

Customer Segment Service Level Report

Department	Process	Media Type	Customer Segment	Product	Day	New	Finished	% Finished
CIWD-EmailDemo	CustomerSupport Payments	email	Unknown	Unknown	2020-11-12	0	1	0.00%
				Total		0	1	0.00%
			Total			0	1	0.00%
		Total				0	1	0.00%
	Total					0	1	0.00%
Default	Unclassified	email	Unknown	Unknown	2020-11-25	59	0	0.00%
					2020-11-26	1	0	0.00%
					2020-11-27	0	0	0.00%
					2020-11-28	0	0	0.00%
					2020-11-29	0	0	0.00%
					2020-11-30	1	0	0.00%
					2020-12-01	0	61	0.00%
					2020-12-07	1	0	0.00%
					2020-12-08	0	0	0.00%
					2020-12-09	0	0	0.00%
					2020-12-10	0	1	0.00%
			Total			62	62	100.00%
			Total			62	62	100.00%
	Unknown	Unknown	Bronze	Unknown	2020-11-12	0	58	0.00%
					2020-11-13	0	0	0.00%
					2020-11-14	0	0	0.00%
					2020-11-15	0	0	0.00%
					2020-11-16	0	0	0.00%
					2020-11-17	0	1	0.00%
					2020-11-18	0	0	0.00%
					2020-11-19	0	0	0.00%

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Department	Process	Media Type	Customer Segment	Product	Day	New	Finished	% Finished
Default	Unclassified	Unknown	Bronze	Unknown	2020-11-20	0	0	0.00%
					2020-11-21	0	0	0.00%
					2020-11-22	0	0	0.00%
					2020-11-23	0	2	0.00%
					2020-11-24	0	0	0.00%
					2020-11-25	0	0	0.00%
					2020-11-26	0	0	0.00%
					2020-11-27	0	0	0.00%
					2020-11-28	0	0	0.00%
					2020-11-29	0	0	0.00%
					2020-11-30	0	0	0.00%
					2020-12-01	0	0	0.00%
					2020-12-02	0	0	0.00%
					2020-12-03	0	0	0.00%
					2020-12-04	0	180	0.00%
					2020-12-05	0	43	0.00%
					2020-12-06	0	0	0.00%
					2020-12-07	0	0	0.00%
					2020-12-08	0	0	0.00%
					2020-12-09	0	0	0.00%
					2020-12-10	0	2,749	0.00%
					2020-12-11	0	0	0.00%
					2020-12-12	0	0	0.00%
					2020-12-13	0	0	0.00%
					2020-12-14	0	0	0.00%
					2020-12-15	0	0	0.00%

Customer Segment Service Level Report

Department	Process	Media Type	Customer Segment	Product	Day	New	Finished	% Finished
Default	Unclassified	Unknown	Bronze	Unknown	2020-12-16	0	0	0.00%
				Total		0	3,033	0.00%
			Gold	Unknown	2020-11-12	0	20	0.00%
					2020-11-13	0	0	0.00%
					2020-11-14	0	0	0.00%
					2020-11-15	0	0	0.00%
					2020-11-16	0	0	0.00%
					2020-11-17	0	0	0.00%
					2020-11-18	0	0	0.00%
					2020-11-19	0	0	0.00%
					2020-11-20	0	0	0.00%
					2020-11-21	0	0	0.00%
					2020-11-22	0	0	0.00%
					2020-11-23	0	2	0.00%
					2020-11-24	0	4	0.00%
					2020-11-25	0	0	0.00%
					2020-11-26	0	0	0.00%
					2020-11-27	0	0	0.00%
					2020-11-28	0	0	0.00%
					2020-11-29	0	0	0.00%
					2020-11-30	0	0	0.00%
					2020-12-01	0	0	0.00%
					2020-12-02	0	0	0.00%
					2020-12-03	0	0	0.00%
					2020-12-04	0	58	0.00%
					2020-12-05	0	16	0.00%

Customer Segment Service Level Report

Department	Process	Media Type	Customer Segment	Product	Day	New	Finished	% Finished
Default	Unclassified	Unknown	Gold	Unknown	2020-12-10	0	943	0.00%
				Total		0	1,043	0.00%
			Platinum	Unknown	2020-11-12	0	5	0.00%
					2020-11-13	0	0	0.00%
					2020-11-14	0	0	0.00%
					2020-11-15	0	0	0.00%
					2020-11-16	0	0	0.00%
					2020-11-17	0	0	0.00%
					2020-11-18	0	0	0.00%
					2020-11-19	0	0	0.00%
					2020-11-20	0	0	0.00%
					2020-11-21	0	0	0.00%
					2020-11-22	0	0	0.00%
					2020-11-23	0	0	0.00%
					2020-11-24	0	0	0.00%
					2020-11-25	0	0	0.00%
					2020-11-26	0	0	0.00%
					2020-11-27	0	0	0.00%
					2020-11-28	0	0	0.00%
					2020-11-29	0	0	0.00%
					2020-11-30	0	0	0.00%
					2020-12-01	0	0	0.00%
					2020-12-02	0	0	0.00%
					2020-12-03	0	0	0.00%
					2020-12-04	0	25	0.00%
					2020-12-05	0	3	0.00%

Customer Segment Service Level Report

Department	Process	Media Type	Customer Segment	Product	Day	New	Finished	% Finished
Default	Unclassified	Unknown	Platinum	Unknown	2020-12-10	0	255	0.00%
				Total		0	288	0.00%
			Segment 1	WFMTestSubcategory2	2020-11-12	0	1	0.00%
					2020-12-10	0	2	0.00%
				Total		0	3	0.00%
			Silver	Unknown	2020-11-12	0	25	0.00%
					2020-11-13	0	1	0.00%
					2020-11-14	0	0	0.00%
					2020-11-15	0	0	0.00%
					2020-11-16	0	0	0.00%
					2020-11-17	0	0	0.00%
					2020-11-18	0	0	0.00%
					2020-11-19	0	0	0.00%
					2020-11-20	0	0	0.00%
					2020-11-21	0	0	0.00%
					2020-11-22	0	0	0.00%
					2020-11-23	0	1	0.00%
					2020-11-24	0	1	0.00%
					2020-11-25	0	0	0.00%
					2020-11-26	0	0	0.00%
					2020-11-27	0	0	0.00%
					2020-11-28	0	0	0.00%
					2020-11-29	0	0	0.00%
					2020-11-30	0	0	0.00%
					2020-12-01	0	0	0.00%
					2020-12-02	0	0	0.00%

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Department	Process	Media Type	Customer Segment	Product	Day	New	Finished	% Finished
Default	Unclassified	Unknown	Silver	Unknown	2020-12-03	0	0	0.00%
					2020-12-04	0	83	0.00%
					2020-12-05	0	22	0.00%
					2020-12-06	0	0	0.00%
					2020-12-07	0	0	0.00%
					2020-12-08	0	0	0.00%
					2020-12-09	0	0	0.00%
					2020-12-10	0	1,500	0.00%
			Total			0	1,633	0.00%
			Unknown	Unknown	2020-11-12	0	1	0.00%
					2020-12-10	0	20	0.00%
				Total		0	21	0.00%
			Total		0	6,021	0.00%	
		workitem	Bronze	Unknown	2020-11-20	5	0	0.00%
					2020-11-21	0	0	0.00%
					2020-11-22	0	0	0.00%
					2020-11-23	0	0	0.00%
					2020-11-24	0	0	0.00%
					2020-11-25	0	0	0.00%
					2020-11-26	0	0	0.00%
					2020-11-27	0	0	0.00%
					2020-11-28	0	0	0.00%
					2020-11-29	0	0	0.00%
					2020-11-30	1	0	0.00%
					2020-12-01	0	1	0.00%
					2020-12-02	0	0	0.00%

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Department	Process	Media Type	Customer Segment	Product	Day	New	Finished	% Finished
Default	Unclassified	workitem	Bronze	Unknown	2020-12-03	0	0	0.00%
					2020-12-04	0	0	0.00%
					2020-12-10	0	5	0.00%
				Total		6	6	100.00%
			Gold	Electricity	2020-11-17	1	0	0.00%
					2020-11-18	0	0	0.00%
					2020-11-19	0	0	0.00%
					2020-11-20	0	0	0.00%
					2020-11-21	0	0	0.00%
					2020-11-22	0	0	0.00%
					2020-11-23	0	0	0.00%
					2020-11-24	0	0	0.00%
					2020-11-25	0	0	0.00%
					2020-11-26	0	0	0.00%
					2020-11-27	0	0	0.00%
					2020-11-28	0	0	0.00%
					2020-11-29	0	0	0.00%
					2020-11-30	0	0	0.00%
					2020-12-01	0	0	0.00%
					2020-12-02	0	0	0.00%
					2020-12-03	0	0	0.00%
					2020-12-04	0	1	0.00%
					2020-12-14	3	0	0.00%
					2020-12-15	0	0	0.00%
					2020-12-16	0	0	0.00%
				Food	2020-11-11	0	0	0.00%

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Department	Process	Media Type	Customer Segment	Product	Day	New	Finished	% Finished
Default	Unclassified	workitem	Gold	Food	2020-11-12	0	5	0.00%
					2020-11-17	3	0	0.00%
					2020-11-18	1	1	100.00%
					2020-11-19	0	0	0.00%
					2020-11-20	0	0	0.00%
					2020-11-21	0	0	0.00%
					2020-11-22	0	0	0.00%
					2020-11-23	0	0	0.00%
					2020-11-24	0	0	0.00%
					2020-11-25	0	0	0.00%
					2020-11-26	0	0	0.00%
					2020-11-27	0	0	0.00%
					2020-11-28	0	0	0.00%
					2020-11-29	0	0	0.00%
					2020-11-30	0	0	0.00%
					2020-12-01	0	0	0.00%
					2020-12-02	0	0	0.00%
					2020-12-03	0	0	0.00%
					2020-12-04	0	4	0.00%
				Unknown	2020-11-20	2	0	0.00%
					2020-11-21	0	0	0.00%
					2020-11-22	0	0	0.00%
					2020-11-23	0	0	0.00%
					2020-11-24	0	0	0.00%
					2020-11-25	0	0	0.00%
					2020-11-26	0	0	0.00%

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Department	Process	Media Type	Customer Segment	Product	Day	New	Finished	% Finished
Default	Unclassified	workitem	Gold	Unknown	2020-11-27	0	0	0.00%
					2020-11-28	0	0	0.00%
					2020-11-29	0	0	0.00%
					2020-11-30	0	0	0.00%
					2020-12-01	0	0	0.00%
					2020-12-02	0	0	0.00%
					2020-12-03	0	0	0.00%
					2020-12-04	0	0	0.00%
					2020-12-10	0	1	0.00%
					2020-12-15	1	0	0.00%
					2020-12-16	0	0	0.00%
				Total		11	12	109.09%
			Platinum	Unknown	2020-11-20	1	0	0.00%
					2020-11-21	0	0	0.00%
					2020-11-22	0	0	0.00%
					2020-11-23	0	0	0.00%
					2020-11-24	0	0	0.00%
					2020-11-25	0	0	0.00%
					2020-11-26	0	0	0.00%
					2020-11-27	0	0	0.00%
					2020-11-28	0	0	0.00%
					2020-11-29	0	0	0.00%
					2020-11-30	0	0	0.00%
					2020-12-01	0	0	0.00%
					2020-12-02	0	0	0.00%
					2020-12-03	0	0	0.00%

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Department	Process	Media Type	Customer Segment	Product	Day	New	Finished	% Finished
Default	Unclassified	workitem	Platinum	Unknown	2020-12-04	0	0	0.00%
					2020-12-10	0	1	0.00%
				Total		1	1	100.00%
			Silver	Unknown	2020-11-20	2	0	0.00%
					2020-11-21	0	0	0.00%
					2020-11-22	0	0	0.00%
					2020-11-23	0	0	0.00%
					2020-11-24	0	0	0.00%
					2020-11-25	0	0	0.00%
					2020-11-26	0	0	0.00%
					2020-11-27	0	0	0.00%
					2020-11-28	0	0	0.00%
					2020-11-29	0	0	0.00%
					2020-11-30	0	0	0.00%
					2020-12-01	0	0	0.00%
					2020-12-02	0	0	0.00%
					2020-12-03	0	0	0.00%
					2020-12-04	0	1	0.00%
					2020-12-10	0	2	0.00%
				Total		2	3	150.00%
			Unknown	Unknown	2020-11-11	0	0	0.00%
					2020-11-12	0	2	0.00%
					2020-11-13	0	0	0.00%
					2020-11-14	0	0	0.00%
					2020-11-15	0	0	0.00%
					2020-11-16	0	0	0.00%

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Department	Process	Media Type	Customer Segment	Product	Day	New	Finished	% Finished
Default	Unclassified	workitem	Unknown	Unknown	2020-11-17	8	2	25.00%
					2020-11-18	3	0	0.00%
					2020-11-19	0	0	0.00%
					2020-11-20	1	0	0.00%
					2020-11-21	1	0	0.00%
					2020-11-22	0	0	0.00%
					2020-11-23	0	0	0.00%
					2020-11-24	0	0	0.00%
					2020-11-25	1	0	0.00%
					2020-11-26	0	0	0.00%
					2020-11-27	1	0	0.00%
					2020-11-28	0	0	0.00%
					2020-11-29	0	0	0.00%
					2020-11-30	1	0	0.00%
					2020-12-01	0	1	0.00%
					2020-12-02	2	0	0.00%
					2020-12-03	0	0	0.00%
					2020-12-04	0	4	0.00%
					2020-12-08	4	0	0.00%
					2020-12-09	0	0	0.00%
					2020-12-10	0	21	0.00%
					2020-12-14	1	0	0.00%
					2020-12-15	2	2	100.00%
					2020-12-16	0	0	0.00%
			Total	Total		25	32	128.00%
				Total		45	54	120.00%

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Department	Process	Media Type	Customer Segment	Product	Day	New	Finished	% Finished
Default	Unclassified	Total				107	6,137	5735.51%
	Total					107	6,137	5735.51%
GenesysInternal	Unclassified	workitem	Bronze	Unknown	2020-12-08	1	1	100.00%
				Total		1	1	100.00%
			GenesysInternal	Unknown	2020-12-04	1	1	100.00%
				Total		1	1	100.00%
			Platinum	Unknown	2020-12-08	1	1	100.00%
				Total		1	1	100.00%
			Silver	Unknown	2020-12-08	1	1	100.00%
				Total		1	1	100.00%
			Total			4	4	100.00%
		Total				4	4	100.00%
iwd_dm_email	Unclassified	email	Unknown	Unknown	2020-11-12	0	2	0.00%
					2020-11-17	1	0	0.00%
					2020-11-18	0	0	0.00%
					2020-11-19	0	0	0.00%
					2020-11-20	0	0	0.00%
					2020-11-21	0	0	0.00%
					2020-11-22	0	0	0.00%
					2020-11-23	0	0	0.00%
					2020-11-24	0	0	0.00%
					2020-11-25	0	0	0.00%
					2020-11-26	0	0	0.00%
					2020-11-27	0	0	0.00%
					2020-11-28	0	0	0.00%

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Department	Process	Media Type	Customer Segment	Product	Day	New	Finished	% Finished
iwd_dm_email	Unclassified	email	Unknown	Unknown	2020-11-29	0	0	0.00%
					2020-11-30	0	0	0.00%
					2020-12-01	0	0	0.00%
					2020-12-02	0	0	0.00%
					2020-12-03	0	0	0.00%
					2020-12-04	0	1	0.00%
			Total		1	3	300.00%	
		Total		1	3	300.00%		
	Total				1	3	300.00%	
Total					1	3	300.00%	
IWDDM_WFM_test	Unclassified	Unknown	Segment 1	WFMTestSubcategory2	2020-11-09	1	0	0.00%
					2020-11-10	0	0	0.00%
					2020-11-11	0	0	0.00%
					2020-11-12	0	5	0.00%
					2020-12-10	0	1	0.00%
			Total		1	6	600.00%	
		Total		1	6	600.00%		
		workitem	Segment 1	WFMTestSubcategory2	2020-11-11	0	0	0.00%
					2020-11-12	0	1	0.00%
					Total		0	1
	Total			0	1	0.00%		
	Total		1	7	700.00%			
	WFM Bikes	workitem	Segment 1	WFMTestSubcategory2	2020-11-11	2	0	0.00%
					2020-11-12	0	2	0.00%
					2020-11-17	1	1	100.00%
					2020-11-18	3	0	0.00%

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IWDDM_WFM_test	WFM Bikes	workitem	Segment 1	WFMTestSubcategory2	2020-11-19	0	0	0.00%
					2020-11-20	0	0	0.00%
					2020-11-21	0	0	0.00%
					2020-11-22	0	0	0.00%
					2020-11-23	0	0	0.00%
					2020-11-24	0	0	0.00%
					2020-11-25	0	0	0.00%
					2020-11-26	0	0	0.00%
					2020-11-27	0	0	0.00%
					2020-11-28	0	0	0.00%
					2020-11-29	0	0	0.00%
					2020-11-30	0	0	0.00%
					2020-12-01	0	0	0.00%
					2020-12-02	0	0	0.00%
					2020-12-03	0	0	0.00%
					2020-12-04	0	3	0.00%
					2020-12-15	1	0	0.00%
					2020-12-16	0	0	0.00%
				Total		7	6	85.71%
			Total			7	6	85.71%
		Total				7	6	85.71%
	WFM Cars	workitem	Segment 1	WFMTestSubcategory1	2020-11-18	2	0	0.00%
					2020-11-19	0	0	0.00%
					2020-11-20	0	0	0.00%
					2020-11-21	0	0	0.00%
					2020-11-22	0	0	0.00%

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Department	Process	Media Type	Customer Segment	Product	Day	New	Finished	% Finished
IWDDM_WFM_test	WFM Cars	workitem	Segment 1	WFMTestSubcategory1	2020-11-23	0	0	0.00%
					2020-11-24	0	0	0.00%
					2020-11-25	0	0	0.00%
					2020-11-26	0	0	0.00%
					2020-11-27	0	0	0.00%
					2020-11-28	0	0	0.00%
					2020-11-29	0	0	0.00%
					2020-11-30	0	0	0.00%
					2020-12-01	0	0	0.00%
					2020-12-02	0	0	0.00%
					2020-12-03	0	0	0.00%
					2020-12-04	0	2	0.00%
				Total		2	2	100.00%
			Total			2	2	100.00%
		Total				2	2	100.00%
	Total					10	15	150.00%
MailboxCategory	Unclassified	email	Unknown	Unknown	2020-11-12	0	1	0.00%
					2020-12-01	1	1	100.00%
					2020-12-03	1	0	0.00%
					2020-12-04	0	0	0.00%
					2020-12-05	1	0	0.00%
					2020-12-10	0	2	0.00%
				Total		3	4	133.33%
			Total			3	4	133.33%
		Total				3	4	133.33%
	Total					3	4	133.33%

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Department	Process	Media Type	Customer Segment	Product	Day	New	Finished	% Finished
RulesTest	Unclassified	workitem	Unknown	Unknown	2020-12-08	1	0	0.00%
					2020-12-09	0	0	0.00%
					2020-12-10	0	1	0.00%
				Total		1	1	100.00%
			Total			1	1	100.00%
		Total				1	1	100.00%
test_priority_minutes	Unclassified	workitem	Unknown	Unknown	2020-12-10	1	1	100.00%
				Total		1	1	100.00%
			Total			1	1	100.00%
		Total				1	1	100.00%
	Total					1	1	100.00%
testPup	Unclassified	workitem	Bronze	Unknown	2020-11-20	11	14	127.27%
				Total		11	14	127.27%
			default	Unknown	2020-11-23	1	0	0.00%
					2020-11-24	0	1	0.00%
				Total		1	1	100.00%
			Gold	Unknown	2020-11-17	1	2	200.00%
					2020-11-20	5	5	100.00%
					2020-12-04	0	1	0.00%
				Total		6	8	133.33%
			Platinum	Unknown	2020-11-20	1	1	100.00%
				Total		1	1	100.00%
			Silver	Unknown	2020-11-20	2	3	150.00%
				Total		2	3	150.00%

Customer Segment Service Level Report

Department	Process	Media Type	Customer Segment	Product	Day	New	Finished	% Finished
testPup	Unclassified	workitem	Unknown	Unknown	2020-11-17	1	1	100.00%
				Total		1	1	100.00%
			Total			22	28	127.27%
		Total				22	28	127.27%
	Total					22	28	127.27%
Total						149	6,194	4157.05%