

Callback Details Report

Tenant	Queue	Service ID	Customer Phone Number	Final	Offered	Accepted	Service Start Timestamp	Ready to Start Timestamp	Customer Connected Timestamp	Callback Offered Timestamp	Last Callback Offered Timestamp	Callback Accepted Timestamp	Push Delivery Confirmed Timestamp	Customer Ready To Start Timestamp	Callback Attempt	Expected Wait Time (Sec)	Callback Offer Time (Sec)	Last Callback Offer Time (Sec)	Offline Waiting Time (Sec)	Establish Time (Sec)	Connect Waiting Time (Sec)	Desired Time (Sec)	Position In Queue	Transfer Failed	Added Agent	Abandoned Waiting	Timeout Waiting (Sec)	Requested Agent Assistance	Callback Offers per Session
Environnmt	8505	HEIKXJ56356SLPDPFF3LAKLUS000001	6666000	0	1	1	11/06/2014 19:31:30	11/06/2014 19:31:40	11/06/2014 19:31:40	11/06/2014 19:31:30	11/06/2014 19:31:30	11/06/2014 19:31:30	11/06/2014 19:31:40		0	00:00:00	00:00:15	00:00:19	00:00:00	00:00:00	00:00:00	00:00:15	0	0	0	0	00:00:00	1	1
				1	1	1	11/06/2014 19:31:30	11/06/2014 19:32:36	11/06/2014 19:32:02	11/06/2014 19:31:30	11/06/2014 19:31:30	11/06/2014 19:31:30	11/06/2014 19:31:40		2	00:00:00	00:00:15	00:00:19	00:01:13	00:00:26	00:00:00	00:00:15	1	0	1	0	00:00:00	1	1
				0	1	1	11/06/2014 20:00:17	11/06/2014 20:00:31	11/06/2014 20:00:31	11/06/2014 20:00:17	11/06/2014 20:00:17	11/06/2014 20:00:31		0	00:00:00	00:00:15	00:00:15	00:00:00	00:00:00	00:00:00	00:00:00	00:00:15	0	0	0	0	00:00:00	1	1
				1	1	1	11/06/2014 20:00:17	11/06/2014 20:01:17	11/06/2014 20:01:03	11/06/2014 20:00:17	11/06/2014 20:00:17	11/06/2014 20:00:32		2	00:00:00	00:00:15	00:00:15	00:01:11	00:00:26	00:00:00	00:00:00	00:00:15	1	0	1	0	00:00:00	1	1
				0	1	1	11/06/2014 20:45:41	11/06/2014 20:45:55	11/06/2014 20:45:55	11/06/2014 20:45:41	11/06/2014 20:45:41	11/06/2014 20:45:55		0	00:00:00	00:00:15	00:00:15	00:00:00	00:00:00	00:00:00	00:00:00	00:00:15	0	0	0	0	00:00:00	1	1
				1	1	1	11/06/2014 20:45:41	11/06/2014 20:46:11	11/06/2014 20:46:37	11/06/2014 20:45:41	11/06/2014 20:45:41	11/06/2014 20:45:56		1	00:00:01	00:00:15	00:00:15	00:00:41	00:00:26	00:00:00	00:00:00	00:00:15	1	0	0	1	00:00:00	1	1
				0	1	1	11/06/2014 20:52:00	11/06/2014 20:52:14	11/06/2014 20:52:14	11/06/2014 20:52:00	11/06/2014 20:52:00	11/06/2014 20:52:14		0	00:00:00	00:00:15	00:00:15	00:00:00	00:00:00	00:00:00	00:00:00	00:00:15	0	0	0	0	00:00:00	1	1
				1	1	1	11/06/2014 20:52:00	11/06/2014 20:52:30	11/06/2014 20:52:56	11/06/2014 20:52:00	11/06/2014 20:52:00	11/06/2014 20:52:15		1	00:00:01	00:00:15	00:00:15	00:00:41	00:00:26	00:00:00	00:00:00	00:00:15	1	0	0	1	00:00:00	1	1
				0	1	1	11/06/2014 20:58:18	11/06/2014 20:58:33	11/06/2014 20:58:33	11/06/2014 20:58:18	11/06/2014 20:58:18	11/06/2014 20:58:33		0	00:00:00	00:00:15	00:00:15	00:00:00	00:00:00	00:00:00	00:00:00	00:00:15	0	0	0	0	00:00:00	1	1
				1	1	1	11/06/2014 20:58:18	11/06/2014 20:59:08	11/06/2014 21:00:15	11/06/2014 20:58:18	11/06/2014 20:58:18	11/06/2014 20:58:33		3	00:00:01	00:00:15	00:00:15	00:01:41	00:00:26	00:00:00	00:00:00	00:00:15	1	0	1	0	00:00:00	1	1
				0	1	1	11/06/2014 21:05:41	11/06/2014 21:05:56	11/06/2014 21:05:56	11/06/2014 21:05:41	11/06/2014 21:05:41	11/06/2014 21:05:56		0	00:00:00	00:00:15	00:00:15	00:00:00	00:00:00	00:00:00	00:00:00	00:00:15	0	0	0	0	00:00:00	1	1
				1	1	1	11/06/2014 21:05:41	11/06/2014 21:07:11	11/06/2014 21:07:37	11/06/2014 21:05:41	11/06/2014 21:05:41	11/06/2014 21:05:56		3	00:00:01	00:00:15	00:00:15	00:01:41	00:00:26	00:00:00	00:00:00	00:00:15	1	0	1	0	00:00:00	1	1
				0	1	1	11/06/2014 21:19:56	11/06/2014 21:20:10	11/06/2014 21:20:10	11/06/2014 21:19:56	11/06/2014 21:19:56	11/06/2014 21:20:10		0	00:00:00	00:00:15	00:00:15	00:00:00	00:00:00	00:00:00	00:00:00	00:00:15	0	0	0	0	00:00:00	1	1
				1	1	1	11/06/2014 21:19:56	11/06/2014 21:20:56	11/06/2014 21:21:22	11/06/2014 21:19:56	11/06/2014 21:19:56	11/06/2014 21:20:10		2	00:00:02	00:00:15	00:00:15	00:01:11	00:00:26	00:00:00	00:00:00	00:00:15	1	0	1	0	00:00:00	1	1
				0	1	1	11/06/2014 21:26:47	11/06/2014 21:27:01	11/06/2014 21:27:01	11/06/2014 21:26:47	11/06/2014 21:26:47	11/06/2014 21:27:01		0	00:00:00	00:00:15	00:00:15	00:00:00	00:00:00	00:00:00	00:00:00	00:00:15	0	0	0	0	00:00:00	1	1
				1	1	1	11/06/2014 21:26:47	11/06/2014 21:27:47	11/06/2014 21:28:13	11/06/2014 21:26:47	11/06/2014 21:26:47	11/06/2014 21:27:02		2	00:00:02	00:00:15	00:00:15	00:01:11	00:00:26	00:00:00	00:00:00	00:00:15	1	0	1	0	00:00:00	1	1
				0	1	0	11/06/2014 21:55:11	11/06/2014 21:55:26	11/06/2014 21:55:26	11/06/2014 21:55:11	11/06/2014 21:55:11	11/06/2014 21:55:26		0	00:00:00	00:00:15	00:00:15	00:00:00	00:00:00	00:00:00	00:00:00	00:00:15	0	0	0	0	00:00:00	1	1
				1	1	0	11/06/2014 22:00:53	11/06/2014 22:01:08	11/06/2014 22:01:08	11/06/2014 22:00:53	11/06/2014 22:00:53	11/06/2014 22:01:08		0	00:00:00	00:00:15	00:00:15	00:00:00	00:00:00	00:00:00	00:00:00	00:00:15	0	0	0	0	00:00:00	1	1
				0	1	0	11/06/2014 22:00:53	11/06/2014 22:00:50	11/06/2014 22:00:50	11/06/2014 22:00:50	11/06/2014 22:00:50	11/06/2014 22:00:50		0	00:00:00	00:00:15	00:00:15	00:00:00	00:00:00	00:00:00	00:00:00	00:00:15	0	0	0	0	00:00:00	1	1
				1	1	0	11/06/2014 22:12:18	11/06/2014 22:12:33	11/06/2014 22:12:33	11/06/2014 22:12:18	11/06/2014 22:12:18	11/06/2014 22:12:33		0	00:00:00	00:00:15	00:00:15	00:00:00	00:00:00	00:00:00	00:00:00	00:00:15	0	0	0	0	00:00:00	1	1
				0	1	0	11/06/2014 22:18:01	11/06/2014 22:18:15	11/06/2014 22:18:15	11/06/2014 22:18:01	11/06/2014 22:18:01	11/06/2014 22:18:15		0	00:00:00	00:00:15	00:00:15	00:00:00	00:00:00	00:00:00	00:00:00	00:00:15	0	0	0	0	00:00:00	1	1
				0	1	1	11/06/2014 22:28:17	11/06/2014 22:28:32	11/06/2014 22:28:32	11/06/2014 22:28:17	11/06/2014 22:28:17	11/06/2014 22:28:32		0	00:00:00	00:00:15	00:00:15	00:00:00	00:00:00	00:00:00	00:00:00	00:00:15	0	0	0	0	00:00:00	1	1
				1	1	1	11/06/2014 22:28:17	11/06/2014 22:29:17	11/06/2014 22:29:47	11/06/2014 22:28:17	11/06/2014 22:28:17	11/06/2014 22:28:32		2	00:00:01	00:00:15	00:00:15	00:00:00	00:00:00	00:00:00	00:00:00	00:00:15	1	0	0	1	00:00:00	1	1
				0	1	1	11/06/2014 22:35:04	11/06/2014 22:35:19	11/06/2014 22:35:19	11/06/2014 22:35:04	11/06/2014 22:35:04	11/06/2014 22:35:19		0	00:00:00	00:00:15	00:00:15	00:00:00	00:00:00	00:00:00	00:00:00	00:00:15	0	0	0	0	00:00:00	1	1
				1	1	1	11/06/2014 22:35:04	11/06/2014 22:36:04	11/06/2014 22:36:34	11/06/2014 22:35:04	11/06/2014 22:35:04	11/06/2014 22:35:19		2	00:00:01	00:00:15	00:00:15	00:00:00	00:00:00	00:00:00	00:00:00	00:00:15	1	0	0	1	00:00:00	1	1
				0	1	1	11/06/2014 22:41:51	11/06/2014 22:42:05	11/06/2014 22:42:05	11/06/2014 22:41:51	11/06/2014 22:41:51	11/06/2014 22:42:05		0	00:00:00	00:00:15	00:00:15	00:00:00	00:00:00	00:00:00	00:00:00	00:00:15	0	0	0	0	00:00:00	1	1
				1	1	1	11/06/2014 22:41:51	11/06/2014 22:42:51	11/06/2014 22:43:51	11/06/2014 22:41:51	11/06/2014 22:41:51	11/06/2014 22:42:05		2	00:00:01	00:00:15	00:00:15	00:00:00	00:00:00	00:00:00	00:00:00	00:00:15	1	0	0	1	00:00:00	1	1