

Task Detail Report

Due Date Time	iWD Task ID	UCS Interaction ID	Last Task Event ID	Capture ID	Capture Point Name	Media Channel	Category	Priority	Status Name	Is Final	Is Held	Last Agent Name	Result Code
	itx001	d8U9D6ZI530gu4p0	10	ext001	capture_point1	channel5	Unknown	60	Completed	1	0	Agent 3	3
	itx0010	F49y8J3XPeJ56xWt	80	ext0010	capture_point3	channel5	Unknown	100	Completed	1	0	Agent 1	3
	itx00100	Sd0albt5kpl0Uy7	927	ext00100	capture_point2	channel4	Unknown	60	Queued	0	0		3
	itx001000	8024l0OMOuni8p72	9050	ext001000	capture_point3	channel2	Unknown	80	Completed	1	0	Agent 1	3
	itx001001	jsbJFzgXRDoA9pm9	9057	ext001001	capture_point2	channel1	Unknown	70	Queued	0	0		3
	itx001003	8lz9d61xvF107739	9070	ext001003	capture_point3	channel1	Unknown	120	Completed	1	0	Agent 4	3
	itx001005	YMx26LMOtDMpLcq	9087	ext001005	capture_point2	channel1	Unknown	90	Queued	0	0		3
	itx001006	7TEXGQU2izb174Q	9097	ext001006	capture_point3	channel2	Unknown	70	Queued	0	0		3
	itx001008	aRN0vOB5f72N001v	9110	ext001008	capture_point2	channel4	Unknown	60	Completed	1	0	Agent 1	3
	itx001009	P7RRF36wFoFqNyhS	9120	ext001009	capture_point2	channel2	Unknown	40	Completed	1	0	Agent 1	3
	itx00101	cWYs9WgfvMZSbx1x	940	ext00101	capture_point3	channel5	Unknown	30	Completed	1	0	Agent 5	3
	itx001010	qbVo1oKnBn9U8p1E	9220	ext001010	capture_point2	channel3	Unknown	110	Completed	1	0	Agent 3	3
	itx001011	5x69wik756KlrQb	9140	ext001011	capture_point1	channel1	Unknown	70	Completed	1	0	Agent 2	3
	itx001012	SeS2fpsT84Ry8gLI	9303	ext001012	capture_point2	channel1	Unknown	110	Completed	1	0	Agent 4	3
	itx001014	k0Ka261h9u8A5WU0	9157	ext001014	capture_point1	channel5	Unknown	90	Queued	0	0		3
	itx001015	X34kK146G0H713c6	9170	ext001015	capture_point3	channel4	Unknown	150	Completed	1	0	Agent 4	3
	itx001016	lGiuUjtm656k6jp	9180	ext001016	capture_point2	channel3	Unknown	70	Completed	1	0	Agent 2	3
	itx001017	8H0HJw76N8T8o6Jx	9510	ext001017	capture_point2	channel3	Unknown	100	Completed	1	0	Agent 3	3
	itx001018	ReyoGj3fkg6W91VN	9200	ext001018	capture_point2	channel4	Unknown	80	Completed	1	0	Agent 2	3
	itx001019	Gni7237FocnF9Cyp	9210	ext001019	capture_point2	channel3	Unknown	90	Completed	1	0	Agent 6	3
	itx00102	BqmloSjsQ0A2x6jh	947	ext00102	capture_point2	channel4	Unknown	100	Queued	0	0		3
	itx001020	Dvx8S5o0ssF8lcHV	9217	ext001020	capture_point3	channel1	Unknown	70	Queued	0	0		3
	itx001022	H04q2x80972C7ToJ	9263	ext001022	capture_point3	channel1	Unknown	140	Completed	1	0	Agent 1	3

Task Detail Report

Consumer ID	Customer Segment	Product	Product Subtype	Media Type	Interaction Type	Interaction Subtype	Source Tenant	Source Process	Source Process Subtype	Skill ID
Customer3	GOLD	Monitoring	Profanity detection	email	Inbound	InboundTest	Under Armor	IT	Access Request	Unknown
Customer4	BRONZE	Service	Escalation	workitem	Inbound	InboundNew	Puma	Fraud	Ban Request	Unknown
Customer5	BRONZE	Monitoring	Sentiment analysis	email	Inbound	InboundNew	Reebok	Fraud	Ban Request	Unknown
Customer2	GOLD	Monitoring	Profanity detection	email	Outbound	OutboundACK	Reebok	IT	Access Request	Unknown
Customer4	GOLD	Monitoring	Sentiment analysis	email	Inbound	InboundNew	Reebok	Fraud	Account Checking	Unknown
Customer1	SILVER	Monitoring	Profanity detection	email	Outbound	OutboundACK	Under Armor	Fraud	Ban Request	Unknown
Customer4	GOLD	Service	Language translation	email	Outbound	OutboundReply	Nike	IT	Support Request	Unknown
Customer1	GOLD	Service	Agent advisory	email	Outbound	OutboundACK	Reebok	Finance	Credit	Unknown
Customer2	BRONZE	Monitoring	Profanity detection	workitem	Outbound	OutboundReply	Nike	Fraud	Ban Request	Unknown
Customer1	BRONZE	Monitoring	Profanity detection	workitem	Outbound	OutboundReply	Nike	Fraud	Ban Request	Unknown
Customer5	SILVER	Monitoring	Sentiment analysis	email	Outbound	OutboundACK	Under Armor	Fraud	Ban Request	Unknown
Customer1	SILVER	Monitoring	Profanity detection	workitem	Outbound	OutboundReply	Puma	IT	Support Request	Unknown
Customer2	BRONZE	Monitoring	Profanity detection	email	Outbound	OutboundReply	Nike	IT	Beer Request	Unknown
Customer1	SILVER	Service	Agent advisory	workitem	Outbound	OutboundACK	Under Armor	IT	Support Request	Unknown
Customer2	BRONZE	Monitoring	Sentiment analysis	workitem	Outbound	OutboundReply	Puma	IT	Support Request	Unknown
Customer4	SILVER	Service	Agent advisory	workitem	Inbound	InboundNew	Reebok	IT	Access Request	Unknown
Customer4	GOLD	Service	Escalation	workitem	Outbound	OutboundReply	Reebok	IT	Access Request	Unknown
Customer2	BRONZE	Monitoring	Profanity detection	workitem	Outbound	OutboundACK	Under Armor	Fraud	Ban Request	Unknown
Customer1	SILVER	Service	Escalation	workitem	Outbound	OutboundNew	Adidas	Fraud	Ban Request	Unknown
Customer1	GOLD	Monitoring	Profanity detection	email	Outbound	OutboundReply	Puma	IT	Support Request	Unknown
Customer4	GOLD	Monitoring	Sentiment analysis	email	Inbound	InboundNew	Nike	Fraud	Account Checking	Unknown
Customer1	SILVER	Service	Escalation	email	Outbound	OutboundACK	Nike	Fraud	Ban Request	Unknown
Customer3	BRONZE	Service	Agent advisory	workitem	Outbound	OutboundReply	Puma	Fraud	Duplicate Account	Unknown

Task Detail Report

Requested Agent Name	Source Date Time	Create Date Time	Source Due Date Time	Finish Date Time	Department	Process	Category Level 3	Category Level 4	Category Level 5
Unknown	2022-04-12 1049AM	2022-04-12 1010PM	2022-04-12 0525PM	2022-04-12 1003PM	Department 8	Process 16	Unclassified	Unclassified	Unclassified
Unknown	2022-04-12 0933AM	2022-04-12 1002PM	2022-04-12 0748AM	2022-04-12 1003PM	Department 6	Process 12	Unclassified	Unclassified	Unclassified
Unknown	2022-04-12 1104AM	2022-04-12 1007PM	2022-04-13 0138AM		Department 7	Process 14	Unclassified	Unclassified	Unclassified
Unknown	2022-04-12 0949PM	2022-04-12 1001PM	2022-04-13 1259PM	2022-04-12 1003PM	Department 7	Process 14	Unclassified	Unclassified	Unclassified
Unknown	2022-04-12 0350PM	2022-04-12 1000PM	2022-04-12 0627PM		Department 4	Process 8	Unclassified	Unclassified	Unclassified
Unknown	2022-04-12 1004AM	2022-04-12 1012PM	2022-04-12 0142PM	2022-04-12 1013PM	Department 7	Process 14	Unclassified	Unclassified	Unclassified
Unknown	2022-04-12 0926AM	2022-04-12 1007PM	2022-04-13 0747PM		Department 7	Process 15	Unclassified	Unclassified	Unclassified
Unknown	2022-04-12 0505PM	2022-04-12 1000PM	2022-04-13 0120PM		Department 8	Process 17	Unclassified	Unclassified	Unclassified
Unknown	2022-04-12 1230PM	2022-04-12 1005PM	2022-04-12 0831AM	2022-04-12 1006PM	Department 6	Process 13	Unclassified	Unclassified	Unclassified
Unknown	2022-04-12 0935AM	2022-04-12 1003PM	2022-04-12 0142PM	2022-04-12 1004PM	Department 9	Process 19	Unclassified	Unclassified	Unclassified
Unknown	2022-04-12 0740PM	2022-04-12 1004PM	2022-04-12 1159PM	2022-04-12 1006PM	Department 6	Process 13	Unclassified	Unclassified	Unclassified
Unknown	2022-04-12 0954AM	2022-04-12 1001PM	2022-04-13 0918AM	2022-04-12 1000PM	Department 7	Process 15	Unclassified	Unclassified	Unclassified
Unknown	2022-04-12 1005PM	2022-04-12 1012PM	2022-04-13 1134PM	2022-04-12 1014PM	Department 6	Process 13	Unclassified	Unclassified	Unclassified
Unknown	2022-04-12 1158AM	2022-04-12 1009PM	2022-04-12 1228PM	2022-04-12 1007PM	Department 6	Process 13	Unclassified	Unclassified	Unclassified
Unknown	2022-04-12 1030AM	2022-04-12 1008PM	2022-04-13 1033PM		Department 6	Process 13	Unclassified	Unclassified	Unclassified
Unknown	2022-04-12 0354PM	2022-04-12 1012PM	2022-04-12 0259PM	2022-04-12 1014PM	Department 7	Process 15	Unclassified	Unclassified	Unclassified
Unknown	2022-04-12 0119PM	2022-04-12 1008PM	2022-04-12 1144PM	2022-04-12 1010PM	Department 8	Process 17	Unclassified	Unclassified	Unclassified
Unknown	2022-04-12 0934AM	2022-04-12 1008PM	2022-04-12 0359PM	2022-04-12 1014PM	Department 5	Process 11	Unclassified	Unclassified	Unclassified
Unknown	2022-04-12 0337PM	2022-04-12 1007PM	2022-04-13 0440AM	2022-04-12 1009PM	Department 8	Process 16	Unclassified	Unclassified	Unclassified
Unknown	2022-04-12 0138PM	2022-04-12 1001PM	2022-04-12 0922PM	2022-04-12 1002PM	Department 6	Process 12	Unclassified	Unclassified	Unclassified
Unknown	2022-04-12 0852AM	2022-04-12 1001PM	2022-04-13 0504PM		Department 6	Process 13	Unclassified	Unclassified	Unclassified
Unknown	2022-04-12 1117AM	2022-04-12 1010PM	2022-04-13 0626AM		Department 7	Process 14	Unclassified	Unclassified	Unclassified
Unknown	2022-04-12 1147AM	2022-04-12 1008PM	2022-04-13 0658PM	2022-04-12 1004PM	Department 8	Process 16	Unclassified	Unclassified	Unclassified

Task Detail Report

Category Level 6	Category Level 7	Category Level 8	Category Level 9	Category Level 10	Accept Time (Fmt)	Finished Time (Fmt)	iWD Hold Time (Fmt)	Handle Time (Fmt)
Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	-00:06:35	-00:06:30	00:00:00	00:00:00
Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	00:01:14	00:01:19	00:00:00	00:00:00
Unclassified	Unclassified	Unclassified	Unclassified	Unclassified			00:00:00	00:00:00
Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	00:01:20	00:01:25	00:00:00	00:00:00
Unclassified	Unclassified	Unclassified	Unclassified	Unclassified			00:00:00	00:00:00
Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	00:01:15	00:01:20	00:00:00	00:00:00
Unclassified	Unclassified	Unclassified	Unclassified	Unclassified			00:00:00	00:00:00
Unclassified	Unclassified	Unclassified	Unclassified	Unclassified			00:00:00	00:00:00
Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	00:01:10	00:01:15	00:00:00	00:00:00
Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	00:01:13	00:01:18	00:00:00	00:00:00
Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	00:01:15	00:01:20	00:00:00	00:00:00
Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	-00:00:28	-00:00:23	00:00:00	00:00:00
Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	00:01:14	00:01:19	00:00:00	00:00:00
Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	-00:02:00	-00:01:55	00:00:00	00:00:00
Unclassified	Unclassified	Unclassified	Unclassified	Unclassified			00:00:00	00:00:00
Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	00:01:20	00:01:25	00:00:00	00:00:00
Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	00:01:23	00:01:28	00:00:00	00:00:00
Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	00:05:54	00:05:59	00:00:00	00:00:00
Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	00:01:18	00:01:23	00:00:00	00:00:00
Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	00:01:18	00:01:23	00:00:00	00:00:00
Unclassified	Unclassified	Unclassified	Unclassified	Unclassified			00:00:00	00:00:00
Unclassified	Unclassified	Unclassified	Unclassified	Unclassified			00:00:00	00:00:00
Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	-00:03:16	-00:03:11	00:00:00	00:00:00

Task Detail Report

Due Date Time	iWD Task ID	UCS Interaction ID	Last Task Event ID	Capture ID	Capture Point Name	Media Channel	Category	Priority	Status Name	Is Final	Is Held	Last Agent Name	Result Code
	itx001023	b7lBYYL7982VKmGA	9240	ext001023	capture_point1	channel4	Unknown	40	Completed	1	0	Agent 2	3
	itx001024	R68to6uy0buS925	9250	ext001024	capture_point3	channel3	Unknown	20	Completed	1	0	Agent 2	3
	itx001025	l3fRCboIC7ZUZhu	9260	ext001025	capture_point3	channel4	Unknown	80	Completed	1	0	Agent 3	3
	itx001027	4j3md16pN9R52w9j	9443	ext001027	capture_point1	channel3	Unknown	80	Completed	1	0	Agent 6	3
	itx001029	l2MuFnNkkIK9zJ6Y	9290	ext001029	capture_point2	channel5	Unknown	40	Completed	1	0	Agent 4	3
	itx00103	uIHlvCr2zfKbfnsi	957	ext00103	capture_point2	channel3	Unknown	70	Queued	0	0		3
	itx001030	wBlN5Bd56H7BMH5x	9300	ext001030	capture_point2	channel3	Unknown	70	Completed	1	0	Agent 2	3
	itx001032	Eky22YUf5MTekKp9	9320	ext001032	capture_point3	channel1	Unknown	50	Completed	1	0	Agent 3	3
	itx001033	pvflkw4ldtGCmR5	9446	ext001033	capture_point3	channel5	Unknown	70	Completed	1	0	Agent 5	3
	itx001034	477C2ZQ9Nqt8mVx9	9493	ext001034	capture_point3	channel2	Unknown	70	Completed	1	0	Agent 2	3
	itx001035	l3EBafkBeO24aNG	9403	ext001035	capture_point2	channel5	Unknown	70	Completed	1	0	Agent 5	3
	itx001036	5H5HKl2We6zx2tA	9360	ext001036	capture_point2	channel1	Unknown	70	Completed	1	0	Agent 6	3
	itx001037	56RlZWp0M299zzgO	9367	ext001037	capture_point3	channel5	Unknown	50	Queued	0	0		3
	itx001038	CnSb80nfrCW4vOBv	9377	ext001038	capture_point3	channel5	Unknown	110	Queued	0	0		3
	itx001039	120y0HuO36K803N	9387	ext001039	capture_point1	channel4	Unknown	80	Queued	0	0		3
	itx00104	D2V401Rdws88M31	967	ext00104	capture_point1	channel2	Unknown	50	Queued	0	0		3
	itx001040	9N4F5NozT4guSnO4	9400	ext001040	capture_point1	channel2	Unknown	80	Completed	1	0	Agent 3	3
	itx001042	8g2tHySDOWw9aQL7	9417	ext001042	capture_point3	channel1	Unknown	70	Queued	0	0		3
	itx001043	B3itbR8259uUo206	9430	ext001043	capture_point3	channel5	Unknown	80	Completed	1	0	Agent 4	3
	itx001044	yu5UCBVkjiTb9xo	9440	ext001044	capture_point3	channel3	Unknown	80	Completed	1	0	Agent 4	3
	itx001047	F1UUiYbQ4rkExkQ	9457	ext001047	capture_point2	channel5	Unknown	50	Queued	0	0		3
	itx001049	u1Azt547f4xv4Th5	9523	ext001049	capture_point3	channel2	Unknown	100	Completed	1	0	Agent 5	3
	itx00105	04m7hsYTiNh8z435	980	ext00105	capture_point2	channel3	Unknown	80	Completed	1	0	Agent 4	3

Task Detail Report

Consumer ID	Customer Segment	Product	Product Subtype	Media Type	Interaction Type	Interaction Subtype	Source Tenant	Source Process	Source Process Subtype	Skill ID
Customer4	GOLD	Notification	News feed	email	Inbound	InboundNew	Reebok	Finance	Credit	Unknown
Customer3	SILVER	Monitoring	Sentiment analysis	email	Inbound	InboundNew	Under Armor	IT	Beer Request	Unknown
Customer1	SILVER	Monitoring	Profanity detection	email	Outbound	OutboundACK	Under Armor	IT	Support Request	Unknown
Customer1	SILVER	Monitoring	Sentiment analysis	email	Outbound	OutboundACK	Under Armor	Fraud	Ban Request	Unknown
Customer1	SILVER	Monitoring	Profanity detection	workitem	Outbound	OutboundACK	Nike	Fraud	Account Checking	Unknown
Customer1	BRONZE	Service	Escalation	workitem	Outbound	OutboundACK	Nike	IT	Access Request	Unknown
Customer1	GOLD	Monitoring	Sentiment analysis	workitem	Inbound	InboundTest	Puma	Fraud	Ban Request	Unknown
Customer1	SILVER	Monitoring	Profanity detection	workitem	Outbound	OutboundReply	Under Armor	Fraud	Account Checking	Unknown
Customer5	BRONZE	Service	Agent advisory	email	Inbound	InboundNew	Reebok	Finance	Credit	Unknown
Customer3	SILVER	Monitoring	Recording service	workitem	Outbound	OutboundNew	Adidas	Fraud	Ban Request	Unknown
Customer2	SILVER	Service	Escalation	workitem	Outbound	OutboundReply	Reebok	IT	Support Request	Unknown
Customer4	GOLD	Service	Language translation	email	Outbound	OutboundReply	Under Armor	IT	Beer Request	Unknown
Customer5	BRONZE	Service	Escalation	email	Inbound	InboundNew	Puma	IT	Access Request	Unknown
Customer3	GOLD	Monitoring	Sentiment analysis	workitem	Inbound	InboundTest	Under Armor	IT	Support Request	Unknown
Customer3	SILVER	Service	Escalation	email	Inbound	InboundTest	Adidas	Fraud	Duplicate Account	Unknown
Customer3	SILVER	Monitoring	Profanity detection	workitem	Inbound	InboundTest	Puma	IT	Access Request	Unknown
Customer4	SILVER	Monitoring	Profanity detection	email	Inbound	InboundTest	Nike	IT	Access Request	Unknown
Customer4	BRONZE	Monitoring	Sentiment analysis	email	Inbound	InboundNew	Nike	Fraud	Account Checking	Unknown
Customer5	GOLD	Service	Escalation	email	Outbound	OutboundNew	Nike	IT	Access Request	Unknown
Customer5	BRONZE	Service	Language translation	workitem	Inbound	InboundTest	Under Armor	IT	Support Request	Unknown
Customer5	BRONZE	Service	Agent advisory	workitem	Inbound	InboundTest	Nike	Fraud	Account Checking	Unknown
Customer1	BRONZE	Service	Escalation	email	Inbound	InboundTest	Adidas	IT	Beer Request	Unknown
Customer3	BRONZE	Monitoring	Sentiment analysis	workitem	Outbound	OutboundACK	Nike	IT	Access Request	Unknown

Task Detail Report

Requested Agent Name	Source Date Time	Create Date Time	Source Due Date Time	Finish Date Time	Department	Process	Category Level 3	Category Level 4	Category Level 5
Unknown	2022-04-12 0127PM	2022-04-12 1013PM	2022-04-13 0657PM	2022-04-12 1014PM	Department 6	Process 13	Unclassified	Unclassified	Unclassified
Unknown	2022-04-12 0933AM	2022-04-12 1006PM	2022-04-12 1052AM	2022-04-12 1007PM	Department 8	Process 16	Unclassified	Unclassified	Unclassified
Unknown	2022-04-12 0104PM	2022-04-12 1008PM	2022-04-13 0631PM	2022-04-12 1010PM	Department 8	Process 16	Unclassified	Unclassified	Unclassified
Unknown	2022-04-12 0154PM	2022-04-12 1009PM	2022-04-13 0313AM	2022-04-12 1007PM	Department 9	Process 18	Unclassified	Unclassified	Unclassified
Unknown	2022-04-12 0753PM	2022-04-12 1009PM	2022-04-13 0846PM	2022-04-12 1010PM	Department 7	Process 15	Unclassified	Unclassified	Unclassified
Unknown	2022-04-12 0941PM	2022-04-12 1008PM	2022-04-14 0220AM		Department 9	Process 18	Unclassified	Unclassified	Unclassified
Unknown	2022-04-12 0247PM	2022-04-12 1008PM	2022-04-12 0821PM	2022-04-12 1009PM	Department 7	Process 15	Unclassified	Unclassified	Unclassified
Unknown	2022-04-12 0240PM	2022-04-12 1002PM	2022-04-14 0238AM	2022-04-12 1003PM	Department 8	Process 17	Unclassified	Unclassified	Unclassified
Unknown	2022-04-12 0815PM	2022-04-12 1001PM	2022-04-13 0651PM	2022-04-12 1004PM	Department 9	Process 19	Unclassified	Unclassified	Unclassified
Unknown	2022-04-12 0836PM	2022-04-12 1004PM	2022-04-13 0155PM	2022-04-12 1008PM	Department 7	Process 14	Unclassified	Unclassified	Unclassified
Unknown	2022-04-12 0948PM	2022-04-12 1008PM	2022-04-12 1129AM	2022-04-12 1002PM	Department 7	Process 14	Unclassified	Unclassified	Unclassified
Unknown	2022-04-12 0239PM	2022-04-12 1006PM	2022-04-12 1106AM	2022-04-12 1007PM	Department 9	Process 18	Unclassified	Unclassified	Unclassified
Unknown	2022-04-12 0903AM	2022-04-12 1000PM	2022-04-13 0322AM		Department 6	Process 13	Unclassified	Unclassified	Unclassified
Unknown	2022-04-12 0953AM	2022-04-12 1003PM	2022-04-13 0523AM		Department 8	Process 16	Unclassified	Unclassified	Unclassified
Unknown	2022-04-12 1018PM	2022-04-12 1014PM	2022-04-14 0208AM		Department 8	Process 16	Unclassified	Unclassified	Unclassified
Unknown	2022-04-12 1019AM	2022-04-12 1012PM	2022-04-13 1232AM		Department 8	Process 17	Unclassified	Unclassified	Unclassified
Unknown	2022-04-12 1039AM	2022-04-12 1008PM	2022-04-13 0657AM	2022-04-12 1009PM	Department 7	Process 15	Unclassified	Unclassified	Unclassified
Unknown	2022-04-12 0918PM	2022-04-12 1005PM	2022-04-12 0121PM		Department 7	Process 15	Unclassified	Unclassified	Unclassified
Unknown	2022-04-12 1000PM	2022-04-12 1002PM	2022-04-12 0443PM	2022-04-12 1003PM	Department 8	Process 16	Unclassified	Unclassified	Unclassified
Unknown	2022-04-12 0514PM	2022-04-12 1002PM	2022-04-13 0150AM	2022-04-12 1004PM	Department 7	Process 14	Unclassified	Unclassified	Unclassified
Unknown	2022-04-12 0807PM	2022-04-12 1012PM	2022-04-13 0729AM		Department 8	Process 17	Unclassified	Unclassified	Unclassified
Unknown	2022-04-12 0558PM	2022-04-12 1010PM	2022-04-13 0256AM	2022-04-12 1014PM	Department 9	Process 18	Unclassified	Unclassified	Unclassified
Unknown	2022-04-12 0951PM	2022-04-12 1000PM	2022-04-12 0412PM	2022-04-12 1002PM	Department 8	Process 16	Unclassified	Unclassified	Unclassified

Task Detail Report

Category Level 6	Category Level 7	Category Level 8	Category Level 9	Category Level 10	Accept Time (Fmt)	Finished Time (Fmt)	iWD Hold Time (Fmt)	Handle Time (Fmt)
Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	00:01:18	00:01:23	00:00:00	00:00:00
Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	00:01:20	00:01:25	00:00:00	00:00:00
Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	00:01:17	00:01:22	00:00:00	00:00:00
Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	-00:01:56	-00:01:51	00:00:00	00:00:00
Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	00:01:12	00:01:17	00:00:00	00:00:00
Unclassified	Unclassified	Unclassified	Unclassified	Unclassified			00:00:00	00:00:00
Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	00:01:14	00:01:19	00:00:00	00:00:00
Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	00:01:18	00:01:23	00:00:00	00:00:00
Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	00:02:47	00:02:52	00:00:00	00:00:00
Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	00:04:05	00:04:10	00:00:00	00:00:00
Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	-00:06:14	-00:06:09	00:00:00	00:00:00
Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	00:01:13	00:01:18	00:00:00	00:00:00
Unclassified	Unclassified	Unclassified	Unclassified	Unclassified			00:00:00	00:00:00
Unclassified	Unclassified	Unclassified	Unclassified	Unclassified			00:00:00	00:00:00
Unclassified	Unclassified	Unclassified	Unclassified	Unclassified			00:00:00	00:00:00
Unclassified	Unclassified	Unclassified	Unclassified	Unclassified			00:00:00	00:00:00
Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	00:01:18	00:01:23	00:00:00	00:00:00
Unclassified	Unclassified	Unclassified	Unclassified	Unclassified			00:00:00	00:00:00
Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	00:01:15	00:01:20	00:00:00	00:00:00
Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	00:01:11	00:01:16	00:00:00	00:00:00
Unclassified	Unclassified	Unclassified	Unclassified	Unclassified			00:00:00	00:00:00
Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	00:03:15	00:03:20	00:00:00	00:00:00
Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	00:01:18	00:01:23	00:00:00	00:00:00

Task Detail Report

Due Date Time	iWD Task ID	UCS Interaction ID	Last Task Event ID	Capture ID	Capture Point Name	Media Channel	Category	Priority	Status Name	Is Final	Is Held	Last Agent Name	Result Code
	itx001050	ZX7e00C9I5wBfl	9480	ext001050	capture_point2	channel4	Unknown	80	Completed	1	0	Agent 4	3
	itx001051	INnZTvd9aKT7t73	9490	ext001051	capture_point1	channel4	Unknown	90	Completed	1	0	Agent 4	3
	itx001053	269g74s515w00712	9507	ext001053	capture_point1	channel1	Unknown	70	Queued	0	0		3
	itx001055	MJ815eta28LIZkJ	9520	ext001055	capture_point2	channel5	Unknown	100	Completed	1	0	Agent 6	3

Task Detail Report

Consumer ID	Customer Segment	Product	Product Subtype	Media Type	Interaction Type	Interaction Subtype	Source Tenant	Source Process	Source Process Subtype	Skill ID
Customer4	BRONZE	Service	Escalation	workitem	Outbound	OutboundNew	Puma	IT	Support Request	Unknown
Customer5	SILVER	Service	Escalation	workitem	Inbound	InboundTest	Under Armor	Fraud	Ban Request	Unknown
Customer3	GOLD	Monitoring	Sentiment analysis	email	Outbound	OutboundNew	Reebok	Fraud	Duplicate Account	Unknown
Customer5	SILVER	Monitoring	Sentiment analysis	email	Outbound	OutboundACK	Nike	Finance	Credit	Unknown

Task Detail Report

Requested Agent Name	Source Date Time	Create Date Time	Source Due Date Time	Finish Date Time	Department	Process	Category Level 3	Category Level 4	Category Level 5
Unknown	2022-04-12 1021PM	2022-04-12 1008PM	2022-04-13 1224PM	2022-04-12 1009PM	Department 6	Process 13	Unclassified	Unclassified	Unclassified
Unknown	2022-04-12 0947AM	2022-04-12 1000PM	2022-04-14 0301AM	2022-04-12 1001PM	Department 6	Process 12	Unclassified	Unclassified	Unclassified
Unknown	2022-04-12 1036AM	2022-04-12 1012PM	2022-04-13 0544PM		Department 6	Process 13	Unclassified	Unclassified	Unclassified
Unknown	2022-04-12 0430PM	2022-04-12 1010PM	2022-04-13 0656AM	2022-04-12 1011PM	Department 7	Process 14	Unclassified	Unclassified	Unclassified

Task Detail Report

Category Level 6	Category Level 7	Category Level 8	Category Level 9	Category Level 10	Accept Time (Fmt)	Finished Time (Fmt)	iWD Hold Time (Fmt)	Handle Time (Fmt)
Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	00:01:21	00:01:26	00:00:00	00:00:00
Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	00:01:15	00:01:20	00:00:00	00:00:00
Unclassified	Unclassified	Unclassified	Unclassified	Unclassified			00:00:00	00:00:00
Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	00:01:18	00:01:23	00:00:00	00:00:00