

Speed of Accept (hours) Report

Tenant	Media Type	Time Range Key	Day	Queue	Interaction Type	Accepted Agent ST 1	Accepted Agent ST 2	Accepted Agent ST 3	Accepted Agent ST 4	Accepted Agent ST 5	Accepted Agent ST 6	Accepted Agent ST 7	Accepted Agent ST 8	Accepted Agent ST 9	Accepted Agent ST 10	% Accepted Agent ST 1	% Accepted Agent ST 2	% Accepted Agent ST 3	% Accepted Agent ST 4	% Accepted Agent ST 5	% Accepted Agent ST 6	% Accepted Agent ST 7	% Accepted Agent ST 8	% Accepted Agent ST 9	% Accepted Agent ST 10
Enviroment	Voice	-1	2011-04-11	8001	Internal	5	0	0	0	0	0	0	0	0	0	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
				8002	Internal	10	0	0	0	0	0	0	0	0	0	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
				8003	Internal	3	0	0	0	0	0	0	0	0	0	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
				8004	Internal	1	0	0	0	0	0	0	0	0	0	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
			2011-04-13	8001	Internal	2	0	0	0	0	0	0	0	0	0	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
				8003	Inbound	1	0	0	0	0	0	0	0	0	0	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
				8003	Internal	4	0	0	0	0	0	0	0	0	0	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
				8004	Inbound	1	0	0	0	0	0	0	0	0	0	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
			2011-04-14	8004	Internal	2	0	0	0	0	0	0	0	0	0	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
				8001	Inbound	2	0	0	0	0	0	0	0	0	0	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
				8002	Inbound	1	0	0	0	0	0	0	0	0	0	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
				8001	Inbound	2	0	0	0	0	0	0	0	0	0	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
			2011-04-25	8002	Internal	5	0	0	0	0	0	0	0	0	0	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
				8003	Internal	5	0	0	0	0	0	0	0	0	0	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
				8004	Internal	3	0	0	0	0	0	0	0	0	0	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
				8005	Internal	1	0	0	0	0	0	0	0	0	0	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
			2011-11-03	8002	Internal	8	0	0	0	0	0	0	0	0	0	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
				8003	Internal	8	0	0	0	0	0	0	0	0	0	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
				8004	Internal	5	0	0	0	0	0	0	0	0	0	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
				8005	Internal	1	0	0	0	0	0	0	0	0	0	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
			2011-11-08	8002	Internal	4	0	0	0	0	0	0	0	0	0	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
				8003	Internal	4	0	0	0	0	0	0	0	0	0	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
				8004	Internal	1	0	0	0	0	0	0	0	0	0	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
				8005	Internal	1	0	0	0	0	0	0	0	0	0	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
			2011-11-10	8002	Internal	4	0	0	0	0	0	0	0	0	0	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
				8003	Internal	4	0	0	0	0	0	0	0	0	0	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
				8004	Internal	2	0	0	0	0	0	0	0	0	0	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
				8004	Internal	2	0	0	0	0	0	0	0	0	0	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
			Total			80	0	0	0	0	0	0	0	0	0	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
			Total			80	0	0	0	0	0	0	0	0	0	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Total						80	0	0	0	0	0	0	0	0	0	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%