Agent Queue Report

Tenant	Media Type	Agent Name	Queue	Queue Type	Interaction Type	Day	Accepted	Avg Handle Time (Fmt)	Engage Time (Fmt)	Avg Engage Time (Fmt)	Hold Time (Fmt)	Avg Hold Time (Fmt)	Wrap Time (Fmt)	Avg Wrap Time (Fmt)
Environment	Voice	, A6001_sip (A6001_sip)	UNKNOWN	UNKNOWN	Internal	2011-04-11	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
						2011-11-10	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
		, A6002_sip (A6002_sip)	8001	ACDQueue	Internal	2011-04-13	2	00:03:06	00:03:20	00:01:40	00:02:52	00:01:26	00:00:00	00:00:00
			8002	ACDQueue	Internal	2011-04-11	10	00:01:05	00:08:48	00:00:53	00:02:01	00:00:24	00:00:00	00:00:00
						2011-11-03	5	00:01:12	00:04:36	00:00:55	00:01:26	00:00:17	00:00:00	00:00:00
						2011-11-08	8	00:01:03	00:05:42	00:00:43	00:02:40	00:00:20	00:00:00	00:00:00
						2011-11-10	3	00:00:52	00:02:06	00:00:42	00:00:31	00:00:16	00:00:00	00:00:00
		, A6003_sip (A6003_sip)	8001	ACDQueue	Internal	2011-04-11	3	00:00:39	00:01:24	00:00:28	00:00:17	00:00:09	00:00:00	00:00:00
			8003	ACDQueue	Internal	2011-04-11	3	00:01:06	00:03:04	00:01:01	00:00:09	00:00:05	00:00:00	00:00:00
						2011-04-13	2	00:00:10	00:00:08	00:00:04	00:00:00	00:00:00	00:00:00	00:00:00
						2011-11-03	4	00:00:44	00:00:56	00:00:14	00:00:00	00:00:00	00:00:00	00:00:00
						2011-11-08	7	00:01:00	00:03:29	00:00:30	00:00:44	00:00:15	00:00:00	00:00:00
						2011-11-10	3	00:00:33	00:01:26	00:00:29	00:00:00	00:00:00	00:00:00	00:00:00
		, A6004_sip (A6004_sip)	8001	ACDQueue	Internal	2011-04-11	2	00:01:13	00:02:12	00:01:06	00:00:04	00:00:04	00:00:00	00:00:00
			8004	ACDQueue	Internal	2011-04-11	1	00:01:52	00:01:43	00:01:43	00:00:05	00:00:05	00:00:00	00:00:00
						2011-04-13	2	00:00:13	00:00:13	00:00:07	00:00:00	00:00:00	00:00:00	00:00:00
						2011-11-03	0	00:01:03	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
						2011-11-08	2	00:00:40	00:01:15	00:00:38	00:00:00	00:00:00	00:00:00	00:00:00
						2011-11-10	0	00:00:24	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
		, A6005_sip (A6005_sip)	8005	ACDQueue	Internal	2011-11-03	0	00:00:17	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
						2011-11-08	0	00:00:11	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
		, Agent1 (Agent1)	8001	ACDQueue	Inbound	2011-04-14	2	00:01:30	00:01:42	00:00:51	00:01:17	00:00:39	00:00:00	00:00:00
						2011-04-25	2	00:00:10	00:00:19	00:00:10	00:00:00	00:00:00	00:00:00	00:00:00
			UNKNOWN	UNKNOWN	Inbound	2011-04-13	1	00:01:46	00:00:35	00:00:35	00:01:11	00:01:11	00:00:00	00:00:00
						2011-04-25	2	00:00:15	00:00:18	00:00:09	00:00:11	00:00:06	00:00:00	00:00:00
		, Agent2 (Agent2)	8002	ACDQueue	Inbound	2011-04-14	1	00:00:30	00:00:23	00:00:23	00:00:00	00:00:00	00:00:00	00:00:00
					Internal	2011-11-10	1	00:01:45	00:01:21	00:01:21	00:00:15	00:00:15	00:00:09	00:00:09
			UNKNOWN	UNKNOWN	Inbound	2011-04-25	4	00:00:10	00:00:20	00:00:05	00:00:13	00:00:07	00:00:00	00:00:00
		, Agent3 (Agent3)	8003	ACDQueue	Inbound	2011-04-13	1	00:00:45	00:00:27	00:00:27	00:00:00	00:00:00	00:00:00	00:00:00
					Internal	2011-11-10	1	00:01:17	00:00:55	00:00:55	00:00:00	00:00:00	00:00:15	00:00:15
			UNKNOWN	UNKNOWN	Inbound	2011-04-25	2	00:00:15	00:00:32	00:00:16	00:00:23	00:00:12	00:00:00	00:00:00
		, Agent4 (Agent4)	8004	ACDQueue	Inbound	2011-04-13	1	00:00:04	00:00:04	00:00:04	00:00:00	00:00:00	00:00:00	00:00:00
			UNKNOWN	UNKNOWN	Inbound	2011-04-25	2	00:00:16	00:00:16	00:00:08	00:00:00	00:00:00	00:00:00	00:00:00
		Total					**77**	**00:00:50**	**00:47:34**	**00:00:37**	**00:14:19**	**00:00:20**	**00:00:24**	**00:00:12**
	Total						**77**	**00:00:50**	**00:47:34**	**00:00:37**	**00:14:19**	**00:00:20**	**00:00:24**	**00:00:12**
Total							**77**	**00:00:50**	**00:47:34**	**00:00:37**	**00:14:19**	**00:00:20**	**00:00:24**	**00:00:12**