

Capture Point Task Duration Report

Capture Point	Department	Process	Media Type	Day	New	Finished	Avg Handle Time (Fmt)	Avg Accept Time (Fmt)	Avg Finish Time (Fmt)	Avg Source System Time (Fmt)	Avg Pre Source System Time (Fmt)
CP-2	Default	Unclassified	Unknown	2020-11-12	0	1	00:00:00	00:00:00	1379:09:42	8567:32:09	120:00:00
				2020-12-10	0	2	00:00:00	00:00:00	1746:17:49	8856:20:11	120:00:00
		Total		0	3	00:00:00	00:00:00	1623:55:06	8760:04:10	120:00:00	
		Total		0	3	00:00:00	00:00:00	1623:55:06	8760:04:10	120:00:00	
	IWDDM_WFM_test	Unclassified	Unknown	2020-11-09	1	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2020-11-10	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2020-11-11	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2020-11-12	0	5	00:00:00	00:00:00	158:16:00	1982:09:03	24:00:00
			2020-12-10	0	1	00:00:00	00:00:00	1745:15:41	8857:22:18	120:00:00	
			workitem	2020-11-11	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2020-11-12	0	1	00:00:00	00:00:00	59:42:34	9886:59:47	120:00:00
			Total		1	7	00:00:00	00:00:00	370:54:02	4093:35:20	51:25:43
		WFM Bikes	workitem	2020-11-11	2	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2020-11-12	0	2	00:00:00	00:00:00	27:01:12	9919:41:10	120:00:00
				2020-11-17	1	1	00:00:47	00:13:22	00:14:09	10054:45:24	120:00:00
				2020-11-18	3	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2020-11-19	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2020-11-20	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2020-11-21	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2020-11-22	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2020-11-23	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2020-11-24	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2020-11-25	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2020-11-26	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2020-11-27	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2020-11-28	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2020-11-29	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2020-11-30	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2020-12-01	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2020-12-02	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2020-12-03	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2020-12-04	0	3	00:00:00	00:00:00	371:29:50	10080:30:51	120:00:00
				2020-12-15	1	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2020-12-16	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
		Total			7	6	00:00:08	00:02:14	194:47:40	10022:36:43	120:00:00
		WFM Cars	workitem	2020-11-18	2	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2020-11-19	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2020-11-20	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00

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Capture Point	Department	Process	Media Type	Day	New	Finished	Avg Handle Time (Fmt)	Avg Accept Time (Fmt)	Avg Finish Time (Fmt)	Avg Source System Time (Fmt)	Avg Pre Source System Time (Fmt)
CP-2	IWDDM_WFM_test	WFM Cars	workitem	2020-11-21	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2020-11-22	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2020-11-23	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2020-11-24	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2020-11-25	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2020-11-26	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2020-11-27	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2020-11-28	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2020-11-29	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2020-11-30	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2020-12-01	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2020-12-02	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2020-12-03	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2020-12-04	0	2	00:00:00	00:00:00	371:27:08	10080:33:34	120:00:00
			Total		2	2	00:00:00	00:00:00	371:27:08	10080:33:34	120:00:00
	Total				10	15	00:00:03	00:00:53	300:31:54	7263:27:39	88:00:00
	Total				10	18	00:00:03	00:00:45	521:05:46	7512:53:44	93:20:00
Default	CIWD-EmailDemo	CustomerSupport Payments	email	2020-11-12	0	1	00:00:00	00:00:00	2227:27:46	00:00:04	00:00:00
			Total		0	1	00:00:00	00:00:00	2227:27:46	00:00:04	00:00:00
		Total			0	1	00:00:00	00:00:00	2227:27:46	00:00:04	00:00:00
	Default	Unclassified	email	2020-11-30	1	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2020-12-01	0	1	00:00:00	00:00:00	21:26:10	07:04:39	00:00:00
				2020-12-07	1	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2020-12-08	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2020-12-09	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2020-12-10	0	1	00:00:00	00:00:00	66:40:19	68:34:58	00:00:00
			Unknown	2020-11-12	0	109	00:00:00	00:00:00	1203:54:45	00:00:00	00:00:00
				2020-11-13	0	1	02:18:01	1206:10:01	1208:28:03	00:00:00	00:00:00
				2020-11-14	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2020-11-15	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2020-11-16	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2020-11-17	0	1	00:00:51	1311:05:07	1311:05:59	00:00:00	00:00:00
				2020-11-18	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2020-11-19	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2020-11-20	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2020-11-21	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2020-11-22	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00

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Capture Point	Department	Process	Media Type	Day	New	Finished	Avg Handle Time (Fmt)	Avg Accept Time (Fmt)	Avg Finish Time (Fmt)	Avg Source System Time (Fmt)	Avg Pre Source System Time (Fmt)
Default	Default	Unclassified	Unknown	2020-11-23	0	5	00:00:00	00:00:00	1468:08:03	00:00:00	00:00:00
				2020-11-24	0	5	00:00:00	00:00:00	1469:19:39	00:00:00	00:00:00
				2020-11-25	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2020-11-26	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2020-11-27	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2020-11-28	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2020-11-29	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2020-11-30	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2020-12-01	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2020-12-02	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2020-12-03	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2020-12-04	0	346	00:00:01	04:56:25	1709:13:10	00:00:00	00:00:00
				2020-12-05	0	84	00:00:00	00:00:00	1738:57:54	00:00:00	00:00:00
				2020-12-06	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2020-12-07	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2020-12-08	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2020-12-09	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2020-12-10	0	5,467	00:00:00	00:00:00	1858:20:18	00:00:00	00:00:00
				2020-12-11	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2020-12-12	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2020-12-13	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2020-12-14	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2020-12-15	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2020-12-16	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
			workitem	2020-11-11	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2020-11-12	0	2	00:00:00	00:00:00	1314:42:41	00:00:00	00:00:00
				2020-11-13	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2020-11-14	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2020-11-15	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2020-11-16	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2020-11-17	8	2	00:00:00	00:00:00	03:42:53	00:00:00	00:00:00
				2020-11-18	3	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2020-11-19	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2020-11-20	11	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2020-11-21	1	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2020-11-22	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2020-11-23	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2020-11-24	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00

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Capture Point	Department	Process	Media Type	Day	New	Finished	Avg Handle Time (Fmt)	Avg Accept Time (Fmt)	Avg Finish Time (Fmt)	Avg Source System Time (Fmt)	Avg Pre Source System Time (Fmt)
Default	Default	Unclassified	workitem	2020-11-25	1	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2020-11-26	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2020-11-27	1	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2020-11-28	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2020-11-29	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2020-11-30	2	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2020-12-01	0	2	00:00:00	00:00:00	88:05:42	00:00:00	00:00:00
				2020-12-02	2	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2020-12-03	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2020-12-04	0	5	00:00:00	00:00:00	403:57:16	00:00:00	00:00:00
				2020-12-08	4	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2020-12-09	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2020-12-10	0	30	00:00:00	00:00:00	618:31:40	00:00:00	00:00:00
				2020-12-14	1	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2020-12-15	2	2	00:00:00	00:00:00	00:00:57	00:00:00	00:00:00
				2020-12-16	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
			Total		38	6,063	00:00:01	00:41:50	1825:38:55	00:00:45	00:00:00
		Total			38	6,063	00:00:01	00:41:50	1825:38:55	00:00:45	00:00:00
	GenesysInternal	Unclassified	workitem	2020-12-04	1	1	00:00:00	00:00:21	00:00:25	00:00:00	00:00:00
				2020-12-08	3	3	00:00:11	00:00:40	00:00:51	00:00:00	00:00:00
			Total		4	4	00:00:08	00:00:35	00:00:45	00:00:00	00:00:00
		Total			4	4	00:00:08	00:00:35	00:00:45	00:00:00	00:00:00
	iwd_gm_email	Unclassified	email	2020-11-12	0	2	00:00:00	00:00:00	1455:40:07	00:00:09	00:00:00
				Total	0	2	00:00:00	00:00:00	1455:40:07	00:00:09	00:00:00
		Total			0	2	00:00:00	00:00:00	1455:40:07	00:00:09	00:00:00
	RulesTest	Unclassified	workitem	2020-12-08	1	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2020-12-09	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2020-12-10	0	1	00:00:00	00:00:00	46:34:01	00:00:00	00:00:00
		Total			1	1	00:00:00	00:00:00	46:34:01	00:00:00	00:00:00
		Total			1	1	00:00:00	00:00:00	46:34:01	00:00:00	00:00:00
	test_priority_minutes	Unclassified	workitem	2020-12-10	1	1	00:00:00	00:00:00	00:10:37	00:00:00	00:00:00
				Total	1	1	00:00:00	00:00:00	00:10:37	00:00:00	00:00:00
		Total			1	1	00:00:00	00:00:00	00:10:37	00:00:00	00:00:00
	testPup	Unclassified	workitem	2020-11-17	2	3	00:04:48	01:54:38	01:56:37	00:00:00	00:00:00
				2020-11-20	19	23	00:00:51	00:38:22	00:38:46	00:00:00	00:00:00
				2020-11-23	1	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2020-11-24	0	1	00:02:22	00:12:07	15:06:01	00:00:00	00:00:00

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Default	testPup	Unclassified	workitem	2020-12-04	0	1	00:00:00	00:00:00	319:35:32	00:00:00	00:00:00
		Total			22	28	00:01:18	00:44:13	12:41:32	00:00:00	00:00:00
		Total			22	28	00:01:18	00:44:13	12:41:32	00:00:00	00:00:00
	Total				66	6,100	00:00:02	00:41:47	1815:29:01	00:00:45	00:00:00
dm_3505@hmail.stg.genesys-cloud.info	iwd_dm_email	Unclassified	email	2020-11-17	1	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2020-11-18	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2020-11-19	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2020-11-20	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2020-11-21	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2020-11-22	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2020-11-23	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2020-11-24	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2020-11-25	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2020-11-26	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2020-11-27	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2020-11-28	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2020-11-29	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2020-11-30	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2020-12-01	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2020-12-02	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2020-12-03	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2020-12-04	0	1	00:00:00	00:00:00	394:10:20	00:02:11	00:00:00
		Total			1	1	00:00:00	00:00:00	394:10:20	00:02:11	00:00:00
	Total				1	1	00:00:00	00:00:00	394:10:20	00:02:11	00:00:00
myEmailCP	Default	Unclassified	workitem	2020-11-11	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2020-11-12	0	5	00:00:00	00:00:00	50:38:32	195:31:57	00:00:00
				2020-11-17	4	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2020-11-18	1	1	00:00:00	00:00:00	190:16:32	195:31:56	00:00:00
				2020-11-19	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2020-11-20	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2020-11-21	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2020-11-22	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2020-11-23	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2020-11-24	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2020-11-25	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2020-11-26	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00

Capture Point Task Duration Report

Capture Point	Department	Process	Media Type	Day	New	Finished	Avg Handle Time (Fmt)	Avg Accept Time (Fmt)	Avg Finish Time (Fmt)	Avg Source System Time (Fmt)	Avg Pre Source System Time (Fmt)
myEmailCP	Default	Unclassified	workitem	2020-11-27	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2020-11-28	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2020-11-29	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2020-11-30	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2020-12-01	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2020-12-02	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2020-12-03	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2020-12-04	0	5	00:00:00	00:00:00	387:32:16	2918:01:25	00:00:00
				2020-12-14	3	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2020-12-15	1	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2020-12-16	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
			Total		9	11	00:00:00	00:00:00	216:28:14	1433:01:42	00:00:00
	Total	Total			9	11	00:00:00	00:00:00	216:28:14	1433:01:42	00:00:00
project.ucs-x@genesys.com	Default	Unclassified	email	2020-11-25	59	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2020-11-26	1	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2020-11-27	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2020-11-28	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2020-11-29	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2020-11-30	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2020-12-01	0	60	00:00:00	00:00:00	147:29:22	2525:51:58	00:00:00
			Total		60	60	00:00:00	00:00:00	147:29:22	2525:51:58	00:00:00
	Total	Total			60	60	00:00:00	00:00:00	147:29:22	2525:51:58	00:00:00
yshepele_2	MailboxCategory	Unclassified	email	2020-12-01	1	1	00:00:00	00:00:00	02:19:27	00:00:20	00:00:00
				2020-12-03	1	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2020-12-04	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2020-12-05	1	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
				2020-12-10	0	2	00:00:00	00:00:00	138:39:53	00:00:10	00:00:00
			Total		3	3	00:00:00	00:00:00	93:13:04	00:00:13	00:00:00
	Total	Total			3	3	00:00:00	00:00:00	93:13:04	00:00:13	00:00:00
yshepele_2@hmail.stg.genesys-cloud.info	MailboxCategory	Unclassified	email	2020-11-12	0	1	00:00:00	00:00:00	354:53:36	00:00:03	00:00:00
			Total		0	1	00:00:00	00:00:00	354:53:36	00:00:03	00:00:00
	Total	Total			0	1	00:00:00	00:00:00	354:53:36	00:00:03	00:00:00
	Total	Total			0	1	00:00:00	00:00:00	354:53:36	00:00:03	00:00:00
Total					149	6,194	00:00:02	00:41:09	1791:25:31	48:51:27	00:16:16