Task Work Detail Report

Assign Date	Assign Time	Source Process	Source Process Subtype	Capture Point Name	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	Category	Media Type	Interaction Type	Interaction Subtype	Product	Product Subtype	Media Channel	Agent Name	Finish Date Time	Customer Segment	Customer ID	Result Code	Priority	Interaction ID	Capture ID	Assign Task Event ID	Finish Task Event ID	Work Time (Fmt)
2021-05-01	0100PM	IT	Access Request	capture_point2	Department 7	Process 3	Peru	Peru	Peru	Aqua	Unclassified	Unclassified	Unclassified	Unclassified	Unknown	email	Inbound	InboundNew	Service	Agent advisory	channel2	Agent 5	2021-05-01 0101PM	SILVER	Customer2	3	70	itx002527	ext002527	27608	27609	00:00:48
			Ban Request	capture_point1	Department 7	Process 3	Light Steel Blue	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	Unknown	email	Outbound	OutboundReply	Service	Language translation	channel3	Agent 2	2021-05-01 0100PM	BRONZE	Customer1	3	30	itx002491	ext002491	27178	27179	00:00:41
	0102PM	IT	Support Request	capture_point3	Department 7	Process 3	Medium Purple	Seashell	Green	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	Unknown	workitem	Outbound	OutboundACK	Monitoring	Profanity detection	channel4	Agent 4	2021-05-01 0103PM	SILVER	Customer3	3	100	itx002518	ext002518	27498	27499	00:00:38
		Fraud	Ban Request	capture_point3	Department 8	Process 5	Crimson	Green	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	Unknown	email	Outbound	OutboundACK	Monitoring	Profanity detection	channel3	Agent 3	2021-05-01 0103PM	BRONZE	Customer1	3	90	itx002176	ext002176	27461	27462	00:00:29
	0103PM		Duplicate Account	capture_point2	Department 7	Process 3	Light Steel Blue	Light Yellow	Gold	Aqua	Unclassified	Unclassified	Unclassified	Unclassified	Unknown	email	Inbound	InboundNew	Service	Escalation	channel4	Agent 4	2021-05-01 0103PM	BRONZE	Customer3	3	70	itx001598	ext001598	27478	27479	00:00:41
		IT	Support Request		Department 8	Process 5	Wheat	Blanched Almond	Navy	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	Unknown	email	Inbound	InboundNew	Service	Agent advisory	channel1	Agent 1	2021-05-01 0103PM	GOLD	Customer3	3	80	itx002538	ext002538	27698	27699	00:00:41
				capture_point3	Department 7	Process 4	Beige	Light Yellow	Tan	Rosy Brown	Silver	Rosy Brown	Navy	Unclassified	Unknown	email	Inbound	InboundNew	Monitoring	Profanity detection	channel6	Agent 6	2021-05-01 0104PM	GOLD	Customer4	3	100	itx002517	ext002517	27488	27489	00:00:44
		Fraud	Account Checking	capture_point3	Department 6	Process 2	Light Steel Blue	Beige	Navy	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	Unknown	email	Outbound	OutboundReply	Monitoring	Profanity detection	channel2	Agent 6	2021-05-01 0106PM	GOLD	Customer3	3	100	itx002524	ext002524	27568	27569	00:00:41
	0105PM	IT	Access Request	capture_point1	Department 6	Process 1	Light Yellow	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	Unknown	email	Outbound	OutboundReply	Service	Escalation	channel3	Agent 3	2021-05-01 0106PM	GOLD	Customer1	3	80	itx001927	ext001927	27421	27422	00:00:51
			Support Request	capture_point2	Department 7	Process 2	Medium Purple	Tan	Seashell	Light Yellow	Khaki	Unclassified	Unclassified	Unclassified	Unknown	workitem	Outbound	OutboundReply	Service	Escalation	channel6	Agent 6	2021-05-01 0106PM	GOLD	Customer3	3	100	itx002534	ext002534	27678	27679	00:00:39
	0107PM	Fraud	Ban Request	capture_point2	Department 7	Process 4	Seashell	Light Yellow	Aqua	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	Unknown	email	Inbound	InboundNew	Service	Language translation	channel5	Agent 6	2021-05-01 0108PM	SILVER	Customer3	3	100	itx002523	ext002523	27558	27559	00:00:41
	0109PM	Fraud	Ban Request	capture_point1	Department 7	Process 4	Honeydew	Gold	Silver	Light Steel Blue	Medium Purple	Crimson	Unclassified	Unclassified	Unknown	email	Outbound	OutboundReply	Service	Agent advisory	channel5	Agent 5	2021-05-01 0110PM	GOLD	Customer3	3	140	itx001926	ext001926	27571	27572	00:00:42
		Fraud	Account Checking	capture_point1	Department 8	Process 6	Beige	Crimson	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	Unknown	email	Outbound	OutboundReply	Service	Agent advisory	channel1	Agent 1	2021-05-01 0111PM	GOLD	Customer3	3	60	itx002519	ext002519	27518	27519	00:00:43
	0110PM				Department 6	Process 1	Green	Gold	Light Yellow	Blanched Almond	Unclassified	Unclassified	Unclassified	Unclassified	Unknown	email	Outbound	OutboundReply	Monitoring	Profanity detection	channel6	Agent 6	2021-05-01 0111PM	GOLD	Customer3	3	50	itx001620	ext001620	27618	27619	00:00:42
		IT	Access Request	capture_point1	Department 7	Process 4	Light Yellow	Seashell	Peru	Khaki	Unclassified	Unclassified	Unclassified	Unclassified	Unknown	workitem	Outbound	OutboundACK	Monitoring	Recording service	channel2	Agent 2	2021-05-01 0111PM	GOLD	Customer3	3	50	itx002529	ext002529	27628	27629	00:00:42
					Department 9	Process 7	Beige	Navy	Medium Turquoise	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	Unknown	email	Outbound	OutboundReply	Monitoring	Profanity detection	channel5	Agent 5	2021-05-01 0111PM	SILVER	Customer3	3	110	itx001630	ext001630	27501	27502	00:00:44
			Support Request	capture_point2	Department 7	Process 3	Gold	Silver	Honeydew	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	Unknown	workitem	Outbound	OutboundReply	Monitoring	Profanity detection	channel4	Agent 6	2021-05-01 0111PM	SILVER	Customer3	3	100	itx002514	ext002514	27448	27449	00:00:48
		Fraud	Account Checking	capture_point3	Department 8	Process 5	Tan	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	Unknown	email	Inbound	InboundTest	Service	Language translation	channel5	Agent 5	2021-05-01 0113PM	SILVER	Customer3	3	100	itx002512	ext002512	27418	27419	00:00:48
	0112PM	IT	Access Request	capture_point3	Department 9	Process 7	Silver	Peru	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	Unknown	workitem	Outbound	OutboundACK	Monitoring	Sentiment analysis	channel4	Agent 4	2021-05-01 0113PM	SILVER	Customer3	3	80	itx002530	ext002530	27638	27639	00:00:39
			Account Checking	capture_point2	Department 5	Process 10	Green Yellow	Navy	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	Unknown	workitem	Outbound	OutboundACK	Monitoring	Sentiment analysis	channel5	Agent 5	2021-05-01 0113PM	SILVER	Customer3	3	120	itx002312	ext002312	27588	27589	00:00:45
	0113PM	Fraud	Duplicate Account	capture_point2	Department 7	Process 3	Silver	Tan	Medium Turquoise	Beige	Unclassified	Unclassified	Unclassified	Unclassified	Unknown	workitem	Outbound	OutboundACK	Service	Escalation	channel2	Agent 2	2021-05-01 0114PM	GOLD	Customer4	3	70	itx002256	ext002256	27538	27539	00:00:39
		IT	Access Request		Department 7	Process 4	Tan	Light Yellow	Light Steel Blue	Beige	Unclassified	Unclassified	Unclassified	Unclassified	Unknown	workitem	Outbound	OutboundACK	Service	Escalation	channel4	Agent 4	2021-05-01 0113PM	GOLD	Customer3	3	80	itx002515	ext002515	27458	27459	00:00:39
	0114PM	IT	Support Request	capture_point3	Department 8	Process 5	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	Unknown	email	Inbound	InboundNew	Service	Agent advisory	channel4	Agent 4	2021-05-01 0114PM	GOLD	Customer3	3	80	itx002522	ext002522	27548	27549	00:00:47
	0118PM	Fraud	Ban Request	capture_point3	Department 7	Process 3	Silver	Peru	Medium Turquoise	Peru	Unclassified	Unclassified	Unclassified	Unclassified	Unknown	email	Inbound	InboundNew	Service	Agent advisory	channel4	Agent 6	2021-05-01 0119PM	GOLD	Customer3	3	60	itx002508	ext002508	27828	27829	00:00:47
	0119PM	Fraud	Ban Request	capture_point3	Department 6	Process 2	Wheat	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	Unknown	workitem	email	Inbound	InboundTest	Monitoring	Profanity detection	channel6	Agent 6	2021-05-01 0120PM	SILVER	Customer6	3	40	itx001162	ext001162	27741	27742	00:00:36
	0120PM	IT	Access Request	capture_point3	Department 8	Process 6	Aqua	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	Unknown	email	Outbound	OutboundReply	Monitoring	Recording service	channel2	Agent 4	2021-05-01 0121PM	SILVER	Customer2	3	90	itx002560	ext002560	27958	27959	00:00:45
	0124PM	Fraud	Ban Request	capture_point3	Department 7	Process 4	Medium Turquoise	Wheat	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	Unknown	workitem	Outbound	OutboundReply	Monitoring	Sentiment analysis	channel5	Agent 5	2021-05-01 0125PM	BRONZE	Customer3	3	100	itx002543	ext002543	27778	27779	00:00:42
		Fraud	Ban Request	capture_point1	Department 7	Process 3	Crimson	Gold	Tan	Silver	Unclassified	Unclassified	Unclassified	Unclassified	Unknown	email	Outbound	OutboundReply	Service	Escalation	channel5	Agent 5	2021-05-01 0126PM	BRONZE	Customer3	3	80	itx002243	ext002243	27801	27802	00:00:43
	0125PM	IT	Access Request	capture_point3	Department 9	Process 8	Medium Purple	Khaki	Light Steel Blue	Medium Turquoise	Unclassified	Unclassified	Unclassified	Unclassified	Unknown	email	Inbound	InboundTest	Monitoring	Profanity detection	channel2	Agent 5	2021-05-01 0126PM	BRONZE	Customer1	3	80	itx002550	ext002550	27858	27859	00:00:39
			Beer Request	capture_point1	Department 6	Process 1	Medium Turquoise	Aqua	Green Yellow	Silver	Unclassified	Unclassified	Unclassified	Unclassified	Unknown	email	Outbound	OutboundNew	Service	Language translation	channel5	Agent 6	2021-05-01 0126PM	BRONZE	Customer3	3	80	itx002555	ext002555	27908	27909	00:00:40
	0126PM	Fraud	Ban Request	capture_point1	Department 6	Process 1	Blanched Almond	Honeydew	Crimson	Medium Turquoise	Unclassified	Unclassified	Unclassified	Unclassified	Unknown	email	Outbound	OutboundNew	Service	Escalation	channel6	Agent 3	2021-05-01 0127PM	BRONZE	Customer1	3	50	itx002544	ext002544	27788	27789	00:00:44
					Department 7	Process 3	Tan	Silver	Light Yellow	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	Unknown	email	Outbound	OutboundNew	Monitoring	Recording service	channel6	Agent 5	2021-05-01 0126PM	BRONZE	Customer1	3	100	itx000909	ext000909	27868	27869	00:00:44
			Duplicate Account	capture_point2	Department 7	Process 2	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	Unknown	workitem	Inbound	InboundTest	Monitoring	Recording service	channel1	Agent 1	2021-05-01 0126PM	SILVER	Customer4	3	90	itx002546	ext002546	27818	27819	00:00:42
		IT	Access Request	capture_point2	Department 8	Process 5	Rosy Brown	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	Unknown	email	Inbound	InboundNew	Monitoring	Sentiment analysis	channel4	Agent 4	2021-05-01 0126PM	SILVER	Customer3	3	100	itx002545	ext002545	27798	27799	00:00:48
	0127PM	Fraud	Ban Request	capture_point1	Department 7	Process 4	Honeydew	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	Unknown	email	Inbound	InboundNew	Service	Escalation	channel2	Agent 5	2021-05-01 0128PM	SILVER	Customer5	3	60	itx002557	ext002557	27928	27929	00:00:42
		IT	Support Request	capture_point2	Department 7	Process 3	Crimson	Light Yellow	Gold	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	Unknown	workitem	Outbound	OutboundACK	Service	Escalation	channel2	Agent 5	2021-05-01 0127PM	BRONZE	Customer5	3	80	itx002559	ext002559	27948	27949	00:00:38
	0129PM	Finance	Credit	capture_point1	Department 7	Process 3	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	Unknown	email	Outbound	OutboundACK	Monitoring	Profanity detection	channel2	Agent 4	2021-05-01 0129PM	SILVER	Customer2	3	120	itx002540	ext002540	27738	27739	00:00:45
		IT	Access Request	capture_point3	Department 7	Process 4	Rosy Brown	Green Yellow	Green Yellow	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	Unknown	email	Outbound	OutboundNew	Service	Escalation	channel3	Agent 3	2021-05-01 0129PM	BRONZE	Customer1	3	80	itx002009	ext002009	27728	27729	00:00:41
	0131PM	Finance	Credit	capture_point3	Department 7	Process 3	Honeydew	Green Yellow	Silver	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	Unknown	email	Outbound	OutboundNew	Service	Agent advisory	channel4	Agent 4	2021-05-01 0132PM	BRONZE	Customer1	3	120	itx002562	ext002562	27978	27979	00:00:44
		IT	Beer Request	capture_point1	Department 7	Process 3	Rosy Brown	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	Unknown	email	Outbound	OutboundACK	Monitoring	Profanity detection	channel3	Agent 4	2021-05-01 0131PM	BRONZE	Customer1	3	120	itx002572	ext002572	28078	28079	00:00:44
	0133PM	Fraud	Account Checking	capture_point2	Department 6	Process 2	Green Yellow	Green	Tan	Medium Turquoise	Unclassified	Unclassified	Unclassified	Unclassified	Unknown	workitem	Inbound	InboundNew	Service	Escalation	channel3	Agent 5	2021-05-01 0134PM	BRONZE	Customer1	3	50	itx002535	ext002535	28058	28059	00:00:35
	0135PM	IT	Access Request	capture_point1	Department 7	Process 4	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	Unknown	email	Inbound	InboundNew	Service	Language translation	channel2	Agent 1	2021-05-01 0136PM	BRONZE	Customer3	3	70	itx002569	ext002569	28048	28049	00:00:36
			Support Request		Department 8	Process 6	Honeydew	Khaki	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	Unknown	email	Inbound	InboundNew	Service	Escalation	channel6	Agent 6	2021-05-01 0137PM	BRONZE	Customer1	3	90	itx002581	ext002581	28178	28179	00:00:36
	0136PM	IT			Department 7	Process 4	Light Steel Blue	Gold	Peru	Beige	Unclassified	Unclassified	Unclassified	Unclassified	Unknown	email	Inbound	InboundNew	Service	Escalation	channel3	Agent 3	2021-05-01 0137PM	GOLD	Customer3	3	80	itx002566	ext002566	28018	28019	00:00:45
		Fraud	Account Checking	capture_point1	Department 6	Process 1	Blanched Almond	Beige	Light Steel Blue	Blanched Almond	Unclassified	Unclassified	Unclassified	Unclassified	Unknown	email	Inbound	InboundNew	Notification	Product description	channel3	Agent 3	2021-05-01 0137PM	GOLD	Customer4	3	70	itx002564	ext002564	27998	27999	00:00:39
	0137PM	IT	Access Request	capture_point3	Department 6	Process 2	Navy	Medium Turquoise	Silver	Blanched Almond	Unclassified	Unclassified	Unclassified	Unclassified	Unknown	email	Inbound	InboundTest	Monitoring	Recording service	channel3	Agent 3	2021-05-01 0138PM	GOLD	Customer1	3	110	itx002576	ext002576	28128	28129	00:00:42
			Support Request	capture_point3	Department 8	Process 5	Navy	Beige	Seashell	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	Unknown	email	Inbound	InboundNew	Notification	News feed	channel3	Agent 4	2021-05-01 0138PM	BRONZE	Customer1	3	60	itx002575	ext002575	28118	28119	00:00:45
	0138PM	IT	Support Request	capture_point1	Department 5	Process 11	Peru	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	Unknown	email	Inbound	InboundNew	Notification	Escalation	channel4	Agent 5	2021-05-01 0138PM	SILVER	Customer3	3	100	itx002574	ext002574	28108	28109	00:00:42
	0140PM	IT	Access Request	capture_point2	Department 8	Process 5	Wheat	Khaki	Aqua	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	Unknown	workitem	Inbound	InboundTest	Service	Escalation	channel4	Agent 2	2021-05-01 0141PM	SILVER	Customer3	3	100	itx002580	ext002580	28168	28169	00:00:42
	0143PM	Fraud	Ban Request	capture_point2	Department 6	Process 2	Navy	Silver	Wheat	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified	Unknown	workitem	Inbound	InboundNew	Monitoring	Sentiment analysis	channel1	Agent 4	2021-05-01 0144PM	SILVER	Customer5	3	110	itx001202	ext001202	28081	28082	00:00:40