

Resource Performance Report

Department	Process	Media Type	Interaction Type	Interaction Subtype	Resource ID	Day	Accepted	Handle Time (Fmt)	Avg Handle Time (Fmt)	Min Handle Time (Fmt)	Max Handle Time (Fmt)
Default	Unclassified	Unknown	Unknown	Unknown	j1001	2020-11-17	1	00:00:51	00:00:51	00:00:51	00:00:51
					ys_3505	2020-11-13	1	02:18:01	02:18:01	02:18:01	02:18:01
						2020-12-04	2	00:13:56	00:06:58	00:06:58	00:06:58
				Total			4	02:32:48	00:38:12	00:00:51	02:18:01
			Total				4	02:32:48	00:38:12	00:00:51	02:18:01
			Total				4	02:32:48	00:38:12	00:00:51	02:18:01
	Total						4	02:32:48	00:38:12	00:00:51	02:18:01
GenesysInternal	Unclassified	workitem	Inbound	InboundNew	Agent_iwd_3505-1	2020-12-08	1	00:00:11	00:00:11	00:00:11	00:00:11
					Agent_iwd_3505-2	2020-12-08	1	00:00:11	00:00:11	00:00:11	00:00:11
					Agent_iwd_3505-3	2020-12-08	1	00:00:11	00:00:11	00:00:11	00:00:11
				Total			3	00:00:33	00:00:11	00:00:11	00:00:11
			Total				3	00:00:33	00:00:11	00:00:11	00:00:11
			Total				3	00:00:33	00:00:11	00:00:11	00:00:11
	Total						3	00:00:33	00:00:11	00:00:11	00:00:11
IWDDM_WFM_test	WFM Bikes	workitem	Inbound	InboundNew	IWDDM_WFM_agent01	2020-11-17	1	00:00:47	00:00:47	00:00:47	00:00:47
					Total		1	00:00:47	00:00:47	00:00:47	00:00:47
				Total			1	00:00:47	00:00:47	00:00:47	00:00:47
			Total				1	00:00:47	00:00:47	00:00:47	00:00:47
			Total				1	00:00:47	00:00:47	00:00:47	00:00:47
	Total						1	00:00:47	00:00:47	00:00:47	00:00:47
testPup	Unclassified	workitem	Inbound	InboundNew	Agent_iwd_3505-1	2020-11-20	28	00:18:54	00:00:41	00:00:11	00:03:56
					Agent_iwd_3505-2	2020-11-20	12	00:02:42	00:00:14	00:00:11	00:00:21
					Agent_iwd_3505-3	2020-11-20	12	00:02:42	00:00:14	00:00:11	00:00:21
					j1001	2020-11-17	8	00:14:12	00:01:47	00:00:12	00:04:35
						2020-11-23	2	00:02:22	00:01:11	00:01:09	00:01:13
				Total			62	00:40:52	00:00:40	00:00:11	00:04:35
	Total			Total			62	00:40:52	00:00:40	00:00:11	00:04:35

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testPup	Unclassified	workitem	Total				62	00:40:52	00:00:40	00:00:11	00:04:35
		Total					62	00:40:52	00:00:40	00:00:11	00:04:35
	Total						62	00:40:52	00:00:40	00:00:11	00:04:35
Total							70	03:15:00	00:02:47	00:00:11	02:18:01