Task Detail Report

Due Date Time	Interaction ID	Last Task Event ID	Capture ID	Capture Point Name	Media Channel	Category	Priority	Status Name	In Final	In Held	Last Agent Name	Result Code	Customer ID	Customer Segment	Product	Product Subtype	Media Type	Interaction Type	Interaction Subtype	Source Tenant	Source Process	Source Process Subtype	Skill ID	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	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)
	it\x000	7	ext000	capture_point2	channel3	Unknown	80	Queued	0	0		3	Customer2	BRONZE	Monitoring	Recording service	email	Inbound	InboundNew	Puma	Fraud	Duplicate Account	Unknown	Unknown	2021-05-01 0622AM	2021-05-01 0910AM	2021-04-30 0706PM		Department 6	Process 2	Wheat	Wheat	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified			00:00:00	00:00:00
	it\x01	17	ext001	capture_point3	channel3	Unknown	70	Queued	0	0		3	Customer4	GOLD	Monitoring	Sentiment analysis	email	Outbound	OutboundReply	Puma	IT	Access Request	Unknown	Unknown	2021-04-30 0808PM	2021-05-01 0907AM	2021-05-01 0433PM		Department 7	Process 3	Gold	Medium Purple	Tan	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified			00:00:00	00:00:00
	it\x010	110	ext010	capture_point3	channel5	Unknown	40	Completed	1	0	Agent 1	3	Customer2	SILVER	Monitoring	Sentiment analysis	workitem	Inbound	InboundNew	AdidAs	IT	Support Request	Unknown	Unknown	2021-05-01 0516AM	2021-05-01 0906AM	2021-05-02 0503AM	2021-05-01 0907AM	Department 8	Process 6	Beige	Green	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	00:00:35	00:01:19	00:00:00	00:00:39
	it\x100	2710	ext0100	capture_point1	channel4	Unknown	120	Completed	1	0	Agent 1	3	Customer4	BRONZE	Monitoring	Recording service	email	Outbound	OutboundACK	Nike	IT	Support Request	Unknown	Unknown	2021-04-30 0939PM	2021-05-01 0906AM	2021-05-01 1004AM	2021-05-01 0924AM	Department 6	Process 2	Wheat	Aqua	Light Steel Blue	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	00:17:13	00:18:06	00:00:00	00:00:53
	it\x0100	24400	ext0100	capture_point1	channel4	Unknown	40	Completed	1	0	Agent 2	3	Customer1	BRONZE	Monitoring	Profanity detection	workitem	Outbound	OutboundACK	Puma	Fraud	Duplicate Account	Unknown	Unknown	2021-05-01 0853AM	2021-05-01 1005AM	2021-04-30 0743PM	2021-05-01 1134AM	Department 6	Process 1	Green	Wheat	Wheat	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	01:20:02	01:20:49	00:00:00	00:00:42
	it\x10100	100557	ext01000	capture_point1	channel2	Unknown	80	Queued	0	0		3	Customer1	SILVER	Monitoring	Profanity detection	email	Inbound	InboundNew	AdidAs	IT	Support Request	Unknown	Unknown	2021-05-02 0413AM	2021-05-02 1210PM	2021-05-02 0350AM		Department 7	Process 3	Aqua	Green	Rosy Brown	Light Steel Blue	Unclassified	Unclassified	Unclassified	Unclassified			00:00:00	00:00:00
	it\x10101	100570	ext01010001	capture_point2	channel2	Unknown	130	Completed	1	0	Agent 6	3	Customer1	SILVER	Service	Agent advisory	workitem	Outbound	OutboundACK	AdidAs	IT	Support Request	Unknown	Unknown	2021-05-02 0843AM	2021-05-02 1207PM	2021-05-03 0635AM	2021-05-02 1200PM	Department 8	Process 5	Crimson	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	00:00:35	00:01:21	00:00:00	00:00:41
	it\x10102	162520	ext01010002	capture_point3	channel5	Unknown	60	Completed	1	0	Agent 6	3	Customer3	GOLD	Service	Agent advisory	workitem	Inbound	InboundNew	AdidAs	IT	Support Request	Unknown	Unknown	2021-05-02 1240PM	2021-05-02 1207PM	2021-05-02 0418AM	2021-05-03 0807AM	Department 6	Process 2	Medium Purple	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	19:50:30	20:00:15	00:00:00	00:00:60
	it\x10103	109500	ext01010003	capture_point1	channel5	Unknown	50	Completed	1	0	Agent 2	3	Customer4	GOLD	Notification	News feed	workitem	Inbound	InboundTest	Puma	IT	Access Request	Unknown	Unknown	2021-05-02 0401AM	2021-05-02 1208PM	2021-05-02 0825AM	2021-05-02 1209PM	Department 8	Process 6	Tan	Seashell	Green	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	00:00:35	00:01:20	00:00:00	00:00:60
	it\x10104	109600	ext01010004	capture_point2	channel2	Unknown	40	Completed	1	0	Agent 2	3	Customer1	BRONZE	Service	Escalation	workitem	Inbound	InboundTest	Under Armor	Fraud	Account Checking	Unknown	Unknown	2021-05-02 1223AM	2021-05-02 1208PM	2021-05-02 0621PM	2021-05-02 1211PM	Department 8	Process 5	Light Steel Blue	Gold	Navy	Seashell	Seashell	Peru	Unclassified	Unclassified	00:00:35	00:01:24	00:00:00	00:00:64
	it\x10105	100610	ext01010005	capture_point1	channel1	Unknown	90	Completed	1	0	Agent 6	3	Customer1	SILVER	Service	Agent advisory	workitem	Inbound	InboundTest	Nike	Fraud	Duplicate Account	Unknown	Unknown	2021-05-02 0821AM	2021-05-02 1206PM	2021-05-02 0429PM	2021-05-02 1207PM	Department 7	Process 4	Honeydew	Aqua	Wheat	Rosy Brown	Unclassified	Unclassified	Unclassified	Unclassified	00:00:35	00:01:24	00:00:00	00:00:64
	it\x10106	109620	ext01010006	capture_point3	channel4	Unknown	60	Completed	1	0	Agent 1	3	Customer5	GOLD	Service	Agent advisory	workitem	Outbound	OutboundNew	Nike	IT	Support Request	Unknown	Unknown	2021-05-02 0357AM	2021-05-02 1202PM	2021-05-02 0655PM	2021-05-02 1203PM	Department 6	Process 2	Tan	Gold	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	00:00:35	00:01:21	00:00:00	00:00:61
	it\x10107	109650	ext01010007	capture_point1	channel4	Unknown	60	Completed	1	0	Agent 2	3	Customer5	GOLD	Monitoring	Recording service	workitem	Outbound	OutboundReply	AdidAs	Fraud	Ban Request	Unknown	Unknown	2021-05-02 0497AM	2021-05-02 1202PM	2021-05-03 0914AM	2021-05-02 1126AM	Department 7	Process 3	Wheat	Beige	Medium Turquoise	Gold	Tan	Unclassified	Unclassified	Unclassified	23:15:56	23:16:49	00:00:00	00:00:60
	it\x10108	109637	ext01010008	capture_point3	channel5	Unknown	80	Queued	0	0		3	Customer4	SILVER	Service	Escalation	email	Inbound	InboundNew	AdidAs	Fraud	Ban Request	Unknown	Unknown	2021-05-02 0744AM	2021-05-02 1200PM	2021-05-01 1848PM		Department 6	Process 2	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified			00:00:00	00:00:00
	it\x10109	120970	ext01010009	capture_point2	channel1	Unknown	70	Completed	1	0	Agent 1	3	Customer5	GOLD	Service	Escalation	workitem	Inbound	InboundTest	Nike	IT	Support Request	Unknown	Unknown	2021-05-02 0205AM	2021-05-02 1210PM	2021-05-02 0614AM	2021-05-02 0818PM	Department 7	Process 4	Honeydew	Blanched Almond	Tan	Crimson	Blanched Almond	Silver	Unclassified	Unclassified	07:54:21	07:55:18	00:00:00	00:00:64
	it\x1001	10870	ext01001	capture_point1	channel5	Unknown	50	Completed	1	0	Agent 1	3	Customer1	GOLD	Monitoring	Sentiment analysis	workitem	Outbound	OutboundReply	Puma	IT	Support Request	Unknown	Unknown	2021-04-30 0827PM	2021-05-01 1016AM	2021-05-02 0111PM	2021-05-01 1016AM	Department 6	Process 2	Crimson	Seashell	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	00:00:35	00:01:20	00:00:00	00:00:60
	it\x10110	109657	ext01010010	capture_point1	channel2	Unknown	90	Queued	0	0		3	Customer3	GOLD	Notification	News feed	email	Outbound	OutboundNew	Reebok	Fraud	Ban Request	Unknown	Unknown	2021-05-02 0109AM	2021-05-02 1211PM	2021-05-02 0716AM		Department 7	Process 3	Crimson	Seashell	Aqua	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified			00:00:00	00:00:00
	it\x10111	110513	ext01010011	capture_point3	channel3	Unknown	80	Completed	1	0	Agent 2	3	Customer1	GOLD	Service	Escalation	workitem	Outbound	OutboundReply	AdidAs	Fraud	Ban Request	Unknown	Unknown	2021-05-02 1021AM	2021-05-02 1203PM	2021-05-03 0842AM	2021-05-02 0723PM	Department 8	Process 5	Khaki	Blanched Almond	HoneyDew	Gold	Rosy Brown	Tan	HoneyDew	Unclassified	07:25:21	07:26:11	00:00:00	00:00:65
	it\x10112	109677	ext01010012	capture_point3	channel4	Unknown	70	Queued	0	0		3	Customer2	SILVER	Service	Escalation	email	Outbound	OutboundNew	Puma	Fraud	Ban Request	Unknown	Unknown	2021-05-02 0610AM	2021-05-02 1200PM	2021-05-03 0142AM		Department 6	Process 1	Seashell	Crimson	Aqua	Blanched Almond	Blanched Almond	Light Yellow	Unclassified	Unclassified			00:00:00	00:00:00
	it\x10113	109690	ext01010013	capture_point3	channel4	Unknown	80	Completed	1	0	Agent 3	3	Customer1	SILVER	Service	Escalation	workitem	Outbound	OutboundNew	Nike	Fraud	Account Checking	Unknown	Unknown	2021-05-02 0935AM	2021-05-02 1200PM	2021-05-03 0355AM	2021-05-02 1200PM	Department 8	Process 6	Beige	Wheat	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	00:00:35	00:01:23	00:00:00	00:00:63
	it\x10114	109697	ext01010014	capture_point2	channel3	Unknown	50	Queued	0	0		3	Customer3	SILVER	Service	Escalation	email	Outbound	OutboundReply	Under Armor	IT	Beer Request	Unknown	Unknown	2021-05-02 1214AM	2021-05-02 1200PM	2021-05-02 0540PM		Department 6	Process 2	Beige	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified			00:00:00	00:00:00
	it\x10115	109710	ext01010015	capture_point3	channel5	Unknown	90	Completed	1	0	Agent 3	3	Customer1	SILVER	Service	Escalation	workitem	Outbound	OutboundNew	Reebok	Fraud	Account Checking	Unknown	Unknown	2021-05-02 1054AM	2021-05-02 1211PM	2021-05-03 0628AM	2021-05-02 1213PM	Department 8	Process 6	Light Steel Blue	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	00:00:35	00:01:15	00:00:00	00:00:35
	it\x10116	114573	ext01010016	capture_point2	channel3	Unknown	90	Completed	1	0	Agent 3	3	Customer3	BRONZE	Monitoring	Profanity detection	email	Outbound	OutboundACK	AdidAs	Fraud	Ban Request	Unknown	Unknown	2021-05-01 1008PM	2021-05-02 1206PM	2021-05-02 0152PM	2021-05-02 0422PM	Department 9	Process 7	Silver	Silver	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	04:25:53	04:26:40	00:00:00	00:00:42
	it\x10117	109740	ext01010017	capture_point1	channel1	Unknown	90	Completed	1	0	Agent 5	3	Customer2	GOLD	Monitoring	Sentiment analysis	workitem	Outbound	OutboundNew	Nike	IT	Beer Request	Unknown	Unknown	2021-05-02 0755AM	2021-05-02 1200PM	2021-05-03 0156AM	2021-05-02 1202PM	Department 6	Process 2	Green Yellow	Peru	Medium Turquoise	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	00:00:35	00:01:22	00:00:00	00:00:62
	it\x10118	109750	ext01010018	capture_point3	channel2	Unknown	80	Completed	1	0	Agent 4	3	Customer4	SILVER	Monitoring	Sentiment analysis	email	Inbound	InboundNew	Puma	Fraud	Account Checking	Unknown	Unknown	2021-05-02 0614AM	2021-05-02 1200PM	2021-05-02 0949AM	2021-05-02 1202PM	Department 5	Process 11	Green	Seashell	Medium Purple	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	00:00:35	00:01:16	00:00:00	00:00:36
	it\x10119	109760	ext01010019	capture_point1	channel5	Unknown	60	Completed	1	0	Agent 2	3	Customer2	BRONZE	Service	Escalation	workitem	Outbound	OutboundReply	Under Armor	Fraud	Ban Request	Unknown	Unknown	2021-05-02 0140AM	2021-05-02 1200PM	2021-05-03 0527PM	2021-05-02 1206PM	Department 8	Process 6	Medium Purple	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	00:00:35	00:01:21	00:00:00	00:00:61
	it\x1002	10880	ext01002	capture_point2	channel3	Unknown	140	Completed	1	0	Agent 4	3	Customer2	GOLD	Service	Escalation	workitem	Inbound	InboundTest	Under Armor	IT	Support Request	Unknown	Unknown	2021-04-30 0923PM	2021-05-01 1001AM	2021-05-01 0950PM	2021-05-01 1002AM	Department 8	Process 5	Aqua	Light Steel Blue	Green	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	00:00:35	00:01:14	00:00:00	00:00:34
	it\x10120	109777	ext01020	capture_point1	channel2	Unknown	120	Queued	0	0		3	Customer2	SILVER	Monitoring	Profanity detection	workitem	Inbound	InboundNew	Under Armor	Finance	Credit	Unknown	Unknown	2021-05-02 0217AM	2021-05-02 1212PM	2021-05-02 1019PM		Department 7	Process 4	Silver	Green	Wheat	Medium Purple	Unclassified	Unclassified	Unclassified	Unclassified			00:00:00	00:00:00
	it\x10121	109790	ext01020121	capture_point3	channel4	Unknown	60	Completed	1	0	Agent 6	3	Customer2	GOLD	Monitoring	Profanity detection	email	Outbound	OutboundACK	Nike	Fraud	Ban Request	Unknown	Unknown	2021-05-02 0807AM	2021-05-02 1217PM	2021-05-02 0636PM	2021-05-02 1210PM	Department 9	Process 7	Light Yellow	Navy	Green	Navy	Unclassified	Unclassified	Unclassified	Unclassified	00:00:35	00:01:19	00:00:00	00:00:39
	it\x10122	109807	ext01020122	capture_point1	channel1	Unknown	30	Queued	0	0		3	Customer1	GOLD	Monitoring	Profanity detection	email	Inbound	InboundTest	Nike	Fraud	Account Checking	Unknown	Unknown	2021-05-02 0123AM	2021-05-02 1215PM	2021-05-03 0925AM		Department 8	Process 5	Light Yellow	Medium Purple	Green Yellow	Blanched Almond	Unclassified	Unclassified	Unclassified	Unclassified			00:00:00	00:00:00
	it\x10123	109817	ext01020123	capture_point1	channel4	Unknown	80	Queued	0	0		3	Customer2	BRONZE	Service	Escalation	email	Inbound	InboundNew	Puma	Fraud	Account Checking	Unknown	Unknown	2021-05-02 0834AM	2021-05-02 1215PM	2021-05-03 0957AM		Department 6	Process 2	Green Yellow	Wheat	Light Steel Blue	Medium Turquoise	Blanched Almond	Unclassified	Unclassified	Unclassified			00:00:00	00:00:00
	it\x10124	109830	ext01020124	capture_point2	channel5	Unknown	80	Completed	1	0	Agent 1	3	Customer2	BRONZE	Service	Language translation	workitem	Inbound	InboundNew	Nike	IT	Beer Request	Unknown	Unknown	2021-05-02 0255AM	2021-05-02 1215PM	2021-05-03 0321AM	2021-05-02 1216PM	Department 6	Process 6	Gold	Light Steel Blue	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	00:00:35	00:01:22	00:00:00	00:00:62
	it\x10125	163760	ext01020125	capture_point3	channel5	Unknown	140	Completed	1	0	Agent 6	3	Customer2	SILVER	Monitoring	Sentiment analysis	workitem	Outbound	OutboundACK	Puma	IT	Access Request	Unknown	Unknown	2021-05-02 0807AM	2021-05-02 1215PM	2021-05-03 0311PM	2021-05-03 0825AM	Department 4	Process 2	Rosy Brown	Crimson	Rosy Brown	Beige	Medium Turquoise	Unclassified	Unclassified	Unclassified	20:03:38	20:04:25	00:00:00	00:00:42
	it\x10126	109850	ext01020126	capture_point3	channel3	Unknown	70	Completed	1	0	Agent 2	3	Customer3	BRONZE	Unspecified	Unspecified	workitem	Inbound	InboundNew	AdidAs	Fraud	Account Checking	Unknown	Unknown	2021-05-02 1206PM	2021-05-02 1202PM	2021-05-02 0946AM	2021-05-02 1227PM	Department 8	Process 6	Navy	Green	Khaki	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	00:00:35	00:01:30	00:00:00	00:00:50
	it\x10127	109860	ext01020127	capture_point3	channel5	Unknown	90	Completed	1	0	Agent 4	3	Customer5	GOLD	Service	Escalation	email	Outbound	OutboundReply	Under Armor	Fraud	Ban Request	Unknown	Unknown	2021-05-02 1249PM	2021-05-02 1222PM	2021-05-03 0901AM	2021-05-02 1224PM	Department 7	Process 4	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	00:00:35	00:01:19	00:00:00	00:00:39
	it\x10128	109870	ext01020128	capture_point1	channel4	Unknown	120	Completed	1	0	Agent 3	3	Customer3	GOLD	Monitoring	Sentiment analysis	email	Outbound	OutboundNew	Under Armor	Fraud	Ban Request	Unknown	Unknown	2021-05-02 1236AM	2021-05-02 1218PM	2021-05-03 0702AM	2021-05-02 1219PM	Department 8	Process 6	Beige	Aqua	Navy	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	00:00:35	00:01:26	00:00:00	00:00:66
	it\x10129	109880	ext01020129	capture_point3	channel4	Unknown	110	Completed	1	0	Agent 4	3	Customer2	GOLD	Monitoring	Sentiment analysis	workitem	Outbound	OutboundACK	AdidAs	IT	Access Request	Unknown	Unknown	2021-05-02 0238AM	2021-05-02 1216PM	2021-05-03 0952AM	2021-05-02 1217PM	Department 7	Process 4	Seashell	Navy	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	00:00:35	00:01:22	00:00:00	00:00:62
	it\x1003	10890	ext01003	capture_point1	channel5	Unknown	80	Completed	1	0	Agent 4	3	Customer2	GOLD	Service	Escalation	workitem	Inbound	InboundTest	Nike	IT	Access Request	Unknown	Unknown	2021-04-30 0846PM	2021-05-01 1001AM	2021-05-02 0616AM	2021-05-01 1003AM	Department 10	Process 9	Green	Beige	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	00:00:35	00:01:29	00:00:00	00:00:69
	it\x10130	109890	ext01020130	capture_point2	channel3	Unknown	70	Completed	1	0	Agent 2	3	Customer5	SILVER	Service	Escalation	email	Outbound	OutboundReply	Under Armor	IT	Support Request	Unknown	Unknown	2021-05-02 1247PM	2021-05-02 1216PM	2021-05-01 1139PM	2021-05-02 1217PM	Department 7	Process 4	Light Yellow	Medium Turquoise	Beige	Aqua	Unclassified	Unclassified	Unclassified	Unclassified	00:00:35	00:01:25	00:00:00	00:00:65
	it\x10131	109900	ext01020131	capture_point1	channel5	Unknown	100	Completed	1	0	Agent 5	3	Customer3	SILVER	Service	Agent advisory	workitem	Inbound	InboundTest	Under Armor	IT	Access Request	Unknown	Unknown	2021-05-02 1143AM	2021-05-02 1215PM	2021-05-03 1239AM	2021-05-02 1221PM	Department 8	Process 6	Light Steel Blue	Blanched Almond	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	00:00:35	00:01:31	00:00:00	00:00:51
	it\x10132	109907	ext01020132	capture_point3	channel1	Unknown	70	Queued	0	0		3	Customer5	SILVER	Monitoring	Profanity detection	workitem	Outbound	OutboundReply	Reebok	Fraud	Ban Request	Unknown	Unknown	2021-05-02 0445AM	2021-05-02 1215PM	2021-05-03 0255AM		Department 7	Process 4	Wheat	Medium Purple	Green	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified			00:00:00	00:00:00
	it\x10133	110103	ext01020133	capture_point1	channel2	Unknown	80	Completed	1	0	Agent 3	3	Customer4	BRONZE	Monitoring	Profanity detection	workitem	Outbound	OutboundACK	Puma	Fraud	Account Checking	Unknown	Unknown	2021-05-02 0243AM	2021-05-02 1215PM	2021-05-02 1138PM	2021-05-02 0614PM	Department 7	Process 4	Silver	Navy	Crimson	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	05:57:44	05:58:29	00:00:00	00:00:49
	it\x10134	109927	ext01020134	capture_point1	channel1	Unknown	110	Queued	0	0		3	Customer3	BRONZE	Service	Language translation	email	Inbound	InboundNew	AdidAs	Fraud	Duplicate Account	Unknown	Unknown	2021-05-02 0131AM	2021-05-02 1222PM	2021-05-02 0131AM		Department 7	Process 4	Light Yellow	Rosy Brown	Green	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified			00:00:00	00:00:00
	it\x10135	109940	ext01020135	capture_point3	channel5	Unknown	100	Completed	1	0	Agent 2	3	Customer1	SILVER	Service	Escalation	email	Inbound	InboundTest	AdidAs	Fraud	Account Checking	Unknown	Unknown	2021-05-02 1151AM	2021-05-02 1215PM	2021-05-02 1200PM	2021-05-02 1217PM	Department 4	Process 2	Navy	Silver	Medium Turquoise	Tan	Unclassified	Unclassified	Unclassified	Unclassified	00:00:35	00:01:24	00:00:00	00:00:64
	it\x10136	127913	ext01020136	capture_point1	channel4	Unknown	70	Completed	1	0	Agent 5	3	Customer5	SILVER	Service	Escalation	workitem	Outbound	OutboundACK	Reebok	Fraud	Ban Request	Unknown	Unknown	2021-05-02 1128AM	2021-05-02 1222PM	2021-05-02 1202PM	2021-05-02 0918PM	Department 7	Process 4	Navy	Aqua	Aqua	Tan	Unclassified	Unclassified	Unclassified	Unclassified	08:55:13	08:56:00	00:00:00	00:00:42
	it\x10137	109957	ext01020137	capture_point3	channel4	Unknown	60	Queued	0	0		3	Customer2	GOLD	Monitoring	Profanity detection	workitem	Inbound	InboundTest	Puma	IT	Support Request	Unknown	Unknown	2021-05-02 0424AM	2021-05-02 1222PM	2021-05-02 0239AM		Department 5	Process 11	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified			00:00:00	00:00:00
	it\x10138	109967	ext01020138	capture_point1	channel4	Unknown	60	Queued	0	0		3	Customer2	BRONZE	Monitoring	Profanity detection	email	Outbound	OutboundReply	Reebok	Fraud	Account Checking	Unknown	Unknown	2021-05-02 0322AM	2021-05-02 1220PM	2021-05-02 0425AM		Department 7	Process 4	Silver	Blanched Almond	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified			00:00:00	00:00:00
	it\x10139	109980	ext01020139	capture_point1	channel3	Unknown	60	Completed	1	0	Agent 3	3	Customer2	GOLD	Monitoring	Profanity detection	workitem	Outbound	OutboundReply	Under Armor	Fraud	Ban Request	Unknown	Unknown	2021-05-02 1145AM	2021-05-02 1220PM	2021-05-03 0151PM	2021-05-02 1220PM	Department 8	Process 6	Medium Turquoise	Blanched Almond	Beige	Wheat	Tan	Unclassified	Unclassified	Unclassified	00:00:35	00:01:16	00:00:00	00:00:36
	it\x1004	10897	ext01004	capture_point2	channel4	Unknown	110	Queued	0	0		3	Customer2	SILVER	Service	Agent advisory	email	Outbound	OutboundACK	Nike	Fraud	Account Checking	Unknown	Unknown	2021-05-01 0545AM	2021-05-01 1007AM	2021-05-02 0553AM		Department 7	Process 4	Peru	Peru	Medium Turquoise	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified			00:00:00	00:00:00
	it\x10140	109990	ext01020140	capture_point2	channel4	Unknown	60	Completed	1	0	Agent 1	3	Customer4	BRONZE	Service	Language translation	workitem	Inbound	InboundTest	Nike	IT	Support Request	Unknown	Unknown	2021-05-02 0923AM	2021-05-02 1222PM	2021-05-02 0725PM	2021-05-02 1224PM	Department 6	Process 2	Medium Turquoise	Peru	Crimson	Green	Medium Turquoise	Unclassified	Unclassified	Unclassified	00:00:35	00:01:25	00:00:00	00:00:65