Resource	Performance	Report
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Department	Process	Category Level 3	Category Level 4	Category Level 5	Media Type	Interaction Type	Interaction Subtype	Agent Name	Day	Accepted	Handle Time (Fmt)	Avg Handle Time (Fmt)	Min Handle Time (Fmt)	Max Handle Time (Fmt)
							InboundNew	Agent 2	2021-05-03	1	00:00:40	00:00:40	00:00:40	00:00:40
					workitem	Inbound	THEORIGINEW	Total		1	00:00:40	00:00:40	00:00:40	00:00:40
			Beige	Seashell	WOIKICEIII		Total			1	00:00:40	00:00:40	00:00:40	00:00:40
						Total				1	00:00:40	00:00:40	00:00:40	00:00:40
		Aqua			Total					1	00:00:40	00:00:40	00:00:40	00:00:40
					email		OutboundNew	Agent 4	2021-05-01	1	00:00:44	00:00:44	00:00:44	00:00:44
						Outbound	outboundivew	Total		1	00:00:44	00:00:44	00:00:44	00:00:44
			Unclassified	Unclassified	emaii		Total			1	00:00:44	00:00:44	00:00:44	00:00:44
						Total				1	00:00:44	00:00:44	00:00:44	00:00:44
					Total					1	00:00:44	00:00:44	00:00:44	00:00:44
		Beige	Light Steel Blue	Gold	email		OutboundACK	Agent 1	2021-05-02	1	00:00:42	00:00:42	00:00:42	00:00:42
						Outbound	OULDOUIIDACK	Total		1	00:00:42	00:00:42	00:00:42	00:00:42
							Total			1	00:00:42	00:00:42	00:00:42	00:00:42
						Total				1	00:00:42	00:00:42	00:00:42	00:00:42
	Process 10				Total					1	00:00:42	00:00:42	00:00:42	00:00:42
		Crimson	Gold	Unclassified	workitem	Inbound	InboundTest	Agent 3	2021-05-03	1	00:00:42	00:00:42	00:00:42	00:00:42
Dopartmont 10							THEORIGICSC	Total		1	00:00:42	00:00:42	00:00:42	00:00:42
Deparement 10							Total			1	00:00:42	00:00:42	00:00:42	00:00:42
						Total				1	00:00:42	00:00:42	00:00:42	00:00:42
					Total					1	00:00:42	00:00:42	00:00:42	00:00:42
		Gold	Silver	Gold	workitem	Outbound	OutboundACK	Agent 4	2021-05-01	1	00:00:38	00:00:38	00:00:38	00:00:38
							OutboundAck	Total		1	00:00:38	00:00:38	00:00:38	00:00:38
							Total			1	00:00:38	00:00:38	00:00:38	00:00:38
						Total				1	00:00:38	00:00:38	00:00:38	00:00:38
					Total					1	00:00:38	00:00:38	00:00:38	00:00:38
		Green	Blanched Almond	Green			InboundNew	Agent 3	2021-05-04	1	00:00:43	00:00:43	00:00:43	00:00:43
					email	Inbound	TIDOUIIQIVEW	Total		1	00:00:43	00:00:43	00:00:43	00:00:43
							Total			1	00:00:43	00:00:43	00:00:43	00:00:43
						Total				1	00:00:43	00:00:43	00:00:43	00:00:43
					Total					1	00:00:43	00:00:43	00:00:43	00:00:43
		Light Yellow	Green Yellow	Green	email	Inbound	InboundTest	Agent 5	2021-05-03	1	00:00:45	00:00:45	00:00:45	00:00:45
							Indoundlest	Total		1	00:00:45	00:00:45	00:00:45	00:00:45
							Total			1	00:00:45	00:00:45	00:00:45	00:00:45
						Total				1	00:00:45	00:00:45	00:00:45	00:00:45

Resource Performance Report

Department	Process	Category Level 3	Category Level 4	Category Level 5	Media Type	Interaction Type	Interaction Subtype	Agent Name	Day	Accepted	Handle Time (Fmt)	Avg Handle Time (Fmt)	Min Handle Time (Fmt)	Max Handle Time (Fmt)
Department 10		Light Yellow	Green Yellow	Green	Total					1	00:00:45	00:00:45	00:00:45	00:00:45
		Navy	Light Steel Blue	Rosy Brown	workitem	Outbound	OutboundNew	Agent 1	2021-05-03	1	00:00:40	00:00:40	00:00:40	00:00:40
								Total		1	00:00:40	00:00:40	00:00:40	00:00:40
							Total			1	00:00:40	00:00:40	00:00:40	00:00:40
						Total				1	00:00:40	00:00:40	00:00:40	00:00:40
					Total					1	00:00:40	00:00:40	00:00:40	00:00:40
	Process 10	Rosy Brown	Seashell	Silver	workitem	Outbound	OutboundNew	Agent 4	2021-05-01	1	00:00:41	00:00:41	00:00:41	00:00:41
								Total		1	00:00:41	00:00:41	00:00:41	00:00:41
							Total			1	00:00:41	00:00:41	00:00:41	00:00:41
						Total				1	00:00:41	00:00:41	00:00:41	00:00:41
					Total					1	00:00:41	00:00:41	00:00:41	00:00:41
		Seashell Go	Gold	Seashell	email	Outbound	OutboundACK	Agent 2	2021-05-01	1	00:00:38	00:00:38	00:00:38	00:00:38
								Total		1	00:00:38	00:00:38	00:00:38	00:00:38
							Total			1	00:00:38	00:00:38	00:00:38	00:00:38
						Total				1	00:00:38	00:00:38	00:00:38	00:00:38
					Total					1	00:00:38	00:00:38	00:00:38	00:00:38