

Active Time & Predictive

Tenant	Media Type	Agent Name	Hour	Predictor Switch	Predictor	Model	Offered	Accepted	% Occupancy	Active Time (Fmt)	Avg Agent Score
Environment	Voice	AgentLN0, AgentFN01 (Agent3001)	2017-12-15 15	ON	TestPredictor	Composite	1	1	0.24%	00:48:15	0
			2017-12-15 16	ON	TestPredictor	Composite	6	6	26.08%	00:56:40	3
			2017-12-15 17	Error	TestPredictor	UNKNOWN	3	3	0.14%	00:59:31	0
			2017-12-15 18	Error	TestPredictor	UNKNOWN	3	3	0.09%	00:59:21	0
			2017-12-15 19	Error	TestPredictor	UNKNOWN	1	1	6.04%	00:59:26	0
				ON	TestPredictor	Composite	1	1	6.04%	00:59:26	5
			2017-12-15 22	OFF	NO_VALUE	NO_VALUE	1	1	0.20%	00:59:48	0
				ON	TestPredictor	Composite	1	1	0.20%	00:59:48	5
		AgentLN1, AgentFN15 (Agent3002)	2017-12-15 14	Error	TestPredictor	UNKNOWN	1	1	1.00%	00:28:51	0
			2017-12-15 16	Error	TestPredictor	UNKNOWN	1	1	1.66%	00:56:33	0
			2017-12-15 18	Error	TestPredictor	UNKNOWN	4	2	3.55%	00:59:14	0
			2017-12-15 19	OFF	NO_VALUE	NO_VALUE	3	3	17.33%	00:59:21	0
				ON	TestPredictor	Composite	4	4	17.33%	00:59:21	7
			2017-12-15 22	OFF	NO_VALUE	NO_VALUE	1	1	0.22%	00:59:47	0
				ON	TestPredictor	Composite	1	1	0.22%	00:59:47	9

Tenant	Media Type	Agent Name	Hour	Predictor Switch	Predictor	Model	Offered	Accepted	% Occupancy	Active Time (Fmt)	Avg Agent Score
Environment	Voice	AgentLN0, AgentFN01 (Agent3001)	2017-12-15 15	ON	TestPredictor	Composite	1	1	0.24%	00:48:15	0
			2017-12-15 16	ON	TestPredictor	Composite	6	6	26.08%	00:56:40	3
			2017-12-15 17	Error	TestPredictor	UNKNOWN	3	3	0.14%	00:59:31	0
			2017-12-15 18	Error	TestPredictor	UNKNOWN	3	3	0.09%	00:59:21	0
			2017-12-15 19	Error	TestPredictor	UNKNOWN	1	1	6.04%	00:59:26	0
				ON	TestPredictor	Composite	1	1	6.04%	00:59:26	5
			2017-12-15 22	OFF	NO_VALUE	NO_VALUE	1	1	0.20%	00:59:48	0
				ON	TestPredictor	Composite	1	1	0.20%	00:59:48	5
		AgentLN1, AgentFN15 (Agent3002)	2017-12-15 14	Error	TestPredictor	UNKNOWN	1	1	1.00%	00:28:51	0
			2017-12-15 16	Error	TestPredictor	UNKNOWN	1	1	1.66%	00:56:33	0
			2017-12-15 18	Error	TestPredictor	UNKNOWN	4	2	3.55%	00:59:14	0
			2017-12-15 19	OFF	NO_VALUE	NO_VALUE	3	3	17.33%	00:59:21	0
				ON	TestPredictor	Composite	4	4	17.33%	00:59:21	7
			2017-12-15 22	OFF	NO_VALUE	NO_VALUE	1	1	0.22%	00:59:47	0
				ON	TestPredictor	Composite	1	1	0.22%	00:59:47	9

Interaction Time														
Tenant	Media Type	Agent Name	Hour	Active Time (Fmt)	Ready Time (Fmt)	Not Ready Time (Fmt)	Busy Time (Fmt)	Wrap Time (Fmt)	Other State Time (Fmt)	% Ready Time	% Not Ready Time	% Busy Time	% Wrap Time	% Other State Time
Environment	Voice	AgentLN0, AgentFN01 (Agent3001)	2017-12-15 14	00:28:53	00:26:47	00:02:06	00:00:00	00:00:00	00:00:00	92.73%	7.27%	0.00%	0.00%	0.00%
			2017-12-15 15	00:48:15	00:48:06	00:00:02	00:00:07	00:00:00	00:00:00	99.69%	0.07%	0.24%	0.00%	0.00%
			2017-12-15 16	00:56:40	00:41:06	00:01:04	00:14:30	00:00:00	00:00:00	72.53%	1.88%	25.59%	0.00%	0.00%
			2017-12-15 17	00:59:31	00:36:34	00:22:54	00:00:03	00:00:00	00:00:00	61.44%	38.48%	0.08%	0.00%	0.00%
			2017-12-15 18	00:59:21	00:54:04	00:05:14	00:00:03	00:00:00	00:00:00	91.10%	8.82%	0.08%	0.00%	0.00%
			2017-12-15 19	00:59:26	00:55:11	00:00:42	00:03:33	00:00:00	00:00:00	92.85%	1.18%	5.97%	0.00%	0.00%
			2017-12-15 20	01:00:00	01:00:00	00:00:00	00:00:00	00:00:00	00:00:00	100.00%	0.00%	0.00%	0.00%	0.00%
			2017-12-15 21	01:00:00	01:00:00	00:00:00	00:00:00	00:00:00	00:00:00	100.00%	0.00%	0.00%	0.00%	0.00%
			2017-12-15 22	00:59:48	00:59:22	00:00:19	00:00:07	00:00:00	00:00:00	99.28%	0.53%	0.20%	0.00%	0.00%
			2017-12-15 23	00:59:54	00:56:03	00:03:51	00:00:00	00:00:00	00:00:00	93.57%	6.43%	0.00%	0.00%	0.00%
		AgentLN1, AgentFN15 (Agent3002)	2017-12-15 14	00:28:51	00:26:28	00:02:07	00:00:16	00:00:00	00:00:00	91.74%	7.34%	0.92%	0.00%	0.00%
			2017-12-15 15	00:48:15	00:44:11	00:04:04	00:00:00	00:00:00	00:00:00	91.57%	8.43%	0.00%	0.00%	0.00%
			2017-12-15 16	00:56:33	00:17:46	00:38:29	00:00:18	00:00:00	00:00:00	31.42%	68.05%	0.53%	0.00%	0.00%
			2017-12-15 17	00:59:27	00:36:31	00:22:56	00:00:00	00:00:00	00:00:00	61.42%	38.58%	0.00%	0.00%	0.00%
			2017-12-15 18	00:59:14	00:52:08	00:05:11	00:01:55	00:00:00	00:00:00	88.01%	8.75%	3.24%	0.00%	0.00%
			2017-12-15 19	00:59:21	00:48:25	00:00:47	00:10:09	00:00:00	00:00:00	81.58%	1.32%	17.10%	0.00%	0.00%
			2017-12-15 20	01:00:00	01:00:00	00:00:00	00:00:00	00:00:00	00:00:00	100.00%	0.00%	0.00%	0.00%	0.00%
			2017-12-15 21	01:00:00	01:00:00	00:00:00	00:00:00	00:00:00	00:00:00	100.00%	0.00%	0.00%	0.00%	0.00%
			2017-12-15 22	00:59:47	00:59:20	00:00:19	00:00:08	00:00:00	00:00:00	99.25%	0.53%	0.22%	0.00%	0.00%
			2017-12-15 23	00:59:53	00:56:02	00:03:51	00:00:00	00:00:00	00:00:00	93.57%	6.43%	0.00%	0.00%	0.00%
		AgentLN2, AgentFN2 (Agent3003)	2017-12-15 14	00:28:49	00:26:43	00:02:06	00:00:00	00:00:00	00:00:00	92.71%	7.29%	0.00%	0.00%	0.00%
			2017-12-15 15	00:48:15	00:44:12	00:04:03	00:00:00	00:00:00	00:00:00	91.61%	8.39%	0.00%	0.00%	0.00%
			2017-12-15 16	00:56:25	00:18:00	00:38:25	00:00:00	00:00:00	00:00:00	31.91%	68.09%	0.00%	0.00%	0.00%
			2017-12-15 17	00:59:24	00:36:27	00:22:57	00:00:00	00:00:00	00:00:00	61.36%	38.64%	0.00%	0.00%	0.00%
			2017-12-15 18	00:59:07	00:53:53	00:05:14	00:00:00	00:00:00	00:00:00	91.15%	8.85%	0.00%	0.00%	0.00%
			2017-12-15 19	00:59:15	00:31:10	00:28:05	00:00:00	00:00:00	00:00:00	52.60%	47.40%	0.00%	0.00%	0.00%
			2017-12-15 20	01:00:00	00:00:00	01:00:00	00:00:00	00:00:00	00:00:00	0.00%	100.00%	0.00%	0.00%	0.00%
			2017-12-15 21	01:00:00	00:00:00	01:00:00	00:00:00	00:00:00	00:00:00	0.00%	100.00%	0.00%	0.00%	0.00%
			2017-12-15 22	00:59:45	00:01:37	00:58:08	00:00:00	00:00:00	00:00:00	2.71%	97.29%	0.00%	0.00%	0.00%
			2017-12-15 23	00:59:53	00:00:57	00:58:56	00:00:00	00:00:00	00:00:00	1.59%	98.41%	0.00%	0.00%	0.00%
			2017-12-15 14	00:28:49	00:26:40	00:02:09	00:00:00	00:00:00	00:00:00	92.54%	7.46%	0.00%	0.00%	0.00%

Tenant	Media Type	Agent Name	Hour	Active Time (Fmt)	Ready Time (Fmt)	Not Ready Time (Fmt)	Busy Time (Fmt)	Wrap Time (Fmt)	Other State Time (Fmt)	% Ready Time	% Not Ready Time	% Busy Time	% Wrap Time	% Other State Time
Environment	Voice	AgentLN0, AgentFN01 (Agent3001)	2017-12-15 14	00:28:53	00:26:47	00:02:06	00:00:00	00:00:00	00:00:00	92.73%	7.27%	0.00%	0.00%	0.00%
			2017-12-15 15	00:48:15	00:48:06	00:00:02	00:00:07	00:00:00	00:00:00	99.69%	0.07%	0.24%	0.00%	0.00%
			2017-12-15 16	00:56:40	00:41:06	00:01:04	00:14:30	00:00:00	00:00:00	72.53%	1.88%	25.59%	0.00%	0.00%
			2017-12-15 17	00:59:31	00:36:34	00:22:54	00:00:03	00:00:00	00:00:00	61.44%	38.48%	0.08%	0.00%	0.00%
			2017-12-15 18	00:59:21	00:54:04	00:05:14	00:00:03	00:00:00	00:00:00	91.10%	8.82%	0.08%	0.00%	0.00%
			2017-12-15 19	00:59:26	00:55:11	00:00:42	00:03:33	00:00:00	00:00:00	92.85%	1.18%	5.97%	0.00%	0.00%
			2017-12-15 20	01:00:00	01:00:00	00:00:00	00:00:00	00:00:00	00:00:00	100.00%	0.00%	0.00%	0.00%	0.00%
			2017-12-15 21	01:00:00	01:00:00	00:00:00	00:00:00	00:00:00	00:00:00	100.00%	0.00%	0.00%	0.00%	0.00%
			2017-12-15 22	00:59:48	00:59:22	00:00:19	00:00:07	00:00:00	00:00:00	99.28%	0.53%	0.20%	0.00%	0.00%
			2017-12-15 23	00:59:54	00:56:03	00:03:51	00:00:00	00:00:00	00:00:00	93.57%	6.43%	0.00%	0.00%	0.00%
		AgentLN1, AgentFN15 (Agent3002)	2017-12-15 14	00:28:51	00:26:28	00:02:07	00:00:16	00:00:00	00:00:00	91.74%	7.34%	0.92%	0.00%	0.00%
			2017-12-15 15	00:48:15	00:44:11	00:04:04	00:00:00	00:00:00	00:00:00	91.57%	8.43%	0.00%	0.00%	0.00%
			2017-12-15 16	00:56:33	00:17:46	00:38:29	00:00:18	00:00:00	00:00:00	31.42%	68.05%	0.53%	0.00%	0.00%
			2017-12-15 17	00:59:27	00:36:31	00:22:56	00:00:00	00:00:00	00:00:00	61.42%	38.58%	0.00%	0.00%	0.00%
			2017-12-15 18	00:59:14	00:52:08	00:05:11	00:01:55	00:00:00	00:00:00	88.01%	8.75%	3.24%	0.00%	0.00%
			2017-12-15 19	00:59:21	00:48:25	00:00:47	00:10:09	00:00:00	00:00:00	81.58%	1.32%	17.10%	0.00%	0.00%
			2017-12-15 20	01:00:00	01:00:00	00:00:00	00:00:00	00:00:00	00:00:00	100.00%	0.00%	0.00%	0.00%	0.00%
			2017-12-15 21	01:00:00	01:00:00	00:00:00	00:00:00	00:00:00	00:00:00	100.00%	0.00%	0.00%	0.00%	0.00%
			2017-12-15 22	00:59:47	00:59:20	00:00:19	00:00:08	00:00:00	00:00:00	99.25%	0.53%	0.22%	0.00%	0.00%
			2017-12-15 23	00:59:53	00:56:02	00:03:51	00:00:00	00:00:00	00:00:00	93.57%	6.43%	0.00%	0.00%	0.00%
		AgentLN2, AgentFN2 (Agent3003)	2017-12-15 14	00:28:49	00:26:43	00:02:06	00:00:00	00:00:00	00:00:00	92.71%	7.29%	0.00%	0.00%	0.00%
			2017-12-15 15	00:48:15	00:44:12	00:04:03	00:00:00	00:00:00	00:00:00	91.61%	8.39%	0.00%	0.00%	0.00%
			2017-12-15 16	00:56:25	00:18:00	00:38:25	00:00:00	00:00:00	00:00:00	31.91%	68.09%	0.00%	0.00%	0.00%
			2017-12-15 17	00:59:24	00:36:27	00:22:57	00:00:00	00:00:00	00:00:00	61.36%	38.64%	0.00%	0.00%	0.00%
			2017-12-15 18	00:59:07	00:53:53	00:05:14	00:00:00	00:00:00	00:00:00	91.15%	8.85%	0.00%	0.00%	0.00%
			2017-12-15 19	00:59:15	00:31:10	00:28:05	00:00:00	00:00:00	00:00:00	52.60%	47.40%	0.00%	0.00%	0.00%
			2017-12-15 20	01:00:00	00:00:00	01:00:00	00:00:00	00:00:00	00:00:00	0.00%	100.00%	0.00%	0.00%	0.00%
			2017-12-15 21	01:00:00	00:00:00	01:00:00	00:00:00	00:00:00	00:00:00	0.00%	100.00%	0.00%	0.00%	0.00%
			2017-12-15 22	00:59:45	00:01:37	00:58:08	00:00:00	00:00:00	00:00:00	2.71%	97.29%	0.00%	0.00%	0.00%
			2017-12-15 23	00:59:53	00:00:57	00:58:56	00:00:00	00:00:00	00:00:00	1.59%	98.41%	0.00%	0.00%	0.00%
		AgentLN3, AgentFN3 (Agent3004)	2017-12-15 14	00:28:49	00:26:40	00:02:09	00:00:00	00:00:00	00:00:00	92.54%	7.46%	0.00%	0.00%	0.00%
			2017-12-15 15	00:48:40	00:44:08	00:04:32	00:00:00	00:00:00	00:00:00	90.68%	9.32%	0.00%	0.00%	0.00%

Tenant	Media Type	Agent Name	Hour	Active Time (Fmt)	Ready Time (Fmt)	Not Ready Time (Fmt)	Busy Time (Fmt)	Wrap Time (Fmt)	Other State Time (Fmt)	% Ready Time	% Not Ready Time	% Busy Time	% Wrap Time	% Other State Time
			2017-12-15 16	00:58:02	00:17:37	00:40:25	00:00:00	00:00:00	00:00:00	30.36%	69.64%	0.00%	0.00%	0.00%
			2017-12-15 17	00:59:20	00:36:22	00:22:58	00:00:00	00:00:00	00:00:00	61.29%	38.71%	0.00%	0.00%	0.00%
			2017-12-15 18	00:59:01	00:53:50	00:05:11	00:00:00	00:00:00	00:00:00	91.22%	8.78%	0.00%	0.00%	0.00%
			2017-12-15 19	00:59:10	00:31:07	00:28:03	00:00:00	00:00:00	00:00:00	52.59%	47.41%	0.00%	0.00%	0.00%
			2017-12-15 20	01:00:00	00:00:00	01:00:00	00:00:00	00:00:00	00:00:00	0.00%	100.00%	0.00%	0.00%	0.00%
			2017-12-15 21	01:00:00	00:00:00	01:00:00	00:00:00	00:00:00	00:00:00	0.00%	100.00%	0.00%	0.00%	0.00%
			2017-12-15 22	00:59:43	00:01:36	00:58:07	00:00:00	00:00:00	00:00:00	2.68%	97.32%	0.00%	0.00%	0.00%
			2017-12-15 23	00:59:52	00:00:57	00:58:55	00:00:00	00:00:00	00:00:00	1.59%	98.41%	0.00%	0.00%	0.00%
		AgentLN4, AgentFN4 (Agent3005)	2017-12-15 14	00:28:47	00:26:38	00:02:09	00:00:00	00:00:00	00:00:00	92.53%	7.47%	0.00%	0.00%	0.00%
			2017-12-15 15	00:48:40	00:44:09	00:04:31	00:00:00	00:00:00	00:00:00	90.72%	9.28%	0.00%	0.00%	0.00%
			2017-12-15 16	00:57:56	00:17:35	00:40:21	00:00:00	00:00:00	00:00:00	30.35%	69.65%	0.00%	0.00%	0.00%
			2017-12-15 17	00:59:16	00:36:18	00:22:58	00:00:00	00:00:00	00:00:00	61.25%	38.75%	0.00%	0.00%	0.00%
			2017-12-15 18	00:58:54	00:53:42	00:05:12	00:00:00	00:00:00	00:00:00	91.17%	8.83%	0.00%	0.00%	0.00%
			2017-12-15 19	00:59:04	00:31:02	00:28:02	00:00:00	00:00:00	00:00:00	52.54%	47.46%	0.00%	0.00%	0.00%
			2017-12-15 20	01:00:00	00:00:00	01:00:00	00:00:00	00:00:00	00:00:00	0.00%	100.00%	0.00%	0.00%	0.00%
			2017-12-15 21	01:00:00	00:00:00	01:00:00	00:00:00	00:00:00	00:00:00	0.00%	100.00%	0.00%	0.00%	0.00%
			2017-12-15 22	00:59:41	00:01:34	00:58:07	00:00:00	00:00:00	00:00:00	2.62%	97.38%	0.00%	0.00%	0.00%
			2017-12-15 23	00:59:51	00:00:56	00:58:55	00:00:00	00:00:00	00:00:00	1.56%	98.44%	0.00%	0.00%	0.00%
		AgentLN5, AgentFN5 (Agent3006)	2017-12-15 14	00:28:45	00:01:20	00:27:25	00:00:00	00:00:00	00:00:00	4.64%	95.36%	0.00%	0.00%	0.00%
			2017-12-15 15	00:48:42	00:01:54	00:46:48	00:00:00	00:00:00	00:00:00	3.90%	96.10%	0.00%	0.00%	0.00%
			2017-12-15 16	00:57:50	00:11:01	00:46:49	00:00:00	00:00:00	00:00:00	19.05%	80.95%	0.00%	0.00%	0.00%
			2017-12-15 17	00:59:11	00:03:40	00:55:31	00:00:00	00:00:00	00:00:00	6.20%	93.80%	0.00%	0.00%	0.00%
			2017-12-15 18	00:58:48	00:05:20	00:53:28	00:00:00	00:00:00	00:00:00	9.07%	90.93%	0.00%	0.00%	0.00%
			2017-12-15 19	00:58:59	00:09:32	00:49:27	00:00:00	00:00:00	00:00:00	16.16%	83.84%	0.00%	0.00%	0.00%
			2017-12-15 20	01:00:00	00:00:00	01:00:00	00:00:00	00:00:00	00:00:00	0.00%	100.00%	0.00%	0.00%	0.00%
			2017-12-15 21	01:00:00	00:00:00	01:00:00	00:00:00	00:00:00	00:00:00	0.00%	100.00%	0.00%	0.00%	0.00%
			2017-12-15 22	00:59:39	00:01:33	00:58:06	00:00:00	00:00:00	00:00:00	2.60%	97.40%	0.00%	0.00%	0.00%
			2017-12-15 23	00:59:50	00:00:56	00:58:54	00:00:00	00:00:00	00:00:00	1.56%	98.44%	0.00%	0.00%	0.00%
		AgentLN6, AgentFN61 (Agent3007)	2017-12-15 14	00:28:43	00:01:19	00:27:24	00:00:00	00:00:00	00:00:00	4.59%	95.41%	0.00%	0.00%	0.00%
			2017-12-15 15	00:48:42	00:01:52	00:46:50	00:00:00	00:00:00	00:00:00	3.83%	96.17%	0.00%	0.00%	0.00%
			2017-12-15 16	00:57:43	00:10:58	00:46:45	00:00:00	00:00:00	00:00:00	19.00%	81.00%	0.00%	0.00%	0.00%
			2017-12-15 17	00:59:06	00:03:37	00:55:29	00:00:00	00:00:00	00:00:00	6.12%	93.88%	0.00%	0.00%	0.00%

Tenant	Media Type	Agent Name	Hour	Active Time (Fmt)	Ready Time (Fmt)	Not Ready Time (Fmt)	Busy Time (Fmt)	Wrap Time (Fmt)	Other State Time (Fmt)	% Ready Time	% Not Ready Time	% Busy Time	% Wrap Time	% Other State Time
			2017-12-15 18	00:58:42	00:05:19	00:53:23	00:00:00	00:00:00	00:00:00	9.06%	90.94%	0.00%	0.00%	0.00%
			2017-12-15 19	00:58:54	00:09:30	00:49:24	00:00:00	00:00:00	00:00:00	16.13%	83.87%	0.00%	0.00%	0.00%
			2017-12-15 20	01:00:00	00:00:00	01:00:00	00:00:00	00:00:00	00:00:00	0.00%	100.00%	0.00%	0.00%	0.00%
			2017-12-15 21	01:00:00	00:00:00	01:00:00	00:00:00	00:00:00	00:00:00	0.00%	100.00%	0.00%	0.00%	0.00%
			2017-12-15 22	00:59:38	00:01:33	00:58:05	00:00:00	00:00:00	00:00:00	2.60%	97.40%	0.00%	0.00%	0.00%
			2017-12-15 23	00:59:49	00:00:55	00:58:54	00:00:00	00:00:00	00:00:00	1.53%	98.47%	0.00%	0.00%	0.00%
		AgentLN7q, AgentFN7 (Agent3008)	2017-12-15 14	00:28:41	00:01:18	00:27:23	00:00:00	00:00:00	00:00:00	4.53%	95.47%	0.00%	0.00%	0.00%
			2017-12-15 15	00:48:42	00:01:50	00:46:52	00:00:00	00:00:00	00:00:00	3.76%	96.24%	0.00%	0.00%	0.00%
			2017-12-15 16	00:57:36	00:10:54	00:46:42	00:00:00	00:00:00	00:00:00	18.92%	81.08%	0.00%	0.00%	0.00%
			2017-12-15 17	00:59:01	00:03:35	00:55:26	00:00:00	00:00:00	00:00:00	6.07%	93.93%	0.00%	0.00%	0.00%
			2017-12-15 18	00:58:35	00:05:13	00:53:22	00:00:00	00:00:00	00:00:00	8.90%	91.10%	0.00%	0.00%	0.00%
			2017-12-15 19	00:58:48	00:09:25	00:49:23	00:00:00	00:00:00	00:00:00	16.01%	83.99%	0.00%	0.00%	0.00%
			2017-12-15 20	01:00:00	00:00:00	01:00:00	00:00:00	00:00:00	00:00:00	0.00%	100.00%	0.00%	0.00%	0.00%
			2017-12-15 21	01:00:00	00:00:00	01:00:00	00:00:00	00:00:00	00:00:00	0.00%	100.00%	0.00%	0.00%	0.00%
			2017-12-15 22	00:59:36	00:01:32	00:58:04	00:00:00	00:00:00	00:00:00	2.57%	97.43%	0.00%	0.00%	0.00%
			2017-12-15 23	00:59:48	00:00:55	00:58:53	00:00:00	00:00:00	00:00:00	1.53%	98.47%	0.00%	0.00%	0.00%
		AgentLN8, AgentFN8 (Agent3009)	2017-12-15 14	00:28:39	00:01:16	00:27:23	00:00:00	00:00:00	00:00:00	4.42%	95.58%	0.00%	0.00%	0.00%
			2017-12-15 15	00:48:42	00:01:49	00:46:53	00:00:00	00:00:00	00:00:00	3.73%	96.27%	0.00%	0.00%	0.00%
			2017-12-15 16	00:57:29	00:10:53	00:46:36	00:00:00	00:00:00	00:00:00	18.93%	81.07%	0.00%	0.00%	0.00%
			2017-12-15 17	00:58:56	00:03:34	00:55:22	00:00:00	00:00:00	00:00:00	6.05%	93.95%	0.00%	0.00%	0.00%
			2017-12-15 18	00:58:28	00:05:12	00:53:16	00:00:00	00:00:00	00:00:00	8.89%	91.11%	0.00%	0.00%	0.00%
			2017-12-15 19	00:58:43	00:09:25	00:49:18	00:00:00	00:00:00	00:00:00	16.04%	83.96%	0.00%	0.00%	0.00%
			2017-12-15 20	01:00:00	00:00:00	01:00:00	00:00:00	00:00:00	00:00:00	0.00%	100.00%	0.00%	0.00%	0.00%
			2017-12-15 21	01:00:00	00:00:00	01:00:00	00:00:00	00:00:00	00:00:00	0.00%	100.00%	0.00%	0.00%	0.00%
			2017-12-15 22	00:59:34	00:01:31	00:58:03	00:00:00	00:00:00	00:00:00	2.55%	97.45%	0.00%	0.00%	0.00%
			2017-12-15 23	00:59:47	00:00:54	00:58:53	00:00:00	00:00:00	00:00:00	1.51%	98.49%	0.00%	0.00%	0.00%
		AgentLN9, AgentFN9 (Agent3010)	2017-12-15 14	00:28:37	00:01:18	00:27:19	00:00:00	00:00:00	00:00:00	4.54%	95.46%	0.00%	0.00%	0.00%
			2017-12-15 15	00:48:42	00:01:47	00:46:55	00:00:00	00:00:00	00:00:00	3.66%	96.34%	0.00%	0.00%	0.00%
			2017-12-15 16	00:57:22	00:10:50	00:46:32	00:00:00	00:00:00	00:00:00	18.88%	81.12%	0.00%	0.00%	0.00%
			2017-12-15 17	00:58:51	00:03:33	00:55:18	00:00:00	00:00:00	00:00:00	6.03%	93.97%	0.00%	0.00%	0.00%
			2017-12-15 18	00:58:21	00:05:05	00:53:16	00:00:00	00:00:00	00:00:00	8.71%	91.29%	0.00%	0.00%	0.00%
			2017-12-15 19	00:58:37	00:09:19	00:49:18	00:00:00	00:00:00	00:00:00	15.89%	84.11%	0.00%	0.00%	0.00%

Tenant	Media Type	Agent Name	Hour	Active Time (Fmt)	Ready Time (Fmt)	Not Ready Time (Fmt)	Busy Time (Fmt)	Wrap Time (Fmt)	Other State Time (Fmt)	% Ready Time	% Not Ready Time	% Busy Time	% Wrap Time	% Other State Time
			2017-12-15 20	01:00:00	00:00:00	01:00:00	00:00:00	00:00:00	00:00:00	0.00%	100.00%	0.00%	0.00%	0.00%
			2017-12-15 21	01:00:00	00:00:00	01:00:00	00:00:00	00:00:00	00:00:00	0.00%	100.00%	0.00%	0.00%	0.00%
			2017-12-15 22	00:59:32	00:01:30	00:58:02	00:00:00	00:00:00	00:00:00	2.52%	97.48%	0.00%	0.00%	0.00%
			2017-12-15 23	00:59:46	00:00:54	00:58:52	00:00:00	00:00:00	00:00:00	1.51%	98.49%	0.00%	0.00%	0.00%