11	00:00:11															

Queue Summary Report

Tenant	Media Type	Queue	Interaction Type	Day	% Accept Service Level	Offered	Accepted	Abandoned Waiting	% Abandoned Waiting	Avg Distribute Time (Fmt)	Avg Clear Time (Fmt)	Avg Accept Time (Fmt)	Max Accept Time (Fmt)	Avg Abandoned Waiting Time (Fmt)	Max Abandoned Waiting Time (Fmt)	Transfer Initiated Agent	% Transfer Initiated Agent	Consult Received Accepted	Consult Received Time (Fmt)	Engage Time (Fmt)	Avg Engage Time (Fmt)	Wrap Time (Fmt)	Avg Wrap Time (Fmt)	Hold Time (Fmt)	Avg Hold Time (Fmt)	Avg Handle Time (Fmt)
Environment	Voice	EX11_INBOUND_VQ	Inbound	2017-01-09	25.00%	12	6	0	0.00%	00:03:23	00:00:00	00:00:21	00:00:35	00:00:00	00:00:00	0	0.00%	0	00:00:00	00:00:31	00:00:05	00:00:00	00:00:00	00:00:00	00:00:00	00:00:05
				2017-01-10	48.57%	35	30	3	8.57%	00:00:17	00:00:00	00:00:21	00:00:45	00:01:33	00:02:44	0	0.00%	0	00:00:00	00:02:42	00:00:05	00:00:00	00:00:00	00:00:00	00:00:00	00:00:05
				2017-01-11	35.00%	20	19	0	0.00%	00:00:17	00:01:12	00:00:22	00:00:35	00:00:00	00:00:00	0	0.00%	0	00:00:00	00:22:13	00:01:10	00:00:00	00:00:00	00:00:00	00:00:00	00:01:10
				2017-02-07	100.00%	1	1	0	0.00%	00:00:07	00:00:00	00:00:13	00:00:13	00:00:00	00:00:00	0	0.00%	0	00:00:00	00:00:05	00:00:05	00:00:00	00:00:00	00:00:00	00:00:00	00:00:05
				2017-02-09	50.00%	10	10	0	0.00%	00:00:16	00:00:00	00:00:21	00:00:36	00:00:00	00:00:00	0	0.00%	0	00:00:00	00:07:01	00:00:42	00:00:00	00:00:00	00:00:00	00:00:00	00:00:42
		2017-02-10	0.00%	0	0	1	100.00%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:03	00:00:03	0	0.00%	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00		
		Test-VQ	Inbound	2016-05-25	0.00%	3	0	3	100.00%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:31	00:00:45	0	0.00%	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
			Internal	2016-07-07	0.00%	0	0	1	100.00%	00:00:00	00:00:00	00:00:00	00:00:00	00:00:02	00:00:02	0	0.00%	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
		TestOutbound_VQ	Outbound	2016-05-25	100.00%	2	2	0	0.00%	00:00:05	00:00:00	00:00:08	00:00:08	00:00:00	00:00:00	0	0.00%	0	00:00:00	00:00:50	00:00:25	00:00:00	00:00:00	00:00:00	00:00:00	00:00:25
				2016-05-27	100.00%	1	1	0	0.00%	00:00:05	00:00:00	00:00:07	00:00:07	00:00:00	00:00:00	0	0.00%	0	00:00:00	00:00:14	00:00:14	00:00:00	00:00:00	00:00:00	00:00:00	00:00:14
				2016-06-01	100.00%	1	1	2	66.67%	00:00:04	00:00:00	00:00:06	00:00:06	00:00:04	00:00:04	0	0.00%	0	00:00:00	00:00:07	00:00:07	00:00:00	00:00:00	00:00:00	00:00:00	00:00:07
				2016-08-10	0.00%	5	0	5	100.00%	00:00:00	00:00:00	00:00:00	00:00:00	00:01:22	00:02:05	0	0.00%	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
		EX12_CB_VQ	Inbound	2016-08-11	11.11%	9	1	4	44.44%	00:02:04	00:00:00	00:00:12	00:00:12	00:04:03	00:05:37	0	0.00%	0	00:00:00	00:01:00	00:01:00	00:00:00	00:00:00	00:00:00	00:00:00	00:01:00
				2016-08-18	0.00%	1	0	0	0.00%	00:00:00	00:02:58	00:00:00	00:00:00	00:00:00	00:00:00	0	0.00%	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2016-05-25	0.00%	1	1	0	0.00%	00:00:14	00:00:00	00:00:17	00:00:17	00:00:00	00:00:00	0	0.00%	0	00:00:00	00:00:07	00:00:07	00:00:00	00:00:00	00:00:25	00:00:25	00:00:32
		VQ_5555	Inbound	2016-06-16	0.00%	3	2	1	33.33%	00:00:25	00:00:00	00:00:28	00:00:39	00:00:19	00:00:19	0	0.00%	0	00:00:00	00:00:10	00:00:05	00:00:00	00:00:00	00:00:00	00:00:00	00:00:05
				Total	64.23%	2,390	1,870	283	11.67%	00:00:25	00:01:07	00:00:12	00:00:17	00:01:27	00:33:14	95	5.08%	59	00:18:51	08:00:53	00:00:15	00:00:00	00:00:00	00:46:08	00:00:16	00:00:17
		Total				62.12%	2,495	1,888	283	11.19%	00:00:27	00:01:48	00:00:12	00:00:17	00:01:27	00:33:14	98	5.19%	59	00:18:51	09:13:05	00:00:18	00:00:00	00:00:00	00:46:26	00:00:16
Total					62.12%	2,495	1,888	283	11.19%	00:00:27	00:01:48	00:00:12	00:00:17	00:01:27	00:33:14	98	5.19%	59	00:18:51	09:13:05	00:00:18	00:00:00	00:00:00	00:46:26	00:00:16	00:00:19