

Async Interactions Report

Tenant	Media Type	Media Origin	Day	Interactions	Interactions Parked	% Interactions Parked	Avg Wait-time in Queue (Fmt)	Max Wait-time in Queue (Fmt)	% Interactions with Less Queue Time	% Interactions with Long Queue Time
Environment	Chat	Chat	2019-11-12	1	0	0.00%	00:00:00	00:00:00	0.00%	0.00%
			2019-11-13	1	0	0.00%	00:00:00	00:00:00	0.00%	0.00%
			2019-11-19	2	0	0.00%	00:00:00	00:00:00	0.00%	0.00%
			2019-11-20	2	0	0.00%	00:00:00	00:00:00	0.00%	0.00%
			2019-11-26	10	0	0.00%	00:00:00	00:00:00	0.00%	0.00%
			2019-11-28	2	0	0.00%	00:00:00	00:00:00	0.00%	0.00%
			2019-12-02	3	0	0.00%	00:00:00	00:00:00	0.00%	0.00%
			2019-12-03	1	0	0.00%	00:00:00	00:00:00	0.00%	0.00%
			2019-12-04	3	0	0.00%	00:00:00	00:00:00	0.00%	0.00%
			2019-12-05	4	0	0.00%	00:00:00	00:00:00	0.00%	0.00%
			2019-12-06	4	0	0.00%	00:00:00	00:00:00	0.00%	0.00%
			2019-12-09	2	0	0.00%	00:00:00	00:00:00	0.00%	0.00%
			2019-12-10	11	5	45.45%	00:14:38	00:42:32	20.00%	80.00%
			2019-12-11	6	3	50.00%	00:04:28	00:05:09	100.00%	0.00%
			2019-12-12	9	5	55.56%	00:07:43	00:15:07	80.00%	20.00%
		Facebook	2019-11-13	8	0	0.00%	00:00:00	00:00:00	0.00%	0.00%
			2019-11-14	9	0	0.00%	00:00:00	00:00:00	0.00%	0.00%
			2019-11-22	2	0	0.00%	00:00:00	00:00:00	0.00%	0.00%
			2019-12-09	2	0	0.00%	00:00:00	00:00:00	0.00%	0.00%
			2019-12-10	6	0	0.00%	00:00:00	00:00:00	0.00%	0.00%
Total				88	13	14.77%	00:09:37	01:02:48	61.54%	38.46%