Interaction Handling Attempt Report

Tenant	Media Type	Interaction ID	Start Timestamp	End Timestamp	From	To	GUID	Interaction Handling Attempt ID	Interaction Type	Customer ID	Handling Attempt Start	Handling Attempt End	Service Type	Service Subtype	Customer Segment	Business Result	Routing Target	Routing Target Type	Routing Target DeTerminé	Last IVR	Last Queue	Last VQueue	Handling Resource	Resource State	Technical Result	Technical Result Reason	Technical Result Resource Role	Technical Result Role Reason	Disp Action	Response Time (Sec)	Queue Time (Sec)	Routing Point Time (Sec)	Total Duration (Sec)	Customer Engage Time (Sec)	Customer Held Time (Sec)	Customer Handle Time (Sec)	Customer Start Time (Sec)	Customer End Time (Sec)	Customer Wrap Time (Sec)	Conference Initiated Time (Sec)	Conference Received Time (Sec)
													default	default : DEFAULT_SERVICE_SUBTYPE	default	DEFAULT_BUSINESS_RESULT	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	NONE	NONE	AGENT_sip	Agent	Busy	Conferenced	Unspecified	Contactanotherresrc	Unspecified	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													DEFAULT_SERVICE_TYPE	DEFAULT_SERVICE_TYPE : DEFAULT_SERVICE_SUBTYPE	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_BUSINESS_RESULT	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	NONE	NONE	AGENT_sip	Agent	Busy	Conferenced	Unspecified	Contactanotherresrc	Unspecified	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
							20003		Internal	DEFAULT_CUSTOMER_ID	4/11/2024 12:31:02 PM	4/11/2024 12:31:05 PM	Inbound	Inbound : via Queue	typical	unknown	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	NONE	NONE	AGENT_sip	Agent	Busy	Conferenced	Unspecified	Contactanotherresrc	Unspecified	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													Inbound	Inbound : via IQ	non-typical	none	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	NONE	NONE	AGENT_sip	Agent	Busy	Conferenced	Unspecified	Contactanotherresrc	Unspecified	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													none	none : none	none	none	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	NONE	NONE	AGENT_sip	Agent	Busy	Conferenced	Unspecified	Contactanotherresrc	Unspecified	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													default	default : DEFAULT_SERVICE_SUBTYPE	default	DEFAULT_BUSINESS_RESULT	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	NONE	NONE	AGENT_sip	Agent	Busy	Conferenced	Unspecified	Contactanotherresrc	Unspecified	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													DEFAULT_SERVICE_TYPE	DEFAULT_SERVICE_TYPE : DEFAULT_SERVICE_SUBTYPE	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_BUSINESS_RESULT	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	NONE	NONE	AGENT_sip	Agent	Busy	Conferenced	Unspecified	Contactanotherresrc	Unspecified	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
							20021		Internal	DEFAULT_CUSTOMER_ID	4/11/2024 12:32:02 PM	4/11/2024 12:32:10 PM	Inbound	Inbound : via Queue	typical	unknown	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	NONE	NONE	AGENT_sip	Agent	Busy	Conferenced	Unspecified	Contactanotherresrc	Unspecified	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													Inbound	Inbound : via IQ	non-typical	none	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	NONE	NONE	AGENT_sip	Agent	Busy	Conferenced	Unspecified	Contactanotherresrc	Unspecified	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													none	none : none	none	none	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	NONE	NONE	AGENT_sip	Agent	Busy	Conferenced	Unspecified	Contactanotherresrc	Unspecified	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													default	default : DEFAULT_SERVICE_SUBTYPE	default	DEFAULT_BUSINESS_RESULT	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	NONE	NONE	AGENT_sip	Agent	Ready	Conferenced	Unspecified	Contactanotherresrc	Unspecified	00:00:57	00:00:57	00:00:00	00:01:57	00:01:10	00:00:00	00:00:46	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													DEFAULT_SERVICE_TYPE	DEFAULT_SERVICE_TYPE : DEFAULT_SERVICE_SUBTYPE	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_BUSINESS_RESULT	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	NONE	NONE	AGENT_sip	Agent	Ready	Conferenced	Unspecified	Contactanotherresrc	Unspecified	00:00:57	00:00:57	00:00:00	00:01:57	00:01:10	00:00:00	00:00:46	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
							20029		Internal	DEFAULT_CUSTOMER_ID	4/11/2024 12:32:07 PM	4/11/2024 12:32:08 PM	Inbound	Inbound : via Queue	typical	unknown	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	NONE	NONE	AGENT_sip	Agent	Ready	Conferenced	Unspecified	Contactanotherresrc	Unspecified	00:00:57	00:00:57	00:00:00	00:01:57	00:01:10	00:00:00	00:00:46	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													Inbound	Inbound : via IQ	non-typical	none	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	NONE	NONE	AGENT_sip	Agent	Ready	Conferenced	Unspecified	Contactanotherresrc	Unspecified	00:00:57	00:00:57	00:00:00	00:01:57	00:01:10	00:00:00	00:00:46	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
							none	none : none	none	none	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	NONE	NONE	AGENT_sip	Agent	Ready	Conferenced	Unspecified	Contactanotherresrc	Unspecified	00:00:57	00:00:57	00:00:00	00:01:57	00:01:10	00:00:00	00:00:46	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
							default	default : DEFAULT_SERVICE_SUBTYPE	default	DEFAULT_BUSINESS_RESULT	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	NONE	NONE	AGENT_sip	Agent	Ready	Conferenced	Unspecified	Contactanotherresrc	Unspecified	00:00:57	00:00:57	00:00:00	00:01:57	00:01:10	00:00:00	00:00:46	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
							DEFAULT_SERVICE_TYPE	DEFAULT_SERVICE_TYPE : DEFAULT_SERVICE_SUBTYPE	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_BUSINESS_RESULT	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	NONE	NONE	AGENT_sip	Agent	Ready	Conferenced	Unspecified	Contactanotherresrc	Unspecified	00:00:57	00:00:57	00:00:00	00:01:57	00:01:10	00:00:00	00:00:46	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
							20037		Internal	DEFAULT_CUSTOMER_ID	4/11/2024 12:34:24 PM	4/11/2024 12:34:28 PM	Inbound	Inbound : via Queue	typical	unknown	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	NONE	NONE	AGENT_sip	Agent	Ready	Conferenced	Unspecified	Contactanotherresrc	Unspecified	00:00:00	00:00:00	00:00:00	00:03:48	00:03:48	00:00:00	00:03:48	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													Inbound	Inbound : via IQ	non-typical	none	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	NONE	NONE	AGENT_sip	Agent	Ready	Conferenced	Unspecified	Contactanotherresrc	Unspecified	00:00:00	00:00:00	00:00:00	00:03:48	00:03:48	00:00:00	00:03:48	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
							none	none : none	none	none	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	NONE	NONE	AGENT_sip	Agent	Ready	Conferenced	Unspecified	Contactanotherresrc	Unspecified	00:00:00	00:00:00	00:00:00	00:03:48	00:03:48	00:00:00	00:03:48	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
							default	default : DEFAULT_SERVICE_SUBTYPE	default	DEFAULT_BUSINESS_RESULT	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	NONE	NONE	AGENT_sip	Agent	Ready	Conferenced	Unspecified	Contactanotherresrc	Unspecified	00:00:14	00:00:14	00:00:00	00:02:03	00:00:49	00:01:15	00:01:14	00:00:00	00:00:00	00:00:00	00:02:14	00:02:14
							DEFAULT_SERVICE_TYPE	DEFAULT_SERVICE_TYPE : DEFAULT_SERVICE_SUBTYPE	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_BUSINESS_RESULT	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	NONE	NONE	AGENT_sip	Agent	Ready	Conferenced	Unspecified	Contactanotherresrc	Unspecified	00:00:14	00:00:14	00:00:00	00:02:03	00:00:49	00:01:15	00:01:14	00:00:00	00:00:00	00:00:00	00:02:14	00:02:14
							20046		Internal	DEFAULT_CUSTOMER_ID	4/11/2024 12:34:42 PM	4/11/2024 12:34:50 PM	Inbound	Inbound : via Queue	typical	unknown	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	NONE	NONE	AGENT_sip	Agent	Ready	Conferenced	Unspecified	Contactanotherresrc	Unspecified	00:00:14	00:00:14	00:00:00	00:02:03	00:00:49	00:01:15	00:01:14	00:00:00	00:00:00	00:00:00	00:02:14	00:02:14
													Inbound	Inbound : via IQ	non-typical	none	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	NONE	NONE	AGENT_sip	Agent	Ready	Conferenced	Unspecified	Contactanotherresrc	Unspecified	00:00:14	00:00:14	00:00:00	00:02:03	00:00:49	00:01:15	00:01:14	00:00:00	00:00:00	00:00:00	00:02:14	00:02:14
							none	none : none	none	none	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	NONE	NONE	AGENT_sip	Agent	Ready	Conferenced	Unspecified	Contactanotherresrc	Unspecified	00:00:14	00:00:14	00:00:00	00:02:03	00:00:49	00:01:15	00:01:14	00:00:00	00:00:00	00:00:00	00:02:14	00:02:14
							default	default : DEFAULT_SERVICE_SUBTYPE	default	DEFAULT_BUSINESS_RESULT	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	NONE	NONE	AGENT_sip	Agent	Busy	Conferenced	Unspecified	Contactanotherresrc	Unspecified	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
							DEFAULT_SERVICE_TYPE	DEFAULT_SERVICE_TYPE : DEFAULT_SERVICE_SUBTYPE	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_BUSINESS_RESULT	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	NONE	NONE	AGENT_sip	Agent	Busy	Conferenced	Unspecified	Contactanotherresrc	Unspecified	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
							20053		Internal	DEFAULT_CUSTOMER_ID	4/11/2024 12:34:48 PM	4/11/2024 12:34:50 PM	Inbound	Inbound : via Queue	typical	unknown	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	NONE	NONE	AGENT_sip	Agent	Busy	Conferenced	Unspecified	Contactanotherresrc	Unspecified	00:00:00	00:00:00	00:00:00	00:03:00	00:03:00	00:00:00	00:03:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													Inbound	Inbound : via IQ	non-typical	none	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	NONE	NONE	AGENT_sip	Agent	Busy	Conferenced	Unspecified	Contactanotherresrc	Unspecified	00:00:00	00:00:00	00:00:00	00:03:00	00:03:00	00:00:00	00:03:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
							none	none : none	none	none	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	NONE	NONE	AGENT_sip	Agent	Busy	Conferenced	Unspecified	Contactanotherresrc	Unspecified	00:00:00	00:00:00	00:00:00	00:03:00	00:03:00	00:00:00	00:03:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
							default	default : DEFAULT_SERVICE_SUBTYPE	default	DEFAULT_BUSINESS_RESULT	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	NONE	NONE	AGENT_sip	Agent	Ready	Conferenced	Unspecified	Contactanotherresrc	Unspecified	00:00:21	00:00:21	00:00:00	00:01:33	00:00:00	00:00:33	00:01:12	00:00:00	00:00:00	00:00:00	00:01:33	00:01:33
							DEFAULT_SERVICE_TYPE	DEFAULT_SERVICE_TYPE : DEFAULT_SERVICE_SUBTYPE	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_BUSINESS_RESULT	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	NONE	NONE	AGENT_sip	Agent	Ready	Conferenced	Unspecified	Contactanotherresrc	Unspecified	00:00:21	00:00:21	00:00:00	00:01:33	00:00:00	00:00:33	00:01:12	00:00:00	00:00:00	00:00:00	00:01:33	00:01:33
							20054		Internal	DEFAULT_CUSTOMER_ID	4/11/2024 12:34:50 PM	4/11/2024 12:34:52 PM	Inbound	Inbound : via Queue	typical	unknown	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	NONE	NONE	AGENT_sip	Agent	Ready	Conferenced	Unspecified	Contactanotherresrc	Unspecified	00:00:21	00:00:21	00:00:00	00:01:33	00:00:00	00:00:33	00:01:12	00:00:00	00:00:00	00:00:00	00:01:33	00:01:33
													Inbound	Inbound : via IQ	non-typical	none	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	NONE	NONE	AGENT_sip	Agent	Ready	Conferenced	Unspecified	Contactanotherresrc	Unspecified	00:00:21	00:00:21	00:00:00	00:01:33	00:00:00	00:00:33	00:01:12	00:00:00	00:00:00	00:00:00	00:01:33	00:01:33
							none	none : none	none	none	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	NONE	NONE	AGENT_sip	Agent	Ready	Conferenced	Unspecified	Contactanotherresrc	Unspecified	00:00:21	00:00:21	00:00:00	00:01:33	00:00:00	00:00:33	00:01:12	00:00:00	00:00:00	00:00:00	00:01:33	00:01:33
							default	default : DEFAULT_SERVICE_SUBTYPE	default	DEFAULT_BUSINESS_RESULT	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	NONE	NONE	AGENT_sip	Agent	Busy	Conferenced	Unspecified	Contactanotherresrc	Unspecified	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
							DEFAULT_SERVICE_TYPE	DEFAULT_SERVICE_TYPE : DEFAULT_SERVICE_SUBTYPE	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_BUSINESS_RESULT	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	NONE	NONE	AGENT_sip	Agent	Busy	Conferenced	Unspecified	Contactanotherresrc	Unspecified	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
							20063		Internal	DEFAULT_CUSTOMER_ID	4/11/2024 12:34:58 PM	4/11/2024 12:35:01 PM	Inbound	Inbound : via Queue	typical	unknown	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	NONE	NONE	AGENT_sip	Agent	Busy	Conferenced	Unspecified	Contactanotherresrc	Unspecified	00:00:00	00:00:00	00:00:00	00:03:00	00:03:00	00:00:00	00:03:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													Inbound	Inbound : via IQ	non-typical	none	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	NONE	NONE	AGENT_sip	Agent	Busy	Conferenced	Unspecified	Contactanotherresrc	Unspecified	00:00:00	00:00:00	00:00:00	00:03:00	00:03:00	00:00:00	00:03:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
							none	none : none	none	none	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	NONE	NONE	AGENT_sip	Agent	Busy	Conferenced	Unspecified	Contactanotherresrc	Unspecified	00:00:00	00:00:00	00:00:00	00:03:00	00:03:00	00:00:00	00:03:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
							default	default : DEFAULT_SERVICE_SUBTYPE	default	DEFAULT_BUSINESS_RESULT	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	NONE	NONE	AGENT_sip	Agent	Ready	Conferenced	Unspecified	Contactanotherresrc	Unspecified	00:00:00	00:00:00	00:00:00	00:02:02	00:00:24	00:00:00	00:01:32	00:00:00	00:00:00	00:00:00	00:01:24	00:01:24
							DEFAULT_SERVICE_TYPE	DEFAULT_SERVICE_TYPE : DEFAULT_SERVICE_SUBTYPE	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_BUSINESS_RESULT	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	NONE	NONE	AGENT_sip	Agent	Ready	Conferenced	Unspecified	Contactanotherresrc	Unspecified	00:00:00	00:00:00	00:00:00	00:02:02	00:00:24	00:00:00	00:01:32	00:00:00	00:00:00	00:00:00	00:01:24	00:01:24
							20067		Internal	DEFAULT_CUSTOMER_ID	4/11/2024 12:34:48 PM	4/11/2024 12:34:49 PM	Inbound	Inbound : via Queue	typical	unknown	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	NONE	NONE	AGENT_sip	Agent	Ready	Conferenced	Unspecified	Contactanotherresrc	Unspecified	00:00:00	00:00:00	00:00:00	00:02:02	00:02:02	00:00:00	00:02:02	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													Inbound	Inbound : via IQ	non-typical	none	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	NONE	NONE	AGENT_sip	Agent	Ready	Conferenced	Unspecified	Contactanotherresrc	Unspecified	00:00:00	00:00:00	00:00:00	00:02:02	00:02:02	00:00:00	00:02:02	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
							none	none : none	none	none	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	NONE	NONE	AGENT_sip	Agent	Ready	Conferenced	Unspecified	Contactanotherresrc	Unspecified	00:00:00	00:00:00	00:00:00	00:02:02	00:02:02	00:00:00	00:02:02	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
							default	default : DEFAULT_SERVICE_SUBTYPE	default	DEFAULT_BUSINESS_RESULT	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	NONE	NONE	AGENT_sip	Agent	Busy	Conferenced	Unspecified	Contactanotherresrc	Unspecified	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
							DEFAULT_SERVICE_TYPE	DEFAULT_SERVICE_TYPE : DEFAULT_SERVICE_SUBTYPE	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_BUSINESS_RESULT	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	NONE	NONE	AGENT_sip	Agent	Busy	Conferenced	Unspecified	Contactanotherresrc	Unspecified	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
							20084		Internal	DEFAULT_CUSTOMER_ID	4/11/2024 12:34:49 PM	4/11/2024 12:34:50 PM	Inbound	Inbound : via Queue	typical	unknown	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	NONE	NONE	AGENT_sip	Agent	Busy	Conferenced	Unspecified	Contactanotherresrc	Unspecified	00:00:00	00:00:00	00:00:00	00:03:00	00:03:00	00:00:00	00:03:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													Inbound	Inbound : via IQ	non-typical	none	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	NONE	NONE	AGENT_sip	Agent	Busy	Conferenced	Unspecified	Contactanotherresrc	Unspecified	00:00:00	00:00:00	00:00:00	00:03:00	00:03:00	00:00:00	00:03:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
							none	none : none	none	none	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	NONE	NONE	AGENT_sip	Agent	Busy	Conferenced	Unspecified	Contactanotherresrc	Unspecified	00:00:00	00:00:00	00:00:00	00:03:00	00:03:00	00:00:00	00:03:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
							default	default : DEFAULT_SERVICE_SUBTYPE	default	DEFAULT_BUSINESS_RESULT	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	NONE	NONE	AGENT_sip	Agent	Ready	Conferenced	Unspecified	Contactanotherresrc	Unspecified	00:00:00	00:00:00	00:00:00	00:02:02	00:00:24	00:00:00	00:01:32	00:00:00	00:00:00	00:00:00	00:01:24	00:01:24
							DEFAULT_SERVICE_TYPE	DEFAULT_SERVICE_TYPE : DEFAULT_SERVICE_SUBTYPE	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_BUSINESS_RESULT	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	NONE	NONE	AGENT_sip	Agent	Ready	Conferenced	Unspecified	Contactanotherresrc	Unspecified	00:00:00	00:00:00	00:00:00	00:02:02	00:00:24	00:00:00	00:01:32	00:00:00	00:00:00	00:00:00	00:01:24	00:01:24
							20143		Internal	DEFAULT_CUSTOMER_ID	4/11/2024 12:40:45 PM	4/11/2024 12:40:49 PM	Inbound	Inbound : via Queue	typical	unknown	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	NONE	NONE	AGENT_sip	Agent	Ready	Transferred	Unspecified	Contactanotherresrc	Unspecified	00:00:00	00:00:00	00:00:00	00:00:43	00:00:43	00:00:00	00:00:43	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													Inbound	Inbound : via IQ	non-typical	none	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	NONE	NONE	AGENT_sip	Agent	Ready	Transferred	Unspecified	Contactanotherresrc	Unspecified	00:00:00	00:00:00	00:00:00	00:00:43	00:00:43	00:00:00	00:00:43	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
							none	none : none	none	none	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	NONE	NONE	AGENT_sip	Agent	Ready	Transferred	Unspecified	Contactanotherresrc	Unspecified	00:00:00	00:00:00	00:00:00	00:00:43	00:00:43	00:00:00	00:00:43	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
							default	default : DEFAULT_SERVICE_SUBTYPE	default	DEFAULT_BUSINESS_RESULT	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	NONE	NONE	AGENT_sip	Agent	Busy	Transferred	Unspecified	Contactanotherresrc	Unspecified	00:00:14	00:00:14	00:00:00	00:01:18	00:00:14	00:00:46	00:01:18	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
							DEFAULT_SERVICE_TYPE	DEFAULT_SERVICE_TYPE : DEFAULT_SERVICE_SUBTYPE	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_BUSINESS_RESULT	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	NONE	NONE	AGENT_sip	Agent	Busy	Transferred	Unspecified	Contactanotherresrc	Unspecified	00:00:14	00:00:14	00:00:00	00:01:18	00:00:14	00:00:46	00:01:18	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
							20147		Internal	DEFAULT_CUSTOMER_ID	4/11/2024 12:40:52 PM	4/11/2024 12:40:55 PM	Inbound	Inbound : via Queue	typical	unknown	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	NONE	NONE	AGENT_sip	Agent	Busy	Transferred	Unspecified	Contactanotherresrc	Unspecified	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													Inbound	Inbound : via IQ	non-typical	none	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	NONE	NONE	AGENT_sip	Agent	Busy	Transferred	Unspecified	Contactanotherresrc	Unspecified	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
							none	none : none	none	none	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	NONE	NONE	AGENT_sip	Agent	Busy	Transferred	Unspecified	Contactanotherresrc	Unspecified	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
							default	default : DEFAULT_SERVICE_SUBTYPE	default	DEFAULT_BUSINESS_RESULT	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	NONE	NONE	AGENT_sip	Agent	Ready	Transferred	Unspecified	NewLeadTransfer	Unspecified	00:00:57	00:00:57	00:00:00	00:01:57	00:00:57	00:00:00	00:01:11	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
							DEFAULT_SERVICE_TYPE	DEFAULT_SERVICE_TYPE : DEFAULT_SERVICE_SUBTYPE	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_BUSINESS_RESULT	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	NONE	NONE	AGENT_sip	Agent	Ready	Transferred	Unspecified	NewLeadTransfer	Unspecified	00:00:57	00:00:57	00:00:00	00:01:57	00:00:57	00:00:00	00:01:11	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
							20429		Internal	DEFAULT_CUSTOMER_ID	4/11/2024 12:50:40 PM	4/11/2024 12:50:50 PM	Inbound	Inbound : via Queue	typical	unknown	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	NONE	NONE	AGENT_sip	Agent	Ready	Transferred	Unspecified	NewLeadTransfer	Unspecified	00:00:57	00:00:57	00:00:00	00:01:57	00:00:57	00:00:00	00:01:11	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													Inbound	Inbound : via IQ	non-

Interaction Handling Attempt Report

Tenant	Media Type	Interaction ID	Start Timestamp	End Timestamp	From	To	GUID	Interaction Handling Attempt ID	Interaction Type	Customer ID	Handling Attempt Start	Handling Attempt End	Service Type	Service Subtype	Customer Segment	Business Result	Routing Target	Routing Target Type	Routing Target DeTermid	Last IVR	Last Queue	Last VQueue	Handling Resource	Resource State	Technical Result	Technical Result Reason	Technical Result Resource Role	Technical Result Role Reason	Disp Action	Response Time (Sec)	Queue Time (Sec)	Routing Point Time (Sec)	Total Duration (Sec)	Customer Engage Time (Sec)	Customer Hold Time (Sec)	Customer Handle Time (Sec)	Customer Start Time (Sec)	Customer End Time (Sec)	Customer Wrap Time (Sec)	Conference Initiated Time (Sec)	Conference Received Time (Sec)
													default	default : DEFAULT_SERVICE_SUBTYPE	default	DEFAULT_BUSINESS_RESULT	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	DEFAULT	NONE	DEFAULT	Queue	Unknown	CustomerAbandoned	AbandonedWhileCallQueued	ReceiveTransfer	Unspecified	00:00:00	00:00:18	00:00:00	00:00:18	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													DEFAULT_SERVICE_TYPE	DEFAULT_SERVICE_TYPE : DEFAULT_SERVICE_SUBTYPE	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_BUSINESS_RESULT	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	DEFAULT	NONE	DEFAULT	Queue	Unknown	CustomerAbandoned	AbandonedWhileCallQueued	ReceiveTransfer	Unspecified	00:00:00	00:00:18	00:00:00	00:00:18	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
		4e5	07/5/2024 1:13:12 PM	07/5/2024 1:14:51 PM	0984	0002	6042202251787500b0b3b9f0000000b30	25253	Internal	DEFAULT_CUSTOMER_ID	07/5/2024 1:14:12 PM	07/5/2024 1:14:51 PM	Inbound	Inbound : via Queue	typical	unknown	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	0003	NONE	0003	Queue	Unknown	CustomerAbandoned	AbandonedWhileCallQueued	ReceiveTransfer	Unspecified	00:00:00	00:00:18	00:00:00	00:00:18	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													Inbound	Inbound : via IQ	non-typical	none	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	0003	NONE	0003	Queue	Unknown	CustomerAbandoned	AbandonedWhileCallQueued	ReceiveTransfer	Unspecified	00:00:00	00:00:18	00:00:00	00:00:18	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													none	none : none	none	none	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	0003	NONE	0003	Queue	Unknown	CustomerAbandoned	AbandonedWhileCallQueued	ReceiveTransfer	Unspecified	00:00:00	00:00:18	00:00:00	00:00:18	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													default	default : DEFAULT_SERVICE_SUBTYPE	default	DEFAULT_BUSINESS_RESULT	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	0002	NONE	40001_sip	Agent	Ready	TransferFrom	UnspecifiedTest	EnterTrafficTo	UnspecifiedTest	00:00:07	00:00:56	00:00:00	00:01:03	00:00:07	00:00:00	00:00:07	00:00:03	00:00:00	00:00:00	00:00:00	00:00:00
													DEFAULT_SERVICE_TYPE	DEFAULT_SERVICE_TYPE : DEFAULT_SERVICE_SUBTYPE	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_BUSINESS_RESULT	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	0002	NONE	40001_sip	Agent	Ready	TransferFrom	UnspecifiedTest	EnterTrafficTo	UnspecifiedTest	00:00:07	00:00:56	00:00:00	00:01:03	00:00:07	00:00:00	00:00:07	00:00:03	00:00:00	00:00:00	00:00:00	00:00:00
								26241	Internal	DEFAULT_CUSTOMER_ID	07/5/2024 1:15:10 PM	07/5/2024 1:15:51 PM	Inbound	Inbound : via IQ	non-typical	unknown	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	0002	NONE	40001_sip	Agent	Ready	TransferFrom	UnspecifiedTest	EnterTrafficTo	UnspecifiedTest	00:00:07	00:00:56	00:00:00	00:01:03	00:00:07	00:00:00	00:00:07	00:00:03	00:00:00	00:00:00	00:00:00	00:00:00
													none	none : none	none	none	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	0002	NONE	40001_sip	Agent	Ready	TransferFrom	UnspecifiedTest	EnterTrafficTo	UnspecifiedTest	00:00:07	00:00:56	00:00:00	00:01:03	00:00:07	00:00:00	00:00:07	00:00:03	00:00:00	00:00:00	00:00:00	00:00:00
													default	default : DEFAULT_SERVICE_SUBTYPE	default	DEFAULT_BUSINESS_RESULT	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	0002	NONE	40001_sip	Agent	Ready	TransferFrom	UnspecifiedTest	EnterTrafficTo	UnspecifiedTest	00:00:14	00:00:56	00:00:00	00:01:12	00:00:14	00:00:00	00:00:14	00:00:03	00:00:00	00:00:00	00:00:00	00:00:00
													DEFAULT_SERVICE_TYPE	DEFAULT_SERVICE_TYPE : DEFAULT_SERVICE_SUBTYPE	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_BUSINESS_RESULT	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	0002	NONE	40001_sip	Agent	Ready	TransferFrom	UnspecifiedTest	EnterTrafficTo	UnspecifiedTest	00:00:14	00:00:56	00:00:00	00:01:12	00:00:14	00:00:00	00:00:14	00:00:03	00:00:00	00:00:00	00:00:00	00:00:00
		4e7	07/5/2024 1:15:25 PM	07/5/2024 1:16:47 PM	0984	0002	6042202251787500b0b3b9f0000000b37	26269	Internal	DEFAULT_CUSTOMER_ID	07/5/2024 1:15:25 PM	07/5/2024 1:16:47 PM	Inbound	Inbound : via Queue	typical	unknown	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	0002	NONE	40001_sip	Agent	AvailBusy	CompletedTest	UnspecifiedTest	CallLabeled	UnspecifiedTest	00:00:00	00:00:15	00:00:00	00:01:21	00:00:00	00:00:15	00:00:00	00:00:17	00:00:00	00:00:00	00:00:00	00:00:00
													Inbound	Inbound : via IQ	non-typical	none	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	0002	NONE	40001_sip	Agent	AvailBusy	CompletedTest	UnspecifiedTest	CallLabeled	UnspecifiedTest	00:00:00	00:00:15	00:00:00	00:01:21	00:00:00	00:00:15	00:00:00	00:00:17	00:00:00	00:00:00	00:00:00	00:00:00
													none	none : none	none	none	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	0002	NONE	40001_sip	Agent	AvailBusy	CompletedTest	UnspecifiedTest	CallLabeled	UnspecifiedTest	00:00:00	00:00:15	00:00:00	00:01:21	00:00:00	00:00:15	00:00:00	00:00:17	00:00:00	00:00:00	00:00:00	00:00:00
													default	default : DEFAULT_SERVICE_SUBTYPE	default	DEFAULT_BUSINESS_RESULT	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	0003	NONE	40001_sip	Agent	Ready	CustomerAbandoned	AbandonedWhileCallRing	ReceiveTransfer	Unspecified	00:00:00	00:00:54	00:00:00	00:01:54	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
								26273	Internal	DEFAULT_CUSTOMER_ID	07/5/2024 1:15:43 PM	07/5/2024 1:16:47 PM	DEFAULT_SERVICE_TYPE	DEFAULT_SERVICE_TYPE : DEFAULT_SERVICE_SUBTYPE	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_BUSINESS_RESULT	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	0003	NONE	40001_sip	Agent	Ready	CustomerAbandoned	AbandonedWhileCallRing	ReceiveTransfer	Unspecified	00:00:00	00:00:54	00:00:00	00:01:54	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													Inbound	Inbound : via IQ	non-typical	none	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	0003	NONE	40001_sip	Agent	Ready	CustomerAbandoned	AbandonedWhileCallRing	ReceiveTransfer	Unspecified	00:00:00	00:00:54	00:00:00	00:01:54	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													none	none : none	none	none	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	0003	NONE	40001_sip	Agent	Ready	CustomerAbandoned	AbandonedWhileCallRing	ReceiveTransfer	Unspecified	00:00:00	00:00:54	00:00:00	00:01:54	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													default	default : DEFAULT_SERVICE_SUBTYPE	default	DEFAULT_BUSINESS_RESULT	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	0002	NONE	40001_sip	Agent	Busy	ConferenceCall	UnspecifiedTest	CallLabelledEnd	UnspecifiedTest	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													DEFAULT_SERVICE_TYPE	DEFAULT_SERVICE_TYPE : DEFAULT_SERVICE_SUBTYPE	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_BUSINESS_RESULT	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	0002	NONE	40001_sip	Agent	Busy	ConferenceCall	UnspecifiedTest	CallLabelledEnd	UnspecifiedTest	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
								24803	Internal	DEFAULT_CUSTOMER_ID	07/5/2024 2:05:43 PM	07/5/2024 2:05:43 PM	Inbound	Inbound : via IQ	non-typical	none	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	0002	NONE	40001_sip	Agent	Busy	ConferenceCall	UnspecifiedTest	CallLabelledEnd	UnspecifiedTest	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													none	none : none	none	none	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	0002	NONE	40001_sip	Agent	Busy	ConferenceCall	UnspecifiedTest	CallLabelledEnd	UnspecifiedTest	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													default	default : DEFAULT_SERVICE_SUBTYPE	default	DEFAULT_BUSINESS_RESULT	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	0003	NONE	40001_sip	Agent	Ready	CompletedTest	UnspecifiedTest	DeferReference	UnspecifiedTest	00:00:14	00:00:14	00:00:00	00:00:14	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													DEFAULT_SERVICE_TYPE	DEFAULT_SERVICE_TYPE : DEFAULT_SERVICE_SUBTYPE	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_BUSINESS_RESULT	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	0003	NONE	40001_sip	Agent	Ready	CompletedTest	UnspecifiedTest	DeferReference	UnspecifiedTest	00:00:14	00:00:14	00:00:00	00:00:14	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
								24817	Internal	DEFAULT_CUSTOMER_ID	07/5/2024 2:05:54 PM	07/5/2024 2:05:47 PM	Inbound	Inbound : via Queue	typical	unknown	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	0003	NONE	40001_sip	Agent	Ready	CompletedTest	UnspecifiedTest	DeferReference	UnspecifiedTest	00:00:14	00:00:14	00:00:00	00:00:14	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													Inbound	Inbound : via IQ	non-typical	none	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	0003	NONE	40001_sip	Agent	Ready	CompletedTest	UnspecifiedTest	DeferReference	UnspecifiedTest	00:00:14	00:00:14	00:00:00	00:00:14	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													none	none : none	none	none	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	0003	NONE	40001_sip	Agent	Ready	CompletedTest	UnspecifiedTest	DeferReference	UnspecifiedTest	00:00:14	00:00:14	00:00:00	00:00:14	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													default	default : DEFAULT_SERVICE_SUBTYPE	default	DEFAULT_BUSINESS_RESULT	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	0002	NONE	40001_sip	Agent	Busy	ConferenceCall	UnspecifiedTest	CallLabelledEnd	UnspecifiedTest	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													DEFAULT_SERVICE_TYPE	DEFAULT_SERVICE_TYPE : DEFAULT_SERVICE_SUBTYPE	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_BUSINESS_RESULT	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	0002	NONE	40001_sip	Agent	Busy	ConferenceCall	UnspecifiedTest	CallLabelledEnd	UnspecifiedTest	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
								24825	Internal	DEFAULT_CUSTOMER_ID	07/5/2024 2:05:54 PM	07/5/2024 2:05:47 PM	Inbound	Inbound : via Queue	typical	unknown	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	0003	NONE	40001_sip	Agent	Ready	CompletedTest	UnspecifiedTest	DeferReference	UnspecifiedTest	00:00:14	00:00:14	00:00:00	00:00:14	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													Inbound	Inbound : via IQ	non-typical	none	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	0003	NONE	40001_sip	Agent	Ready	CompletedTest	UnspecifiedTest	DeferReference	UnspecifiedTest	00:00:14	00:00:14	00:00:00	00:00:14	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													none	none : none	none	none	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	0003	NONE	40001_sip	Agent	Ready	CompletedTest	UnspecifiedTest	DeferReference	UnspecifiedTest	00:00:14	00:00:14	00:00:00	00:00:14	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
		46a	07/5/2024 2:02:57 PM	07/5/2024 2:07:55 PM	0984	0004	6042202251787500b0b3b9f0000000b3c						default	default : DEFAULT_SERVICE_SUBTYPE	default	DEFAULT_BUSINESS_RESULT	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	0004	NONE	40001_sip	Agent	Busy	ConferenceCall	UnspecifiedTest	CallLabelledEnd	UnspecifiedTest	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													DEFAULT_SERVICE_TYPE	DEFAULT_SERVICE_TYPE : DEFAULT_SERVICE_SUBTYPE	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_BUSINESS_RESULT	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	0004	NONE	40001_sip	Agent	Busy	ConferenceCall	UnspecifiedTest	CallLabelledEnd	UnspecifiedTest	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
								24844	Internal	DEFAULT_CUSTOMER_ID	07/5/2024 2:07:24 PM	07/5/2024 2:07:24 PM	Inbound	Inbound : via Queue	typical	unknown	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	0003	NONE	40001_sip	Agent	Ready	CompletedTest	UnspecifiedTest	DeferReference	UnspecifiedTest	00:00:45	00:00:45	00:00:00	00:00:45	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													Inbound	Inbound : via IQ	non-typical	none	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	0003	NONE	40001_sip	Agent	Ready	CompletedTest	UnspecifiedTest	DeferReference	UnspecifiedTest	00:00:45	00:00:45	00:00:00	00:00:45	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													none	none : none	none	none	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	0003	NONE	40001_sip	Agent	Ready	CompletedTest	UnspecifiedTest	DeferReference	UnspecifiedTest	00:00:45	00:00:45	00:00:00	00:00:45	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													default	default : DEFAULT_SERVICE_SUBTYPE	default	DEFAULT_BUSINESS_RESULT	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	0002	NONE	40001_sip	Agent	Busy	ConferenceCall	UnspecifiedTest	CallLabelledEnd	UnspecifiedTest	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													DEFAULT_SERVICE_TYPE	DEFAULT_SERVICE_TYPE : DEFAULT_SERVICE_SUBTYPE	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_BUSINESS_RESULT	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	0002	NONE	40001_sip	Agent	Busy	ConferenceCall	UnspecifiedTest	CallLabelledEnd	UnspecifiedTest	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
								24857	Internal	DEFAULT_CUSTOMER_ID	07/5/2024 2:07:39 PM	07/5/2024 2:07:45 PM	Inbound	Inbound : via Queue	typical	unknown	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	0002	NONE	40001_sip	Agent	Busy	ConferenceCall	UnspecifiedTest	CallLabelledEnd	UnspecifiedTest	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													Inbound	Inbound : via IQ	non-typical	none	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	0002	NONE	40001_sip	Agent	Busy	ConferenceCall	UnspecifiedTest	CallLabelledEnd	UnspecifiedTest	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													none	none : none	none	none	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	0002	NONE	40001_sip	Agent	Busy	ConferenceCall	UnspecifiedTest	CallLabelledEnd	UnspecifiedTest	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													default	default : DEFAULT_SERVICE_SUBTYPE	default	DEFAULT_BUSINESS_RESULT	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	0004	NONE	40001_sip	Agent	Ready	CompletedTest	UnspecifiedTest	DeferReference	UnspecifiedTest	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													DEFAULT_SERVICE_TYPE	DEFAULT_SERVICE_TYPE : DEFAULT_SERVICE_SUBTYPE	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_BUSINESS_RESULT	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	0004	NONE	40001_sip	Agent	Ready	CompletedTest	UnspecifiedTest	DeferReference	UnspecifiedTest	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
								24865	Internal	DEFAULT_CUSTOMER_ID	07/5/2024 2:07:52 PM	07/5/2024 2:07:52 PM	Inbound	Inbound : via Queue	typical	unknown	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	0004	NONE	40001_sip	Agent	Ready	CompletedTest	UnspecifiedTest	DeferReference	UnspecifiedTest	00:00:03	00:00:03	00:00:00	00:00:03	00:00:07	00:00:00	00:00:07	00:00:00	00:00:00	00:00:00	00:00:00	00:00:07
													Inbound	Inbound : via IQ	non-typical	none	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	0004	NONE	40001_sip	Agent	Ready	CompletedTest	UnspecifiedTest	DeferReference	UnspecifiedTest	00:00:03	00:00:03	00:00:00	00:00:03	00:00:07	00:00:00	00:00:07	00:00:00	00:00:00	00:00:00	00:00:00	00:00:07
													none	none : none	none	none	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	0004	NONE	40001_sip	Agent	Ready	CompletedTest	UnspecifiedTest	DeferReference	UnspecifiedTest	00:00:03	00:00:03	00:00:00	00:00:03	00:00:07	00:00:00	00:00:07	00:00:00	00:00:00	00:00:00	00:00:00	00:00:07
													default	default : DEFAULT_SERVICE_SUBTYPE	default	DEFAULT_BUSINESS_RESULT	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	0002	NONE	40001_sip	Agent	Busy	ConferenceCall	UnspecifiedTest	CallLabelledEnd	UnspecifiedTest	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													DEFAULT_SERVICE_TYPE	DEFAULT_SERVICE_TYPE : DEFAULT_SERVICE_SUBTYPE	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_BUSINESS_RESULT	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	0002	NONE	40001_sip	Agent	Busy	ConferenceCall	UnspecifiedTest	CallLabelledEnd	UnspecifiedTest	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
								24869	Internal	DEFAULT_CUSTOMER_ID	07/5/2024 2:07:52 PM	07/5/2024 2:07:52 PM	Inbound	Inbound : via Queue	typical	unknown	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	0002	NONE	40001_sip	Agent	Busy	ConferenceCall	UnspecifiedTest	CallLabelledEnd	UnspecifiedTest	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													Inbound	Inbound : via IQ	non-typical	none	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	0002	NONE	40001_sip	Agent	Busy	ConferenceCall	UnspecifiedTest	CallLabelledEnd	UnspecifiedTest	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													none	none : none	none	none	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	0002	NONE	40001_sip	Agent	Busy	ConferenceCall	UnspecifiedTest	CallLabelledEnd	UnspecifiedTest	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													default	default : DEFAULT_SERVICE_SUBTYPE	default	DEFAULT_BUSINESS_RESULT	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	0003	NONE	40001_sip	Agent	Ready	CompletedTest	UnspecifiedTest	DeferReference	UnspecifiedTest	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													DEFAULT_SERVICE_TYPE	DEFAULT_SERVICE_TYPE : DEFAULT_SERVICE_SUBTYPE	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_BUSINESS_RESULT	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	0003	NONE	40001_sip	Agent	Ready	CompletedTest	UnspecifiedTest	DeferReference	UnspecifiedTest	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
								24873	Internal	DEFAULT_CUSTOMER_ID	07/5/2024 2:08:29 PM	07/5/2024 2:07:55 PM	Inbound	Inbound : via Queue	typical	unknown	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	0003	NONE	40001_sip	Agent	Ready	CompletedTest	UnspecifiedTest	DeferReference	UnspecifiedTest	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													Inbound	Inbound : via IQ	non-typical	none	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	0003	NONE	40001_sip	Agent	Ready	CompletedTest	UnspecifiedTest	DeferReference	UnspecifiedTest	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													none	none : none	none	none	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	0003	NONE	40001_sip	Agent	Ready	CompletedTest	UnspecifiedTest	DeferReference	UnspecifiedTest	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													default	default : DEFAULT_SERVICE_SUBTYPE	default	DEFAULT_BUSINESS_RESULT	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	0002	NONE	40001_sip	Agent	Busy	ConferenceCall	UnspecifiedTest	CallLabelledEnd	UnspecifiedTest	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													DEFAULT_SERVICE_TYPE	DEFAULT_SERVICE_TYPE : DEFAULT_SERVICE_SUBTYPE	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_BUSINESS_RESULT	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	0002	NONE	40001_sip	Agent	Busy	ConferenceCall	UnspecifiedTest	CallLabelledEnd	UnspecifiedTest	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
								24885	Internal	DEFAULT_CUSTOMER_ID	07/5/2024 2:14:40 PM	07/5/2024 2:12:24 PM	Inbound	Inbound : via Queue

Interaction Handling Attempt Report

Tenant	Media Type	Interaction ID	Start Timestamp	End Timestamp	From	To	GUID	Interaction Handling Attempt ID	Interaction Type	Customer ID	Handling Attempt Start	Handling Attempt End	Service Type	Service Subtype	Customer Segment	Business Result	Routing Target	Routing Target Type	Routing Target DeTerminé	Last IVR	Last Queue	Last VQueue	Handling Resource	Resource State	Technical Result	Technical Result Reason	Technical Result Resource Role	Technical Result Role Reason	Disp Action	Response Time (Sec)	Queue Time (Sec)	Routing Point Time (Sec)	Total Duration (Sec)	Customer Engage Time (Sec)	Customer Held Time (Sec)	Customer Handle Time (Sec)	Customer Start Time (Sec)	Customer End Time (Sec)	Customer Wrap Time (Sec)	Conference Initiated Time (Sec)	Conference Received Time (Sec)
													default	default : DEFAULT_SERVICE_SUBTYPE	default	DEFAULT_BUSINESS_RESULT	UNDEFINEDTARG			NONE	DEES	NONE	203	Other	Unknown	Abandoned	Unspecified		RemoteConsult	Unspecified		00:00:00	00:00:00	00:00:00	00:01:51	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
								32643	Inbound	DEFAULT_CUSTOMER_ID	4/14/2024 0:32:03 AM	4/14/2024 0:32:21 AM	DEFAULT_CUSTOMER_TYPE	DEFAULT_CUSTOMER_TYPE : DEFAULT_SERVICE_SUBTYPE	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_BUSINESS_RESULT	UNDEFINEDTARG	UNSPECIFIEDTARG		NONE	DEES	NONE	203	Other	Unknown	Abandoned	Unspecified		RemoteConsult	Unspecified		00:00:00	00:00:50	00:00:00	00:01:51	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
									Inbound	Inbound : via Queue			Inbound	Inbound : via Queue	typical	unknown	UNDEFINEDTARG	UNSPECIFIEDTARG		NONE	DEES	NONE	203	Other	Unknown	Abandoned	Unspecified		RemoteConsult	Unspecified		00:00:00	00:00:50	00:00:00	00:01:51	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
										Inbound : via Sip				Inbound : via Sip	non typical	none	UNDEFINEDTARG	UNSPECIFIEDTARG		NONE	DEES	NONE	203	Other	Unknown	Abandoned	Unspecified		RemoteConsult	Unspecified		00:00:00	00:00:50	00:00:00	00:01:51	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
									none	none : none			none	none : none	none	none	UNDEFINEDTARG	UNSPECIFIEDTARG		NONE	DEES	NONE	203	Other	Unknown	Abandoned	Unspecified		RemoteConsult	Unspecified		00:00:00	00:00:50	00:00:00	00:01:51	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													default	default : DEFAULT_SERVICE_SUBTYPE	default	DEFAULT_BUSINESS_RESULT	UNDEFINEDTARG	UNSPECIFIEDTARG		NONE	NONE	NONE	Agent1	Agent	Busy	Abandoned	Unspecified		DestLateRemoteCo	Unspecified		00:00:00	00:00:50	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
									Inbound	DEFAULT_CUSTOMER_TYPE			DEFAULT_CUSTOMER_TYPE	DEFAULT_CUSTOMER_TYPE : DEFAULT_SERVICE_SUBTYPE	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_BUSINESS_RESULT	UNDEFINEDTARG	UNSPECIFIEDTARG		NONE	NONE	NONE	Agent1	Agent	Busy	Abandoned	Unspecified		DestLateRemoteCo	Unspecified		00:00:00	00:00:50	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
									Inbound	Inbound : via Queue			Inbound	Inbound : via Queue	typical	unknown	UNDEFINEDTARG	UNSPECIFIEDTARG		NONE	NONE	NONE	Agent1	Agent	Busy	Abandoned	Unspecified		DestLateRemoteCo	Unspecified		00:00:00	00:00:50	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
										Inbound : via Sip				Inbound : via Sip	non typical	none	UNDEFINEDTARG	UNSPECIFIEDTARG		NONE	NONE	NONE	Agent1	Agent	Busy	Abandoned	Unspecified		DestLateRemoteCo	Unspecified		00:00:00	00:00:50	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
									none	none : none			none	none : none	none	none	UNDEFINEDTARG	UNSPECIFIEDTARG		NONE	NONE	NONE	Agent1	Agent	Busy	Abandoned	Unspecified		DestLateRemoteCo	Unspecified		00:00:00	00:00:50	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
									default	default : DEFAULT_SERVICE_SUBTYPE			default	default : DEFAULT_SERVICE_SUBTYPE	default	DEFAULT_BUSINESS_RESULT	UNDEFINEDTARG	UNSPECIFIEDTARG		NONE	NONE	NONE	Agent1	Agent	Ready	Completed	Unspecified		AnswerTo	Unspecified		00:00:57	00:00:55	00:00:00	00:01:52	00:00:55	00:01:51	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
									DEFAULT_CUSTOMER_TYPE	DEFAULT_CUSTOMER_TYPE : DEFAULT_SERVICE_SUBTYPE			DEFAULT_CUSTOMER_TYPE	DEFAULT_CUSTOMER_TYPE : DEFAULT_SERVICE_SUBTYPE	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_BUSINESS_RESULT	UNDEFINEDTARG	UNSPECIFIEDTARG		NONE	NONE	NONE	Agent1	Agent	Ready	Completed	Unspecified		AnswerTo	Unspecified		00:00:57	00:00:55	00:00:00	00:01:52	00:00:55	00:01:51	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
									Inbound	Inbound : via Queue			Inbound	Inbound : via Queue	typical	unknown	UNDEFINEDTARG	UNSPECIFIEDTARG		NONE	NONE	NONE	Agent1	Agent	Ready	Completed	Unspecified		AnswerTo	Unspecified		00:00:57	00:00:55	00:00:00	00:01:52	00:00:55	00:01:51	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
										Inbound : via Sip				Inbound : via Sip	non typical	none	UNDEFINEDTARG	UNSPECIFIEDTARG		NONE	NONE	NONE	Agent1	Agent	Ready	Completed	Unspecified		AnswerTo	Unspecified		00:00:57	00:00:55	00:00:00	00:01:52	00:00:55	00:01:51	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
									none	none : none			none	none : none	none	none	UNDEFINEDTARG	UNSPECIFIEDTARG		NONE	NONE	NONE	Agent1	Agent	Ready	Completed	Unspecified		AnswerTo	Unspecified		00:00:57	00:00:55	00:00:00	00:01:52	00:00:55	00:01:51	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
									default	default : DEFAULT_SERVICE_SUBTYPE			default	default : DEFAULT_SERVICE_SUBTYPE	default	DEFAULT_BUSINESS_RESULT	UNDEFINEDTARG	UNSPECIFIEDTARG		NONE	NONE	NONE	202	Other	Unknown	Completed	Unspecified		RemoteConsult	Unspecified		00:00:00	00:00:00	00:00:00	00:01:56	00:00:00	00:01:56	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
									DEFAULT_CUSTOMER_TYPE	DEFAULT_CUSTOMER_TYPE : DEFAULT_SERVICE_SUBTYPE			DEFAULT_CUSTOMER_TYPE	DEFAULT_CUSTOMER_TYPE : DEFAULT_SERVICE_SUBTYPE	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_BUSINESS_RESULT	UNDEFINEDTARG	UNSPECIFIEDTARG		NONE	NONE	NONE	202	Other	Unknown	Completed	Unspecified		RemoteConsult	Unspecified		00:00:00	00:00:00	00:00:00	00:01:56	00:00:00	00:01:56	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
									Inbound	Inbound : via Queue			Inbound	Inbound : via Queue	typical	unknown	UNDEFINEDTARG	UNSPECIFIEDTARG		NONE	NONE	NONE	202	Other	Unknown	Completed	Unspecified		RemoteConsult	Unspecified		00:00:00	00:00:00	00:00:00	00:01:56	00:00:00	00:01:56	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
										Inbound : via Sip				Inbound : via Sip	non typical	none	UNDEFINEDTARG	UNSPECIFIEDTARG		NONE	NONE	NONE	202	Other	Unknown	Completed	Unspecified		RemoteConsult	Unspecified		00:00:00	00:00:00	00:00:00	00:01:56	00:00:00	00:01:56	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
									none	none : none			none	none : none	none	none	UNDEFINEDTARG	UNSPECIFIEDTARG		NONE	NONE	NONE	202	Other	Unknown	Completed	Unspecified		RemoteConsult	Unspecified		00:00:00	00:00:00	00:00:00	00:01:56	00:00:00	00:01:56	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
									default	default : DEFAULT_SERVICE_SUBTYPE			default	default : DEFAULT_SERVICE_SUBTYPE	default	DEFAULT_BUSINESS_RESULT	UNDEFINEDTARG	UNSPECIFIEDTARG		NONE	NONE	NONE	201	Other	Unknown	Completed	Unspecified		RemoteConsult	Unspecified		00:00:00	00:00:00	00:00:00	00:01:56	00:00:00	00:01:56	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
									DEFAULT_CUSTOMER_TYPE	DEFAULT_CUSTOMER_TYPE : DEFAULT_SERVICE_SUBTYPE			DEFAULT_CUSTOMER_TYPE	DEFAULT_CUSTOMER_TYPE : DEFAULT_SERVICE_SUBTYPE	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_BUSINESS_RESULT	UNDEFINEDTARG	UNSPECIFIEDTARG		NONE	NONE	NONE	201	Other	Unknown	Completed	Unspecified		RemoteConsult	Unspecified		00:00:00	00:00:00	00:00:00	00:01:56	00:00:00	00:01:56	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
									Inbound	Inbound : via Queue			Inbound	Inbound : via Queue	typical	unknown	UNDEFINEDTARG	UNSPECIFIEDTARG		NONE	NONE	NONE	201	Other	Unknown	Completed	Unspecified		RemoteConsult	Unspecified		00:00:00	00:00:00	00:00:00	00:01:56	00:00:00	00:01:56	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
										Inbound : via Sip				Inbound : via Sip	non typical	none	UNDEFINEDTARG	UNSPECIFIEDTARG		NONE	NONE	NONE	201	Other	Unknown	Completed	Unspecified		RemoteConsult	Unspecified		00:00:00	00:00:00	00:00:00	00:01:56	00:00:00	00:01:56	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
									none	none : none			none	none : none	none	none	UNDEFINEDTARG	UNSPECIFIEDTARG		NONE	NONE	NONE	201	Other	Unknown	Completed	Unspecified		RemoteConsult	Unspecified		00:00:00	00:00:00	00:00:00	00:01:56	00:00:00	00:01:56	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
									default	default : DEFAULT_SERVICE_SUBTYPE			default	default : DEFAULT_SERVICE_SUBTYPE	default	DEFAULT_BUSINESS_RESULT	UNDEFINEDTARG	UNSPECIFIEDTARG		NONE	NONE	NONE	201	Other	Unknown	Completed	Unspecified		Reviewed	Unspecified		00:00:00	00:00:00	00:00:00	00:00:27	00:00:15	00:00:12	00:00:27	00:00:35	00:00:00	00:00:00	00:00:00	00:00:00
									DEFAULT_CUSTOMER_TYPE	DEFAULT_CUSTOMER_TYPE : DEFAULT_SERVICE_SUBTYPE			DEFAULT_CUSTOMER_TYPE	DEFAULT_CUSTOMER_TYPE : DEFAULT_SERVICE_SUBTYPE	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_BUSINESS_RESULT	UNDEFINEDTARG	UNSPECIFIEDTARG		NONE	NONE	NONE	201	Other	Unknown	Completed	Unspecified		Reviewed	Unspecified		00:00:00	00:00:00	00:00:00	00:00:27	00:00:15	00:00:12	00:00:27	00:00:35	00:00:00	00:00:00	00:00:00	00:00:00
									Inbound	Inbound : via Queue			Inbound	Inbound : via Queue	typical	unknown	UNDEFINEDTARG	UNSPECIFIEDTARG		NONE	NONE	NONE	201	Other	Unknown	Completed	Unspecified		Reviewed	Unspecified		00:00:00	00:00:00	00:00:00	00:00:27	00:00:15	00:00:12	00:00:27	00:00:35	00:00:00	00:00:00	00:00:00	00:00:00
										Inbound : via Sip				Inbound : via Sip	non typical	none	UNDEFINEDTARG	UNSPECIFIEDTARG		NONE	NONE	NONE	201	Other	Unknown	Completed	Unspecified		Reviewed	Unspecified		00:00:00	00:00:00	00:00:00	00:00:27	00:00:15	00:00:12	00:00:27	00:00:35	00:00:00	00:00:00	00:00:00	00:00:00
									none	none : none			none	none : none	none	none	UNDEFINEDTARG	UNSPECIFIEDTARG		NONE	NONE	NONE	201	Other	Unknown	Completed	Unspecified		Reviewed	Unspecified		00:00:00	00:00:00	00:00:00	00:00:27	00:00:15	00:00:12	00:00:27	00:00:35	00:00:00	00:00:00	00:00:00	00:00:00
									default	default : DEFAULT_SERVICE_SUBTYPE			default	default : DEFAULT_SERVICE_SUBTYPE	default	DEFAULT_BUSINESS_RESULT	UNDEFINEDTARG	UNSPECIFIEDTARG		NONE	NONE	NONE	Agent1	Agent	Busy	Completed	Unspecified	x	AnswerTo	Unspecified	x	00:00:13	00:00:00	00:00:00	00:00:54	00:00:15	00:00:39	00:00:54	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
									DEFAULT_CUSTOMER_TYPE	DEFAULT_CUSTOMER_TYPE : DEFAULT_SERVICE_SUBTYPE			DEFAULT_CUSTOMER_TYPE	DEFAULT_CUSTOMER_TYPE : DEFAULT_SERVICE_SUBTYPE	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_BUSINESS_RESULT	UNDEFINEDTARG	UNSPECIFIEDTARG		NONE	NONE	NONE	Agent1	Agent	Busy	Completed	Unspecified	x	AnswerTo	Unspecified	x	00:00:13	00:00:00	00:00:00	00:00:54	00:00:15	00:00:39	00:00:54	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
									Inbound	Inbound : via Queue			Inbound	Inbound : via Queue	typical	unknown	UNDEFINEDTARG	UNSPECIFIEDTARG		NONE	NONE	NONE	Agent1	Agent	Busy	Completed	Unspecified	x	AnswerTo	Unspecified	x	00:00:13	00:00:00	00:00:00	00:00:54	00:00:15	00:00:39	00:00:54	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
										Inbound : via Sip				Inbound : via Sip	non typical	none	UNDEFINEDTARG	UNSPECIFIEDTARG		NONE	NONE	NONE	Agent1	Agent	Busy	Completed	Unspecified	x	AnswerTo	Unspecified	x	00:00:13	00:00:00	00:00:00	00:00:54	00:00:15	00:00:39	00:00:54	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
									none	none : none			none	none : none	none	none	UNDEFINEDTARG	UNSPECIFIEDTARG		NONE	NONE	NONE	Agent1	Agent	Busy	Completed	Unspecified	x	AnswerTo	Unspecified	x	00:00:13	00:00:00	00:00:00	00:00:54	00:00:15	00:00:39	00:00:54	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
									default	default : DEFAULT_SERVICE_SUBTYPE			default	default : DEFAULT_SERVICE_SUBTYPE	default	DEFAULT_BUSINESS_RESULT	UNDEFINEDTARG	UNSPECIFIEDTARG		NONE	NONE	NONE	Agent1	Agent	Busy	Completed	Unspecified	0	AnswerTo	Unspecified	0	00:00:13	00:00:57	00:00:00	00:00:00	00:00:03	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
									DEFAULT_CUSTOMER_TYPE	DEFAULT_CUSTOMER_TYPE : DEFAULT_SERVICE_SUBTYPE			DEFAULT_CUSTOMER_TYPE	DEFAULT_CUSTOMER_TYPE : DEFAULT_SERVICE_SUBTYPE	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_BUSINESS_RESULT	UNDEFINEDTARG	UNSPECIFIEDTARG		NONE	NONE	NONE	Agent1	Agent	Busy	Completed	Unspecified	0	AnswerTo	Unspecified	0	00:00:13	00:00:57	00:00:00	00:00:00	00:00:03	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
									Inbound	Inbound : via Queue			Inbound	Inbound : via Queue	typical	unknown	UNDEFINEDTARG	UNSPECIFIEDTARG		NONE	NONE	NONE	Agent1	Agent	Busy	Completed	Unspecified	0	AnswerTo	Unspecified	0	00:00:13	00:00:57	00:00:00	00:00:00	00:00:03	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
										Inbound : via Sip				Inbound : via Sip	non typical	none	UNDEFINEDTARG	UNSPECIFIEDTARG		NONE	NONE	NONE	Agent1	Agent	Busy	Completed	Unspecified	0	AnswerTo	Unspecified	0	00:00:13	00:00:57	00:00:00	00:00:00	00:00:03	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
									none	none : none			none	none : none	none	none	UNDEFINEDTARG	UNSPECIFIEDTARG		NONE	NONE	NONE	Agent1	Agent	Busy	Completed	Unspecified	0	AnswerTo	Unspecified	0	00:00:13	00:00:57	00:00:00	00:00:00	00:00:03	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
									default	default : DEFAULT_SERVICE_SUBTYPE			default	default : DEFAULT_SERVICE_SUBTYPE	default	DEFAULT_BUSINESS_RESULT	UNDEFINEDTARG	UNSPECIFIEDTARG		NONE	NONE	NONE	Agent1	Agent	Busy	Completed	Unspecified		DestLateRemoteCo	Unspecified		00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
									DEFAULT_CUSTOMER_TYPE	DEFAULT_CUSTOMER_TYPE : DEFAULT_SERVICE_SUBTYPE			DEFAULT_CUSTOMER_TYPE	DEFAULT_CUSTOMER_TYPE : DEFAULT_SERVICE_SUBTYPE	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_BUSINESS_RESULT	UNDEFINEDTARG	UNSPECIFIEDTARG		NONE	NONE	NONE	Agent1	Agent	Busy	Completed	Unspecified		DestLateRemoteCo	Unspecified		00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
									Inbound	Inbound : via Queue			Inbound	Inbound : via Queue	typical	unknown	UNDEFINEDTARG	UNSPECIFIEDTARG		NONE	NONE	NONE	Agent1	Agent	Busy	Completed	Unspecified		DestLateRemoteCo	Unspecified		00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
										Inbound : via Sip				Inbound : via Sip	non typical	none	UNDEFINEDTARG	UNSPECIFIEDTARG		NONE	NONE	NONE	Agent1	Agent	Busy	Completed	Unspecified		DestLateRemoteCo	Unspecified		00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
									none	none : none			none	none : none	none	none	UNDEFINEDTARG	UNSPECIFIEDTARG		NONE	NONE	NONE	Agent1	Agent	Busy	Completed	Unspecified		DestLateRemoteCo	Unspecified		00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
									default	default : DEFAULT_SERVICE_SUBTYPE			default	default : DEFAULT_SERVICE_SUBTYPE	default	DEFAULT_BUSINESS_RESULT	UNDEFINEDTARG	UNSPECIFIEDTARG		NONE	NONE	NONE	Agent1	Agent	Busy	Completed	Unspecified		Reviewed	Unspecified		00:00:00	00:00:00	00:00:00	00:00:51	00:00:00	00:00:51	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
									DEFAULT_CUSTOMER_TYPE	DEFAULT_CUSTOMER_TYPE : DEFAULT_SERVICE_SUBTYPE			DEFAULT_CUSTOMER_TYPE	DEFAULT_CUSTOMER_TYPE : DEFAULT_SERVICE_SUBTYPE	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_BUSINESS_RESULT	UNDEFINEDTARG	UNSPECIFIEDTARG		NONE	NONE	NONE	Agent1	Agent	Busy	Completed	Unspecified		Reviewed	Unspecified		00:00:00	00:00:00	00:00:00	00:00:51	00:00:00	00:00:51	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
									Inbound	Inbound : via Queue			Inbound	Inbound : via Queue	typical	unknown	UNDEFINEDTARG	UNSPECIFIEDTARG		NONE	NONE	NONE	Agent1	Agent	Busy	Completed	Unspecified		Reviewed	Unspecified		00:00:00	00:00:00	00:00:00	00:00:51	00:00:00	00:00:51	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
										Inbound : via Sip				Inbound : via Sip	non typical	none	UNDEFINEDTARG	UNSPECIFIEDTARG		NONE	NONE	NONE	Agent1	Agent	Busy	Completed	Unspecified		Reviewed	Unspecified		00:00:00	00:00:00	00:00:00	00:00:51	00:00:00	00:00:51	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
									none	none : none			none	none : none	none	none	UNDEFINEDTARG	UNSPECIFIEDTARG		NONE	NONE	NONE	Agent1	Agent	Busy	Completed	Unspecified		Reviewed	Unspecified		00:00:00	00:00:00	00:00:00	00:00:51	00:00:00	00:00:51	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
									default	default : DEFAULT_SERVICE_SUBTYPE			default	default : DEFAULT_SERVICE_SUBTYPE	default	DEFAULT_BUSINESS_RESULT	UNDEFINEDTARG	UNSPECIFIEDTARG		NONE	NONE	NONE	Agent1	Agent	Busy	Completed	Unspecified		DestLateRemoteCo	Unspecified		00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
									DEFAULT_CUSTOMER_TYPE	DEFAULT_CUSTOMER_TYPE : DEFAULT_SERVICE_SUBTYPE			DEFAULT_CUSTOMER_TYPE	DEFAULT_CUSTOMER_TYPE : DEFAULT_SERVICE_SUBTYPE	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_BUSINESS_RESULT	UNDEFINEDTARG	UNSPECIFIEDTARG		NONE	NONE	NONE	Agent1	Agent	Busy	Completed	Unspecified		DestLateRemoteCo	Unspecified		00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
									Inbound	Inbound : via Queue			Inbound	Inbound : via Queue	typical	unknown	UNDEFINEDTARG	UNSPECIFIEDTARG		NONE	NONE	NONE	Agent1	Agent	Busy	Completed	Unspecified		DestLateRemoteCo	Unspecified		00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
										Inbound : via Sip				Inbound : via Sip	non typical	none	UNDEFINEDTARG	UNSPECIFIEDTARG		NONE	NONE	NONE	Agent1	Agent	Busy	Completed	Unspecified		DestLateRemoteCo	Unspecified		00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
									none	none : none			none	none : none	none	none	UNDEFINEDTARG	UNSPECIFIEDTARG		NONE	NONE	NONE	Agent1	Agent	Busy	Completed	Unspecified		DestLateRemoteCo	Unspecified		00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
									default	default : DEFAULT_SERVICE_SUBTYPE			default	default : DEFAULT_SERVICE_SUBTYPE	default	DEFAULT_BUSINESS_RESULT	UNDEFINEDTARG	UNSPECIFIEDTARG		NONE	NONE	NONE	Agent1	Agent	Busy	Completed	Unspecified		Reviewed	Unspecified		00:00:00	00:00:00	00:00:00	00:00:52	00:00:00	00:00:52	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
									DEFAULT_CUSTOMER_TYPE	DEFAULT_CUSTOMER_TYPE : DEFAULT_SERVICE_SUBTYPE			DEFAULT_CUSTOMER_TYPE	DEFAULT_CUSTOMER_TYPE : DEFAULT_SERVICE_SUBTYPE	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_BUSINESS_RESULT	UNDEFINEDTARG	UNSPECIFIEDTARG		NONE	NONE	NONE	Agent1	Agent	Busy	Completed	Unspecified		Reviewed	Unspecified		00:00:00	00:00:00	00:00:00	00:00:52	00:00:00	00:00:52	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
									Inbound	Inbound : via Queue			Inbound	Inbound : via Queue	typical	unknown	UNDEFINEDTARG	UNSPECIFIEDTARG		NONE	NONE	NONE	Agent1	Agent	Busy	Completed	Unspecified		Reviewed	Unspecified		00:00:00	00:00:00	00:00:00	00:00:52	00:00:00	00:00:52	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
										Inbound : via Sip				Inbound : via Sip	non typical	none	UNDEFINEDTARG	UNSPECIFIEDTARG		NONE	NONE	NONE	Agent1	Agent	Busy	Completed	Unspecified		Reviewed	Unspecified		00:00:00	00:00:00	00:00:00	00:00:52	00:00:00	00:00:52	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
									none	none : none			none	none : none	none	none	UNDEFINEDTARG	UNSPECIFIEDTARG		NONE	NONE	NONE	Agent1	Agent	Busy	Completed	Unspecified		Reviewed	Unspecified		00:00:00	00:00:00	00:00:00	00:00:52	00:00:00	00:00:52	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
									default	default : DEFAULT_SERVICE_SUBTYPE			default	default : DEFAULT_SERVICE_SUBTYPE	default	DEFAULT_BUSINESS_RESULT	UNDEFINEDTARG	UNSPECIFIEDTARG		NONE	NONE	NONE	Agent1	Agent	Busy	Completed	Unspecified		DestLateRemoteCo	Unspecified		00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
									DEFAULT_CUSTOMER_TYPE	DEFAULT_CUSTOMER_TYPE : DEFAULT_SERVICE_SUBTYPE			DEFAULT_CUSTOMER_TYPE	DEFAULT_CUSTOMER_TYPE : DEFAULT_SERVICE_SUBTYPE	DEFAULT_CUSTOMER_SEGMENT	DEFAULT_BUSINESS_RESULT	UNDEFINEDTARG	UNSPECIFIEDTARG		NONE	NONE	NONE	Agent1	Agent	Busy	Completed	Unspecified		DestLateRemoteCo	Unspecified		00:00:00	00:00:00	00:

Interaction Handling Attempt Report

Tenant	Media Type	Interaction ID	Start Timestamp	End Timestamp	From	To	GUID	Interaction Handling Attempt ID	Interaction Type	Customer ID	Handling Attempt Start	Handling Attempt End	Service Type	Service Subtype	Customer Segment	Business Result	Routing Target	Routing Target Type	Routing Target DeTerminé	Last IVR	Last Queue	Last VQueue	Handling Resources	Resource State	Technical Result	Technical Result Reason	Technical Result Resource Role	Technical Result Role Reason	Disp Action	Response Time (Sec)	Queue Time (Sec)	Routing Point Time (Sec)	Total Duration (Sec)	Customer Engage Time (Sec)	Customer Held Time (Sec)	Customer Handle Time (Sec)	Customer Start Time (Sec)	Customer Exit Time (Sec)	Customer Wrap Time (Sec)	Conference Initiated Time (Sec)	Conference Received Time (Sec)
													default	default : DEFAULT_SERVICE_SUBTYPE	default	DEFAULT_BUSINESS_RESULT	UNDEFINEDTARG	UNDEFINEDTARG	UNDEFINEDTARG	NONE	NONE	NONE	NONE	Other	Unknown	CompCanceled	UnspecifiedCause		Dnis_Latest	UnspecifiedCause	00:00:00	00:00:00	00:00:00	00:01:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													default_SERVICE_TYPE	default_SERVICE_TYPE : DEFAULT_SERVICE_SUBTYPE	default_CUSTOMER_SEGMENT	DEFAULT_BUSINESS_RESULT	UNDEFINEDTARG	UNDEFINEDTARG	UNDEFINEDTARG	NONE	NONE	NONE	NONE	Other	Unknown	CompCanceled	UnspecifiedCause		Dnis_Latest	UnspecifiedCause	00:00:00	00:00:00	00:00:00	00:01:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
								44864	Internal	DEFAULT_CUSTOMER_ID	11/3/2024 12:20:01 PM	11/3/2024 12:20:01 PM	Inbound	Inbound : via Queue	typical	unknown	UNDEFINEDTARG	UNDEFINEDTARG	UNDEFINEDTARG	NONE	NONE	NONE	NONE	Other	Unknown	CompCanceled	UnspecifiedCause		Dnis_Latest	UnspecifiedCause	00:00:00	00:00:00	00:00:00	00:01:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													Inbound	Inbound : via Queue	non-typical	none	UNDEFINEDTARG	UNDEFINEDTARG	UNDEFINEDTARG	NONE	NONE	NONE	NONE	Other	Unknown	CompCanceled	UnspecifiedCause		Dnis_Latest	UnspecifiedCause	00:00:00	00:00:00	00:00:00	00:01:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													Inbound	Inbound : via IQ	non-typical	none	UNDEFINEDTARG	UNDEFINEDTARG	UNDEFINEDTARG	NONE	NONE	NONE	NONE	Other	Unknown	CompCanceled	UnspecifiedCause		Dnis_Latest	UnspecifiedCause	00:00:00	00:00:00	00:00:00	00:02:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:12	00:00:00	00:00:00	00:00:00
													none	none : none	none	none	UNDEFINEDTARG	UNDEFINEDTARG	UNDEFINEDTARG	NONE	NONE	NONE	NONE	Other	Unknown	CompCanceled	UnspecifiedCause		Dnis_Latest	UnspecifiedCause	00:00:00	00:00:00	00:00:00	00:02:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													default	default : DEFAULT_SERVICE_SUBTYPE	default	DEFAULT_BUSINESS_RESULT	UNDEFINEDTARG	Unspecified_Queue	UNDEFINEDTARG	NONE	NONE	NONE	NONE	Agent	Busy	ConferenceInitiated	UnspecifiedCause		Dnis_LatestExecutiveIb	UnspecifiedCause	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													default_SERVICE_TYPE	default_SERVICE_TYPE : DEFAULT_SERVICE_SUBTYPE	default_CUSTOMER_SEGMENT	DEFAULT_BUSINESS_RESULT	UNDEFINEDTARG	Unspecified_Queue	UNDEFINEDTARG	NONE	NONE	NONE	NONE	Agent	Busy	ConferenceInitiated	UnspecifiedCause		Dnis_LatestExecutiveIb	UnspecifiedCause	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
								44860	Internal	DEFAULT_CUSTOMER_ID	11/3/2024 12:18:51 PM	11/3/2024 12:18:51 PM	Inbound	Inbound : via Queue	typical	unknown	UNDEFINEDTARG	Unspecified_Queue	UNDEFINEDTARG	NONE	NONE	NONE	NONE	Agent	Busy	ConferenceInitiated	UnspecifiedCause		Dnis_LatestExecutiveIb	UnspecifiedCause	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													Inbound	Inbound : via IQ	non-typical	none	UNDEFINEDTARG	Unspecified_Queue	UNDEFINEDTARG	NONE	NONE	NONE	NONE	Agent	Busy	ConferenceInitiated	UnspecifiedCause		Dnis_LatestExecutiveIb	UnspecifiedCause	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													none	none : none	none	none	UNDEFINEDTARG	Unspecified_Queue	UNDEFINEDTARG	NONE	NONE	NONE	NONE	Agent	Busy	ConferenceInitiated	UnspecifiedCause		Dnis_LatestExecutiveIb	UnspecifiedCause	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													default	default : DEFAULT_SERVICE_SUBTYPE	default	DEFAULT_BUSINESS_RESULT	UNDEFINEDTARG	Unspecified_Queue	UNDEFINEDTARG	NONE	NONE	NONE	NONE	Agent	Busy	ConferenceInitiated	UnspecifiedCause		Dnis_LatestExecutiveIb	UnspecifiedCause	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													default_SERVICE_TYPE	default_SERVICE_TYPE : DEFAULT_SERVICE_SUBTYPE	default_CUSTOMER_SEGMENT	DEFAULT_BUSINESS_RESULT	UNDEFINEDTARG	Unspecified_Queue	UNDEFINEDTARG	NONE	NONE	NONE	NONE	Agent	Busy	ConferenceInitiated	UnspecifiedCause		Dnis_LatestExecutiveIb	UnspecifiedCause	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00

Interaction Handling Attempt Report

Tenant	Media Type	Interaction ID	Start Timestamp	End Timestamp	From	To	GUID	Interaction Handling Attempt ID	Interaction Type	Customer ID	Handling Attempt Start	Handling Attempt End	Service Type	Service Subtype	Customer Segment	Business Result	Routing Target	Routing Target Type	Routing Target DeTented	Last IVR	Last Queue	Last VQueue	Handling Resource	Resource State	Technical Result	Technical Result Reason	Technical Result Resource Role	Technical Result Role Reason	Disp Action	Response Time (Sec)	Queue Time (Sec)	Routing Point Time (Sec)	Total Duration (Sec)	Customer Engage Time (Sec)	Customer Held Time (Sec)	Customer Handle Time (Sec)	Customer Start Time (Sec)	Customer Exit Time (Sec)	Customer Wrap Time (Sec)	Conference Initiated Time (Sec)	Conference Received Time (Sec)
													default	default	default	default	unknown	Unspecified		NONE	NONE	NONE	unknown_sip	Agent	Ready	CompCanceled	Unspecified	Unspecified													
													default_SERVICE_TYPE	default_SERVICE_TYPE	default_SERVICE_TYPE	default_SERVICE_TYPE	unknown	Unspecified		NONE	NONE	NONE	unknown_sip	Agent	Ready	CompCanceled	Unspecified	Unspecified		00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													default_SERVICE_TYPE	default_SERVICE_TYPE	default_SERVICE_TYPE	default_SERVICE_TYPE	unknown	Unspecified		NONE	NONE	NONE	unknown_sip	Agent	Ready	CompCanceled	Unspecified	Unspecified		00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													Inbound	Inbound - via Queue	non-typical	none	unknown	Unspecified		NONE	NONE	NONE	unknown_sip	Agent	Ready	CompCanceled	Unspecified	Unspecified		00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													Inbound	Inbound - via IQ	non-typical	none	unknown	Unspecified		NONE	NONE	NONE	unknown_sip	Agent	Ready	CompCanceled	Unspecified	Unspecified		00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													none	none - none	none	none	unknown	Unspecified		NONE	NONE	NONE	unknown_sip	Agent	Ready	CompCanceled	Unspecified	Unspecified		00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													default	default	default	default	DEFAULT_QUEUE_DEFAULT	Unspecified		NONE	NONE	NONE	unknown_sip	Agent	Busy	ConferenceInitiated	Unspecified	Consultation		00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													default_SERVICE_TYPE	default_SERVICE_TYPE	default_SERVICE_TYPE	default_SERVICE_TYPE	DEFAULT_QUEUE_DEFAULT	Unspecified		NONE	NONE	NONE	unknown_sip	Agent	Busy	ConferenceInitiated	Unspecified	Consultation		00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													Inbound	Inbound - via Queue	typical	unknown	DEFAULT_QUEUE_DEFAULT	Unspecified		NONE	NONE	NONE	unknown_sip	Agent	Busy	ConferenceInitiated	Unspecified	Consultation		00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													Inbound	Inbound - via IQ	non-typical	none	DEFAULT_QUEUE_DEFAULT	Unspecified		NONE	NONE	NONE	unknown_sip	Agent	Busy	ConferenceInitiated	Unspecified	Consultation		00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													none	none - none	none	none	DEFAULT_QUEUE_DEFAULT	Unspecified		NONE	NONE	NONE	unknown_sip	Agent	Busy	ConferenceInitiated	Unspecified	Consultation		00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													default	default	default	default	DEFAULT_QUEUE_DEFAULT	Unspecified		NONE	NONE	NONE	GENL	Other	Unknown	CompCanceled	Unspecified	Consultation		00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													default_SERVICE_TYPE	default_SERVICE_TYPE	default_SERVICE_TYPE	default_SERVICE_TYPE	DEFAULT_QUEUE_DEFAULT	Unspecified		NONE	NONE	NONE	GENL	Other	Unknown	CompCanceled	Unspecified	Consultation		00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													Inbound	Inbound - via Queue	typical	unknown	DEFAULT_QUEUE_DEFAULT	Unspecified		NONE	NONE	NONE	GENL	Other	Unknown	CompCanceled	Unspecified	Consultation		00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													Inbound	Inbound - via IQ	non-typical	none	DEFAULT_QUEUE_DEFAULT	Unspecified		NONE	NONE	NONE	GENL	Other	Unknown	CompCanceled	Unspecified	Consultation		00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													none	none - none	none	none	DEFAULT_QUEUE_DEFAULT	Unspecified		NONE	NONE	NONE	GENL	Other	Unknown	CompCanceled	Unspecified	Consultation		00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													default	default	default	default	DEFAULT_QUEUE_DEFAULT	Unspecified		NONE	NONE	NONE	unknown_sip	Agent	Ready	TransferFailed	Unspecified	Consultation		00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													default_SERVICE_TYPE	default_SERVICE_TYPE	default_SERVICE_TYPE	default_SERVICE_TYPE	DEFAULT_QUEUE_DEFAULT	Unspecified		NONE	NONE	NONE	unknown_sip	Agent	Busy	TransferFailed	Unspecified	Consultation		00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													Inbound	Inbound - via Queue	typical	unknown	DEFAULT_QUEUE_DEFAULT	Unspecified		NONE	NONE	NONE	unknown_sip	Agent	Busy	TransferFailed	Unspecified	Consultation		00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													Inbound	Inbound - via IQ	non-typical	none	DEFAULT_QUEUE_DEFAULT	Unspecified		NONE	NONE	NONE	unknown_sip	Agent	Busy	TransferFailed	Unspecified	Consultation		00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													none	none - none	none	none	DEFAULT_QUEUE_DEFAULT	Unspecified		NONE	NONE	NONE	unknown_sip	Agent	Busy	TransferFailed	Unspecified	Consultation		00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
			01/8/2024 11:47:52 AM	01/8/2024 11:48:18 AM	0001	0002	F2F0F0F0F1A9F0F0F0F0F0F0F0F0F0A4						default	default	default	default	DEFAULT_QUEUE_DEFAULT	Unspecified		NONE	NONE	NONE	unknown_sip	Agent	Busy	TransferFailed	Unspecified	Consultation		00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													default_SERVICE_TYPE	default_SERVICE_TYPE	default_SERVICE_TYPE	default_SERVICE_TYPE	DEFAULT_QUEUE_DEFAULT	Unspecified		NONE	NONE	NONE	unknown_sip	Agent	Busy	TransferFailed	Unspecified	Consultation		00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													Inbound	Inbound - via Queue	typical	unknown	DEFAULT_QUEUE_DEFAULT	Unspecified		NONE	NONE	NONE	unknown_sip	Agent	Busy	TransferFailed	Unspecified	Consultation		00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													Inbound	Inbound - via IQ	non-typical	none	DEFAULT_QUEUE_DEFAULT	Unspecified		NONE	NONE	NONE	unknown_sip	Agent	Busy	TransferFailed	Unspecified	Consultation		00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													none	none - none	none	none	DEFAULT_QUEUE_DEFAULT	Unspecified		NONE	NONE	NONE	unknown_sip	Agent	Busy	TransferFailed	Unspecified	Consultation		00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													default	default	default	default	DEFAULT_QUEUE_DEFAULT	Unspecified		NONE	NONE	NONE	unknown_sip	Agent	Busy	TransferFailed	Unspecified	Consultation		00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													default_SERVICE_TYPE	default_SERVICE_TYPE	default_SERVICE_TYPE	default_SERVICE_TYPE	DEFAULT_QUEUE_DEFAULT	Unspecified		NONE	NONE	NONE	unknown_sip	Agent	Busy	TransferFailed	Unspecified	Consultation		00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													Inbound	Inbound - via Queue	typical	unknown	DEFAULT_QUEUE_DEFAULT	Unspecified		NONE	NONE	NONE	unknown_sip	Agent	Busy	TransferFailed	Unspecified	Consultation		00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													Inbound	Inbound - via IQ	non-typical	none	DEFAULT_QUEUE_DEFAULT	Unspecified		NONE	NONE	NONE	unknown_sip	Agent	Busy	TransferFailed	Unspecified	Consultation		00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													none	none - none	none	none	DEFAULT_QUEUE_DEFAULT	Unspecified		NONE	NONE	NONE	unknown_sip	Agent	Busy	TransferFailed	Unspecified	Consultation		00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													default	default	default	default	DEFAULT_QUEUE_DEFAULT	Unspecified		NONE	NONE	NONE	GENL	Other	Unknown	CompCanceled	Unspecified	Consultation		00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													default_SERVICE_TYPE	default_SERVICE_TYPE	default_SERVICE_TYPE	default_SERVICE_TYPE	DEFAULT_QUEUE_DEFAULT	Unspecified		NONE	NONE	NONE	GENL	Other	Unknown	CompCanceled	Unspecified	Consultation		00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													Inbound	Inbound - via Queue	typical	unknown	DEFAULT_QUEUE_DEFAULT	Unspecified		NONE	NONE	NONE	GENL	Other	Unknown	CompCanceled	Unspecified	Consultation		00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													Inbound	Inbound - via IQ	non-typical	none	DEFAULT_QUEUE_DEFAULT	Unspecified		NONE	NONE	NONE	GENL	Other	Unknown	CompCanceled	Unspecified	Consultation		00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													none	none - none	none	none	DEFAULT_QUEUE_DEFAULT	Unspecified		NONE	NONE	NONE	GENL	Other	Unknown	CompCanceled	Unspecified	Consultation		00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													default	default	default	default	DEFAULT_QUEUE_DEFAULT	Unspecified		NONE	NONE	NONE	unknown_sip	Agent	Ready	TransferFailed	Unspecified	Consultation		00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													default_SERVICE_TYPE	default_SERVICE_TYPE	default_SERVICE_TYPE	default_SERVICE_TYPE	DEFAULT_QUEUE_DEFAULT	Unspecified		NONE	NONE	NONE	unknown_sip	Agent	Busy	TransferFailed	Unspecified	Consultation		00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													Inbound	Inbound - via Queue	typical	unknown	DEFAULT_QUEUE_DEFAULT	Unspecified		NONE	NONE	NONE	unknown_sip	Agent	Busy	TransferFailed	Unspecified	Consultation		00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													Inbound	Inbound - via IQ	non-typical	none	DEFAULT_QUEUE_DEFAULT	Unspecified		NONE	NONE	NONE	unknown_sip	Agent	Busy	TransferFailed	Unspecified	Consultation		00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													none	none - none	none	none	DEFAULT_QUEUE_DEFAULT	Unspecified		NONE	NONE	NONE	unknown_sip	Agent	Busy	TransferFailed	Unspecified	Consultation		00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													default	default	default	default	DEFAULT_QUEUE_DEFAULT	Unspecified		NONE	NONE	NONE	unknown_sip	Agent	Busy

Interaction Handling Attempt Report

Tenant	Media Type	Interaction ID	Start Timestamp	End Timestamp	From	To	GUID	Interaction Handling Attempt ID	Interaction Type	Customer ID	Handling Attempt Start	Handling Attempt End	Service Type	Service Subtype	Customer Segment	Business Result	Routing Target	Routing Target Type	Routing Target DeTermid	Last IVR	Last Queue	Last VQueue	Handling Resource	Resource State	Technical Result	Technical Result Reason	Technical Result Resource Role	Technical Result Role Reason	Disp Action	Response Time (Tms)	Queue Time (Tms)	Routing Point Time (Tms)	Total Duration (Tms)	Customer Engage Time (Tms)	Customer Hold Time (Tms)	Customer Handle Time (Tms)	Customer Start Time (Tms)	Customer End Time (Tms)	Customer Wrap Time (Tms)	Conference Initiated Time (Tms)	Conference Received Time (Tms)
													defaulT	defaulT : defaulT_SERVICE_SUBTYPE	defaulT																									
													defaulT_SERVICE_TYPE	defaulT_SERVICE_TYPE : defaulT_SERVICE_SUBTYPE	defaulT_CUSTOMER_SEGMENT	defaulT_BUSINESS_RESULT	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	0004	NONE	ANONA_sip	Agent	Ready	Restricted	RestrictedReason	ReceiveTransfer	Unspecified		00:00:00	00:00:24	00:00:00	00:00:24	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													Inbound	Inbound : via Queue	typeiaul	unknown	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	0004	NONE	ANONA_sip	Agent	Ready	Restricted	RestrictedReason	ReceiveTransfer	Unspecified		00:00:00	00:00:24	00:00:00	00:00:24	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													Inbound	Inbound : via Sq	net-typeiaul	none	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	0004	NONE	ANONA_sip	Agent	Ready	Restricted	RestrictedReason	ReceiveTransfer	Unspecified		00:00:00	00:00:24	00:00:00	00:00:24	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													none	none : none	none	none	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	0004	NONE	ANONA_sip	Agent	Ready	Restricted	RestrictedReason	ReceiveTransfer	Unspecified		00:00:00	00:00:42	00:00:00	00:00:42	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													defaulT	defaulT : defaulT_SERVICE_SUBTYPE	defaulT	defaulT_BUSINESS_RESULT	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	0002	NONE	ANONA_sip	Agent	Ready	Conferenced	UnspecifiedT	ConferenceTo		Unspecified		00:00:00	00:00:55	00:00:00	00:00:55	00:00:00	00:00:12	00:00:55	00:00:00	00:00:00	00:00:55	00:00:00
													DefaulT_SERVICE_TYPE	DefaulT_SERVICE_TYPE : DefaulT_SERVICE_SUBTYPE	DefaulT_CUSTOMER_SEGMENT	DefaulT_BUSINESS_RESULT	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	0002	NONE	ANONA_sip	Agent	Ready	Conferenced	UnspecifiedT	ConferenceTo		Unspecified		00:00:00	00:00:55	00:00:00	00:00:55	00:00:00	00:00:12	00:00:55	00:00:00	00:00:00	00:00:55	00:00:00
													Inbound	Inbound : via Queue	typeiaul	unknown	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	0002	NONE	ANONA_sip	Agent	Ready	Conferenced	UnspecifiedT	ConferenceTo		Unspecified		00:00:00	00:00:55	00:00:00	00:00:55	00:00:00	00:00:12	00:00:55	00:00:00	00:00:00	00:00:55	00:00:00
													Inbound	Inbound : via Sq	net-typeiaul	none	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	0002	NONE	ANONA_sip	Agent	Ready	Conferenced	UnspecifiedT	ConferenceTo		Unspecified		00:00:00	00:00:55	00:00:00	00:00:55	00:00:00	00:00:12	00:00:55	00:00:00	00:00:00	00:00:55	00:00:00
													none	none : none	none	none	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	0002	NONE	ANONA_sip	Agent	Ready	Conferenced	UnspecifiedT	ConferenceTo		Unspecified		00:00:12	00:00:55	00:00:00	00:01:07	00:00:00	00:01:21	00:00:00	00:00:00	00:00:00	00:00:52	00:00:00
													defaulT	defaulT : defaulT_SERVICE_SUBTYPE	defaulT	defaulT_BUSINESS_RESULT	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	0005	NONE	ANONA_sip	Agent	Ready	Conferenced	UnspecifiedT	ConferenceTo		Unspecified		00:00:00	00:00:05	00:00:00	00:00:05	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													DefaulT_SERVICE_TYPE	DefaulT_SERVICE_TYPE : DefaulT_SERVICE_SUBTYPE	DefaulT_CUSTOMER_SEGMENT	DefaulT_BUSINESS_RESULT	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	0005	NONE	ANONA_sip	Agent	Ready	Conferenced	UnspecifiedT	ConferenceTo		Unspecified		00:00:00	00:00:05	00:00:00	00:00:05	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													Inbound	Inbound : via Queue	typeiaul	unknown	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	0005	NONE	ANONA_sip	Agent	Ready	Conferenced	UnspecifiedT	ConferenceTo		Unspecified		00:00:00	00:00:05	00:00:00	00:00:05	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													Inbound	Inbound : via Sq	net-typeiaul	none	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	0005	NONE	ANONA_sip	Agent	Ready	Conferenced	UnspecifiedT	ConferenceTo		Unspecified		00:00:00	00:00:05	00:00:00	00:00:05	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													none	none : none	none	none	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	0005	NONE	ANONA_sip	Agent	Ready	Conferenced	UnspecifiedT	ConferenceTo		Unspecified		00:00:00	00:00:05	00:00:00	00:00:05	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													defaulT	defaulT : defaulT_SERVICE_SUBTYPE	defaulT	defaulT_BUSINESS_RESULT	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	NONE	NONE	ANONA_sip	Agent	Busy	Conferenced	UnspecifiedT	InstLateBoundLn		Unspecified		00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													DefaulT_SERVICE_TYPE	DefaulT_SERVICE_TYPE : DefaulT_SERVICE_SUBTYPE	DefaulT_CUSTOMER_SEGMENT	DefaulT_BUSINESS_RESULT	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	NONE	NONE	ANONA_sip	Agent	Busy	Conferenced	UnspecifiedT	InstLateBoundLn		Unspecified		00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													Inbound	Inbound : via Queue	typeiaul	unknown	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	NONE	NONE	ANONA_sip	Agent	Busy	Conferenced	UnspecifiedT	InstLateBoundLn		Unspecified		00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													Inbound	Inbound : via Sq	net-typeiaul	none	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	NONE	NONE	ANONA_sip	Agent	Busy	Conferenced	UnspecifiedT	InstLateBoundLn		Unspecified		00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													none	none : none	none	none	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	NONE	NONE	ANONA_sip	Agent	Busy	Conferenced	UnspecifiedT	InstLateBoundLn		Unspecified		00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													defaulT	defaulT : defaulT_SERVICE_SUBTYPE	defaulT																									
													DefaulT_SERVICE_TYPE	DefaulT_SERVICE_TYPE : DefaulT_SERVICE_SUBTYPE	DefaulT_CUSTOMER_SEGMENT	DefaulT_BUSINESS_RESULT	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	NONE	NONE	ANONA_sip	Agent	Ready	Transferred	UnspecifiedT	InstLateB		Unspecified		00:00:00	00:00:00	00:00:17	00:00:17	00:00:00	00:00:17	00:00:17	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													Inbound	Inbound : via Queue	typeiaul	unknown	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	NONE	NONE	ANONA_sip	Agent	Ready	Transferred	UnspecifiedT	InstLateB		Unspecified		00:00:00	00:00:00	00:00:17	00:00:17	00:00:00	00:00:17	00:00:17	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													Inbound	Inbound : via Sq	net-typeiaul	none	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	NONE	NONE	ANONA_sip	Agent	Ready	Transferred	UnspecifiedT	InstLateB		Unspecified		00:00:00	00:00:00	00:00:17	00:00:17	00:00:00	00:00:17	00:00:17	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													none	none : none	none	none	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	NONE	NONE	ANONA_sip	Agent	Ready	Transferred	UnspecifiedT	InstLateB		Unspecified		00:00:00	00:00:00	00:00:17	00:01:07	00:00:00	00:01:17	00:00:50	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													defaulT	defaulT : defaulT_SERVICE_SUBTYPE	defaulT	defaulT_BUSINESS_RESULT	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	NONE	NONE	ANONA_sip	Agent	Busy	Transferred	UnspecifiedT	InstLateBoundLn		Unspecified		00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													DefaulT_SERVICE_TYPE	DefaulT_SERVICE_TYPE : DefaulT_SERVICE_SUBTYPE	DefaulT_CUSTOMER_SEGMENT	DefaulT_BUSINESS_RESULT	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	NONE	NONE	ANONA_sip	Agent	Busy	Transferred	UnspecifiedT	InstLateBoundLn		Unspecified		00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													Inbound	Inbound : via Queue	typeiaul	unknown	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	NONE	NONE	ANONA_sip	Agent	Busy	Transferred	UnspecifiedT	InstLateBoundLn		Unspecified		00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													Inbound	Inbound : via Sq	net-typeiaul	none	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	NONE	NONE	ANONA_sip	Agent	Busy	Transferred	UnspecifiedT	InstLateBoundLn		Unspecified		00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													none	none : none	none	none	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	NONE	NONE	ANONA_sip	Agent	Busy	Transferred	UnspecifiedT	InstLateBoundLn		Unspecified		00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													defaulT	defaulT : defaulT_SERVICE_SUBTYPE	defaulT																									
													DefaulT_SERVICE_TYPE	DefaulT_SERVICE_TYPE : DefaulT_SERVICE_SUBTYPE	DefaulT_CUSTOMER_SEGMENT	DefaulT_BUSINESS_RESULT	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	NONE	NONE	ANONA_sip	Agent	Busy	Transferred	UnspecifiedT	InstLateB		Unspecified		00:00:00	00:00:00	00:00:17	00:00:17	00:00:00	00:00:17	00:00:17	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													Inbound	Inbound : via Queue	typeiaul	unknown	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	NONE	NONE	ANONA_sip	Agent	Busy	Transferred	UnspecifiedT	InstLateB		Unspecified		00:00:00	00:00:00	00:00:17	00:00:17	00:00:00	00:00:17	00:00:17	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													Inbound	Inbound : via Sq	net-typeiaul	none	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	NONE	NONE	ANONA_sip	Agent	Busy	Transferred	UnspecifiedT	InstLateB		Unspecified		00:00:00	00:00:00	00:00:17	00:00:17	00:00:00	00:00:17	00:00:17	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													none	none : none	none	none	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	NONE	NONE	ANONA_sip	Agent	Busy	Transferred	UnspecifiedT	InstLateB		Unspecified		00:00:00	00:00:00	00:00:17	00:01:07	00:00:00	00:01:17	00:00:50	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													defaulT	defaulT : defaulT_SERVICE_SUBTYPE	defaulT																									
													DefaulT_SERVICE_TYPE	DefaulT_SERVICE_TYPE : DefaulT_SERVICE_SUBTYPE	DefaulT_CUSTOMER_SEGMENT	DefaulT_BUSINESS_RESULT	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	NONE	NONE	ANONA_sip	Agent	Ready	Conferenced	UnspecifiedT	ConferenceTo		Unspecified		00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													Inbound	Inbound : via Queue	typeiaul	unknown	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	NONE	NONE	ANONA_sip	Agent	Ready	Conferenced	UnspecifiedT	ConferenceTo		Unspecified		00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													Inbound	Inbound : via Sq	net-typeiaul	none	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	NONE	NONE	ANONA_sip	Agent	Ready	Conferenced	UnspecifiedT	ConferenceTo		Unspecified		00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													none	none : none	none	none	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	NONE	NONE	ANONA_sip	Agent	Ready	Conferenced	UnspecifiedT	ConferenceTo		Unspecified		00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
Encounment	Voice												defaulT	defaulT : defaulT_SERVICE_SUBTYPE	defaulT																									
													DefaulT_SERVICE_TYPE	DefaulT_SERVICE_TYPE : DefaulT_SERVICE_SUBTYPE	DefaulT_CUSTOMER_SEGMENT	DefaulT_BUSINESS_RESULT	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	NONE	NONE	ANONA_sip	Agent	Ready	Transferred	UnspecifiedT	InstLateB		Unspecified		00:00:00	00:00:00	00:00:47	00:00:47	00:00:00	00:00:47	00:00:47	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													Inbound	Inbound : via Queue	typeiaul	unknown	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	NONE	NONE	ANONA_sip	Agent	Ready	Transferred	UnspecifiedT	InstLateB		Unspecified		00:00:00	00:00:00	00:00:47	00:00:47	00:00:00	00:00:47	00:00:47	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													Inbound	Inbound : via Sq	net-typeiaul	none	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	NONE	NONE	ANONA_sip	Agent	Ready	Transferred	UnspecifiedT	InstLateB		Unspecified		00:00:00	00:00:00	00:00:47	00:00:47	00:00:00	00:00:47	00:00:47	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													none	none : none	none	none	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	NONE	NONE	ANONA_sip	Agent	Ready	Transferred	UnspecifiedT	InstLateB		Unspecified		00:00:00	00:00:00	00:00:47	00:01:07	00:00:00	00:01:17	00:00:50	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													defaulT	defaulT : defaulT_SERVICE_SUBTYPE	defaulT																									
													DefaulT_SERVICE_TYPE	DefaulT_SERVICE_TYPE : DefaulT_SERVICE_SUBTYPE	DefaulT_CUSTOMER_SEGMENT	DefaulT_BUSINESS_RESULT	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	NONE	NONE	ANONA_sip	Agent	Ready	Conferenced	UnspecifiedT	ConferenceTo		Unspecified		00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													Inbound	Inbound : via Queue	typeiaul	unknown	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	NONE	NONE	ANONA_sip	Agent	Ready	Conferenced	UnspecifiedT	ConferenceTo		Unspecified		00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													Inbound	Inbound : via Sq	net-typeiaul	none	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	NONE	NONE	ANONA_sip	Agent	Ready	Conferenced	UnspecifiedT	ConferenceTo		Unspecified		00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
													none	none : none	none	none	UNDEFINEDTARG	Unspecified	UNDEFINEDTARG	NONE	NONE	NONE	ANONA_sip	Agent	Ready	Conferenced	UnspecifiedT	ConferenceTo		Unspecified		00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00