

Task Detail Report

Due Date Time	Interaction ID	Last Task Event ID	Capture ID	Capture Point Name	Media Channel	Category	Priority	Status Name	Is Final	Is Held	Last Agent Name	Result Code	Customer ID	Customer Segment	Product
2021-05-03 0126PM	itx003751	33850	ext003751	capture_point1	channel4	Unknown	110	Completed	1	0	Agent 3	3	Customer5	BRONZE	Monitoring
2021-05-03 0251PM	itx003764	33970	ext003764	capture_point2	channel4	Unknown	50	Completed	1	0	Agent 1	3	Customer4	GOLD	Monitoring
2021-05-03 0255PM	itx003784	34157	ext003784	capture_point1	channel2	Unknown	70	Queued	0	0		3	Customer3	BRONZE	Monitoring
2021-05-03 0350PM	itx003818	34477	ext003818	capture_point1	channel3	Unknown	60	Queued	0	0		3	Customer4	GOLD	Service
2021-05-03 0440PM	itx003841	34677	ext003841	capture_point3	channel1	Unknown	110	Queued	0	0		3	Customer3	GOLD	Service
2021-05-03 0513PM	itx003835	34627	ext003835	capture_point3	channel1	Unknown	50	Queued	0	0		3	Customer3	SILVER	Monitoring
	itx003865	34920	ext003865	capture_point2	channel1	Unknown	100	Completed	1	0	Agent 4	3	Customer1	GOLD	Monitoring
2021-05-03 0538PM	itx003859	34857	ext003859	capture_point2	channel5	Unknown	120	Queued	0	0		3	Customer1	SILVER	Monitoring
2021-05-03 0558PM	itx003787	34190	ext003787	capture_point2	channel4	Unknown	70	Completed	1	0	Agent 4	3	Customer3	BRONZE	Monitoring
2021-05-03 0626PM	itx003771	34040	ext003771	capture_point1	channel2	Unknown	120	Completed	1	0	Agent 3	3	Customer4	BRONZE	Monitoring
2021-05-03 0638PM	itx003847	34740	ext003847	capture_point1	channel5	Unknown	120	Completed	1	0	Agent 3	3	Customer2	GOLD	Monitoring
2021-05-03 0709PM	itx003906	35300	ext003906	capture_point2	channel4	Unknown	90	Completed	1	0	Agent 6	3	Customer5	BRONZE	Monitoring
2021-05-03 0711PM	itx003805	34370	ext003805	capture_point3	channel4	Unknown	90	Completed	1	0	Agent 6	3	Customer4	BRONZE	Monitoring
2021-05-03 0720PM	itx003763	34113	ext003763	capture_point1	channel5	Unknown	120	Completed	1	0	Agent 6	3	Customer4	BRONZE	Monitoring
2021-05-03 0736PM	itx003885	35100	ext003885	capture_point3	channel5	Unknown	50	Completed	1	0	Agent 2	3	Customer1	GOLD	Monitoring
2021-05-03 0751PM	itx003819	34490	ext003819	capture_point3	channel4	Unknown	60	Completed	1	0	Agent 5	3	Customer5	GOLD	Service
2021-05-03 0757PM	itx003862	34887	ext003862	capture_point3	channel1	Unknown	130	Queued	0	0		3	Customer4	BRONZE	Monitoring
2021-05-03 0805PM	itx004023	36673	ext004023	capture_point2	channel4	Unknown	90	Completed	1	0	Agent 1	3	Customer1	SILVER	Service
2021-05-03 0813PM	itx003877	35027	ext003877	capture_point3	channel4	Unknown	100	Queued	0	0		3	Customer4	SILVER	Service
2021-05-03 0814PM	itx003998	36170	ext003998	capture_point3	channel2	Unknown	100	Completed	1	0	Agent 1	3	Customer4	SILVER	Service
2021-05-03 0815PM	itx003786	34180	ext003786	capture_point1	channel4	Unknown	60	Completed	1	0	Agent 6	3	Customer3	GOLD	Monitoring
2021-05-03 0833PM	itx003873	34990	ext003873	capture_point3	channel2	Unknown	100	Completed	1	0	Agent 3	3	Customer5	GOLD	Monitoring
2021-05-03 0834PM	itx004049	36640	ext004049	capture_point3	channel4	Unknown	60	Completed	1	0	Agent 1	3	Customer3	GOLD	Service
2021-05-03 0853PM	itx003892	35170	ext003892	capture_point1	channel4	Unknown	40	Completed	1	0	Agent 4	3	Customer4	BRONZE	Service
2021-05-03 0854PM	itx004048	36763	ext004048	capture_point3	channel4	Unknown	100	Completed	1	0	Agent 4	3	Customer5	BRONZE	Monitoring
2021-05-03 0907PM	itx003917	35473	ext003917	capture_point2	channel3	Unknown	110	Completed	1	0	Agent 4	3	Customer4	BRONZE	Service
2021-05-03 0917PM	itx004057	36710	ext004057	capture_point3	channel1	Unknown	100	Completed	1	0	Agent 2	3	Customer4	GOLD	Service
2021-05-03 0938PM	itx003776	34090	ext003776	capture_point2	channel4	Unknown	70	Completed	1	0	Agent 4	3	Customer2	SILVER	Service
2021-05-03 1009PM	itx003821	34510	ext003821	capture_point2	channel3	Unknown	40	Completed	1	0	Agent 2	3	Customer2	GOLD	Unspecified
2021-05-03 1013PM	itx003790	34217	ext003790	capture_point2	channel3	Unknown	100	Queued	0	0		3	Customer1	SILVER	Monitoring
2021-05-03 1015AM	itx003752	33860	ext003752	capture_point2	channel2	Unknown	60	Completed	1	0	Agent 3	3	Customer1	SILVER	Service
2021-05-03 1020PM	itx003913	35360	ext003913	capture_point1	channel1	Unknown	50	Completed	1	0	Agent 2	3	Customer4	SILVER	Service
2021-05-03 1026PM	itx004062	36760	ext004062	capture_point1	channel2	Unknown	30	Completed	1	0	Agent 5	3	Customer4	SILVER	Service
2021-05-03 1032PM	itx004075	36870	ext004075	capture_point2	channel2	Unknown	110	Completed	1	0	Agent 5	3	Customer1	SILVER	Monitoring
2021-05-03 1039PM	itx004029	36450	ext004029	capture_point3	channel3	Unknown	80	Completed	1	0	Agent 6	3	Customer3	BRONZE	Monitoring
2021-05-03 1049PM	itx004014	36320	ext004014	capture_point1	channel4	Unknown	100	Completed	1	0	Agent 2	3	Customer2	BRONZE	Service
2021-05-03 1056PM	itx003944	35670	ext003944	capture_point2	channel5	Unknown	80	Completed	1	0	Agent 1	3	Customer3	BRONZE	Notification

Task Detail Report

Product Subtype	Media Type	Interaction Type	Interaction Subtype	Source Tenant	Source Process	Source Process Subtype	Skill ID	Requested Agent Name	Source Date Time	Create Date Time	Source Due Date Time
Profanity detection	email	Outbound	OutboundReply	Source Tenant 1	IT	Access Request	Unknown	Unknown	2021-05-03 1158PM	2021-05-04 1231AM	2021-05-03 0126PM
Profanity detection	workitem	Outbound	OutboundReply	Source Tenant 2	IT	Access Request	Unknown	Unknown	2021-05-03 0311PM	2021-05-04 0137AM	2021-05-03 0251PM
Sentiment analysis	email	Inbound	InboundNew	Source Tenant 5	Finance	Credit	Unknown	Unknown	2021-05-04 0242AM	2021-05-04 0320AM	2021-05-03 0255PM
Agent advisory	email	Inbound	InboundTest	Source Tenant 1	Finance	Credit	Unknown	Unknown	2021-05-04 0547AM	2021-05-04 0606AM	2021-05-03 0350PM
Agent advisory	email	Outbound	OutboundNew	Source Tenant 5	IT	Support Request	Unknown	Unknown	2021-05-03 1135PM	2021-05-04 0725AM	2021-05-03 0440PM
Profanity detection	workitem	Outbound	OutboundReply	Source Tenant 4	Fraud	Ban Request	Unknown	Unknown	2021-05-03 0524PM	2021-05-04 0709AM	2021-05-03 0513PM
Profanity detection	workitem	Outbound	OutboundACK	Source Tenant 5	Fraud	Ban Request	Unknown	Unknown	2021-05-03 0856PM	2021-05-04 0804AM	2021-05-03 0513PM
Profanity detection	workitem	Outbound	OutboundACK	Source Tenant 1	Fraud	Account Checking	Unknown	Unknown	2021-05-03 0534PM	2021-05-04 0807AM	2021-05-03 0538PM
Profanity detection	email	Inbound	InboundNew	Source Tenant 4	IT	Access Request	Unknown	Unknown	2021-05-04 0120AM	2021-05-04 0341AM	2021-05-03 0558PM
Sentiment analysis	email	Outbound	OutboundReply	Source Tenant 4	IT	Support Request	Unknown	Unknown	2021-05-03 0856PM	2021-05-04 0201AM	2021-05-03 0626PM
Sentiment analysis	email	Inbound	InboundTest	Source Tenant 1	IT	Access Request	Unknown	Unknown	2021-05-03 1058PM	2021-05-04 0737AM	2021-05-03 0638PM
Profanity detection	email	Inbound	InboundNew	Source Tenant 5	IT	Access Request	Unknown	Unknown	2021-05-03 0803PM	2021-05-04 0912AM	2021-05-03 0709PM
Sentiment analysis	workitem	Outbound	OutboundACK	Source Tenant 1	IT	Support Request	Unknown	Unknown	2021-05-03 0804PM	2021-05-04 0513AM	2021-05-03 0711PM
Recording service	workitem	Outbound	OutboundACK	Source Tenant 1	Fraud	Ban Request	Unknown	Unknown	2021-05-03 0952PM	2021-05-04 0138AM	2021-05-03 0720PM
Sentiment analysis	email	Inbound	InboundNew	Source Tenant 2	Fraud	Ban Request	Unknown	Unknown	2021-05-03 1107PM	2021-05-04 0846AM	2021-05-03 0736PM
Escalation	email	Inbound	InboundTest	Source Tenant 4	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0335AM	2021-05-04 0603AM	2021-05-03 0751PM
Profanity detection	workitem	Inbound	InboundNew	Source Tenant 2	IT	Access Request	Unknown	Unknown	2021-05-03 1128PM	2021-05-04 0814AM	2021-05-03 0757PM
Language translation	email	Inbound	InboundNew	Source Tenant 1	Fraud	Duplicate Account	Unknown	Unknown	2021-05-04 0326AM	2021-05-04 1046AM	2021-05-03 0805PM
Escalation	email	Outbound	OutboundNew	Source Tenant 2	IT	Request	Unknown	Unknown	2021-05-04 0642AM	2021-05-04 0830AM	2021-05-03 0813PM
Escalation	workitem	Outbound	OutboundReply	Source Tenant 4	IT	Support Request	Unknown	Unknown	2021-05-04 0948AM	2021-05-04 1026AM	2021-05-03 0814PM
Profanity detection	email	Outbound	OutboundNew	Source Tenant 4	IT	Access Request	Unknown	Unknown	2021-05-03 0208PM	2021-05-04 0315AM	2021-05-03 0815PM
Sentiment analysis	workitem	Outbound	OutboundReply	Source Tenant 3	IT	Support Request	Unknown	Unknown	2021-05-04 0657AM	2021-05-04 0822AM	2021-05-03 0833PM
Agent advisory	workitem	Outbound	OutboundNew	Source Tenant 5	IT	Access Request	Unknown	Unknown	2021-05-04 0546AM	2021-05-04 1113AM	2021-05-03 0834PM
Agent advisory	workitem	Outbound	OutboundReply	Source Tenant 2	Fraud	Ban Request	Unknown	Unknown	2021-05-04 1225AM	2021-05-04 0855AM	2021-05-03 0853PM
Sentiment analysis	workitem	Inbound	InboundTest	Source Tenant 3	IT	Support Request	Unknown	Unknown	2021-05-04 0853AM	2021-05-04 1107AM	2021-05-03 0854PM
Agent advisory	email	Inbound	InboundTest	Source Tenant 2	Fraud	Ban Request	Unknown	Unknown	2021-05-03 1101PM	2021-05-04 0923AM	2021-05-03 0907PM
Language translation	workitem	Outbound	OutboundReply	Source Tenant 1	Fraud	Account Checking	Unknown	Unknown	2021-05-04 0308AM	2021-05-04 1118AM	2021-05-03 0917PM
Escalation	workitem	Outbound	OutboundReply	Source Tenant 1	Fraud	Duplicate Account	Unknown	Unknown	2021-05-03 1057PM	2021-05-04 0233AM	2021-05-03 0938PM
Unspecified	email	Inbound	InboundTest	Source Tenant 3	IT	Access Request	Unknown	Unknown	2021-05-04 0134AM	2021-05-04 0619AM	2021-05-03 1009PM
Profanity detection	workitem	Inbound	InboundNew	Source Tenant 5	IT	Access Request	Unknown	Unknown	2021-05-04 0306AM	2021-05-04 0352AM	2021-05-03 1013PM
Agent advisory	workitem	Inbound	InboundNew	Source Tenant 3	Fraud	Ban Request	Unknown	Unknown	2021-05-03 0249PM	2021-05-04 1236AM	2021-05-03 1015AM
Escalation	workitem	Inbound	InboundTest	Source Tenant 4	Fraud	Ban Request	Unknown	Unknown	2021-05-03 0903PM	2021-05-04 0917AM	2021-05-03 1020PM
Agent advisory	workitem	Outbound	OutboundACK	Source Tenant 1	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0721AM	2021-05-04 1122AM	2021-05-03 1026PM
Profanity detection	email	Outbound	OutboundReply	Source Tenant 4	IT	Support Request	Unknown	Unknown	2021-05-04 0817AM	2021-05-04 1132AM	2021-05-03 1032PM
Sentiment analysis	email	Outbound	OutboundACK	Source Tenant 3	IT	Access Request	Unknown	Unknown	2021-05-04 1251AM	2021-05-04 1053AM	2021-05-03 1039PM
Agent advisory	workitem	Outbound	OutboundACK	Source Tenant 1	Fraud	Ban Request	Unknown	Unknown	2021-05-03 0900PM	2021-05-04 1035AM	2021-05-03 1049PM
Product description	workitem	Inbound	InboundTest	Source Tenant 1	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0934AM	2021-05-04 0931AM	2021-05-03 1056PM

Task Detail Report

Finish Date Time	Department	Process	Accept Time (Fmt)	Finished Time (Fmt)	iWD Hold Time (Fmt)	Handle Time (Fmt)
2021-05-04 1232AM	Department 2	Process 4	00:00:35	00:01:27	00:00:00	00:00:47
2021-05-04 0138AM	Department 2	Process 5	00:00:35	00:01:18	00:00:00	00:00:38
	Department 2	Process 5			00:00:00	00:00:00
	Department 3	Process 6			00:00:00	00:00:00
	Department 2	Process 4			00:00:00	00:00:00
	Department 2	Process 4			00:00:00	00:00:00
2021-05-04 0805AM	Department 2	Process 4	00:00:35	00:01:20	00:00:00	00:00:40
	Department 2	Process 5			00:00:00	00:00:00
2021-05-04 0342AM	Department 2	Process 4	00:00:35	00:01:23	00:00:00	00:00:43
2021-05-04 0202AM	Department 1	Process 3	00:00:35	00:01:12	00:00:00	00:00:32
2021-05-04 0738AM	Department 2	Process 5	00:00:35	00:01:24	00:00:00	00:00:44
2021-05-04 0914AM	Department 2	Process 4	00:00:35	00:01:23	00:00:00	00:00:43
2021-05-04 0514AM	Department 3	Process 6	00:00:35	00:01:21	00:00:00	00:00:41
2021-05-04 0255AM	Department 2	Process 4	01:15:23	01:16:10	00:00:00	00:00:42
2021-05-04 0848AM	Department 2	Process 5	00:00:35	00:01:20	00:00:00	00:00:40
2021-05-04 0604AM	Department 2	Process 4	00:00:35	00:01:16	00:00:00	00:00:36
	Department 2	Process 5			00:00:00	00:00:00
2021-05-04 1123AM	Department 1	Process 3	00:36:26	00:37:10	00:00:00	00:00:39
	Department 3	Process 6			00:00:00	00:00:00
2021-05-04 1028AM	Department 3	Process 6	00:00:35	00:01:20	00:00:00	00:00:40
2021-05-04 0316AM	Department 3	Process 6	00:00:35	00:01:28	00:00:00	00:00:48
2021-05-04 0824AM	Department 3	Process 6	00:00:35	00:01:26	00:00:00	00:00:46
2021-05-04 1114AM	Department 1	Process 3	00:00:35	00:01:23	00:00:00	00:00:43
2021-05-04 0857AM	Department 2	Process 4	00:00:35	00:01:22	00:00:00	00:00:42
2021-05-04 1119AM	Department 2	Process 4	00:11:12	00:11:55	00:00:00	00:00:38
2021-05-04 0927AM	Department 2	Process 5	00:03:33	00:04:16	00:00:00	00:00:38
2021-05-04 1119AM	Department 2	Process 4	00:00:35	00:01:19	00:00:00	00:00:39
2021-05-04 0234AM	Department 2	Process 4	00:00:35	00:01:17	00:00:00	00:00:37
2021-05-04 0623AM	Department 3	Process 6	00:03:07	00:03:53	00:00:00	00:00:41
	Department 2	Process 5			00:00:00	00:00:00
2021-05-04 1237AM	Department 2	Process 5	00:00:35	00:01:19	00:00:00	00:00:39
2021-05-04 0919AM	Department 3	Process 6	00:00:35	00:01:20	00:00:00	00:00:40
2021-05-04 1124AM	Department 2	Process 5	00:00:35	00:01:21	00:00:00	00:00:41
2021-05-04 1133AM	Department 2	Process 4	00:00:35	00:01:19	00:00:00	00:00:39
2021-05-04 1055AM	Department 2	Process 5	00:00:35	00:01:24	00:00:00	00:00:44
2021-05-04 1036AM	Department 2	Process 4	00:00:35	00:01:19	00:00:00	00:00:39
2021-05-04 0935AM	Department 3	Process 6	00:02:52	00:03:38	00:00:00	00:00:41

Task Detail Report

Due Date Time	Interaction ID	Last Task Event ID	Capture ID	Capture Point Name	Media Channel	Category	Priority	Status Name	Is Final	Is Held	Last Agent Name	Result Code	Customer ID	Customer Segment	Product
2021-05-03 1111PM	itx003824	34530	ext003824	capture_point3	channel4	Unknown	50	Completed	1	0	Agent 2	3	Customer1	GOLD	Monitoring
2021-05-03 1115PM	itx003855	34820	ext003855	capture_point3	channel4	Unknown	120	Completed	1	0	Agent 3	3	Customer1	BRONZE	Monitoring
2021-05-03 1120PM	itx003789	34210	ext003789	capture_point2	channel1	Unknown	100	Completed	1	0	Agent 1	3	Customer5	BRONZE	Monitoring
2021-05-03 1124PM	itx003861	35103	ext003861	capture_point2	channel5	Unknown	40	Completed	1	0	Agent 2	3	Customer5	BRONZE	Monitoring
2021-05-03 1126PM	itx004089	36990	ext004089	capture_point2	channel4	Unknown	90	Completed	1	0	Agent 6	3	Customer4	SILVER	Monitoring
2021-05-03 1134PM	itx003826	34547	ext003826	capture_point3	channel2	Unknown	40	Queued	0	0		3	Customer3	SILVER	Monitoring
2021-05-03 1135AM	itx003762	33950	ext003762	capture_point1	channel4	Unknown	50	Completed	1	0	Agent 4	3	Customer4	GOLD	Monitoring
2021-05-03 1142PM	itx003766	33990	ext003766	capture_point3	channel2	Unknown	120	Completed	1	0	Agent 3	3	Customer5	GOLD	Monitoring
2021-05-03 1146PM	itx003871	34977	ext003871	capture_point3	channel3	Unknown	100	Queued	0	0		3	Customer4	BRONZE	Service
2021-05-03 1147PM	itx004113	37210	ext004113	capture_point1	channel2	Unknown	80	Completed	1	0	Agent 6	3	Customer1	BRONZE	Service
2021-05-03 1152AM	itx003770	34027	ext003770	capture_point2	channel4	Unknown	130	Queued	0	0		3	Customer4	SILVER	Service
2021-05-03 1154PM	itx003745	33797	ext003745	capture_point3	channel5	Unknown	60	Queued	0	0		3	Customer3	BRONZE	Service
	itx004092	37017	ext004092	capture_point2	channel4	Unknown	90	Queued	0	0		3	Customer1	SILVER	Service
2021-05-03 1156PM	itx004035	36500	ext004035	capture_point1	channel2	Unknown	30	Completed	1	0	Agent 5	3	Customer3	GOLD	Service
2021-05-03 1209PM	itx003774	34070	ext003774	capture_point1	channel2	Unknown	70	Completed	1	0	Agent 2	3	Customer2	GOLD	Notification
2021-05-03 1248PM	itx003746	33810	ext003746	capture_point3	channel3	Unknown	90	Completed	1	0	Agent 6	3	Customer3	SILVER	Monitoring
2021-05-04 0104PM	itx003995	36137	ext003995	capture_point2	channel2	Unknown	80	Queued	0	0		3	Customer4	BRONZE	Service
2021-05-04 0121AM	itx003996	36150	ext003996	capture_point2	channel5	Unknown	90	Completed	1	0	Agent 3	3	Customer4	GOLD	Service
2021-05-04 0132AM	itx004017	36347	ext004017	capture_point3	channel3	Unknown	60	Queued	0	0		3	Customer4	BRONZE	Service
2021-05-04 0132PM	itx004105	37150	ext004105	capture_point3	channel4	Unknown	80	Completed	1	0	Agent 6	3	Customer5	GOLD	Service
2021-05-04 0135PM	itx003785	34233	ext003785	capture_point2	channel2	Unknown	60	Completed	1	0	Agent 3	3	Customer4	BRONZE	Service
	itx004430	40017	ext004430	capture_point2	channel3	Unknown	100	Queued	0	0		3	Customer3	GOLD	Service
2021-05-04 0137AM	itx004136	37400	ext004136	capture_point2	channel4	Unknown	60	Completed	1	0	Agent 4	3	Customer1	GOLD	Monitoring
2021-05-04 0138PM	itx004087	36970	ext004087	capture_point1	channel4	Unknown	70	Completed	1	0	Agent 6	3	Customer3	GOLD	Monitoring
2021-05-04 0142AM	itx004020	36370	ext004020	capture_point2	channel2	Unknown	40	Completed	1	0	Agent 1	3	Customer1	SILVER	Service
2021-05-04 0143AM	itx003930	35530	ext003930	capture_point2	channel1	Unknown	80	Completed	1	0	Agent 5	3	Customer4	SILVER	Monitoring
2021-05-04 0145PM	itx003939	35610	ext003939	capture_point3	channel4	Unknown	130	Completed	1	0	Agent 4	3	Customer2	SILVER	Monitoring
2021-05-04 0146PM	itx004065	36873	ext004065	capture_point2	channel2	Unknown	40	Completed	1	0	Agent 2	3	Customer5	GOLD	Service
2021-05-04 0152AM	itx003880	35050	ext003880	capture_point1	channel2	Unknown	90	Completed	1	0	Agent 5	3	Customer2	SILVER	Service
2021-05-04 0154PM	itx003829	34567	ext003829	capture_point1	channel5	Unknown	80	Queued	0	0		3	Customer1	SILVER	Monitoring
2021-05-04 0159PM	itx003905	35287	ext003905	capture_point3	channel4	Unknown	90	Queued	0	0		3	Customer4	BRONZE	Monitoring
2021-05-04 0201PM	itx003916	35387	ext003916	capture_point2	channel4	Unknown	130	Queued	0	0		3	Customer3	BRONZE	Service
2021-05-04 0204AM	itx003924	35470	ext003924	capture_point2	channel2	Unknown	50	Completed	1	0	Agent 2	3	Customer3	GOLD	Service
2021-05-04 0207AM	itx004041	36560	ext004041	capture_point2	channel2	Unknown	60	Completed	1	0	Agent 6	3	Customer3	GOLD	Monitoring
2021-05-04 0212AM	itx003931	35537	ext003931	capture_point2	channel3	Unknown	60	Queued	0	0		3	Customer3	GOLD	Service
2021-05-04 0218AM	itx004141	37450	ext004141	capture_point2	channel1	Unknown	80	Completed	1	0	Agent 4	3	Customer1	GOLD	Service
2021-05-04 0218PM	itx004427	40403	ext004427	capture_point2	channel2	Unknown	80	Completed	1	0	Agent 3	3	Customer5	BRONZE	Service

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Product Subtype	Media Type	Interaction Type	Interaction Subtype	Source Tenant	Source Process	Source Process Subtype	Skill ID	Requested Agent Name	Source Date Time	Create Date Time	Source Due Date Time
Sentiment analysis	email	Outbound	OutboundReply	Source Tenant 5	Fraud	Ban Request	Unknown	Unknown	2021-05-03 0353PM	2021-05-04 0636AM	2021-05-03 1111PM
Profanity detection	workitem	Outbound	OutboundReply	Source Tenant 3	Fraud	Ban Request	Unknown	Unknown	2021-05-04 1240AM	2021-05-04 0757AM	2021-05-03 1115PM
Recording service	email	Inbound	InboundTest	Source Tenant 2	IT	Access Request	Unknown	Unknown	2021-05-03 0857PM	2021-05-04 0343AM	2021-05-03 1120PM
Sentiment analysis	email	Outbound	OutboundReply	Source Tenant 1	IT	Access Request	Unknown	Unknown	2021-05-04 0406AM	2021-05-04 0811AM	2021-05-03 1124PM
Profanity detection	email	Outbound	OutboundACK	Source Tenant 2	Fraud	Duplicate Account	Unknown	Unknown	2021-05-04 0936AM	2021-05-04 1145AM	2021-05-03 1126PM
Profanity detection	email	Outbound	OutboundReply	Source Tenant 4	IT	Access Request	Unknown	Unknown	2021-05-04 0742AM	2021-05-04 0656AM	2021-05-03 1134PM
Profanity detection	workitem	Outbound	OutboundNew	Source Tenant 2	Fraud	Account Checking	Unknown	Unknown	2021-05-04 1225AM	2021-05-04 0115AM	2021-05-03 1135AM
Profanity detection	email	Inbound	InboundTest	Source Tenant 1	IT	Support Request	Unknown	Unknown	2021-05-03 0305PM	2021-05-04 0159AM	2021-05-03 1142PM
Agent advisory	workitem	Outbound	OutboundReply	Source Tenant 1	IT	Support Request	Unknown	Unknown	2021-05-04 0146AM	2021-05-04 0824AM	2021-05-03 1146PM
Agent advisory	workitem	Inbound	InboundTest	Source Tenant 2	Finance	Credit	Unknown	Unknown	2021-05-04 0149PM	2021-05-04 0141PM	2021-05-03 1147PM
Agent advisory	email	Outbound	OutboundACK	Source Tenant 1	Fraud	Ban Request	Unknown	Unknown	2021-05-03 0835PM	2021-05-04 0208AM	2021-05-03 1152AM
Language translation	email	Outbound	OutboundReply	Source Tenant 3	Fraud	Ban Request	Unknown	Unknown	2021-05-03 1147PM	2021-05-04 1210AM	2021-05-03 1154PM
Escalation	email	Inbound	InboundNew	Source Tenant 4	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0322AM	2021-05-04 1148AM	2021-05-03 1154PM
Language translation	workitem	Inbound	InboundNew	Source Tenant 4	Fraud	Account Checking	Unknown	Unknown	2021-05-03 0853PM	2021-05-04 1054AM	2021-05-03 1156PM
Advertisement	email	Inbound	InboundNew	Source Tenant 3	Fraud	Account Checking	Unknown	Unknown	2021-05-03 1204PM	2021-05-04 0222AM	2021-05-03 1209PM
Profanity detection	workitem	Inbound	InboundNew	Source Tenant 1	Fraud	Account Checking	Unknown	Unknown	2021-05-03 1132AM	2021-05-04 1211AM	2021-05-03 1248PM
Agent advisory	email	Outbound	OutboundACK	Source Tenant 4	IT	Request	Unknown	Unknown	2021-05-04 0823AM	2021-05-04 1019AM	2021-05-04 0104PM
Agent advisory	email	Outbound	OutboundReply	Source Tenant 4	IT	Access Request	Unknown	Unknown	2021-05-04 0209AM	2021-05-04 1023AM	2021-05-04 0121AM
Escalation	workitem	Inbound	InboundTest	Source Tenant 4	IT	Support Request	Unknown	Unknown	2021-05-04 0159AM	2021-05-04 1034AM	2021-05-04 0132AM
Escalation	email	Outbound	OutboundACK	Source Tenant 1	IT	Request	Unknown	Unknown	2021-05-04 0852AM	2021-05-04 0111PM	2021-05-04 0132PM
Agent advisory	email	Outbound	OutboundACK	Source Tenant 3	IT	Access Request	Unknown	Unknown	2021-05-03 1152PM	2021-05-04 0320AM	2021-05-04 0135PM
Escalation	email	Outbound	OutboundReply	Source Tenant 3	Fraud	Account Checking	Unknown	Unknown	2021-05-04 0726PM	2021-05-04 1153PM	2021-05-04 0135PM
Profanity detection	email	Inbound	InboundNew	Source Tenant 3	Fraud	Duplicate Account	Unknown	Unknown	2021-05-04 0846AM	2021-05-04 0333PM	2021-05-04 0137AM
Profanity detection	workitem	Outbound	OutboundNew	Source Tenant 2	Fraud	Account Checking	Unknown	Unknown	2021-05-03 1125PM	2021-05-04 1150AM	2021-05-04 0138PM
Agent advisory	email	Inbound	InboundTest	Source Tenant 2	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0708AM	2021-05-04 1033AM	2021-05-04 0142AM
Profanity detection	email	Outbound	OutboundACK	Source Tenant 2	Fraud	Duplicate Account	Unknown	Unknown	2021-05-03 1017PM	2021-05-04 0923AM	2021-05-04 0143AM
Sentiment analysis	workitem	Inbound	InboundTest	Source Tenant 4	Fraud	Account Checking	Unknown	Unknown	2021-05-03 0824PM	2021-05-04 0939AM	2021-05-04 0145PM
Agent advisory	email	Inbound	InboundTest	Source Tenant 1	Fraud	Account Checking	Unknown	Unknown	2021-05-04 0637AM	2021-05-04 1139AM	2021-05-04 0146PM
Escalation	workitem	Inbound	InboundTest	Source Tenant 4	IT	Support Request	Unknown	Unknown	2021-05-04 0721AM	2021-05-04 0837AM	2021-05-04 0152AM
Sentiment analysis	email	Outbound	OutboundACK	Source Tenant 2	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0212AM	2021-05-04 0707AM	2021-05-04 0154PM
Recording service	workitem	Outbound	OutboundNew	Source Tenant 5	IT	Access Request	Unknown	Unknown	2021-05-04 0408AM	2021-05-04 0907AM	2021-05-04 0159PM
Escalation	workitem	Inbound	InboundTest	Source Tenant 4	Fraud	Duplicate Account	Unknown	Unknown	2021-05-04 0154AM	2021-05-04 0928AM	2021-05-04 0201PM
Agent advisory	workitem	Inbound	InboundNew	Source Tenant 3	IT	Support Request	Unknown	Unknown	2021-05-04 0850AM	2021-05-04 0928AM	2021-05-04 0204AM
Profanity detection	workitem	Outbound	OutboundACK	Source Tenant 5	IT	Request	Unknown	Unknown	2021-05-03 0959PM	2021-05-04 1109AM	2021-05-04 0207AM
Agent advisory	email	Outbound	OutboundACK	Source Tenant 4	IT	Request	Unknown	Unknown	2021-05-03 1109PM	2021-05-04 0922AM	2021-05-04 0212AM
Escalation	email	Inbound	InboundTest	Source Tenant 1	Finance	Credit	Unknown	Unknown	2021-05-04 1212PM	2021-05-04 0412PM	2021-05-04 0218AM
Escalation	workitem	Outbound	OutboundACK	Source Tenant 4	IT	Support Request	Unknown	Unknown	2021-05-04 0547PM	2021-05-04 1148PM	2021-05-04 0218PM

Task Detail Report

Finish Date Time	Department	Process	Accept Time (Fmt)	Finished Time (Fmt)	iWD Hold Time (Fmt)	Handle Time (Fmt)
2021-05-04 0638AM	Department 3	Process 6	00:00:35	00:01:26	00:00:00	00:00:46
2021-05-04 0758AM	Department 3	Process 6	00:00:35	00:01:19	00:00:00	00:00:39
2021-05-04 0345AM	Department 2	Process 4	00:00:35	00:01:20	00:00:00	00:00:40
2021-05-04 0851AM	Department 2	Process 4	00:38:16	00:39:07	00:00:00	00:00:46
2021-05-04 1146AM	Department 2	Process 5	00:00:35	00:01:24	00:00:00	00:00:44
	Department 1	Process 2			00:00:00	00:00:00
2021-05-04 0117AM	Department 2	Process 4	00:00:35	00:01:28	00:00:00	00:00:48
2021-05-04 0200AM	Department 2	Process 5	00:00:35	00:01:19	00:00:00	00:00:39
	Department 1	Process 2			00:00:00	00:00:00
2021-05-04 0142PM	Department 1	Process 3	00:00:35	00:01:23	00:00:00	00:00:43
	Department 2	Process 4			00:00:00	00:00:00
	Department 2	Process 4			00:00:00	00:00:00
	Department 2	Process 5			00:00:00	00:00:00
2021-05-04 1056AM	Department 1	Process 3	00:00:35	00:01:23	00:00:00	00:00:43
2021-05-04 0224AM	Department 2	Process 4	00:00:35	00:01:22	00:00:00	00:00:42
2021-05-04 1212AM	Department 2	Process 4	00:00:35	00:01:21	00:00:00	00:00:41
	Department 2	Process 4			00:00:00	00:00:00
2021-05-04 1024AM	Department 2	Process 4	00:00:35	00:01:19	00:00:00	00:00:39
	Department 2	Process 4			00:00:00	00:00:00
2021-05-04 0112PM	Department 3	Process 6	00:00:35	00:01:23	00:00:00	00:00:43
2021-05-04 0349AM	Department 1	Process 3	00:28:24	00:29:15	00:00:00	00:00:46
	Department 2	Process 5			00:00:00	00:00:00
2021-05-04 0334PM	Department 3	Process 6	00:00:35	00:01:28	00:00:00	00:00:48
2021-05-04 1151AM	Department 2	Process 5	00:00:35	00:01:20	00:00:00	00:00:40
2021-05-04 1034AM	Department 1	Process 2	00:00:35	00:01:21	00:00:00	00:00:41
2021-05-04 0925AM	Department 2	Process 4	00:00:35	00:01:19	00:00:00	00:00:39
2021-05-04 0940AM	Department 1	Process 3	00:00:35	00:01:24	00:00:00	00:00:44
2021-05-04 1131AM	Department 2	Process 5	-1:51:35	-1:52:21	00:00:00	00:00:41
2021-05-04 0839AM	Department 2	Process 4	00:00:35	00:01:20	00:00:00	00:00:40
	Department 2	Process 4			00:00:00	00:00:00
	Department 2	Process 4			00:00:00	00:00:00
	Department 3	Process 6			00:00:00	00:00:00
2021-05-04 0929AM	Department 2	Process 4	00:00:35	00:01:19	00:00:00	00:00:39
2021-05-04 1111AM	Department 2	Process 4	00:00:35	00:01:18	00:00:00	00:00:38
	Department 2	Process 5			00:00:00	00:00:00
2021-05-04 0414PM	Department 2	Process 5	00:00:35	00:01:23	00:00:00	00:00:43
2021-05-05 0252AM	Department 2	Process 5	03:03:07	03:03:57	00:00:00	00:00:45

Task Detail Report

Due Date Time	Interaction ID	Last Task Event ID	Capture ID	Capture Point Name	Media Channel	Category	Priority	Status Name	Is Final	Is Held	Last Agent Name	Result Code	Customer ID	Customer Segment	Product
2021-05-04 0221PM	itx003833	34607	ext003833	capture_point3	channel1	Unknown	90	Queued	0	0		3	Customer3	SILVER	Notification
2021-05-04 0224PM	itx004264	38670	ext004264	capture_point1	channel4	Unknown	100	Completed	1	0	Agent 6	3	Customer4	BRONZE	Monitoring
2021-05-04 0230AM	itx003979	35990	ext003979	capture_point3	channel5	Unknown	60	Completed	1	0	Agent 2	3	Customer3	BRONZE	Service
2021-05-04 0232PM	itx004047	36617	ext004047	capture_point1	channel1	Unknown	70	Queued	0	0		3	Customer2	GOLD	Service
2021-05-04 0233AM	itx003840	34823	ext003840	capture_point1	channel4	Unknown	100	Completed	1	0	Agent 2	3	Customer3	BRONZE	Service
2021-05-04 0243AM	itx003807	34390	ext003807	capture_point1	channel3	Unknown	120	Completed	1	0	Agent 4	3	Customer1	BRONZE	Service
2021-05-04 0247PM	itx003793	34250	ext003793	capture_point2	channel4	Unknown	70	Completed	1	0	Agent 1	3	Customer1	GOLD	Monitoring
2021-05-04 0255PM	itx003954	35973	ext003954	capture_point3	channel2	Unknown	100	Completed	1	0	Agent 3	3	Customer1	GOLD	Service
	itx004187	37870	ext004187	capture_point2	channel5	Unknown	60	Completed	1	0	Agent 6	3	Customer3	BRONZE	Monitoring
2021-05-04 0257PM	itx003997	36243	ext003997	capture_point2	channel2	Unknown	60	Completed	1	0	Agent 4	3	Customer2	SILVER	Monitoring
	itx004417	39900	ext004417	capture_point3	channel4	Unknown	60	Completed	1	0	Agent 5	3	Customer5	SILVER	Service
2021-05-04 0302AM	itx003900	35237	ext003900	capture_point1	channel2	Unknown	80	Queued	0	0		3	Customer5	GOLD	Service
2021-05-04 0304AM	itx003981	36113	ext003981	capture_point2	channel5	Unknown	70	Completed	1	0	Agent 4	3	Customer3	SILVER	Monitoring
2021-05-04 0309PM	itx003760	34073	ext003760	capture_point3	channel5	Unknown	100	Completed	1	0	Agent 3	3	Customer5	SILVER	Service
2021-05-04 0311PM	itx004206	38340	ext004206	capture_point3	channel2	Unknown	80	Completed	1	0	Agent 3	3	Customer4	BRONZE	Service
2021-05-04 0315AM	itx004142	37460	ext004142	capture_point1	channel5	Unknown	120	Completed	1	0	Agent 6	3	Customer1	GOLD	Notification
2021-05-04 0315PM	itx003942	35640	ext003942	capture_point1	channel1	Unknown	90	Completed	1	0	Agent 3	3	Customer4	GOLD	Service
2021-05-04 0316PM	itx004145	37490	ext004145	capture_point2	channel1	Unknown	80	Completed	1	0	Agent 3	3	Customer3	BRONZE	Service
2021-05-04 0317PM	itx003965	35860	ext003965	capture_point2	channel2	Unknown	80	Completed	1	0	Agent 2	3	Customer3	SILVER	Monitoring
2021-05-04 0318PM	itx003883	35080	ext003883	capture_point3	channel4	Unknown	50	Completed	1	0	Agent 2	3	Customer4	BRONZE	Service
	itx004244	38410	ext004244	capture_point2	channel4	Unknown	100	Completed	1	0	Agent 5	3	Customer1	GOLD	Service
2021-05-04 0319PM	itx004085	36950	ext004085	capture_point1	channel3	Unknown	90	Completed	1	0	Agent 4	3	Customer5	GOLD	Service
2021-05-04 0325AM	itx003777	34100	ext003777	capture_point2	channel1	Unknown	70	Completed	1	0	Agent 2	3	Customer3	GOLD	Service
2021-05-04 0325PM	itx003936	35580	ext003936	capture_point2	channel3	Unknown	40	Completed	1	0	Agent 5	3	Customer2	BRONZE	Monitoring
	itx004003	36220	ext004003	capture_point2	channel4	Unknown	40	Completed	1	0	Agent 5	3	Customer1	BRONZE	Monitoring
2021-05-04 0326AM	itx003812	34430	ext003812	capture_point1	channel2	Unknown	70	Completed	1	0	Agent 6	3	Customer4	BRONZE	Monitoring
2021-05-04 0326PM	itx003794	34257	ext003794	capture_point3	channel4	Unknown	100	Queued	0	0		3	Customer5	SILVER	Service
2021-05-04 0329PM	itx004093	37027	ext004093	capture_point3	channel5	Unknown	60	Queued	0	0		3	Customer4	GOLD	Monitoring
2021-05-04 0330AM	itx004098	37077	ext004098	capture_point1	channel4	Unknown	100	Queued	0	0		3	Customer1	BRONZE	Monitoring
2021-05-04 0339PM	itx003782	34140	ext003782	capture_point2	channel1	Unknown	40	Completed	1	0	Agent 5	3	Customer3	BRONZE	Service
2021-05-04 0342PM	itx003831	34587	ext003831	capture_point3	channel4	Unknown	50	Queued	0	0		3	Customer2	GOLD	Monitoring
2021-05-04 0343AM	itx003768	34010	ext003768	capture_point2	channel3	Unknown	80	Completed	1	0	Agent 4	3	Customer4	SILVER	Service
2021-05-04 0348PM	itx003867	34940	ext003867	capture_point3	channel4	Unknown	80	Completed	1	0	Agent 6	3	Customer5	BRONZE	Monitoring
2021-05-04 0350PM	itx004153	37567	ext004153	capture_point1	channel5	Unknown	50	Queued	0	0		3	Customer4	SILVER	Monitoring
2021-05-04 0355PM	itx003953	35737	ext003953	capture_point2	channel3	Unknown	130	Queued	0	0		3	Customer1	BRONZE	Monitoring
2021-05-04 0404PM	itx004067	36797	ext004067	capture_point2	channel4	Unknown	60	Queued	0	0		3	Customer5	GOLD	Monitoring
2021-05-04 0407PM	itx004240	38660	ext004240	capture_point3	channel5	Unknown	100	Completed	1	0	Agent 1	3	Customer5	BRONZE	Monitoring

Task Detail Report

Product Subtype	Media Type	Interaction Type	Interaction Subtype	Source Tenant	Source Process	Source Process Subtype	Skill ID	Requested Agent Name	Source Date Time	Create Date Time	Source Due Date Time
News feed	email	Inbound	InboundNew	Source Tenant 4	IT	Support Request	Unknown	Unknown	2021-05-03 0534PM	2021-05-04 0700AM	2021-05-04 0221PM
Profanity detection	email	Outbound	OutboundACK	Source Tenant 4	IT	Access Request	Unknown	Unknown	2021-05-04 0751AM	2021-05-04 0926PM	2021-05-04 0224PM
Escalation	workitem	Outbound	OutboundReply	Source Tenant 5	IT	Access Request	Unknown	Unknown	2021-05-04 0851AM	2021-05-04 1006AM	2021-05-04 0230AM
Agent advisory	email	Outbound	OutboundNew	Source Tenant 3	IT	Access Request	Unknown	Unknown	2021-05-03 0905PM	2021-05-04 1104AM	2021-05-04 0232PM
Escalation	email	Inbound	InboundTest	Source Tenant 3	IT	Access Request	Unknown	Unknown	2021-05-03 1054PM	2021-05-04 0719AM	2021-05-04 0233AM
Escalation	email	Outbound	OutboundNew	Source Tenant 4	IT	Access Request	Unknown	Unknown	2021-05-04 0532AM	2021-05-04 0502AM	2021-05-04 0243AM
Recording service	workitem	Outbound	OutboundACK	Source Tenant 1	Fraud	Ban Request	Unknown	Unknown	2021-05-03 0439PM	2021-05-04 0407AM	2021-05-04 0247PM
Escalation	email	Outbound	OutboundNew	Source Tenant 2	Fraud	Ban Request	Unknown	Unknown	2021-05-04 1207AM	2021-05-04 0953AM	2021-05-04 0255PM
Profanity detection	email	Outbound	OutboundNew	Source Tenant 2	IT	Access Request	Unknown	Unknown	2021-05-04 0847AM	2021-05-04 0725PM	2021-05-04 0255PM
Sentiment analysis	workitem	Outbound	OutboundNew	Source Tenant 5	Fraud	Account Checking	Unknown	Unknown	2021-05-03 0730PM	2021-05-04 1016AM	2021-05-04 0257PM
Language translation	workitem	Outbound	OutboundNew	Source Tenant 2	Finance	Credit	Unknown	Unknown	2021-05-04 0425PM	2021-05-04 1137PM	2021-05-04 0257PM
Language translation	email	Inbound	InboundTest	Source Tenant 1	Fraud	Account Checking	Unknown	Unknown	2021-05-03 0730PM	2021-05-04 0901AM	2021-05-04 0302AM
Profanity detection	workitem	Inbound	InboundTest	Source Tenant 4	Fraud	Account Checking	Unknown	Unknown	2021-05-03 1129PM	2021-05-04 1007AM	2021-05-04 0304AM
Escalation	workitem	Inbound	InboundNew	Source Tenant 1	IT	Request	Unknown	Unknown	2021-05-03 1040PM	2021-05-04 0115AM	2021-05-04 0309PM
Escalation	workitem	Inbound	InboundNew	Source Tenant 3	IT	Support Request	Unknown	Unknown	2021-05-04 0130PM	2021-05-04 0805PM	2021-05-04 0311PM
News feed	workitem	Outbound	OutboundNew	Source Tenant 5	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0757AM	2021-05-04 0408PM	2021-05-04 0315AM
Escalation	email	Outbound	OutboundACK	Source Tenant 4	IT	Support Request	Unknown	Unknown	2021-05-03 0732PM	2021-05-04 0942AM	2021-05-04 0315PM
Escalation	workitem	Outbound	OutboundNew	Source Tenant 2	Fraud	Account Checking	Unknown	Unknown	2021-05-04 0505AM	2021-05-04 0422PM	2021-05-04 0316PM
Recording service	email	Outbound	OutboundACK	Source Tenant 5	IT	Access Request	Unknown	Unknown	2021-05-04 0131AM	2021-05-04 0948AM	2021-05-04 0317PM
Escalation	email	Inbound	InboundTest	Source Tenant 2	Fraud	Account Checking	Unknown	Unknown	2021-05-03 0715PM	2021-05-04 0831AM	2021-05-04 0318PM
Escalation	email	Outbound	OutboundACK	Source Tenant 1	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0948AM	2021-05-04 0901PM	2021-05-04 0318PM
Agent advisory	workitem	Inbound	InboundNew	Source Tenant 5	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0533AM	2021-05-04 1153AM	2021-05-04 0319PM
Agent advisory	workitem	Outbound	OutboundACK	Source Tenant 1	IT	Access Request	Unknown	Unknown	2021-05-03 0430PM	2021-05-04 0240AM	2021-05-04 0325AM
Sentiment analysis	email	Inbound	InboundNew	Source Tenant 4	Fraud	Duplicate Account	Unknown	Unknown	2021-05-04 0256AM	2021-05-04 0936AM	2021-05-04 0325PM
Profanity detection	email	Inbound	InboundNew	Source Tenant 2	IT	Support Request	Unknown	Unknown	2021-05-04 1112AM	2021-05-04 1028AM	2021-05-04 0325PM
Sentiment analysis	workitem	Outbound	OutboundReply	Source Tenant 3	IT	Access Request	Unknown	Unknown	2021-05-03 0702PM	2021-05-04 0541AM	2021-05-04 0326AM
Escalation	workitem	Outbound	OutboundNew	Source Tenant 3	Fraud	Account Checking	Unknown	Unknown	2021-05-03 1025PM	2021-05-04 0402AM	2021-05-04 0326PM
Profanity detection	email	Inbound	InboundNew	Source Tenant 2	IT	Access Request	Unknown	Unknown	2021-05-03 1155PM	2021-05-04 1205PM	2021-05-04 0329PM
Profanity detection	workitem	Inbound	InboundNew	Source Tenant 2	IT	Access Request	Unknown	Unknown	2021-05-04 1058AM	2021-05-04 1219PM	2021-05-04 0330AM
Agent advisory	workitem	Outbound	OutboundReply	Source Tenant 5	IT	Support Request	Unknown	Unknown	2021-05-03 1237PM	2021-05-04 0306AM	2021-05-04 0339PM
Profanity detection	email	Inbound	InboundTest	Source Tenant 2	IT	Access Request	Unknown	Unknown	2021-05-04 1259AM	2021-05-04 0709AM	2021-05-04 0342PM
Agent advisory	workitem	Outbound	OutboundNew	Source Tenant 5	Fraud	Ban Request	Unknown	Unknown	2021-05-03 1236PM	2021-05-04 0150AM	2021-05-04 0343AM
Profanity detection	workitem	Outbound	OutboundReply	Source Tenant 4	Fraud	Duplicate Account	Unknown	Unknown	2021-05-03 1010PM	2021-05-04 0826AM	2021-05-04 0348PM
Sentiment analysis	email	Inbound	InboundNew	Source Tenant 5	IT	Access Request	Unknown	Unknown	2021-05-04 0510PM	2021-05-04 0506PM	2021-05-04 0350PM
Profanity detection	workitem	Inbound	InboundNew	Source Tenant 2	Fraud	Account Checking	Unknown	Unknown	2021-05-04 0448AM	2021-05-04 0955AM	2021-05-04 0355PM
Sentiment analysis	workitem	Outbound	OutboundNew	Source Tenant 5	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0149AM	2021-05-04 1143AM	2021-05-04 0404PM
Profanity detection	email	Outbound	OutboundReply	Source Tenant 1	Fraud	Account Checking	Unknown	Unknown	2021-05-04 0528PM	2021-05-04 0859PM	2021-05-04 0407PM

Task Detail Report

Finish Date Time	Department	Process	Accept Time (Fmt)	Finished Time (Fmt)	iWD Hold Time (Fmt)	Handle Time (Fmt)
	Department 2	Process 4			00:00:00	00:00:00
2021-05-04 0927PM	Department 3	Process 6	00:00:45	00:01:30	00:00:00	00:00:40
2021-05-04 1007AM	Department 2	Process 4	00:00:35	00:01:19	00:00:00	00:00:39
	Department 2	Process 5			00:00:00	00:00:00
2021-05-04 0753AM	Department 2	Process 5	00:32:47	00:33:35	00:00:00	00:00:43
2021-05-04 0504AM	Department 2	Process 4	00:00:35	00:01:19	00:00:00	00:00:39
2021-05-04 0408AM	Department 3	Process 6	00:00:35	00:01:16	00:00:00	00:00:36
2021-05-04 1004AM	Department 3	Process 6	00:09:35	00:10:21	00:00:00	00:00:41
2021-05-04 0726PM	Department 2	Process 5	00:00:35	00:01:30	00:00:00	00:00:50
2021-05-04 1034AM	Department 1	Process 3	00:17:09	00:18:01	00:00:00	00:00:47
2021-05-04 1139PM	Department 1	Process 3	00:00:35	00:01:24	00:00:00	00:00:44
	Department 2	Process 4			00:00:00	00:00:00
2021-05-04 1022AM	Department 2	Process 4	00:14:15	00:15:03	00:00:00	00:00:43
2021-05-04 0232AM	Department 2	Process 4	01:16:44	01:17:34	00:00:00	00:00:45
2021-05-04 0856PM	Department 2	Process 5	00:49:52	00:50:39	00:00:00	00:00:42
2021-05-04 0409PM	Department 1	Process 3	00:00:35	00:01:21	00:00:00	00:00:41
2021-05-04 0944AM	Department 2	Process 4	00:00:35	00:01:22	00:00:00	00:00:42
2021-05-04 0423PM	Department 1	Process 3	00:00:35	00:01:26	00:00:00	00:00:46
2021-05-04 0950AM	Department 1	Process 3	00:00:35	00:01:22	00:00:00	00:00:42
2021-05-04 0832AM	Department 2	Process 4	00:00:35	00:01:17	00:00:00	00:00:37
2021-05-04 0902PM	Department 2	Process 4	00:00:35	00:01:19	00:00:00	00:00:39
2021-05-04 1154AM	Department 1	Process 3	00:00:35	00:01:26	00:00:00	00:00:46
2021-05-04 0241AM	Department 2	Process 5	00:00:35	00:01:21	00:00:00	00:00:41
2021-05-04 0938AM	Department 3	Process 6	00:00:35	00:01:20	00:00:00	00:00:40
2021-05-04 1030AM	Department 2	Process 4	00:00:35	00:01:22	00:00:00	00:00:42
2021-05-04 0543AM	Department 2	Process 4	00:00:35	00:01:22	00:00:00	00:00:42
	Department 2	Process 5			00:00:00	00:00:00
	Department 1	Process 3			00:00:00	00:00:00
	Department 2	Process 5			00:00:00	00:00:00
2021-05-04 0308AM	Department 3	Process 6	00:00:35	00:01:20	00:00:00	00:00:40
	Department 2	Process 5			00:00:00	00:00:00
2021-05-04 0151AM	Department 1	Process 3	00:00:35	00:01:24	00:00:00	00:00:44
2021-05-04 0828AM	Department 1	Process 3	00:00:35	00:01:24	00:00:00	00:00:44
	Department 2	Process 5			00:00:00	00:00:00
	Department 2	Process 5			00:00:00	00:00:00
	Department 1	Process 3			00:00:00	00:00:00
2021-05-04 0923PM	Department 2	Process 4	00:23:03	00:23:46	00:00:00	00:00:38

Task Detail Report

Due Date Time	Interaction ID	Last Task Event ID	Capture ID	Capture Point Name	Media Channel	Category	Priority	Status Name	Is Final	Is Held	Last Agent Name	Result Code	Customer ID	Customer Segment	Product
2021-05-04 0409PM	itx004406	39790	ext004406	capture_point1	channel3	Unknown	90	Completed	1	0	Agent 6	3	Customer2	BRONZE	Service
2021-05-04 0411AM	itx003845	34720	ext003845	capture_point2	channel4	Unknown	70	Completed	1	0	Agent 6	3	Customer3	BRONZE	Monitoring
2021-05-04 0413PM	itx004148	37520	ext004148	capture_point3	channel5	Unknown	120	Completed	1	0	Agent 3	3	Customer4	BRONZE	Service
2021-05-04 0414PM	itx004415	39880	ext004415	capture_point1	channel2	Unknown	110	Completed	1	0	Agent 2	3	Customer3	SILVER	Monitoring
2021-05-04 0417PM	itx004283	38747	ext004283	capture_point3	channel2	Unknown	70	Queued	0	0		3	Customer5	BRONZE	Monitoring
2021-05-04 0420AM	itx003772	34050	ext003772	capture_point3	channel5	Unknown	80	Completed	1	0	Agent 1	3	Customer3	GOLD	Monitoring
2021-05-04 0421AM	itx003972	35930	ext003972	capture_point3	channel2	Unknown	70	Completed	1	0	Agent 5	3	Customer5	GOLD	Service
2021-05-04 0421PM	itx004139	37610	ext004139	capture_point2	channel4	Unknown	50	Completed	1	0	Agent 5	3	Customer5	GOLD	Service
2021-05-04 0423PM	itx003839	34657	ext003839	capture_point2	channel4	Unknown	140	Queued	0	0		3	Customer1	GOLD	Service
	itx004237	38350	ext004237	capture_point3	channel2	Unknown	90	Completed	1	0	Agent 2	3	Customer1	BRONZE	Monitoring
2021-05-04 0424AM	itx003976	36093	ext003976	capture_point2	channel3	Unknown	80	Completed	1	0	Agent 3	3	Customer3	SILVER	Monitoring
2021-05-04 0427PM	itx004090	36997	ext004090	capture_point1	channel4	Unknown	140	Queued	0	0		3	Customer3	GOLD	Monitoring
2021-05-04 0439PM	itx003887	35120	ext003887	capture_point2	channel5	Unknown	100	Completed	1	0	Agent 2	3	Customer1	BRONZE	Service
2021-05-04 0440PM	itx003817	34467	ext003817	capture_point2	channel4	Unknown	80	Queued	0	0		3	Customer4	BRONZE	Monitoring
2021-05-04 0442PM	itx003849	34760	ext003849	capture_point3	channel4	Unknown	80	Completed	1	0	Agent 1	3	Customer3	GOLD	Service
	itx003854	34810	ext003854	capture_point1	channel4	Unknown	100	Completed	1	0	Agent 1	3	Customer3	BRONZE	Monitoring
2021-05-04 0448PM	itx003753	33913	ext003753	capture_point2	channel1	Unknown	70	Completed	1	0	Agent 1	3	Customer1	SILVER	Service
2021-05-04 0456PM	itx003893	35177	ext003893	capture_point2	channel4	Unknown	120	Queued	0	0		3	Customer3	GOLD	Service
2021-05-04 0500AM	itx003754	33893	ext003754	capture_point1	channel1	Unknown	150	Completed	1	0	Agent 3	3	Customer1	BRONZE	Monitoring
2021-05-04 0500PM	itx003879	35040	ext003879	capture_point3	channel1	Unknown	50	Completed	1	0	Agent 5	3	Customer4	BRONZE	Monitoring
2021-05-04 0502AM	itx004102	37160	ext004102	capture_point1	channel3	Unknown	60	Completed	1	0	Agent 6	3	Customer4	BRONZE	Monitoring
2021-05-04 0503AM	itx003803	34350	ext003803	capture_point3	channel5	Unknown	80	Completed	1	0	Agent 6	3	Customer4	GOLD	Service
2021-05-04 0504AM	itx004052	36667	ext004052	capture_point1	channel1	Unknown	120	Queued	0	0		3	Customer5	BRONZE	Monitoring
2021-05-04 0506AM	itx003966	35867	ext003966	capture_point2	channel1	Unknown	60	Queued	0	0		3	Customer2	SILVER	Monitoring
2021-05-04 0509AM	itx004201	38007	ext004201	capture_point3	channel4	Unknown	90	Queued	0	0		3	Customer1	BRONZE	Monitoring
2021-05-04 0513AM	itx003969	35900	ext003969	capture_point1	channel5	Unknown	90	Completed	1	0	Agent 4	3	Customer3	GOLD	Monitoring
2021-05-04 0514PM	itx004371	39477	ext004371	capture_point2	channel2	Unknown	100	Queued	0	0		3	Customer5	SILVER	Service
2021-05-04 0515AM	itx004202	38563	ext004202	capture_point2	channel3	Unknown	160	Completed	1	0	Agent 3	3	Customer1	SILVER	Service
2021-05-04 0518PM	itx004250	38470	ext004250	capture_point1	channel4	Unknown	70	Completed	1	0	Agent 3	3	Customer4	BRONZE	Monitoring
	itx004349	39297	ext004349	capture_point2	channel2	Unknown	90	Queued	0	0		3	Customer5	BRONZE	Service
2021-05-04 0521PM	itx004011	37326	ext004011	capture_point2	channel1	Unknown	70	Completed	1	0	Agent 2	3	Customer5	GOLD	Monitoring
2021-05-04 0524AM	itx003828	34560	ext003828	capture_point2	channel3	Unknown	70	Completed	1	0	Agent 1	3	Customer3	BRONZE	Service
2021-05-04 0524PM	itx004172	37743	ext004172	capture_point1	channel5	Unknown	60	Completed	1	0	Agent 1	3	Customer3	BRONZE	Monitoring
2021-05-04 0526PM	itx003922	35450	ext003922	capture_point2	channel5	Unknown	110	Completed	1	0	Agent 6	3	Customer1	GOLD	Monitoring
2021-05-04 0527PM	itx004191	38070	ext004191	capture_point1	channel1	Unknown	80	Completed	1	0	Agent 1	3	Customer4	BRONZE	Service
2021-05-04 0531AM	itx004030	36843	ext004030	capture_point2	channel3	Unknown	70	Completed	1	0	Agent 1	3	Customer3	SILVER	Notification
2021-05-04 0547PM	itx004059	36730	ext004059	capture_point1	channel1	Unknown	30	Completed	1	0	Agent 4	3	Customer2	BRONZE	Service

Task Detail Report

Product Subtype	Media Type	Interaction Type	Interaction Subtype	Source Tenant	Source Process	Source Process Subtype	Skill ID	Requested Agent Name	Source Date Time	Create Date Time	Source Due Date Time
Language translation	email	Outbound	OutboundACK	Source Tenant 5	IT	Support Request	Unknown	Unknown	2021-05-04 0959AM	2021-05-04 1116PM	2021-05-04 0409PM
Sentiment analysis	workitem	Inbound	InboundTest	Source Tenant 5	Fraud	Account Checking	Unknown	Unknown	2021-05-04 0543AM	2021-05-04 0743AM	2021-05-04 0411AM
Language translation	email	Inbound	InboundTest	Source Tenant 4	IT	Support Request	Unknown	Unknown	2021-05-04 1010AM	2021-05-04 0442PM	2021-05-04 0413PM
Sentiment analysis	email	Outbound	OutboundNew	Source Tenant 1	IT	Access Request	Unknown	Unknown	2021-05-04 1243PM	2021-05-04 1136PM	2021-05-04 0414PM
Recording service	workitem	Outbound	OutboundReply	Source Tenant 4	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0754AM	2021-05-04 0934PM	2021-05-04 0417PM
Profanity detection	email	Inbound	InboundTest	Source Tenant 5	IT	Support Request	Unknown	Unknown	2021-05-03 0835PM	2021-05-04 0216AM	2021-05-04 0420AM
Language translation	email	Inbound	InboundTest	Source Tenant 1	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0650AM	2021-05-04 0956AM	2021-05-04 0421AM
Agent advisory	email	Outbound	OutboundReply	Source Tenant 1	IT	Request	Unknown	Unknown	2021-05-04 0318AM	2021-05-04 0358PM	2021-05-04 0421PM
Language translation	workitem	Outbound	OutboundACK	Source Tenant 2	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0558AM	2021-05-04 0722AM	2021-05-04 0423PM
Sentiment analysis	email	Inbound	InboundNew	Source Tenant 4	Fraud	Account Checking	Unknown	Unknown	2021-05-04 0242PM	2021-05-04 0850PM	2021-05-04 0423PM
Recording service	workitem	Inbound	InboundTest	Source Tenant 5	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0320AM	2021-05-04 1005AM	2021-05-04 0424AM
Sentiment analysis	workitem	Outbound	OutboundNew	Source Tenant 2	IT	Access Request	Unknown	Unknown	2021-05-04 0625AM	2021-05-04 1146AM	2021-05-04 0427PM
Agent advisory	email	Outbound	OutboundACK	Source Tenant 2	Fraud	Ban Request	Unknown	Unknown	2021-05-03 0852PM	2021-05-04 0851AM	2021-05-04 0439PM
Recording service	email	Outbound	OutboundNew	Source Tenant 3	Fraud	Ban Request	Unknown	Unknown	2021-05-03 0401PM	2021-05-04 0604AM	2021-05-04 0440PM
Agent advisory	workitem	Inbound	InboundNew	Source Tenant 5	IT	Support Request	Unknown	Unknown	2021-05-04 0715AM	2021-05-04 0742AM	2021-05-04 0442PM
Sentiment analysis	workitem	Inbound	InboundNew	Source Tenant 4	Fraud	Duplicate Account	Unknown	Unknown	2021-05-03 0810PM	2021-05-04 0747AM	2021-05-04 0442PM
Escalation	workitem	Outbound	OutboundACK	Source Tenant 2	IT	Support Request	Unknown	Unknown	2021-05-03 0701PM	2021-05-04 1230AM	2021-05-04 0448PM
Agent advisory	workitem	Inbound	InboundNew	Source Tenant 4	Fraud	Duplicate Account	Unknown	Unknown	2021-05-04 0249AM	2021-05-04 0905AM	2021-05-04 0456PM
Profanity detection	email	Outbound	OutboundACK	Source Tenant 4	IT	Request	Unknown	Unknown	2021-05-03 1156PM	2021-05-04 1247AM	2021-05-04 0500AM
Sentiment analysis	workitem	Outbound	OutboundReply	Source Tenant 2	IT	Support Request	Unknown	Unknown	2021-05-04 0152AM	2021-05-04 0844AM	2021-05-04 0500PM
Profanity detection	email	Outbound	OutboundNew	Source Tenant 3	IT	Access Request	Unknown	Unknown	2021-05-04 0921AM	2021-05-04 1254PM	2021-05-04 0502AM
Escalation	workitem	Outbound	OutboundNew	Source Tenant 4	IT	Access Request	Unknown	Unknown	2021-05-03 0539PM	2021-05-04 0449AM	2021-05-04 0503AM
Profanity detection	email	Inbound	InboundNew	Source Tenant 5	IT	Support Request	Unknown	Unknown	2021-05-03 1156PM	2021-05-04 1116AM	2021-05-04 0504AM
Recording service	workitem	Outbound	OutboundReply	Source Tenant 1	Finance	Credit	Unknown	Unknown	2021-05-04 0712AM	2021-05-04 0947AM	2021-05-04 0506AM
Profanity detection	email	Outbound	OutboundNew	Source Tenant 5	IT	Support Request	Unknown	Unknown	2021-05-04 0345PM	2021-05-04 0751PM	2021-05-04 0509AM
Profanity detection	workitem	Inbound	InboundNew	Source Tenant 2	Fraud	Ban Request	Unknown	Unknown	2021-05-03 0826PM	2021-05-04 0956AM	2021-05-04 0513AM
Agent advisory	email	Outbound	OutboundNew	Source Tenant 4	IT	Support Request	Unknown	Unknown	2021-05-04 1142AM	2021-05-04 1049PM	2021-05-04 0514PM
Escalation	email	Inbound	InboundNew	Source Tenant 3	Fraud	Account Checking	Unknown	Unknown	2021-05-04 0805PM	2021-05-04 0751PM	2021-05-04 0515AM
Recording service	workitem	Outbound	OutboundACK	Source Tenant 5	IT	Access Request	Unknown	Unknown	2021-05-04 0706PM	2021-05-04 0901PM	2021-05-04 0518PM
Escalation	workitem	Outbound	OutboundReply	Source Tenant 1	IT	Support Request	Unknown	Unknown	2021-05-04 1048AM	2021-05-04 1023PM	2021-05-04 0518PM
Profanity detection	email	Inbound	InboundTest	Source Tenant 3	IT	Support Request	Unknown	Unknown	2021-05-03 1136PM	2021-05-04 1033AM	2021-05-04 0521PM
Language translation	email	Outbound	OutboundNew	Source Tenant 4	Fraud	Ban Request	Unknown	Unknown	2021-05-03 1033PM	2021-05-04 0651AM	2021-05-04 0524AM
Profanity detection	email	Inbound	InboundTest	Source Tenant 1	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0526AM	2021-05-04 0635PM	2021-05-04 0524PM
Profanity detection	workitem	Inbound	InboundTest	Source Tenant 2	Fraud	Account Checking	Unknown	Unknown	2021-05-03 0822PM	2021-05-04 0922AM	2021-05-04 0526PM
Escalation	workitem	Inbound	InboundTest	Source Tenant 3	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0737AM	2021-05-04 0732PM	2021-05-04 0527PM
News feed	email	Inbound	InboundTest	Source Tenant 4	Fraud	Account Checking	Unknown	Unknown	2021-05-03 1046PM	2021-05-04 1046AM	2021-05-04 0531AM
Escalation	email	Outbound	OutboundNew	Source Tenant 5	Fraud	Ban Request	Unknown	Unknown	2021-05-04 1104AM	2021-05-04 1116AM	2021-05-04 0547PM

Task Detail Report

Finish Date Time	Department	Process	Accept Time (Fmt)	Finished Time (Fmt)	iWD Hold Time (Fmt)	Handle Time (Fmt)
2021-05-04 1117PM	Department 1	Process 3	00:00:35	00:01:19	00:00:00	00:00:39
2021-05-04 0744AM	Department 2	Process 4	00:00:35	00:01:20	00:00:00	00:00:40
2021-05-04 0444PM	Department 2	Process 4	00:00:35	00:01:26	00:00:00	00:00:46
2021-05-04 1137PM	Department 2	Process 4	00:00:35	00:01:16	00:00:00	00:00:36
	Department 2	Process 5			00:00:00	00:00:00
2021-05-04 0217AM	Department 3	Process 6	00:00:35	00:01:27	00:00:00	00:00:47
2021-05-04 0958AM	Department 2	Process 5	00:00:35	00:01:22	00:00:00	00:00:42
2021-05-04 0535PM	Department 2	Process 5	01:36:09	01:36:53	00:00:00	00:00:39
	Department 1	Process 3			00:00:00	00:00:00
2021-05-04 0851PM	Department 1	Process 3	00:00:35	00:01:19	00:00:00	00:00:39
2021-05-04 1018AM	Department 3	Process 6	00:11:32	00:12:18	00:00:00	00:00:41
	Department 2	Process 5			00:00:00	00:00:00
2021-05-04 0852AM	Department 2	Process 5	00:00:35	00:01:23	00:00:00	00:00:43
	Department 3	Process 6			00:00:00	00:00:00
2021-05-04 0743AM	Department 2	Process 5	00:00:35	00:01:23	00:00:00	00:00:43
2021-05-04 0749AM	Department 2	Process 4	00:00:35	00:01:24	00:00:00	00:00:44
2021-05-04 0107AM	Department 2	Process 5	00:36:19	00:37:06	00:00:00	00:00:42
	Department 2	Process 5			00:00:00	00:00:00
2021-05-04 0102AM	Department 2	Process 5	00:14:28	00:15:12	00:00:00	00:00:39
2021-05-04 0846AM	Department 2	Process 4	00:00:35	00:01:23	00:00:00	00:00:43
2021-05-04 0103PM	Department 1	Process 3	00:08:12	00:08:59	00:00:00	00:00:42
2021-05-04 0450AM	Department 1	Process 3	00:00:35	00:01:20	00:00:00	00:00:40
	Department 2	Process 5			00:00:00	00:00:00
	Department 2	Process 5			00:00:00	00:00:00
	Department 2	Process 5			00:00:00	00:00:00
2021-05-04 0957AM	Department 2	Process 4	00:00:35	00:01:21	00:00:00	00:00:41
	Department 2	Process 5			00:00:00	00:00:00
2021-05-04 0929PM	Department 2	Process 5	01:37:00	01:37:49	00:00:00	00:00:44
2021-05-04 0902PM	Department 2	Process 5	00:00:35	00:01:22	00:00:00	00:00:42
	Department 2	Process 5			00:00:00	00:00:00
2021-05-04 0250PM	Department 2	Process 5	04:15:37	04:16:25	00:00:00	00:00:43
2021-05-04 0652AM	Department 2	Process 5	00:00:35	00:01:24	00:00:00	00:00:44
2021-05-04 0649PM	Department 3	Process 6	00:12:59	00:13:44	00:00:00	00:00:40
2021-05-04 0923AM	Department 2	Process 4	00:00:35	00:01:14	00:00:00	00:00:34
2021-05-04 0809PM	Department 2	Process 4	00:36:31	00:37:20	00:00:00	00:00:44
2021-05-04 1138AM	Department 2	Process 4	00:51:06	00:51:53	00:00:00	00:00:42
2021-05-04 1117AM	Department 2	Process 5	00:00:35	00:01:24	00:00:00	00:00:44

Task Detail Report

Due Date Time	Interaction ID	Last Task Event ID	Capture ID	Capture Point Name	Media Channel	Category	Priority	Status Name	Is Final	Is Held	Last Agent Name	Result Code	Customer ID	Customer Segment	Product
2021-05-04 0600PM	itx003977	35970	ext003977	capture_point3	channel1	Unknown	80	Completed	1	0	Agent 5	3	Customer3	BRONZE	Monitoring
	itx004118	37250	ext004118	capture_point1	channel1	Unknown	70	Completed	1	0	Agent 2	3	Customer5	GOLD	Monitoring
	itx004332	39147	ext004332	capture_point2	channel1	Unknown	50	Queued	0	0		3	Customer4	GOLD	Monitoring
2021-05-04 0605PM	itx004313	38987	ext004313	capture_point2	channel1	Unknown	100	Queued	0	0		3	Customer5	SILVER	Monitoring
2021-05-04 0606PM	itx003800	34320	ext003800	capture_point1	channel2	Unknown	110	Completed	1	0	Agent 3	3	Customer3	BRONZE	Service
2021-05-04 0618AM	itx004100	37100	ext004100	capture_point1	channel1	Unknown	150	Completed	1	0	Agent 6	3	Customer3	SILVER	Notification
2021-05-04 0623PM	itx003814	34493	ext003814	capture_point1	channel4	Unknown	80	Completed	1	0	Agent 6	3	Customer4	BRONZE	Service
2021-05-04 0624AM	itx004122	37287	ext004122	capture_point1	channel2	Unknown	70	Queued	0	0		3	Customer1	SILVER	Service
2021-05-04 0628AM	itx004045	36840	ext004045	capture_point3	channel4	Unknown	110	Completed	1	0	Agent 1	3	Customer3	BRONZE	Service
2021-05-04 0632PM	itx004338	39187	ext004338	capture_point1	channel1	Unknown	40	Queued	0	0		3	Customer4	BRONZE	Service
2021-05-04 0637PM	itx003851	34780	ext003851	capture_point2	channel2	Unknown	90	Completed	1	0	Agent 2	3	Customer5	GOLD	Monitoring
2021-05-04 0639PM	itx004074	36860	ext004074	capture_point1	channel3	Unknown	60	Completed	1	0	Agent 2	3	Customer1	GOLD	Monitoring
2021-05-04 0646PM	itx004328	39110	ext004328	capture_point1	channel3	Unknown	40	Completed	1	0	Agent 3	3	Customer3	GOLD	Monitoring
2021-05-04 0647PM	itx003952	35730	ext003952	capture_point3	channel3	Unknown	120	Completed	1	0	Agent 2	3	Customer4	SILVER	Service
2021-05-04 0656AM	itx003802	34337	ext003802	capture_point3	channel3	Unknown	70	Queued	0	0		3	Customer4	BRONZE	Service
2021-05-04 0659AM	itx003894	35190	ext003894	capture_point3	channel5	Unknown	110	Completed	1	0	Agent 1	3	Customer5	GOLD	Service
	itx004225	38240	ext004225	capture_point2	channel2	Unknown	70	Completed	1	0	Agent 4	3	Customer2	GOLD	Service
2021-05-04 0700PM	itx004214	38130	ext004214	capture_point2	channel2	Unknown	80	Completed	1	0	Agent 4	3	Customer3	BRONZE	Notification
2021-05-04 0705PM	itx004372	39487	ext004372	capture_point1	channel1	Unknown	20	Queued	0	0		3	Customer4	SILVER	Monitoring
2021-05-04 0706PM	itx004348	39370	ext004348	capture_point3	channel1	Unknown	100	Completed	1	0	Agent 4	3	Customer1	SILVER	Monitoring
2021-05-04 0710AM	itx004146	37500	ext004146	capture_point3	channel4	Unknown	50	Completed	1	0	Agent 1	3	Customer2	SILVER	Monitoring
2021-05-04 0713PM	itx003990	36090	ext003990	capture_point2	channel2	Unknown	90	Completed	1	0	Agent 2	3	Customer1	SILVER	Service
2021-05-04 0717AM	itx004061	36747	ext004061	capture_point1	channel1	Unknown	80	Queued	0	0		3	Customer1	SILVER	Service
2021-05-04 0719AM	itx004009	36270	ext004009	capture_point1	channel1	Unknown	100	Completed	1	0	Agent 5	3	Customer1	GOLD	Service
2021-05-04 0719PM	itx004002	36350	ext004002	capture_point1	channel3	Unknown	130	Completed	1	0	Agent 1	3	Customer2	SILVER	Service
2021-05-04 0725PM	itx004132	37367	ext004132	capture_point3	channel4	Unknown	100	Queued	0	0		3	Customer3	GOLD	Monitoring
2021-05-04 0726PM	itx004080	36900	ext004080	capture_point2	channel5	Unknown	60	Completed	1	0	Agent 4	3	Customer2	SILVER	Service
2021-05-04 0728PM	itx004133	37380	ext004133	capture_point1	channel4	Unknown	80	Completed	1	0	Agent 1	3	Customer2	GOLD	Service
2021-05-04 0731PM	itx003864	34943	ext003864	capture_point3	channel1	Unknown	80	Completed	1	0	Agent 4	3	Customer5	SILVER	Service
2021-05-04 0733AM	itx004103	37130	ext004103	capture_point3	channel5	Unknown	90	Completed	1	0	Agent 4	3	Customer1	GOLD	Monitoring
2021-05-04 0734PM	itx003929	35517	ext003929	capture_point1	channel2	Unknown	80	Queued	0	0		3	Customer2	BRONZE	Monitoring
2021-05-04 0738AM	itx004198	37980	ext004198	capture_point3	channel5	Unknown	110	Completed	1	0	Agent 1	3	Customer2	SILVER	Service
2021-05-04 0743PM	itx004434	40060	ext004434	capture_point2	channel2	Unknown	110	Completed	1	0	Agent 3	3	Customer2	GOLD	Service
2021-05-04 0750AM	itx004038	36530	ext004038	capture_point1	channel4	Unknown	60	Completed	1	0	Agent 2	3	Customer4	SILVER	Monitoring
2021-05-04 0755AM	itx004168	37943	ext004168	capture_point2	channel2	Unknown	50	Completed	1	0	Agent 4	3	Customer4	SILVER	Service
2021-05-04 0808PM	itx004381	39567	ext004381	capture_point2	channel4	Unknown	50	Queued	0	0		3	Customer3	SILVER	Service
2021-05-04 0810AM	itx003756	33890	ext003756	capture_point3	channel4	Unknown	50	Completed	1	0	Agent 6	3	Customer5	BRONZE	Service

Task Detail Report

Product Subtype	Media Type	Interaction Type	Interaction Subtype	Source Tenant	Source Process	Source Process Subtype	Skill ID	Requested Agent Name	Source Date Time	Create Date Time	Source Due Date Time
Profanity detection	workitem	Outbound	OutboundReply	Source Tenant 5	Fraud	Account Checking	Unknown	Unknown	2021-05-04 0748AM	2021-05-04 1013AM	2021-05-04 0600PM
Profanity detection	workitem	Outbound	OutboundReply	Source Tenant 3	IT	Support Request	Unknown	Unknown	2021-05-03 1152PM	2021-05-04 0202PM	2021-05-04 0600PM
Profanity detection	workitem	Inbound	InboundTest	Source Tenant 5	Fraud	Account Checking	Unknown	Unknown	2021-05-04 0436PM	2021-05-04 1008PM	2021-05-04 0600PM
Profanity detection	email	Outbound	OutboundNew	Source Tenant 2	IT	Access Request	Unknown	Unknown	2021-05-04 0702PM	2021-05-04 0947PM	2021-05-04 0605PM
Escalation	email	Inbound	InboundNew	Source Tenant 2	Fraud	Account Checking	Unknown	Unknown	2021-05-03 0757PM	2021-05-04 0443AM	2021-05-04 0606PM
News feed	email	Outbound	OutboundACK	Source Tenant 4	IT	Access Request	Unknown	Unknown	2021-05-04 1239AM	2021-05-04 1238PM	2021-05-04 0618AM
Escalation	email	Outbound	OutboundNew	Source Tenant 2	Fraud	Ban Request	Unknown	Unknown	2021-05-03 0751PM	2021-05-04 0545AM	2021-05-04 0623PM
Escalation	email	Outbound	OutboundReply	Source Tenant 1	IT	Support Request	Unknown	Unknown	2021-05-04 0301AM	2021-05-04 0219PM	2021-05-04 0624AM
Agent advisory	email	Outbound	OutboundNew	Source Tenant 4	IT	Access Request	Unknown	Unknown	2021-05-04 1030AM	2021-05-04 1102AM	2021-05-04 0628AM
Escalation	workitem	Outbound	OutboundNew	Source Tenant 5	Finance	Credit	Unknown	Unknown	2021-05-04 0952AM	2021-05-04 1019PM	2021-05-04 0632PM
Profanity detection	workitem	Outbound	OutboundReply	Source Tenant 2	IT	Support Request	Unknown	Unknown	2021-05-04 0807AM	2021-05-04 0758AM	2021-05-04 0637PM
Recording service	email	Inbound	InboundTest	Source Tenant 1	IT	Support Request	Unknown	Unknown	2021-05-03 1026PM	2021-05-04 1143AM	2021-05-04 0639PM
Profanity detection	workitem	Outbound	OutboundACK	Source Tenant 2	Fraud	Account Checking	Unknown	Unknown	2021-05-04 0119PM	2021-05-04 1008PM	2021-05-04 0646PM
Escalation	email	Outbound	OutboundACK	Source Tenant 2	Fraud	Ban Request	Unknown	Unknown	2021-05-03 1157PM	2021-05-04 0931AM	2021-05-04 0647PM
Agent advisory	email	Outbound	OutboundACK	Source Tenant 4	Fraud	Ban Request	Unknown	Unknown	2021-05-03 0455PM	2021-05-04 0446AM	2021-05-04 0656AM
Agent advisory	workitem	Inbound	InboundNew	Source Tenant 4	IT	Access Request	Unknown	Unknown	2021-05-03 0838PM	2021-05-04 0907AM	2021-05-04 0659AM
Escalation	workitem	Inbound	InboundTest	Source Tenant 5	IT	Access Request	Unknown	Unknown	2021-05-04 0658AM	2021-05-04 0838PM	2021-05-04 0659AM
News feed	email	Outbound	OutboundReply	Source Tenant 5	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0557PM	2021-05-04 0817PM	2021-05-04 0700PM
Profanity detection	email	Inbound	InboundTest	Source Tenant 3	Finance	Credit	Unknown	Unknown	2021-05-04 1201PM	2021-05-04 1048PM	2021-05-04 0705PM
Sentiment analysis	workitem	Outbound	OutboundNew	Source Tenant 4	IT	Access Request	Unknown	Unknown	2021-05-04 1152AM	2021-05-04 1021PM	2021-05-04 0706PM
Sentiment analysis	workitem	Outbound	OutboundACK	Source Tenant 5	Fraud	Account Checking	Unknown	Unknown	2021-05-04 1043AM	2021-05-04 0424PM	2021-05-04 0710AM
Escalation	workitem	Inbound	InboundNew	Source Tenant 3	Fraud	Ban Request	Unknown	Unknown	2021-05-03 1158PM	2021-05-04 1020AM	2021-05-04 0713PM
Agent advisory	workitem	Outbound	OutboundACK	Source Tenant 5	Fraud	Duplicate Account	Unknown	Unknown	2021-05-04 0307AM	2021-05-04 1125AM	2021-05-04 0717AM
Agent advisory	email	Outbound	OutboundNew	Source Tenant 1	IT	Access Request	Unknown	Unknown	2021-05-04 0730AM	2021-05-04 1044AM	2021-05-04 0719AM
Escalation	email	Inbound	InboundNew	Source Tenant 2	Fraud	Account Checking	Unknown	Unknown	2021-05-04 0731AM	2021-05-04 1017AM	2021-05-04 0719PM
Sentiment analysis	email	Inbound	InboundNew	Source Tenant 5	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0432AM	2021-05-04 0322PM	2021-05-04 0725PM
Agent advisory	email	Inbound	InboundNew	Source Tenant 3	IT	Access Request	Unknown	Unknown	2021-05-03 1136PM	2021-05-04 1155AM	2021-05-04 0726PM
Escalation	workitem	Inbound	InboundNew	Source Tenant 2	Fraud	Account Checking	Unknown	Unknown	2021-05-04 1100AM	2021-05-04 0318PM	2021-05-04 0728PM
Escalation	workitem	Inbound	InboundNew	Source Tenant 1	Fraud	Duplicate Account	Unknown	Unknown	2021-05-04 0256AM	2021-05-04 0807AM	2021-05-04 0731PM
Sentiment analysis	email	Inbound	InboundTest	Source Tenant 5	Fraud	Account Checking	Unknown	Unknown	2021-05-04 1133AM	2021-05-04 1258PM	2021-05-04 0733AM
Recording service	email	Inbound	InboundTest	Source Tenant 5	IT	Access Request	Unknown	Unknown	2021-05-04 0612AM	2021-05-04 0929AM	2021-05-04 0734PM
Escalation	workitem	Inbound	InboundNew	Source Tenant 1	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0900AM	2021-05-04 0756PM	2021-05-04 0738AM
Escalation	workitem	Outbound	OutboundACK	Source Tenant 5	IT	Access Request	Unknown	Unknown	2021-05-04 1120PM	2021-05-04 1158PM	2021-05-04 0743PM
Profanity detection	email	Inbound	InboundNew	Source Tenant 5	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0702AM	2021-05-04 1106AM	2021-05-04 0750AM
Escalation	email	Inbound	InboundTest	Source Tenant 4	IT	Access Request	Unknown	Unknown	2021-05-04 0452PM	2021-05-04 0620PM	2021-05-04 0755AM
Escalation	workitem	Inbound	InboundTest	Source Tenant 1	IT	Support Request	Unknown	Unknown	2021-05-04 0936PM	2021-05-04 1050PM	2021-05-04 0808PM
Escalation	email	Inbound	InboundTest	Source Tenant 2	IT	Support Request	Unknown	Unknown	2021-05-03 0325PM	2021-05-04 1246AM	2021-05-04 0810AM

Task Detail Report

Finish Date Time	Department	Process	Accept Time (Fmt)	Finished Time (Fmt)	iWD Hold Time (Fmt)	Handle Time (Fmt)
2021-05-04 1015AM	Department 3	Process 6	00:00:35	00:01:26	00:00:00	00:00:46
2021-05-04 0203PM	Department 2	Process 4	00:00:35	00:01:27	00:00:00	00:00:47
	Department 2	Process 5			00:00:00	00:00:00
	Department 2	Process 5			00:00:00	00:00:00
2021-05-04 0445AM	Department 2	Process 5	00:00:35	00:01:26	00:00:00	00:00:46
2021-05-04 1239PM	Department 2	Process 4	00:00:35	00:01:21	00:00:00	00:00:41
2021-05-04 0625AM	Department 2	Process 5	00:39:05	00:39:53	00:00:00	00:00:43
	Department 2	Process 5			00:00:00	00:00:00
2021-05-04 1143AM	Department 2	Process 5	00:40:50	00:41:37	00:00:00	00:00:42
	Department 3	Process 6			00:00:00	00:00:00
2021-05-04 0759AM	Department 2	Process 5	00:00:35	00:01:24	00:00:00	00:00:44
2021-05-04 1144AM	Department 3	Process 6	00:00:35	00:01:23	00:00:00	00:00:43
2021-05-04 1009PM	Department 2	Process 4	00:00:35	00:01:24	00:00:00	00:00:44
2021-05-04 0932AM	Department 2	Process 5	00:00:35	00:01:16	00:00:00	00:00:36
	Department 2	Process 4			00:00:00	00:00:00
2021-05-04 0909AM	Department 2	Process 5	00:00:35	00:01:23	00:00:00	00:00:43
2021-05-04 0839PM	Department 2	Process 4	00:00:35	00:01:23	00:00:00	00:00:43
2021-05-04 0818PM	Department 2	Process 5	00:00:35	00:01:24	00:00:00	00:00:44
	Department 2	Process 4			00:00:00	00:00:00
2021-05-04 1036PM	Department 2	Process 5	00:14:26	00:15:14	00:00:00	00:00:43
2021-05-04 0425PM	Department 2	Process 4	00:00:35	00:01:24	00:00:00	00:00:44
2021-05-04 1021AM	Department 2	Process 4	00:00:35	00:01:21	00:00:00	00:00:41
	Department 2	Process 5			00:00:00	00:00:00
2021-05-04 1045AM	Department 2	Process 5	00:00:35	00:01:25	00:00:00	00:00:45
2021-05-04 1037AM	Department 2	Process 5	00:19:35	00:20:24	00:00:00	00:00:44
	Department 3	Process 6			00:00:00	00:00:00
2021-05-04 1156AM	Department 1	Process 3	00:00:35	00:01:20	00:00:00	00:00:40
2021-05-04 0320PM	Department 2	Process 5	00:00:35	00:01:23	00:00:00	00:00:43
2021-05-04 0826AM	Department 2	Process 4	00:18:31	00:19:24	00:00:00	00:00:48
2021-05-04 1259PM	Department 1	Process 3	00:00:35	00:01:18	00:00:00	00:00:38
	Department 2	Process 5			00:00:00	00:00:00
2021-05-04 0757PM	Department 2	Process 5	00:00:35	00:01:23	00:00:00	00:00:43
2021-05-04 1159PM	Department 2	Process 5	00:00:35	00:01:20	00:00:00	00:00:40
2021-05-04 1108AM	Department 1	Process 2	00:00:35	00:01:20	00:00:00	00:00:40
2021-05-04 0742PM	Department 2	Process 4	01:21:09	01:21:53	00:00:00	00:00:39
	Department 2	Process 5			00:00:00	00:00:00
2021-05-04 1247AM	Department 3	Process 6	00:00:35	00:01:20	00:00:00	00:00:40

Task Detail Report

Due Date Time	Interaction ID	Last Task Event ID	Capture ID	Capture Point Name	Media Channel	Category	Priority	Status Name	Is Final	Is Held	Last Agent Name	Result Code	Customer ID	Customer Segment	Product
2021-05-04 0812PM	itx004366	39703	ext004366	capture_point1	channel2	Unknown	80	Completed	1	0	Agent 3	3	Customer5	GOLD	Service
2021-05-04 0815PM	itx004235	38560	ext004235	capture_point3	channel2	Unknown	70	Completed	1	0	Agent 2	3	Customer5	BRONZE	Monitoring
2021-05-04 0817AM	itx003921	35437	ext003921	capture_point3	channel4	Unknown	40	Queued	0	0		3	Customer4	BRONZE	Monitoring
	itx004151	37550	ext004151	capture_point3	channel1	Unknown	60	Completed	1	0	Agent 2	3	Customer2	GOLD	Service
2021-05-04 0821AM	itx004408	40273	ext004408	capture_point2	channel2	Unknown	40	Completed	1	0	Agent 6	3	Customer1	BRONZE	Notification
2021-05-04 0822AM	itx003884	35090	ext003884	capture_point2	channel5	Unknown	60	Completed	1	0	Agent 6	3	Customer1	GOLD	Monitoring
	itx004312	39033	ext004312	capture_point2	channel1	Unknown	80	Completed	1	0	Agent 3	3	Customer1	BRONZE	Service
2021-05-04 0822PM	itx004324	39080	ext004324	capture_point1	channel2	Unknown	60	Completed	1	0	Agent 4	3	Customer5	GOLD	Monitoring
2021-05-04 0827AM	itx004110	37190	ext004110	capture_point2	channel4	Unknown	90	Completed	1	0	Agent 4	3	Customer5	SILVER	Monitoring
2021-05-04 0828PM	itx004039	36537	ext004039	capture_point2	channel4	Unknown	110	Queued	0	0		3	Customer3	SILVER	Notification
2021-05-04 0831PM	itx004247	38440	ext004247	capture_point1	channel3	Unknown	50	Completed	1	0	Agent 6	3	Customer3	SILVER	Monitoring
2021-05-04 0835AM	itx004277	38700	ext004277	capture_point2	channel3	Unknown	110	Completed	1	0	Agent 1	3	Customer1	SILVER	Service
2021-05-04 0835PM	itx004169	37700	ext004169	capture_point3	channel4	Unknown	100	Completed	1	0	Agent 2	3	Customer1	SILVER	Monitoring
2021-05-04 0836PM	itx004162	37640	ext004162	capture_point2	channel4	Unknown	50	Completed	1	0	Agent 4	3	Customer1	SILVER	Service
2021-05-04 0843PM	itx004401	39750	ext004401	capture_point1	channel1	Unknown	80	Completed	1	0	Agent 4	3	Customer4	SILVER	Service
2021-05-04 0844PM	itx003897	35220	ext003897	capture_point2	channel2	Unknown	40	Completed	1	0	Agent 3	3	Customer2	BRONZE	Monitoring
2021-05-04 0846AM	itx003934	35936	ext003934	capture_point2	channel4	Unknown	60	Completed	1	0	Agent 6	3	Customer3	SILVER	Service
2021-05-04 0847AM	itx004231	38300	ext004231	capture_point2	channel3	Unknown	60	Completed	1	0	Agent 1	3	Customer2	BRONZE	Service
2021-05-04 0847PM	itx004353	39330	ext004353	capture_point1	channel2	Unknown	60	Completed	1	0	Agent 4	3	Customer5	GOLD	Service
2021-05-04 0849PM	itx003870	34980	ext003870	capture_point1	channel4	Unknown	70	Completed	1	0	Agent 3	3	Customer2	SILVER	Monitoring
2021-05-04 0852AM	itx004293	38827	ext004293	capture_point2	channel5	Unknown	90	Queued	0	0		3	Customer2	BRONZE	Monitoring
2021-05-04 0852PM	itx004403	39767	ext004403	capture_point1	channel2	Unknown	140	Queued	0	0		3	Customer5	GOLD	Monitoring
2021-05-04 0855AM	itx003811	34417	ext003811	capture_point3	channel2	Unknown	90	Queued	0	0		3	Customer3	GOLD	Service
	itx004081	36910	ext004081	capture_point1	channel4	Unknown	50	Completed	1	0	Agent 5	3	Customer5	GOLD	Service
2021-05-04 0855PM	itx004109	37177	ext004109	capture_point1	channel2	Unknown	130	Queued	0	0		3	Customer4	SILVER	Notification
	itx004271	38657	ext004271	capture_point3	channel1	Unknown	100	Queued	0	0		3	Customer5	BRONZE	Service
2021-05-04 0856PM	itx004099	37087	ext004099	capture_point2	channel5	Unknown	50	Queued	0	0		3	Customer2	BRONZE	Monitoring
2021-05-04 0859PM	itx003832	34597	ext003832	capture_point1	channel2	Unknown	70	Queued	0	0		3	Customer4	SILVER	Service
	itx003958	35790	ext003958	capture_point1	channel5	Unknown	70	Completed	1	0	Agent 1	3	Customer5	GOLD	Service
2021-05-04 0901PM	itx003963	35840	ext003963	capture_point1	channel5	Unknown	70	Completed	1	0	Agent 1	3	Customer2	SILVER	Monitoring
2021-05-04 0902PM	itx004256	38520	ext004256	capture_point2	channel2	Unknown	60	Completed	1	0	Agent 6	3	Customer4	SILVER	Monitoring
	itx004385	39610	ext004385	capture_point1	channel4	Unknown	50	Completed	1	0	Agent 6	3	Customer4	GOLD	Service
2021-05-04 0903PM	itx003804	34360	ext003804	capture_point3	channel4	Unknown	50	Completed	1	0	Agent 3	3	Customer1	GOLD	Monitoring
2021-05-04 0904AM	itx004232	38510	ext004232	capture_point3	channel2	Unknown	50	Completed	1	0	Agent 4	3	Customer5	BRONZE	Service
2021-05-04 0905PM	itx004044	36590	ext004044	capture_point1	channel4	Unknown	100	Completed	1	0	Agent 1	3	Customer1	SILVER	Service
2021-05-04 0908PM	itx003749	33880	ext003749	capture_point3	channel4	Unknown	90	Completed	1	0	Agent 4	3	Customer4	BRONZE	Monitoring
2021-05-04 0909PM	itx003923	35460	ext003923	capture_point2	channel3	Unknown	80	Completed	1	0	Agent 1	3	Customer2	BRONZE	Monitoring

Task Detail Report

Product Subtype	Media Type	Interaction Type	Interaction Subtype	Source Tenant	Source Process	Source Process Subtype	Skill ID	Requested Agent Name	Source Date Time	Create Date Time	Source Due Date Time
Agent advisory	workitem	Inbound	InboundNew	Source Tenant 3	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0816AM	2021-05-04 1036PM	2021-05-04 0812PM
Recording service	workitem	Outbound	OutboundACK	Source Tenant 3	IT	Request	Unknown	Unknown	2021-05-04 0553PM	2021-05-04 0850PM	2021-05-04 0815PM
Recording service	workitem	Outbound	OutboundReply	Source Tenant 5	IT	Access Request	Unknown	Unknown	2021-05-04 0731AM	2021-05-04 0924AM	2021-05-04 0817AM
Language translation	workitem	Outbound	OutboundACK	Source Tenant 2	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0856AM	2021-05-04 0455PM	2021-05-04 0817AM
Product description	workitem	Outbound	OutboundReply	Source Tenant 1	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0907PM	2021-05-04 1118PM	2021-05-04 0821AM
Profanity detection	email	Inbound	InboundNew	Source Tenant 2	IT	Access Request	Unknown	Unknown	2021-05-04 0220AM	2021-05-04 0848AM	2021-05-04 0822AM
Agent advisory	email	Outbound	OutboundNew	Source Tenant 3	IT	Request	Unknown	Unknown	2021-05-04 1228PM	2021-05-04 0955PM	2021-05-04 0822AM
Sentiment analysis	workitem	Outbound	OutboundReply	Source Tenant 4	IT	Access Request	Unknown	Unknown	2021-05-04 1147AM	2021-05-04 1011PM	2021-05-04 0822PM
Profanity detection	workitem	Inbound	InboundNew	Source Tenant 1	IT	Request	Unknown	Unknown	2021-05-04 0341AM	2021-05-04 0119PM	2021-05-04 0827AM
News feed	email	Outbound	OutboundReply	Source Tenant 5	IT	Support Request	Unknown	Unknown	2021-05-04 0516AM	2021-05-04 1107AM	2021-05-04 0828PM
Profanity detection	workitem	Outbound	OutboundNew	Source Tenant 5	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0547PM	2021-05-04 0903PM	2021-05-04 0831PM
Escalation	workitem	Outbound	OutboundNew	Source Tenant 3	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0631AM	2021-05-04 0919PM	2021-05-04 0835AM
Sentiment analysis	workitem	Inbound	InboundTest	Source Tenant 3	Fraud	Account Checking	Unknown	Unknown	2021-05-04 0956AM	2021-05-04 0624PM	2021-05-04 0835PM
Language translation	workitem	Inbound	InboundTest	Source Tenant 4	IT	Support Request	Unknown	Unknown	2021-05-04 0732AM	2021-05-04 0551PM	2021-05-04 0836PM
Agent advisory	email	Outbound	OutboundNew	Source Tenant 1	IT	Access Request	Unknown	Unknown	2021-05-04 0321PM	2021-05-04 1116PM	2021-05-04 0843PM
Recording service	email	Outbound	OutboundACK	Source Tenant 3	Fraud	Account Checking	Unknown	Unknown	2021-05-03 1140PM	2021-05-04 0904AM	2021-05-04 0844PM
Agent advisory	workitem	Outbound	OutboundNew	Source Tenant 1	Fraud	Account Checking	Unknown	Unknown	2021-05-03 0709PM	2021-05-04 0931AM	2021-05-04 0846AM
Escalation	email	Outbound	OutboundReply	Source Tenant 1	IT	Access Request	Unknown	Unknown	2021-05-04 0531PM	2021-05-04 0834PM	2021-05-04 0847AM
Agent advisory	workitem	Outbound	OutboundACK	Source Tenant 1	Fraud	Duplicate Account	Unknown	Unknown	2021-05-04 0815AM	2021-05-04 1043PM	2021-05-04 0847PM
Sentiment analysis	workitem	Outbound	OutboundReply	Source Tenant 2	IT	Support Request	Unknown	Unknown	2021-05-04 0158AM	2021-05-04 0820AM	2021-05-04 0849PM
Recording service	email	Outbound	OutboundACK	Source Tenant 4	Fraud	Account Checking	Unknown	Unknown	2021-05-04 0408PM	2021-05-04 0931PM	2021-05-04 0852AM
Profanity detection	email	Outbound	OutboundACK	Source Tenant 5	IT	Support Request	Unknown	Unknown	2021-05-04 1118PM	2021-05-04 1127PM	2021-05-04 0852PM
Language translation	email	Inbound	InboundTest	Source Tenant 1	IT	Access Request	Unknown	Unknown	2021-05-03 0324PM	2021-05-04 0544AM	2021-05-04 0855AM
Agent advisory	email	Inbound	InboundNew	Source Tenant 2	Fraud	Ban Request	Unknown	Unknown	2021-05-04 1219AM	2021-05-04 1153AM	2021-05-04 0855AM
News feed	workitem	Outbound	OutboundNew	Source Tenant 3	Fraud	Account Checking	Unknown	Unknown	2021-05-04 0239AM	2021-05-04 0123PM	2021-05-04 0855PM
Agent advisory	email	Inbound	InboundTest	Source Tenant 4	Fraud	Duplicate Account	Unknown	Unknown	2021-05-04 1142AM	2021-05-04 0918PM	2021-05-04 0855PM
Sentiment analysis	workitem	Outbound	OutboundACK	Source Tenant 5	IT	Support Request	Unknown	Unknown	2021-05-04 1212PM	2021-05-04 1232PM	2021-05-04 0856PM
Escalation	email	Outbound	OutboundACK	Source Tenant 2	IT	Access Request	Unknown	Unknown	2021-05-04 0247AM	2021-05-04 0704AM	2021-05-04 0859PM
Escalation	email	Outbound	OutboundACK	Source Tenant 2	Fraud	Account Checking	Unknown	Unknown	2021-05-04 0112AM	2021-05-04 0959AM	2021-05-04 0859PM
Sentiment analysis	email	Inbound	InboundNew	Source Tenant 2	IT	Access Request	Unknown	Unknown	2021-05-03 1038PM	2021-05-04 0953AM	2021-05-04 0901PM
Sentiment analysis	email	Outbound	OutboundNew	Source Tenant 3	IT	Access Request	Unknown	Unknown	2021-05-04 0739PM	2021-05-04 0905PM	2021-05-04 0902PM
Agent advisory	workitem	Outbound	OutboundReply	Source Tenant 2	Fraud	Duplicate Account	Unknown	Unknown	2021-05-04 0939PM	2021-05-04 1109PM	2021-05-04 0902PM
Profanity detection	workitem	Outbound	OutboundACK	Source Tenant 4	Fraud	Account Checking	Unknown	Unknown	2021-05-03 0602PM	2021-05-04 0458AM	2021-05-04 0903PM
Escalation	email	Outbound	OutboundACK	Source Tenant 2	IT	Support Request	Unknown	Unknown	2021-05-04 1216PM	2021-05-04 0845PM	2021-05-04 0904AM
Agent advisory	email	Outbound	OutboundACK	Source Tenant 5	Fraud	Account Checking	Unknown	Unknown	2021-05-03 1045PM	2021-05-04 1105AM	2021-05-04 0905PM
Profanity detection	workitem	Inbound	InboundTest	Source Tenant 5	Fraud	Ban Request	Unknown	Unknown	2021-05-03 0708PM	2021-05-04 1218AM	2021-05-04 0908PM
Sentiment analysis	email	Inbound	InboundTest	Source Tenant 3	Finance	Credit	Unknown	Unknown	2021-05-03 0909PM	2021-05-04 0923AM	2021-05-04 0909PM

Task Detail Report

Finish Date Time	Department	Process	Accept Time (Fmt)	Finished Time (Fmt)	iWD Hold Time (Fmt)	Handle Time (Fmt)
2021-05-04 1107PM	Department 2	Process 5	00:29:58	00:30:42	00:00:00	00:00:39
2021-05-04 0917PM	Department 3	Process 6	00:26:22	00:27:07	00:00:00	00:00:40
	Department 3	Process 6			00:00:00	00:00:00
2021-05-04 0456PM	Department 2	Process 4	00:00:35	00:01:17	00:00:00	00:00:37
2021-05-05 0133AM	Department 2	Process 5	02:14:31	02:15:19	00:00:00	00:00:43
2021-05-04 0849AM	Department 1	Process 3	00:00:35	00:01:20	00:00:00	00:00:40
2021-05-04 0959PM	Department 1	Process 3	00:02:55	00:03:39	00:00:00	00:00:39
2021-05-04 1002PM	Department 2	Process 5	-1:49:54	-1:50:45	00:00:00	00:00:46
2021-05-04 0120PM	Department 2	Process 5	00:00:35	00:01:25	00:00:00	00:00:45
	Department 1	Process 3			00:00:00	00:00:00
2021-05-04 0905PM	Department 2	Process 5	00:00:35	00:01:20	00:00:00	00:00:40
2021-05-04 0920PM	Department 3	Process 6	00:00:35	00:01:17	00:00:00	00:00:37
2021-05-04 0626PM	Department 2	Process 5	00:00:35	00:01:21	00:00:00	00:00:41
2021-05-04 0552PM	Department 2	Process 4	00:00:35	00:01:29	00:00:00	00:00:49
2021-05-04 1117PM	Department 2	Process 5	00:00:35	00:01:23	00:00:00	00:00:43
2021-05-04 0906AM	Department 1	Process 3	00:00:35	00:01:19	00:00:00	00:00:39
2021-05-04 1001AM	Department 2	Process 4	00:29:29	00:30:14	00:00:00	00:00:40
2021-05-04 0836PM	Department 3	Process 6	00:00:35	00:01:25	00:00:00	00:00:45
2021-05-04 1044PM	Department 1	Process 2	00:00:35	00:01:24	00:00:00	00:00:44
2021-05-04 0816AM	Department 3	Process 6	-1:55:21	-1:56:07	00:00:00	00:00:41
	Department 2	Process 5			00:00:00	00:00:00
	Department 1	Process 3			00:00:00	00:00:00
	Department 2	Process 4			00:00:00	00:00:00
2021-05-04 1155AM	Department 2	Process 4	00:00:35	00:01:17	00:00:00	00:00:37
	Department 2	Process 4			00:00:00	00:00:00
	Department 2	Process 5			00:00:00	00:00:00
	Department 2	Process 5			00:00:00	00:00:00
	Department 2	Process 4			00:00:00	00:00:00
2021-05-04 1001AM	Department 2	Process 4	00:00:35	00:01:22	00:00:00	00:00:42
2021-05-04 0955AM	Department 2	Process 4	00:00:35	00:01:25	00:00:00	00:00:45
2021-05-04 0907PM	Department 2	Process 4	00:00:35	00:01:22	00:00:00	00:00:42
2021-05-04 1111PM	Department 2	Process 5	00:00:35	00:01:25	00:00:00	00:00:45
2021-05-04 0459AM	Department 2	Process 5	00:00:35	00:01:22	00:00:00	00:00:42
2021-05-04 0905PM	Department 2	Process 5	00:18:40	00:19:30	00:00:00	00:00:45
2021-05-04 1106AM	Department 2	Process 5	00:00:35	00:01:20	00:00:00	00:00:40
2021-05-04 0100AM	Department 2	Process 5	00:41:31	00:42:17	00:00:00	00:00:41
2021-05-04 0924AM	Department 2	Process 4	00:00:35	00:01:16	00:00:00	00:00:36

Task Detail Report

Due Date Time	Interaction ID	Last Task Event ID	Capture ID	Capture Point Name	Media Channel	Category	Priority	Status Name	Is Final	Is Held	Last Agent Name	Result Code	Customer ID	Customer Segment	Product
2021-05-04 0918AM	itx004083	37290	ext004083	capture_point1	channel1	Unknown	70	Completed	1	0	Agent 2	3	Customer5	BRONZE	Notification
2021-05-04 0920AM	itx004158	37607	ext004158	capture_point1	channel4	Unknown	50	Queued	0	0		3	Customer1	BRONZE	Service
	itx004357	39367	ext004357	capture_point1	channel3	Unknown	100	Queued	0	0		3	Customer3	BRONZE	Service
2021-05-04 0922AM	itx003948	35690	ext003948	capture_point2	channel2	Unknown	80	Completed	1	0	Agent 2	3	Customer3	GOLD	Monitoring
2021-05-04 0933PM	itx004342	39230	ext004342	capture_point2	channel3	Unknown	70	Completed	1	0	Agent 1	3	Customer1	GOLD	Monitoring
2021-05-04 0935AM	itx004411	39840	ext004411	capture_point1	channel5	Unknown	60	Completed	1	0	Agent 6	3	Customer1	BRONZE	Monitoring
2021-05-04 0936AM	itx004213	38117	ext004213	capture_point2	channel2	Unknown	60	Queued	0	0		3	Customer1	BRONZE	Service
2021-05-04 0940PM	itx004373	39497	ext004373	capture_point1	channel2	Unknown	80	Queued	0	0		3	Customer1	GOLD	Monitoring
2021-05-04 0941PM	itx004315	39316	ext004315	capture_point3	channel2	Unknown	50	Completed	1	0	Agent 3	3	Customer5	BRONZE	Service
2021-05-04 0947AM	itx004199	37990	ext004199	capture_point3	channel1	Unknown	90	Completed	1	0	Agent 2	3	Customer1	GOLD	Monitoring
2021-05-04 0948AM	itx003853	34797	ext003853	capture_point3	channel1	Unknown	110	Queued	0	0		3	Customer5	BRONZE	Monitoring
2021-05-04 0950AM	itx004407	39800	ext004407	capture_point1	channel1	Unknown	60	Completed	1	0	Agent 5	3	Customer1	BRONZE	Service
	itx003850	34767	ext003850	capture_point1	channel1	Unknown	60	Queued	0	0		3	Customer4	GOLD	Monitoring
2021-05-04 0953AM	itx004036	36507	ext004036	capture_point1	channel5	Unknown	30	Queued	0	0		3	Customer1	GOLD	Monitoring
	itx004042	36570	ext004042	capture_point2	channel2	Unknown	120	Completed	1	0	Agent 4	3	Customer2	GOLD	Service
2021-05-04 0954AM	itx003989	36080	ext003989	capture_point1	channel5	Unknown	100	Completed	1	0	Agent 6	3	Customer2	GOLD	Monitoring
2021-05-04 0956AM	itx003947	35680	ext003947	capture_point3	channel5	Unknown	90	Completed	1	0	Agent 6	3	Customer4	SILVER	Monitoring
2021-05-04 0956PM	itx004097	37533	ext004097	capture_point1	channel2	Unknown	110	Completed	1	0	Agent 3	3	Customer2	SILVER	Service
2021-05-04 1001PM	itx003935	36040	ext003935	capture_point3	channel4	Unknown	50	Completed	1	0	Agent 3	3	Customer5	GOLD	Monitoring
2021-05-04 1005PM	itx003904	35280	ext003904	capture_point3	channel4	Unknown	130	Completed	1	0	Agent 3	3	Customer3	GOLD	Service
2021-05-04 1008AM	itx003801	34327	ext003801	capture_point3	channel4	Unknown	90	Queued	0	0		3	Customer1	BRONZE	Service
2021-05-04 1008PM	itx004217	38160	ext004217	capture_point3	channel1	Unknown	70	Completed	1	0	Agent 4	3	Customer4	BRONZE	Service
2021-05-04 1014AM	itx003748	33827	ext003748	capture_point1	channel5	Unknown	70	Queued	0	0		3	Customer4	BRONZE	Monitoring
2021-05-04 1016AM	itx003761	33940	ext003761	capture_point3	channel5	Unknown	50	Completed	1	0	Agent 6	3	Customer3	SILVER	Service
2021-05-04 1018AM	itx004290	38807	ext004290	capture_point2	channel2	Unknown	90	Queued	0	0		3	Customer5	GOLD	Service
2021-05-04 1022PM	itx004337	40380	ext004337	capture_point2	channel2	Unknown	110	Completed	1	0	Agent 2	3	Customer2	GOLD	Monitoring
2021-05-04 1026PM	itx003903	35267	ext003903	capture_point2	channel5	Unknown	80	Queued	0	0		3	Customer4	BRONZE	Monitoring
2021-05-04 1028PM	itx004050	36647	ext004050	capture_point3	channel2	Unknown	110	Queued	0	0		3	Customer4	GOLD	Service
2021-05-04 1030AM	itx003919	35540	ext003919	capture_point3	channel5	Unknown	80	Completed	1	0	Agent 2	3	Customer2	GOLD	Service
2021-05-04 1031AM	itx003928	35510	ext003928	capture_point3	channel4	Unknown	130	Completed	1	0	Agent 1	3	Customer2	SILVER	Monitoring
2021-05-04 1036PM	itx004197	37970	ext004197	capture_point3	channel4	Unknown	90	Completed	1	0	Agent 2	3	Customer3	GOLD	Monitoring
2021-05-04 1037AM	itx004084	36940	ext004084	capture_point1	channel5	Unknown	50	Completed	1	0	Agent 3	3	Customer1	SILVER	Monitoring
2021-05-04 1041PM	itx004028	37240	ext004028	capture_point2	channel4	Unknown	140	Completed	1	0	Agent 6	3	Customer1	SILVER	Service
2021-05-04 1044PM	itx004269	38637	ext004269	capture_point1	channel1	Unknown	90	Queued	0	0		3	Customer4	GOLD	Service
2021-05-04 1046AM	itx004343	39237	ext004343	capture_point1	channel3	Unknown	70	Queued	0	0		3	Customer5	GOLD	Service
2021-05-04 1048AM	itx004027	36430	ext004027	capture_point2	channel3	Unknown	70	Completed	1	0	Agent 3	3	Customer2	BRONZE	Monitoring
2021-05-04 1048PM	itx004040	37133	ext004040	capture_point2	channel3	Unknown	50	Completed	1	0	Agent 5	3	Customer2	GOLD	Service

Task Detail Report

Product Subtype	Media Type	Interaction Type	Interaction Subtype	Source Tenant	Source Process	Source Process Subtype	Skill ID	Requested Agent Name	Source Date Time	Create Date Time	Source Due Date Time
News feed	email	Inbound	InboundTest	Source Tenant 1	Finance	Credit	Unknown	Unknown	2021-05-03 0919PM	2021-05-04 1147AM	2021-05-04 0918AM
Escalation	workitem	Inbound	InboundNew	Source Tenant 5	IT	Support Request	Unknown	Unknown	2021-05-04 0431PM	2021-05-04 0529PM	2021-05-04 0920AM
Agent advisory	workitem	Inbound	InboundNew	Source Tenant 1	Fraud	Ban Request	Unknown	Unknown	2021-05-04 1058AM	2021-05-04 1031PM	2021-05-04 0920AM
Sentiment analysis	workitem	Outbound	OutboundNew	Source Tenant 4	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0927AM	2021-05-04 0940AM	2021-05-04 0922AM
Recording service	workitem	Inbound	InboundTest	Source Tenant 4	Fraud	Account Checking	Unknown	Unknown	2021-05-04 1017AM	2021-05-04 1018PM	2021-05-04 0933PM
Profanity detection	email	Outbound	OutboundNew	Source Tenant 4	IT	Support Request	Unknown	Unknown	2021-05-04 1104AM	2021-05-04 1124PM	2021-05-04 0935AM
Language translation	workitem	Outbound	OutboundNew	Source Tenant 5	IT	Access Request	Unknown	Unknown	2021-05-04 0824AM	2021-05-04 0806PM	2021-05-04 0936AM
Profanity detection	workitem	Outbound	OutboundReply	Source Tenant 2	IT	Support Request	Unknown	Unknown	2021-05-04 0642PM	2021-05-04 1048PM	2021-05-04 0940PM
Escalation	email	Inbound	InboundTest	Source Tenant 3	IT	Access Request	Unknown	Unknown	2021-05-04 0639PM	2021-05-04 0959PM	2021-05-04 0941PM
Profanity detection	workitem	Inbound	InboundNew	Source Tenant 5	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0436PM	2021-05-04 0747PM	2021-05-04 0947AM
Profanity detection	email	Inbound	InboundNew	Source Tenant 1	IT	Access Request	Unknown	Unknown	2021-05-04 0231AM	2021-05-04 0752AM	2021-05-04 0948AM
Agent advisory	workitem	Inbound	InboundNew	Source Tenant 1	Fraud	Account Checking	Unknown	Unknown	2021-05-04 0200PM	2021-05-04 1128PM	2021-05-04 0950AM
Sentiment analysis	email	Inbound	InboundTest	Source Tenant 5	IT	Access Request	Unknown	Unknown	2021-05-04 0822AM	2021-05-04 0752AM	2021-05-04 0953AM
Profanity detection	email	Outbound	OutboundNew	Source Tenant 4	IT	Access Request	Unknown	Unknown	2021-05-04 0728AM	2021-05-04 1054AM	2021-05-04 0953AM
Escalation	workitem	Outbound	OutboundACK	Source Tenant 5	Fraud	Ban Request	Unknown	Unknown	2021-05-04 1245AM	2021-05-04 1111AM	2021-05-04 0953AM
Profanity detection	email	Outbound	OutboundNew	Source Tenant 1	Fraud	Account Checking	Unknown	Unknown	2021-05-04 0323AM	2021-05-04 1017AM	2021-05-04 0954AM
Profanity detection	email	Outbound	OutboundReply	Source Tenant 1	Fraud	Duplicate Account	Unknown	Unknown	2021-05-04 0501AM	2021-05-04 0930AM	2021-05-04 0956AM
Escalation	workitem	Outbound	OutboundNew	Source Tenant 3	Fraud	Ban Request	Unknown	Unknown	2021-05-04 1251AM	2021-05-04 1227PM	2021-05-04 0956PM
Sentiment analysis	workitem	Inbound	InboundNew	Source Tenant 2	Fraud	Ban Request	Unknown	Unknown	2021-05-04 1032AM	2021-05-04 0942AM	2021-05-04 1001PM
Agent advisory	email	Outbound	OutboundACK	Source Tenant 3	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0652AM	2021-05-04 0902AM	2021-05-04 1005PM
Escalation	email	Outbound	OutboundACK	Source Tenant 3	Fraud	Ban Request	Unknown	Unknown	2021-05-03 1005PM	2021-05-04 0431AM	2021-05-04 1008AM
Escalation	email	Inbound	InboundTest	Source Tenant 1	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0549AM	2021-05-04 0819PM	2021-05-04 1008PM
Profanity detection	workitem	Outbound	OutboundACK	Source Tenant 5	IT	Access Request	Unknown	Unknown	2021-05-03 1252PM	2021-05-04 1227AM	2021-05-04 1014AM
Language translation	workitem	Outbound	OutboundReply	Source Tenant 4	IT	Access Request	Unknown	Unknown	2021-05-03 0108PM	2021-05-04 0115AM	2021-05-04 1016AM
Escalation	workitem	Outbound	OutboundReply	Source Tenant 2	Fraud	Account Checking	Unknown	Unknown	2021-05-04 1022AM	2021-05-04 0933PM	2021-05-04 1018AM
Profanity detection	email	Inbound	InboundTest	Source Tenant 3	Fraud	Account Checking	Unknown	Unknown	2021-05-04 1023AM	2021-05-04 1021PM	2021-05-04 1022PM
Sentiment analysis	workitem	Inbound	InboundNew	Source Tenant 4	IT	Access Request	Unknown	Unknown	2021-05-03 0926PM	2021-05-04 0903AM	2021-05-04 1026PM
Agent advisory	email	Inbound	InboundNew	Source Tenant 4	Fraud	Duplicate Account	Unknown	Unknown	2021-05-04 0618AM	2021-05-04 1103AM	2021-05-04 1028PM
Escalation	workitem	Inbound	InboundNew	Source Tenant 3	Fraud	Ban Request	Unknown	Unknown	2021-05-03 0722PM	2021-05-04 0923AM	2021-05-04 1030AM
Sentiment analysis	workitem	Inbound	InboundTest	Source Tenant 3	IT	Access Request	Unknown	Unknown	2021-05-04 0444AM	2021-05-04 0923AM	2021-05-04 1031AM
Profanity detection	email	Inbound	InboundNew	Source Tenant 4	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0458PM	2021-05-04 0730PM	2021-05-04 1036PM
Sentiment analysis	workitem	Outbound	OutboundACK	Source Tenant 5	IT	Access Request	Unknown	Unknown	2021-05-03 1009PM	2021-05-04 1158AM	2021-05-04 1037AM
Agent advisory	workitem	Inbound	InboundNew	Source Tenant 2	IT	Support Request	Unknown	Unknown	2021-05-03 1126PM	2021-05-04 1047AM	2021-05-04 1041PM
Agent advisory	email	Outbound	OutboundACK	Source Tenant 5	IT	Support Request	Unknown	Unknown	2021-05-04 0658PM	2021-05-04 0922PM	2021-05-04 1044PM
Agent advisory	workitem	Inbound	InboundTest	Source Tenant 3	IT	Support Request	Unknown	Unknown	2021-05-04 0307PM	2021-05-04 1018PM	2021-05-04 1046AM
Profanity detection	email	Outbound	OutboundNew	Source Tenant 1	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0804AM	2021-05-04 1056AM	2021-05-04 1048AM
Escalation	workitem	Inbound	InboundNew	Source Tenant 5	IT	Access Request	Unknown	Unknown	2021-05-04 0307AM	2021-05-04 1108AM	2021-05-04 1048PM

Task Detail Report

Finish Date Time	Department	Process	Accept Time (Fmt)	Finished Time (Fmt)	iWD Hold Time (Fmt)	Handle Time (Fmt)
2021-05-04 0238PM	Department 2	Process 4	02:50:24	02:51:14	00:00:00	00:00:45
	Department 3	Process 6			00:00:00	00:00:00
	Department 2	Process 4			00:00:00	00:00:00
2021-05-04 0941AM	Department 1	Process 3	00:00:35	00:01:26	00:00:00	00:00:46
2021-05-04 1020PM	Department 2	Process 4	00:00:35	00:01:29	00:00:00	00:00:49
2021-05-04 1125PM	Department 1	Process 2	00:00:35	00:01:23	00:00:00	00:00:43
	Department 3	Process 6			00:00:00	00:00:00
	Department 3	Process 6			00:00:00	00:00:00
2021-05-04 1018PM	Department 1	Process 3	00:18:32	00:19:21	00:00:00	00:00:44
2021-05-04 0749PM	Department 1	Process 3	00:00:35	00:01:25	00:00:00	00:00:45
	Department 2	Process 4			00:00:00	00:00:00
2021-05-04 1130PM	Department 2	Process 4	00:00:35	00:01:17	00:00:00	00:00:37
	Department 2	Process 5			00:00:00	00:00:00
	Department 3	Process 6			00:00:00	00:00:00
2021-05-04 1112AM	Department 3	Process 6	00:00:35	00:01:18	00:00:00	00:00:38
2021-05-04 1018AM	Department 1	Process 3	00:00:35	00:01:23	00:00:00	00:00:43
2021-05-04 0931AM	Department 1	Process 3	00:00:35	00:01:18	00:00:00	00:00:38
2021-05-04 0454PM	Department 2	Process 5	04:26:04	04:27:00	00:00:00	00:00:51
2021-05-04 1004AM	Department 2	Process 5	00:21:18	00:21:59	00:00:00	00:00:36
2021-05-04 0903AM	Department 2	Process 5	00:00:35	00:01:22	00:00:00	00:00:42
	Department 2	Process 5			00:00:00	00:00:00
2021-05-04 0820PM	Department 3	Process 6	00:00:35	00:01:26	00:00:00	00:00:46
	Department 1	Process 3			00:00:00	00:00:00
2021-05-04 0117AM	Department 2	Process 4	00:00:35	00:01:23	00:00:00	00:00:43
	Department 2	Process 5			00:00:00	00:00:00
2021-05-05 0238AM	Department 2	Process 4	04:16:37	04:17:22	00:00:00	00:00:40
	Department 2	Process 5			00:00:00	00:00:00
	Department 3	Process 6			00:00:00	00:00:00
2021-05-04 0919AM	Department 3	Process 6	-1:54:22	-1:55:15	00:00:00	00:00:48
2021-05-04 0924AM	Department 2	Process 5	00:00:35	00:01:24	00:00:00	00:00:44
2021-05-04 0731PM	Department 2	Process 4	00:00:35	00:01:18	00:00:00	00:00:38
2021-05-04 1159AM	Department 1	Process 3	00:00:35	00:01:21	00:00:00	00:00:41
2021-05-04 0201PM	Department 3	Process 6	03:13:10	03:13:55	00:00:00	00:00:40
	Department 3	Process 6			00:00:00	00:00:00
	Department 2	Process 5			00:00:00	00:00:00
2021-05-04 1058AM	Department 2	Process 4	00:00:35	00:01:25	00:00:00	00:00:45
2021-05-04 1258PM	Department 1	Process 3	01:48:22	01:49:14	00:00:00	00:00:47

Task Detail Report

Due Date Time	Interaction ID	Last Task Event ID	Capture ID	Capture Point Name	Media Channel	Category	Priority	Status Name	Is Final	Is Held	Last Agent Name	Result Code	Customer ID	Customer Segment	Product
2021-05-04 1051PM	itx004279	38717	ext004279	capture_point2	channel5	Unknown	100	Queued	0	0		3	Customer5	GOLD	Notification
2021-05-04 1052PM	itx003767	34000	ext003767	capture_point3	channel2	Unknown	70	Completed	1	0	Agent 2	3	Customer4	SILVER	Monitoring
2021-05-04 1053AM	itx004439	40110	ext004439	capture_point3	channel5	Unknown	50	Completed	1	0	Agent 4	3	Customer2	GOLD	Monitoring
2021-05-04 1053PM	itx003825	34550	ext003825	capture_point2	channel5	Unknown	60	Completed	1	0	Agent 1	3	Customer5	GOLD	Monitoring
	itx003863	35993	ext003863	capture_point1	channel3	Unknown	50	Completed	1	0	Agent 5	3	Customer2	GOLD	Monitoring
2021-05-04 1057AM	itx004364	39417	ext004364	capture_point1	channel5	Unknown	50	Queued	0	0		3	Customer1	GOLD	Service
2021-05-04 1058PM	itx003815	34460	ext003815	capture_point1	channel1	Unknown	80	Completed	1	0	Agent 3	3	Customer2	SILVER	Monitoring
2021-05-04 1059PM	itx004228	38270	ext004228	capture_point3	channel1	Unknown	80	Completed	1	0	Agent 2	3	Customer3	BRONZE	Monitoring
2021-05-04 1100PM	itx004248	38450	ext004248	capture_point1	channel1	Unknown	130	Completed	1	0	Agent 5	3	Customer3	SILVER	Monitoring
2021-05-04 1101AM	itx003788	34197	ext003788	capture_point2	channel4	Unknown	90	Queued	0	0		3	Customer3	BRONZE	Monitoring
2021-05-04 1105PM	itx003823	34520	ext003823	capture_point3	channel3	Unknown	50	Completed	1	0	Agent 2	3	Customer2	GOLD	Service
2021-05-04 1108AM	itx004125	37310	ext004125	capture_point2	channel3	Unknown	110	Completed	1	0	Agent 3	3	Customer1	SILVER	Service
2021-05-04 1114PM	itx003941	35627	ext003941	capture_point3	channel1	Unknown	70	Queued	0	0		3	Customer1	GOLD	Monitoring
2021-05-04 1118PM	itx003758	33910	ext003758	capture_point3	channel2	Unknown	110	Completed	1	0	Agent 3	3	Customer3	SILVER	Service
	itx003914	35933	ext003914	capture_point1	channel5	Unknown	60	Completed	1	0	Agent 6	3	Customer3	BRONZE	Monitoring
	itx004101	37386	ext004101	capture_point2	channel2	Unknown	20	Completed	1	0	Agent 4	3	Customer2	GOLD	Monitoring
2021-05-04 1119PM	itx003956	35813	ext003956	capture_point1	channel3	Unknown	80	Completed	1	0	Agent 3	3	Customer3	GOLD	Monitoring
2021-05-04 1121AM	itx003909	35320	ext003909	capture_point3	channel5	Unknown	60	Completed	1	0	Agent 2	3	Customer5	SILVER	Monitoring
2021-05-04 1124PM	itx004124	38380	ext004124	capture_point2	channel3	Unknown	30	Completed	1	0	Agent 6	3	Customer5	SILVER	Monitoring
2021-05-04 1126AM	itx004091	37007	ext004091	capture_point2	channel4	Unknown	60	Queued	0	0		3	Customer4	GOLD	Service
2021-05-04 1126PM	itx004000	37403	ext004000	capture_point1	channel1	Unknown	90	Completed	1	0	Agent 3	3	Customer1	SILVER	Service
2021-05-04 1129AM	itx003795	34270	ext003795	capture_point2	channel1	Unknown	40	Completed	1	0	Agent 1	3	Customer1	BRONZE	Monitoring
2021-05-04 1133AM	itx004140	37440	ext004140	capture_point3	channel1	Unknown	90	Completed	1	0	Agent 5	3	Customer5	BRONZE	Service
2021-05-04 1133PM	itx004222	38210	ext004222	capture_point3	channel5	Unknown	50	Completed	1	0	Agent 6	3	Customer5	SILVER	Service
2021-05-04 1134AM	itx003799	34310	ext003799	capture_point3	channel1	Unknown	60	Completed	1	0	Agent 1	3	Customer1	SILVER	Monitoring
2021-05-04 1135PM	itx003984	36043	ext003984	capture_point2	channel5	Unknown	40	Completed	1	0	Agent 5	3	Customer3	SILVER	Service
	itx004155	37590	ext004155	capture_point3	channel4	Unknown	90	Completed	1	0	Agent 4	3	Customer3	SILVER	Monitoring
	itx004252	38490	ext004252	capture_point3	channel4	Unknown	110	Completed	1	0	Agent 3	3	Customer5	SILVER	Monitoring
2021-05-04 1137AM	itx004308	38950	ext004308	capture_point3	channel1	Unknown	50	Completed	1	0	Agent 3	3	Customer4	BRONZE	Service
2021-05-04 1140PM	itx003747	33817	ext003747	capture_point2	channel5	Unknown	80	Queued	0	0		3	Customer5	SILVER	Service
2021-05-04 1143AM	itx003955	35760	ext003955	capture_point2	channel4	Unknown	60	Completed	1	0	Agent 4	3	Customer4	BRONZE	Service
2021-05-04 1148PM	itx003933	35593	ext003933	capture_point1	channel5	Unknown	100	Completed	1	0	Agent 3	3	Customer3	SILVER	Monitoring
	itx003940	35620	ext003940	capture_point3	channel2	Unknown	80	Completed	1	0	Agent 6	3	Customer5	SILVER	Monitoring
2021-05-04 1154AM	itx003791	34230	ext003791	capture_point2	channel4	Unknown	90	Completed	1	0	Agent 4	3	Customer1	BRONZE	Service
	itx004069	36820	ext004069	capture_point3	channel3	Unknown	80	Completed	1	0	Agent 3	3	Customer2	BRONZE	Service
2021-05-04 1157PM	itx003950	35707	ext003950	capture_point3	channel5	Unknown	80	Queued	0	0		3	Customer1	BRONZE	Monitoring
2021-05-04 1158AM	itx004131	38750	ext004131	capture_point2	channel2	Unknown	70	Completed	1	0	Agent 2	3	Customer1	SILVER	Service

Task Detail Report

Product Subtype	Media Type	Interaction Type	Interaction Subtype	Source Tenant	Source Process	Source Process Subtype	Skill ID	Requested Agent Name	Source Date Time	Create Date Time	Source Due Date Time
News feed	workitem	Inbound	InboundNew	Source Tenant 2	IT	Access Request	Unknown	Unknown	2021-05-04 0853PM	2021-05-04 0921PM	2021-05-04 1051PM
Sentiment analysis	email	Inbound	InboundTest	Source Tenant 5	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0152AM	2021-05-04 0151AM	2021-05-04 1052PM
Profanity detection	email	Inbound	InboundTest	Source Tenant 5	Fraud	Ban Request	Unknown	Unknown	2021-05-04 1028PM	2021-05-04 1156PM	2021-05-04 1053AM
Profanity detection	email	Outbound	OutboundReply	Source Tenant 5	IT	Access Request	Unknown	Unknown	2021-05-04 0533AM	2021-05-04 0635AM	2021-05-04 1053PM
Sentiment analysis	workitem	Outbound	OutboundACK	Source Tenant 1	IT	Support Request	Unknown	Unknown	2021-05-03 0709PM	2021-05-04 0805AM	2021-05-04 1053PM
Escalation	workitem	Inbound	InboundTest	Source Tenant 2	IT	Support Request	Unknown	Unknown	2021-05-04 0810AM	2021-05-04 1042PM	2021-05-04 1057AM
Sentiment analysis	email	Outbound	OutboundACK	Source Tenant 5	IT	Access Request	Unknown	Unknown	2021-05-03 0739PM	2021-05-04 0553AM	2021-05-04 1058PM
Sentiment analysis	email	Inbound	InboundTest	Source Tenant 4	Fraud	Duplicate Account	Unknown	Unknown	2021-05-04 1107AM	2021-05-04 0840PM	2021-05-04 1059PM
Profanity detection	email	Outbound	OutboundReply	Source Tenant 1	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0517PM	2021-05-04 0906PM	2021-05-04 1100PM
Recording service	email	Outbound	OutboundReply	Source Tenant 4	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0429AM	2021-05-04 0344AM	2021-05-04 1101AM
Escalation	email	Outbound	OutboundACK	Source Tenant 2	Fraud	Ban Request	Unknown	Unknown	2021-05-03 0937PM	2021-05-04 0643AM	2021-05-04 1105PM
Agent advisory	email	Inbound	InboundNew	Source Tenant 1	IT	Access Request	Unknown	Unknown	2021-05-04 1211AM	2021-05-04 0236PM	2021-05-04 1108AM
Sentiment analysis	workitem	Inbound	InboundNew	Source Tenant 2	Fraud	Ban Request	Unknown	Unknown	2021-05-03 1040PM	2021-05-04 0941AM	2021-05-04 1114PM
Escalation	email	Outbound	OutboundACK	Source Tenant 4	IT	Access Request	Unknown	Unknown	2021-05-03 0614PM	2021-05-04 0105AM	2021-05-04 1118PM
Recording service	email	Outbound	OutboundACK	Source Tenant 1	IT	Support Request	Unknown	Unknown	2021-05-04 0733AM	2021-05-04 0923AM	2021-05-04 1118PM
Profanity detection	email	Inbound	InboundNew	Source Tenant 1	IT	Access Request	Unknown	Unknown	2021-05-04 0302AM	2021-05-04 1234PM	2021-05-04 1118PM
Profanity detection	workitem	Outbound	OutboundNew	Source Tenant 3	IT	Support Request	Unknown	Unknown	2021-05-03 0829PM	2021-05-04 0947AM	2021-05-04 1119PM
Sentiment analysis	workitem	Inbound	InboundTest	Source Tenant 3	IT	Access Request	Unknown	Unknown	2021-05-04 0451AM	2021-05-04 0913AM	2021-05-04 1121AM
Sentiment analysis	workitem	Outbound	OutboundReply	Source Tenant 5	IT	Access Request	Unknown	Unknown	2021-05-04 1258AM	2021-05-04 0230PM	2021-05-04 1124PM
Escalation	workitem	Inbound	InboundNew	Source Tenant 4	IT	Support Request	Unknown	Unknown	2021-05-04 1047AM	2021-05-04 1154AM	2021-05-04 1126AM
Escalation	workitem	Outbound	OutboundReply	Source Tenant 3	IT	Access Request	Unknown	Unknown	2021-05-04 0400AM	2021-05-04 1018AM	2021-05-04 1126PM
Profanity detection	workitem	Inbound	InboundTest	Source Tenant 1	IT	Access Request	Unknown	Unknown	2021-05-03 0224PM	2021-05-04 0409AM	2021-05-04 1129AM
Agent advisory	email	Outbound	OutboundReply	Source Tenant 5	IT	Access Request	Unknown	Unknown	2021-05-04 0522AM	2021-05-04 0355PM	2021-05-04 1133AM
Escalation	email	Inbound	InboundTest	Source Tenant 2	Fraud	Account Checking	Unknown	Unknown	2021-05-04 1204PM	2021-05-04 0824PM	2021-05-04 1133PM
Profanity detection	workitem	Outbound	OutboundNew	Source Tenant 5	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0208AM	2021-05-04 0441AM	2021-05-04 1134AM
Language translation	email	Inbound	InboundTest	Source Tenant 5	IT	Support Request	Unknown	Unknown	2021-05-04 1040AM	2021-05-04 1013AM	2021-05-04 1135PM
Sentiment analysis	email	Outbound	OutboundReply	Source Tenant 1	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0123PM	2021-05-04 0503PM	2021-05-04 1135PM
Profanity detection	workitem	Inbound	InboundNew	Source Tenant 3	IT	Access Request	Unknown	Unknown	2021-05-04 0345PM	2021-05-04 0901PM	2021-05-04 1135PM
Agent advisory	workitem	Outbound	OutboundReply	Source Tenant 4	IT	Access Request	Unknown	Unknown	2021-05-04 0838AM	2021-05-04 0952PM	2021-05-04 1137AM
Agent advisory	email	Inbound	InboundNew	Source Tenant 3	IT	Access Request	Unknown	Unknown	2021-05-03 0759PM	2021-05-04 1209AM	2021-05-04 1140PM
Agent advisory	workitem	Outbound	OutboundACK	Source Tenant 3	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0741AM	2021-05-04 0959AM	2021-05-04 1143AM
Sentiment analysis	workitem	Outbound	OutboundReply	Source Tenant 2	IT	Access Request	Unknown	Unknown	2021-05-03 0832PM	2021-05-04 0940AM	2021-05-04 1148PM
Recording service	email	Outbound	OutboundACK	Source Tenant 5	Fraud	Duplicate Account	Unknown	Unknown	2021-05-04 0710AM	2021-05-04 0933AM	2021-05-04 1148PM
Escalation	workitem	Inbound	InboundNew	Source Tenant 5	Fraud	Account Checking	Unknown	Unknown	2021-05-03 1101PM	2021-05-04 0347AM	2021-05-04 1154AM
Language translation	workitem	Outbound	OutboundNew	Source Tenant 1	Fraud	Account Checking	Unknown	Unknown	2021-05-04 0117AM	2021-05-04 1141AM	2021-05-04 1154AM
Sentiment analysis	workitem	Outbound	OutboundACK	Source Tenant 4	IT	Support Request	Unknown	Unknown	2021-05-04 1022AM	2021-05-04 0939AM	2021-05-04 1157PM
Agent advisory	workitem	Outbound	OutboundACK	Source Tenant 2	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0250AM	2021-05-04 0300PM	2021-05-04 1158AM

Task Detail Report

Finish Date Time	Department	Process	Accept Time (Fmt)	Finished Time (Fmt)	iWD Hold Time (Fmt)	Handle Time (Fmt)
	Department 2	Process 4			00:00:00	00:00:00
2021-05-04 0152AM	Department 2	Process 5	00:00:35	00:01:18	00:00:00	00:00:38
2021-05-04 1158PM	Department 3	Process 6	00:00:35	00:01:28	00:00:00	00:00:48
2021-05-04 0646AM	Department 2	Process 5	00:10:34	00:11:20	00:00:00	00:00:41
2021-05-04 1006AM	Department 2	Process 4	02:00:25	02:01:11	00:00:00	00:00:41
	Department 2	Process 5			00:00:00	00:00:00
2021-05-04 0546AM	Department 1	Process 3	-1:52:36	-1:53:27	00:00:00	00:00:46
2021-05-04 0841PM	Department 3	Process 6	00:00:35	00:01:18	00:00:00	00:00:38
2021-05-04 0907PM	Department 2	Process 4	00:00:35	00:01:19	00:00:00	00:00:39
	Department 2	Process 5			00:00:00	00:00:00
2021-05-04 0644AM	Department 1	Process 3	00:00:35	00:01:20	00:00:00	00:00:40
2021-05-04 0237PM	Department 1	Process 2	00:00:35	00:01:18	00:00:00	00:00:38
	Department 2	Process 4			00:00:00	00:00:00
2021-05-04 0106AM	Department 2	Process 5	00:00:35	00:01:21	00:00:00	00:00:41
2021-05-04 1014AM	Department 2	Process 5	00:50:19	00:51:01	00:00:00	00:00:37
2021-05-04 0337PM	Department 1	Process 3	03:02:23	03:03:05	00:00:00	00:00:37
2021-05-04 0958AM	Department 2	Process 5	00:10:15	00:10:58	00:00:00	00:00:38
2021-05-04 0914AM	Department 2	Process 4	00:00:35	00:01:26	00:00:00	00:00:46
2021-05-04 0906PM	Department 2	Process 5	06:35:07	06:35:52	00:00:00	00:00:40
	Department 2	Process 4			00:00:00	00:00:00
2021-05-04 0341PM	Department 2	Process 5	05:21:59	05:22:45	00:00:00	00:00:41
2021-05-04 0411AM	Department 1	Process 3	00:00:35	00:01:23	00:00:00	00:00:43
2021-05-04 0357PM	Department 2	Process 5	00:00:35	00:01:23	00:00:00	00:00:43
2021-05-04 0826PM	Department 2	Process 5	00:00:35	00:01:25	00:00:00	00:00:45
2021-05-04 0442AM	Department 2	Process 4	00:00:35	00:01:18	00:00:00	00:00:38
2021-05-04 1006AM	Department 3	Process 6	-1:52:18	-1:53:06	00:00:00	00:00:43
2021-05-04 0504PM	Department 3	Process 6	00:00:35	00:01:14	00:00:00	00:00:34
2021-05-04 0902PM	Department 2	Process 5	00:00:35	00:01:24	00:00:00	00:00:44
2021-05-04 0954PM	Department 1	Process 2	00:00:35	00:01:23	00:00:00	00:00:43
	Department 2	Process 4			00:00:00	00:00:00
2021-05-04 1000AM	Department 3	Process 6	00:00:35	00:01:22	00:00:00	00:00:42
2021-05-04 0937AM	Department 2	Process 5	-1:56:18	-1:57:07	00:00:00	00:00:44
2021-05-04 0934AM	Department 2	Process 4	00:00:35	00:01:21	00:00:00	00:00:41
2021-05-04 0348AM	Department 2	Process 4	00:00:35	00:01:21	00:00:00	00:00:41
2021-05-04 1142AM	Department 2	Process 4	00:00:35	00:01:25	00:00:00	00:00:45
	Department 2	Process 4			00:00:00	00:00:00
2021-05-04 0939PM	Department 2	Process 4	06:37:36	06:38:31	00:00:00	00:00:50

Task Detail Report

Due Date Time	Interaction ID	Last Task Event ID	Capture ID	Capture Point Name	Media Channel	Category	Priority	Status Name	Is Final	Is Held	Last Agent Name	Result Code	Customer ID	Customer Segment	Product
2021-05-04 1202PM	itx004182	37827	ext004182	capture_point2	channel4	Unknown	100	Queued	0	0		3	Customer5	GOLD	Monitoring
2021-05-04 1204PM	itx004115	37323	ext004115	capture_point3	channel2	Unknown	60	Completed	1	0	Agent 1	3	Customer2	GOLD	Service
2021-05-04 1205PM	itx003778	34110	ext003778	capture_point3	channel4	Unknown	90	Completed	1	0	Agent 6	3	Customer2	GOLD	Service
2021-05-04 1209PM	itx004068	36807	ext004068	capture_point1	channel5	Unknown	100	Queued	0	0		3	Customer3	GOLD	Monitoring
2021-05-04 1218PM	itx004224	38230	ext004224	capture_point1	channel3	Unknown	130	Completed	1	0	Agent 5	3	Customer4	GOLD	Service
2021-05-04 1228PM	itx003951	35720	ext003951	capture_point1	channel2	Unknown	140	Completed	1	0	Agent 4	3	Customer2	GOLD	Service
2021-05-04 1230AM	itx003888	35127	ext003888	capture_point2	channel1	Unknown	90	Queued	0	0		3	Customer4	BRONZE	Monitoring
2021-05-04 1232AM	itx003911	35340	ext003911	capture_point3	channel1	Unknown	70	Completed	1	0	Agent 5	3	Customer1	SILVER	Monitoring
	itx004119	37260	ext004119	capture_point1	channel4	Unknown	70	Completed	1	0	Agent 4	3	Customer2	GOLD	Monitoring
2021-05-04 1238PM	itx004304	38930	ext004304	capture_point1	channel3	Unknown	110	Completed	1	0	Agent 1	3	Customer2	GOLD	Monitoring
2021-05-04 1258PM	itx003773	34116	ext003773	capture_point2	channel4	Unknown	30	Completed	1	0	Agent 6	3	Customer1	BRONZE	Service
2021-05-05 0103AM	itx003898	35693	ext003898	capture_point2	channel2	Unknown	60	Completed	1	0	Agent 3	3	Customer5	SILVER	Service
	itx004278	38773	ext004278	capture_point2	channel5	Unknown	100	Completed	1	0	Agent 5	3	Customer1	BRONZE	Service
2021-05-05 0103PM	itx004390	39733	ext004390	capture_point1	channel5	Unknown	40	Completed	1	0	Agent 3	3	Customer3	SILVER	Service
2021-05-05 0106PM	itx004207	38067	ext004207	capture_point2	channel4	Unknown	60	Queued	0	0		3	Customer4	BRONZE	Monitoring
2021-05-05 0110AM	itx003844	34710	ext003844	capture_point3	channel3	Unknown	100	Completed	1	0	Agent 6	3	Customer2	GOLD	Monitoring
2021-05-05 0117AM	itx003945	35667	ext003945	capture_point2	channel1	Unknown	100	Queued	0	0		3	Customer4	BRONZE	Service
2021-05-05 0121AM	itx003842	34690	ext003842	capture_point3	channel4	Unknown	70	Completed	1	0	Agent 5	3	Customer2	SILVER	Monitoring
2021-05-05 0122AM	itx004238	38357	ext004238	capture_point3	channel2	Unknown	130	Queued	0	0		3	Customer4	GOLD	Monitoring
2021-05-05 0123AM	itx004210	38090	ext004210	capture_point3	channel4	Unknown	50	Completed	1	0	Agent 3	3	Customer2	BRONZE	Service
2021-05-05 0124PM	itx004246	38427	ext004246	capture_point3	channel3	Unknown	110	Queued	0	0		3	Customer5	GOLD	Unspecified
2021-05-05 0127PM	itx004021	36380	ext004021	capture_point1	channel4	Unknown	120	Completed	1	0	Agent 3	3	Customer4	GOLD	Service
	itx004144	37480	ext004144	capture_point1	channel5	Unknown	100	Completed	1	0	Agent 2	3	Customer3	GOLD	Monitoring
2021-05-05 0130AM	itx004026	36420	ext004026	capture_point3	channel1	Unknown	70	Completed	1	0	Agent 6	3	Customer4	SILVER	Monitoring
2021-05-05 0138AM	itx004176	37770	ext004176	capture_point3	channel4	Unknown	110	Completed	1	0	Agent 6	3	Customer3	SILVER	Monitoring
2021-05-05 0140PM	itx004360	39613	ext004360	capture_point1	channel1	Unknown	120	Completed	1	0	Agent 6	3	Customer5	BRONZE	Service
2021-05-05 0142AM	itx003992	36110	ext003992	capture_point2	channel4	Unknown	70	Completed	1	0	Agent 6	3	Customer3	GOLD	Unspecified
	itx004046	36610	ext004046	capture_point1	channel3	Unknown	80	Completed	1	0	Agent 1	3	Customer1	SILVER	Service
2021-05-05 0144PM	itx004188	37877	ext004188	capture_point3	channel3	Unknown	100	Queued	0	0		3	Customer3	SILVER	Service
2021-05-05 0146AM	itx003769	34020	ext003769	capture_point1	channel2	Unknown	100	Completed	1	0	Agent 3	3	Customer5	SILVER	Monitoring
2021-05-05 0146PM	itx003857	34840	ext003857	capture_point2	channel3	Unknown	50	Completed	1	0	Agent 1	3	Customer2	BRONZE	Monitoring
2021-05-05 0153PM	itx004008	36879	ext004008	capture_point3	channel5	Unknown	90	Completed	1	0	Agent 3	3	Customer5	GOLD	Service
2021-05-05 0202AM	itx004121	37280	ext004121	capture_point2	channel2	Unknown	90	Completed	1	0	Agent 4	3	Customer2	SILVER	Monitoring
2021-05-05 0205AM	itx004432	40040	ext004432	capture_point1	channel1	Unknown	80	Completed	1	0	Agent 2	3	Customer3	SILVER	Monitoring
2021-05-05 0206AM	itx004154	37580	ext004154	capture_point1	channel1	Unknown	70	Completed	1	0	Agent 5	3	Customer3	BRONZE	Monitoring
2021-05-05 0206PM	itx004341	39220	ext004341	capture_point1	channel4	Unknown	60	Completed	1	0	Agent 2	3	Customer5	GOLD	Monitoring
2021-05-05 0207PM	itx004258	38673	ext004258	capture_point1	channel5	Unknown	40	Completed	1	0	Agent 2	3	Customer1	GOLD	Monitoring

Task Detail Report

Product Subtype	Media Type	Interaction Type	Interaction Subtype	Source Tenant	Source Process	Source Process Subtype	Skill ID	Requested Agent Name	Source Date Time	Create Date Time	Source Due Date Time
Recording service	email	Inbound	InboundNew	Source Tenant 2	Fraud	Duplicate Account	Unknown	Unknown	2021-05-04 0528PM	2021-05-04 0704PM	2021-05-04 1202PM
Escalation	workitem	Outbound	OutboundReply	Source Tenant 3	Fraud	Account Checking	Unknown	Unknown	2021-05-04 1114AM	2021-05-04 0149PM	2021-05-04 1204PM
Agent advisory	email	Outbound	OutboundReply	Source Tenant 4	IT	Access Request	Unknown	Unknown	2021-05-03 0805PM	2021-05-04 0249AM	2021-05-04 1205PM
Profanity detection	email	Outbound	OutboundACK	Source Tenant 5	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0532AM	2021-05-04 1134AM	2021-05-04 1209PM
Escalation	email	Inbound	InboundTest	Source Tenant 3	IT	Support Request	Unknown	Unknown	2021-05-04 0742AM	2021-05-04 0836PM	2021-05-04 1218PM
Agent advisory	email	Inbound	InboundNew	Source Tenant 2	IT	Support Request	Unknown	Unknown	2021-05-03 0915PM	2021-05-04 0943AM	2021-05-04 1228PM
Profanity detection	email	Outbound	OutboundACK	Source Tenant 3	IT	Access Request	Unknown	Unknown	2021-05-03 0821PM	2021-05-04 0845AM	2021-05-04 1230AM
Profanity detection	workitem	Outbound	OutboundReply	Source Tenant 4	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0628AM	2021-05-04 0911AM	2021-05-04 1232AM
Sentiment analysis	email	Inbound	InboundTest	Source Tenant 2	IT	Access Request	Unknown	Unknown	2021-05-03 1146PM	2021-05-04 0210PM	2021-05-04 1232AM
Sentiment analysis	workitem	Outbound	OutboundNew	Source Tenant 3	IT	Access Request	Unknown	Unknown	2021-05-04 0637PM	2021-05-04 0949PM	2021-05-04 1238PM
Escalation	workitem	Outbound	OutboundACK	Source Tenant 3	IT	Access Request	Unknown	Unknown	2021-05-03 0805PM	2021-05-04 0216AM	2021-05-04 1258PM
Escalation	workitem	Outbound	OutboundReply	Source Tenant 1	IT	Support Request	Unknown	Unknown	2021-05-04 0236AM	2021-05-04 0905AM	2021-05-05 0103AM
Agent advisory	email	Inbound	InboundTest	Source Tenant 1	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0328PM	2021-05-04 0923PM	2021-05-05 0103AM
Escalation	workitem	Inbound	InboundNew	Source Tenant 3	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0206PM	2021-05-04 1109PM	2021-05-05 0103PM
Profanity detection	email	Inbound	InboundTest	Source Tenant 5	IT	Support Request	Unknown	Unknown	2021-05-04 0833AM	2021-05-04 0801PM	2021-05-05 0106PM
Sentiment analysis	email	Inbound	InboundTest	Source Tenant 1	IT	Access Request	Unknown	Unknown	2021-05-03 1059PM	2021-05-04 0739AM	2021-05-05 0110AM
Language translation	workitem	Outbound	OutboundACK	Source Tenant 1	IT	Support Request	Unknown	Unknown	2021-05-04 0140AM	2021-05-04 0940AM	2021-05-05 0117AM
Sentiment analysis	email	Inbound	InboundNew	Source Tenant 5	Fraud	Duplicate Account	Unknown	Unknown	2021-05-03 1146PM	2021-05-04 0717AM	2021-05-05 0121AM
Profanity detection	email	Outbound	OutboundNew	Source Tenant 1	Fraud	Account Checking	Unknown	Unknown	2021-05-04 0759AM	2021-05-04 0845PM	2021-05-05 0122AM
Escalation	workitem	Outbound	OutboundNew	Source Tenant 5	IT	Support Request	Unknown	Unknown	2021-05-04 0628PM	2021-05-04 0806PM	2021-05-05 0123AM
Unspecified	email	Outbound	OutboundACK	Source Tenant 4	IT	Support Request	Unknown	Unknown	2021-05-04 0854PM	2021-05-04 0901PM	2021-05-05 0124PM
Escalation	workitem	Inbound	InboundNew	Source Tenant 1	IT	Support Request	Unknown	Unknown	2021-05-03 0900PM	2021-05-04 1049AM	2021-05-05 0127PM
Profanity detection	workitem	Outbound	OutboundNew	Source Tenant 5	IT	Access Request	Unknown	Unknown	2021-05-04 1201PM	2021-05-04 0423PM	2021-05-05 0127PM
Profanity detection	email	Outbound	OutboundNew	Source Tenant 3	Fraud	Duplicate Account	Unknown	Unknown	2021-05-04 0149AM	2021-05-04 1057AM	2021-05-05 0130AM
Profanity detection	email	Inbound	InboundTest	Source Tenant 5	IT	Access Request	Unknown	Unknown	2021-05-04 0601PM	2021-05-04 0653PM	2021-05-05 0138AM
Escalation	email	Inbound	InboundNew	Source Tenant 2	Fraud	Ban Request	Unknown	Unknown	2021-05-04 1124AM	2021-05-04 1034PM	2021-05-05 0140PM
Unspecified	workitem	Outbound	OutboundReply	Source Tenant 3	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0303AM	2021-05-04 1026AM	2021-05-05 0142AM
Agent advisory	email	Outbound	OutboundACK	Source Tenant 1	IT	Support Request	Unknown	Unknown	2021-05-04 1032AM	2021-05-04 1110AM	2021-05-05 0142AM
Escalation	email	Inbound	InboundTest	Source Tenant 2	IT	Support Request	Unknown	Unknown	2021-05-04 0640AM	2021-05-04 0718PM	2021-05-05 0144PM
Sentiment analysis	email	Outbound	OutboundReply	Source Tenant 2	IT	Support Request	Unknown	Unknown	2021-05-03 0321PM	2021-05-04 0213AM	2021-05-05 0146AM
Profanity detection	workitem	Outbound	OutboundACK	Source Tenant 2	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0101AM	2021-05-04 0807AM	2021-05-05 0146PM
Escalation	email	Outbound	OutboundReply	Source Tenant 2	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0106AM	2021-05-04 1038AM	2021-05-05 0153PM
Recording service	workitem	Outbound	OutboundNew	Source Tenant 2	Finance	Credit	Unknown	Unknown	2021-05-04 0345AM	2021-05-04 0224PM	2021-05-05 0202AM
Recording service	workitem	Outbound	OutboundACK	Source Tenant 5	IT	Support Request	Unknown	Unknown	2021-05-04 1007PM	2021-05-04 1156PM	2021-05-05 0205AM
Profanity detection	email	Outbound	OutboundNew	Source Tenant 4	IT	Support Request	Unknown	Unknown	2021-05-04 1208PM	2021-05-04 0514PM	2021-05-05 0206AM
Profanity detection	email	Outbound	OutboundNew	Source Tenant 3	IT	Request	Unknown	Unknown	2021-05-04 0512PM	2021-05-04 1017PM	2021-05-05 0206PM
Sentiment analysis	workitem	Inbound	InboundTest	Source Tenant 2	IT	Access Request	Unknown	Unknown	2021-05-04 0547PM	2021-05-04 0904PM	2021-05-05 0207PM

Task Detail Report

Finish Date Time	Department	Process	Accept Time (Fmt)	Finished Time (Fmt)	iWD Hold Time (Fmt)	Handle Time (Fmt)
	Department 2	Process 4			00:00:00	00:00:00
2021-05-04 0247PM	Department 1	Process 3	00:57:58	00:58:50	00:00:00	00:00:47
2021-05-04 0251AM	Department 2	Process 4	00:00:35	00:01:23	00:00:00	00:00:43
	Department 2	Process 5			00:00:00	00:00:00
2021-05-04 0837PM	Department 3	Process 6	00:00:35	00:01:24	00:00:00	00:00:44
2021-05-04 0944AM	Department 1	Process 3	00:00:35	00:01:21	00:00:00	00:00:41
	Department 2	Process 5			00:00:00	00:00:00
2021-05-04 0912AM	Department 2	Process 4	00:00:35	00:01:23	00:00:00	00:00:43
2021-05-04 0211PM	Department 1	Process 3	00:00:35	00:01:23	00:00:00	00:00:43
2021-05-04 0951PM	Department 2	Process 5	00:00:35	00:01:20	00:00:00	00:00:40
2021-05-04 0248AM	Department 2	Process 4	00:31:19	00:32:03	00:00:00	00:00:39
2021-05-04 0936AM	Department 1	Process 3	00:30:30	00:31:20	00:00:00	00:00:45
2021-05-04 0934PM	Department 2	Process 4	00:10:30	00:11:18	00:00:00	00:00:43
2021-05-04 1125PM	Department 2	Process 5	00:15:12	00:16:01	00:00:00	00:00:44
	Department 2	Process 4			00:00:00	00:00:00
2021-05-04 0740AM	Department 1	Process 2	00:00:35	00:01:21	00:00:00	00:00:41
	Department 1	Process 3			00:00:00	00:00:00
2021-05-04 0718AM	Department 2	Process 4	00:00:35	00:01:23	00:00:00	00:00:43
	Department 2	Process 4			00:00:00	00:00:00
2021-05-04 0807PM	Department 1	Process 3	00:00:35	00:01:20	00:00:00	00:00:40
	Department 2	Process 4			00:00:00	00:00:00
2021-05-04 1050AM	Department 2	Process 4	00:00:35	00:01:23	00:00:00	00:00:43
2021-05-04 0425PM	Department 2	Process 5	00:00:35	00:01:22	00:00:00	00:00:42
2021-05-04 1058AM	Department 3	Process 6	00:00:35	00:01:20	00:00:00	00:00:40
2021-05-04 0654PM	Department 3	Process 6	00:00:35	00:01:23	00:00:00	00:00:43
2021-05-04 1114PM	Department 2	Process 5	00:39:53	00:40:34	00:00:00	00:00:36
2021-05-04 1028AM	Department 2	Process 4	00:00:35	00:01:22	00:00:00	00:00:42
2021-05-04 1111AM	Department 3	Process 6	00:00:35	00:01:21	00:00:00	00:00:41
	Department 2	Process 4			00:00:00	00:00:00
2021-05-04 0215AM	Department 2	Process 4	00:00:35	00:01:22	00:00:00	00:00:42
2021-05-04 0808AM	Department 2	Process 4	00:00:35	00:01:26	00:00:00	00:00:46
2021-05-04 1143AM	Department 2	Process 4	01:05:06	01:05:52	00:00:00	00:00:41
2021-05-04 0226PM	Department 2	Process 5	00:00:35	00:01:24	00:00:00	00:00:44
2021-05-04 1158PM	Department 2	Process 4	00:00:35	00:01:21	00:00:00	00:00:41
2021-05-04 0516PM	Department 2	Process 5	00:00:35	00:01:21	00:00:00	00:00:41
2021-05-04 1018PM	Department 1	Process 3	00:00:35	00:01:26	00:00:00	00:00:46
2021-05-04 0929PM	Department 1	Process 3	00:24:40	00:25:30	00:00:00	00:00:45

Task Detail Report

Due Date Time	Interaction ID	Last Task Event ID	Capture ID	Capture Point Name	Media Channel	Category	Priority	Status Name	Is Final	Is Held	Last Agent Name	Result Code	Customer ID	Customer Segment	Product
2021-05-05 0209AM	itx003881	35310	ext003881	capture_point2	channel5	Unknown	70	Completed	1	0	Agent 4	3	Customer1	SILVER	Monitoring
2021-05-05 0211PM	itx004149	37530	ext004149	capture_point3	channel4	Unknown	80	Completed	1	0	Agent 2	3	Customer4	SILVER	Monitoring
2021-05-05 0213AM	itx003962	35830	ext003962	capture_point2	channel2	Unknown	100	Completed	1	0	Agent 3	3	Customer2	SILVER	Monitoring
2021-05-05 0217PM	itx003994	36130	ext003994	capture_point2	channel2	Unknown	60	Completed	1	0	Agent 1	3	Customer2	GOLD	Monitoring
2021-05-05 0226PM	itx004260	38557	ext004260	capture_point3	channel5	Unknown	110	Queued	0	0		3	Customer1	BRONZE	Service
2021-05-05 0233PM	itx003915	35377	ext003915	capture_point2	channel1	Unknown	50	Queued	0	0		3	Customer4	SILVER	Monitoring
2021-05-05 0237AM	itx004114	37220	ext004114	capture_point2	channel3	Unknown	90	Completed	1	0	Agent 1	3	Customer5	GOLD	Unspecified
2021-05-05 0237PM	itx004387	39627	ext004387	capture_point3	channel3	Unknown	100	Queued	0	0		3	Customer2	SILVER	Service
2021-05-05 0238AM	itx003987	36060	ext003987	capture_point2	channel5	Unknown	120	Completed	1	0	Agent 6	3	Customer3	SILVER	Service
2021-05-05 0240AM	itx004016	36340	ext004016	capture_point1	channel5	Unknown	50	Completed	1	0	Agent 3	3	Customer1	GOLD	Service
2021-05-05 0240PM	itx003891	35160	ext003891	capture_point2	channel5	Unknown	70	Completed	1	0	Agent 2	3	Customer1	BRONZE	Monitoring
2021-05-05 0241AM	itx003781	34130	ext003781	capture_point2	channel5	Unknown	40	Completed	1	0	Agent 5	3	Customer1	GOLD	Monitoring
2021-05-05 0245AM	itx004326	39313	ext004326	capture_point1	channel3	Unknown	80	Completed	1	0	Agent 2	3	Customer2	GOLD	Monitoring
2021-05-05 0253PM	itx004070	36830	ext004070	capture_point1	channel3	Unknown	50	Completed	1	0	Agent 4	3	Customer1	SILVER	Monitoring
2021-05-05 0256AM	itx004180	37807	ext004180	capture_point3	channel4	Unknown	90	Queued	0	0		3	Customer2	GOLD	Monitoring
2021-05-05 0257PM	itx004209	38080	ext004209	capture_point2	channel1	Unknown	100	Completed	1	0	Agent 4	3	Customer3	BRONZE	Monitoring
2021-05-05 0302PM	itx004200	38000	ext004200	capture_point1	channel1	Unknown	90	Completed	1	0	Agent 3	3	Customer5	SILVER	Service
2021-05-05 0310PM	itx004212	38110	ext004212	capture_point2	channel4	Unknown	80	Completed	1	0	Agent 6	3	Customer2	GOLD	Service
2021-05-05 0313PM	itx004196	38163	ext004196	capture_point1	channel4	Unknown	140	Completed	1	0	Agent 5	3	Customer3	BRONZE	Service
2021-05-05 0317AM	itx004416	39890	ext004416	capture_point2	channel4	Unknown	70	Completed	1	0	Agent 3	3	Customer5	BRONZE	Service
2021-05-05 0320AM	itx004288	38840	ext004288	capture_point3	channel1	Unknown	110	Completed	1	0	Agent 1	3	Customer4	BRONZE	Service
2021-05-05 0320PM	itx004426	39977	ext004426	capture_point1	channel1	Unknown	90	Queued	0	0		3	Customer4	BRONZE	Service
2021-05-05 0321AM	itx004071	37053	ext004071	capture_point3	channel1	Unknown	90	Completed	1	0	Agent 2	3	Customer3	BRONZE	Notification
2021-05-05 0327AM	itx004111	37197	ext004111	capture_point2	channel5	Unknown	100	Queued	0	0		3	Customer4	BRONZE	Service
2021-05-05 0327PM	itx004409	39820	ext004409	capture_point3	channel2	Unknown	70	Completed	1	0	Agent 1	3	Customer2	SILVER	Service
2021-05-05 0328AM	itx004004	36230	ext004004	capture_point2	channel1	Unknown	80	Completed	1	0	Agent 6	3	Customer1	BRONZE	Service
2021-05-05 0328PM	itx003957	35843	ext003957	capture_point1	channel2	Unknown	50	Completed	1	0	Agent 2	3	Customer3	BRONZE	Notification
2021-05-05 0329AM	itx004428	39997	ext004428	capture_point2	channel4	Unknown	90	Queued	0	0		3	Customer5	GOLD	Service
2021-05-05 0329PM	itx004019	36360	ext004019	capture_point2	channel5	Unknown	90	Completed	1	0	Agent 5	3	Customer4	GOLD	Monitoring
2021-05-05 0335AM	itx004227	38257	ext004227	capture_point1	channel5	Unknown	50	Queued	0	0		3	Customer5	BRONZE	Service
2021-05-05 0336PM	itx004203	38030	ext004203	capture_point3	channel3	Unknown	10	Completed	1	0	Agent 5	3	Customer4	BRONZE	Monitoring
2021-05-05 0339PM	itx004435	40070	ext004435	capture_point3	channel2	Unknown	100	Completed	1	0	Agent 6	3	Customer3	GOLD	Monitoring
2021-05-05 0340AM	itx003889	35343	ext003889	capture_point3	channel3	Unknown	90	Completed	1	0	Agent 1	3	Customer5	GOLD	Monitoring
2021-05-05 0340PM	itx004413	39860	ext004413	capture_point1	channel2	Unknown	70	Completed	1	0	Agent 2	3	Customer2	SILVER	Monitoring
2021-05-05 0342PM	itx004086	36960	ext004086	capture_point3	channel4	Unknown	110	Completed	1	0	Agent 5	3	Customer4	GOLD	Monitoring
2021-05-05 0346AM	itx004423	39960	ext004423	capture_point1	channel5	Unknown	50	Completed	1	0	Agent 1	3	Customer4	SILVER	Monitoring
2021-05-05 0348AM	itx004420	39927	ext004420	capture_point3	channel5	Unknown	70	Queued	0	0		3	Customer1	SILVER	Service

Task Detail Report

Product Subtype	Media Type	Interaction Type	Interaction Subtype	Source Tenant	Source Process	Source Process Subtype	Skill ID	Requested Agent Name	Source Date Time	Create Date Time	Source Due Date Time
Profanity detection	workitem	Outbound	OutboundNew	Source Tenant 2	Fraud	Ban Request	Unknown	Unknown	2021-05-03 0951PM	2021-05-04 0838AM	2021-05-05 0209AM
Profanity detection	email	Outbound	OutboundNew	Source Tenant 5	IT	Request	Unknown	Unknown	2021-05-04 0231PM	2021-05-04 0440PM	2021-05-05 0211PM
Profanity detection	workitem	Inbound	InboundTest	Source Tenant 3	IT	Access Request	Unknown	Unknown	2021-05-04 1222AM	2021-05-04 0947AM	2021-05-05 0213AM
Sentiment analysis	email	Outbound	OutboundACK	Source Tenant 5	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0822AM	2021-05-04 1015AM	2021-05-05 0217PM
Agent advisory	email	Outbound	OutboundNew	Source Tenant 5	Fraud	Account Checking	Unknown	Unknown	2021-05-04 1120AM	2021-05-04 0910PM	2021-05-05 0226PM
Sentiment analysis	email	Outbound	OutboundReply	Source Tenant 1	Fraud	Account Checking	Unknown	Unknown	2021-05-04 0352AM	2021-05-04 0922AM	2021-05-05 0233PM
Unspecified	email	Outbound	OutboundReply	Source Tenant 1	IT	Request	Unknown	Unknown	2021-05-03 1157PM	2021-05-04 0153PM	2021-05-05 0237AM
Language translation	workitem	Inbound	InboundTest	Source Tenant 2	Fraud	Duplicate Account	Unknown	Unknown	2021-05-04 1125PM	2021-05-04 1106PM	2021-05-05 0237PM
Escalation	workitem	Inbound	InboundTest	Source Tenant 2	IT	Access Request	Unknown	Unknown	2021-05-04 0416AM	2021-05-04 1007AM	2021-05-05 0238AM
Agent advisory	workitem	Outbound	OutboundACK	Source Tenant 1	IT	Request	Unknown	Unknown	2021-05-04 0530AM	2021-05-04 1032AM	2021-05-05 0240AM
Recording service	email	Inbound	InboundTest	Source Tenant 1	IT	Access Request	Unknown	Unknown	2021-05-04 0615AM	2021-05-04 0858AM	2021-05-05 0240PM
Sentiment analysis	workitem	Inbound	InboundNew	Source Tenant 3	Fraud	Account Checking	Unknown	Unknown	2021-05-04 0132AM	2021-05-04 0308AM	2021-05-05 0241AM
Sentiment analysis	workitem	Inbound	InboundNew	Source Tenant 1	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0850PM	2021-05-04 1001PM	2021-05-05 0245AM
Profanity detection	email	Outbound	OutboundNew	Source Tenant 1	Fraud	Ban Request	Unknown	Unknown	2021-05-04 1132AM	2021-05-04 1143AM	2021-05-05 0253PM
Sentiment analysis	email	Outbound	OutboundReply	Source Tenant 2	IT	Support Request	Unknown	Unknown	2021-05-04 1127AM	2021-05-04 0704PM	2021-05-05 0256AM
Profanity detection	email	Inbound	InboundTest	Source Tenant 5	IT	Support Request	Unknown	Unknown	2021-05-04 0729PM	2021-05-04 0813PM	2021-05-05 0257PM
Agent advisory	workitem	Inbound	InboundTest	Source Tenant 5	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0338PM	2021-05-04 0746PM	2021-05-05 0302PM
Escalation	email	Inbound	InboundNew	Source Tenant 1	Fraud	Ban Request	Unknown	Unknown	2021-05-04 1227PM	2021-05-04 0813PM	2021-05-05 0310PM
Escalation	workitem	Outbound	OutboundNew	Source Tenant 2	IT	Access Request	Unknown	Unknown	2021-05-04 0732PM	2021-05-04 0737PM	2021-05-05 0313PM
Escalation	email	Outbound	OutboundReply	Source Tenant 4	Fraud	Duplicate Account	Unknown	Unknown	2021-05-04 1143PM	2021-05-04 1137PM	2021-05-05 0317AM
Agent advisory	email	Outbound	OutboundReply	Source Tenant 4	IT	Access Request	Unknown	Unknown	2021-05-04 0914PM	2021-05-04 0943PM	2021-05-05 0320AM
Agent advisory	email	Outbound	OutboundNew	Source Tenant 3	Fraud	Account Checking	Unknown	Unknown	2021-05-04 0448PM	2021-05-04 1142PM	2021-05-05 0320PM
News feed	workitem	Outbound	OutboundReply	Source Tenant 4	IT	Access Request	Unknown	Unknown	2021-05-04 0945AM	2021-05-04 1137AM	2021-05-05 0321AM
Agent advisory	email	Outbound	OutboundReply	Source Tenant 5	IT	Access Request	Unknown	Unknown	2021-05-03 1129PM	2021-05-04 0143PM	2021-05-05 0327AM
Escalation	workitem	Inbound	InboundNew	Source Tenant 4	IT	Access Request	Unknown	Unknown	2021-05-04 0725PM	2021-05-04 1122PM	2021-05-05 0327PM
Escalation	email	Outbound	OutboundReply	Source Tenant 4	IT	Support Request	Unknown	Unknown	2021-05-04 0321AM	2021-05-04 1025AM	2021-05-05 0328AM
News feed	email	Outbound	OutboundNew	Source Tenant 3	Fraud	Account Checking	Unknown	Unknown	2021-05-04 0137AM	2021-05-04 0951AM	2021-05-05 0328PM
Escalation	workitem	Outbound	OutboundReply	Source Tenant 5	IT	Access Request	Unknown	Unknown	2021-05-04 0323PM	2021-05-04 1150PM	2021-05-05 0329AM
Sentiment analysis	workitem	Outbound	OutboundNew	Source Tenant 2	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0231AM	2021-05-04 1038AM	2021-05-05 0329PM
Agent advisory	workitem	Inbound	InboundNew	Source Tenant 5	Fraud	Account Checking	Unknown	Unknown	2021-05-04 0907PM	2021-05-04 0843PM	2021-05-05 0335AM
Profanity detection	email	Outbound	OutboundACK	Source Tenant 1	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0809AM	2021-05-04 0747PM	2021-05-05 0336PM
Recording service	workitem	Outbound	OutboundReply	Source Tenant 2	IT	Access Request	Unknown	Unknown	2021-05-04 0438PM	2021-05-04 1155PM	2021-05-05 0339PM
Profanity detection	email	Outbound	OutboundReply	Source Tenant 5	Fraud	Ban Request	Unknown	Unknown	2021-05-03 0724PM	2021-05-04 0847AM	2021-05-05 0340AM
Sentiment analysis	workitem	Inbound	InboundTest	Source Tenant 2	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0704PM	2021-05-04 1130PM	2021-05-05 0340PM
Profanity detection	email	Outbound	OutboundACK	Source Tenant 1	Fraud	Account Checking	Unknown	Unknown	2021-05-04 0129AM	2021-05-04 1149AM	2021-05-05 0342PM
Sentiment analysis	workitem	Outbound	OutboundACK	Source Tenant 1	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0939AM	2021-05-04 1144PM	2021-05-05 0346AM
Language translation	email	Inbound	InboundTest	Source Tenant 3	Fraud	Ban Request	Unknown	Unknown	2021-05-04 1048PM	2021-05-04 1135PM	2021-05-05 0348AM

Task Detail Report

Finish Date Time	Department	Process	Accept Time (Fmt)	Finished Time (Fmt)	iWD Hold Time (Fmt)	Handle Time (Fmt)
2021-05-04 0902AM	Department 2	Process 5	00:23:25	00:24:10	00:00:00	00:00:40
2021-05-04 0442PM	Department 2	Process 5	00:00:35	00:01:20	00:00:00	00:00:40
2021-05-04 0948AM	Department 3	Process 6	00:00:35	00:01:20	00:00:00	00:00:40
2021-05-04 1016AM	Department 2	Process 4	00:00:35	00:01:22	00:00:00	00:00:42
	Department 3	Process 6			00:00:00	00:00:00
	Department 1	Process 3			00:00:00	00:00:00
2021-05-04 0154PM	Department 2	Process 5	00:00:35	00:01:17	00:00:00	00:00:37
	Department 2	Process 5			00:00:00	00:00:00
2021-05-04 1009AM	Department 2	Process 4	00:00:35	00:01:28	00:00:00	00:00:48
2021-05-04 1033AM	Department 2	Process 5	00:00:35	00:01:21	00:00:00	00:00:41
2021-05-04 0859AM	Department 1	Process 3	00:00:35	00:01:24	00:00:00	00:00:44
2021-05-04 0310AM	Department 2	Process 5	00:00:35	00:01:25	00:00:00	00:00:45
2021-05-04 1027PM	Department 2	Process 5	00:25:01	00:25:48	00:00:00	00:00:42
2021-05-04 1144AM	Department 2	Process 5	00:00:35	00:01:25	00:00:00	00:00:45
	Department 2	Process 4			00:00:00	00:00:00
2021-05-04 0815PM	Department 1	Process 3	00:00:35	00:01:20	00:00:00	00:00:40
2021-05-04 0747PM	Department 3	Process 6	00:00:35	00:01:25	00:00:00	00:00:45
2021-05-04 0814PM	Department 2	Process 4	00:00:35	00:01:23	00:00:00	00:00:43
2021-05-04 0826PM	Department 2	Process 4	00:48:39	00:49:25	00:00:00	00:00:41
2021-05-04 1138PM	Department 2	Process 5	00:00:35	00:01:25	00:00:00	00:00:45
2021-05-04 0931PM	Department 2	Process 4	-1:47:15	-1:48:05	00:00:00	00:00:45
	Department 3	Process 6			00:00:00	00:00:00
2021-05-04 1217PM	Department 1	Process 2	00:38:33	00:39:18	00:00:00	00:00:40
	Department 2	Process 4			00:00:00	00:00:00
2021-05-04 1123PM	Department 2	Process 5	00:00:35	00:01:17	00:00:00	00:00:37
2021-05-04 1026AM	Department 2	Process 5	00:00:35	00:01:17	00:00:00	00:00:37
2021-05-04 0949AM	Department 1	Process 3	-1:57:55	-1:58:37	00:00:00	00:00:37
	Department 1	Process 3			00:00:00	00:00:00
2021-05-04 1040AM	Department 2	Process 4	00:00:35	00:01:22	00:00:00	00:00:42
	Department 2	Process 4			00:00:00	00:00:00
2021-05-04 0748PM	Department 2	Process 4	00:00:35	00:01:26	00:00:00	00:00:46
2021-05-04 1157PM	Department 1	Process 3	00:00:35	00:01:28	00:00:00	00:00:48
2021-05-04 0913AM	Department 3	Process 6	00:24:57	00:25:49	00:00:00	00:00:47
2021-05-04 1131PM	Department 2	Process 4	00:00:35	00:01:25	00:00:00	00:00:45
2021-05-04 1150AM	Department 2	Process 4	00:00:35	00:01:25	00:00:00	00:00:45
2021-05-04 1145PM	Department 2	Process 4	00:00:35	00:01:24	00:00:00	00:00:44
	Department 1	Process 3			00:00:00	00:00:00

Task Detail Report

Due Date Time	Interaction ID	Last Task Event ID	Capture ID	Capture Point Name	Media Channel	Category	Priority	Status Name	Is Final	Is Held	Last Agent Name	Result Code	Customer ID	Customer Segment	Product
2021-05-05 0351PM	itx004391	39657	ext004391	capture_point3	channel3	Unknown	70	Queued	0	0		3	Customer3	SILVER	Service
2021-05-05 0354AM	itx003796	34403	ext003796	capture_point2	channel2	Unknown	90	Completed	1	0	Agent 3	3	Customer1	SILVER	Service
2021-05-05 0357PM	itx003982	36020	ext003982	capture_point1	channel5	Unknown	50	Completed	1	0	Agent 5	3	Customer3	SILVER	Monitoring
2021-05-05 0358AM	itx004412	40073	ext004412	capture_point1	channel3	Unknown	130	Completed	1	0	Agent 2	3	Customer2	BRONZE	Service
2021-05-05 0359AM	itx003890	35147	ext003890	capture_point3	channel1	Unknown	40	Queued	0	0		3	Customer3	GOLD	Service
2021-05-05 0359PM	itx004152	37560	ext004152	capture_point1	channel5	Unknown	70	Completed	1	0	Agent 5	3	Customer5	BRONZE	Monitoring
2021-05-05 0405AM	itx004298	38960	ext004298	capture_point3	channel2	Unknown	120	Completed	1	0	Agent 6	3	Customer1	GOLD	Service
2021-05-05 0407PM	itx004163	37650	ext004163	capture_point3	channel1	Unknown	40	Completed	1	0	Agent 3	3	Customer3	SILVER	Monitoring
2021-05-05 0409AM	itx004280	39170	ext004280	capture_point2	channel5	Unknown	70	Completed	1	0	Agent 2	3	Customer4	SILVER	Service
	itx004116	37237	ext004116	capture_point2	channel3	Unknown	40	Queued	0	0		3	Customer3	GOLD	Service
2021-05-05 0410PM	itx004161	37627	ext004161	capture_point2	channel2	Unknown	80	Queued	0	0		3	Customer4	GOLD	Monitoring
	itx004171	38473	ext004171	capture_point3	channel1	Unknown	110	Completed	1	0	Agent 5	3	Customer5	SILVER	Service
2021-05-05 0416AM	itx003783	34150	ext003783	capture_point3	channel2	Unknown	90	Completed	1	0	Agent 3	3	Customer5	GOLD	Monitoring
2021-05-05 0418AM	itx004130	37596	ext004130	capture_point1	channel1	Unknown	50	Completed	1	0	Agent 1	3	Customer4	BRONZE	Monitoring
2021-05-05 0428PM	itx004327	39100	ext004327	capture_point2	channel2	Unknown	100	Completed	1	0	Agent 1	3	Customer3	GOLD	Service
2021-05-05 0435PM	itx004285	38760	ext004285	capture_point3	channel3	Unknown	70	Completed	1	0	Agent 4	3	Customer2	GOLD	Service
2021-05-05 0437AM	itx004186	37860	ext004186	capture_point3	channel5	Unknown	90	Completed	1	0	Agent 3	3	Customer4	SILVER	Monitoring
2021-05-05 0439AM	itx004219	38180	ext004219	capture_point1	channel5	Unknown	60	Completed	1	0	Agent 6	3	Customer5	SILVER	Service
2021-05-05 0441AM	itx004060	36876	ext004060	capture_point1	channel1	Unknown	110	Completed	1	0	Agent 2	3	Customer4	GOLD	Monitoring
2021-05-05 0445AM	itx003866	34930	ext003866	capture_point1	channel2	Unknown	70	Completed	1	0	Agent 1	3	Customer1	GOLD	Service
2021-05-05 0445PM	itx004211	38097	ext004211	capture_point3	channel5	Unknown	70	Queued	0	0		3	Customer5	SILVER	Monitoring
2021-05-05 0446PM	itx004175	37757	ext004175	capture_point2	channel2	Unknown	80	Queued	0	0		3	Customer2	BRONZE	Monitoring
2021-05-05 0451AM	itx004015	36330	ext004015	capture_point2	channel1	Unknown	60	Completed	1	0	Agent 3	3	Customer4	SILVER	Monitoring
2021-05-05 0454AM	itx004051	36660	ext004051	capture_point3	channel1	Unknown	150	Completed	1	0	Agent 4	3	Customer3	GOLD	Monitoring
	itx004106	37383	ext004106	capture_point3	channel1	Unknown	110	Completed	1	0	Agent 3	3	Customer1	GOLD	Monitoring
2021-05-05 0455AM	itx004126	37320	ext004126	capture_point3	channel3	Unknown	90	Completed	1	0	Agent 2	3	Customer4	GOLD	Monitoring
2021-05-05 0456PM	itx004179	37800	ext004179	capture_point3	channel4	Unknown	80	Completed	1	0	Agent 1	3	Customer3	SILVER	Service
2021-05-05 0457AM	itx004377	39770	ext004377	capture_point1	channel3	Unknown	60	Completed	1	0	Agent 4	3	Customer5	GOLD	Service
2021-05-05 0458PM	itx004296	38850	ext004296	capture_point3	channel5	Unknown	60	Completed	1	0	Agent 3	3	Customer3	BRONZE	Service
2021-05-05 0502PM	itx004165	37667	ext004165	capture_point3	channel5	Unknown	70	Queued	0	0		3	Customer4	SILVER	Notification
2021-05-05 0505PM	itx004193	38383	ext004193	capture_point1	channel3	Unknown	70	Completed	1	0	Agent 5	3	Customer4	SILVER	Service
2021-05-05 0510AM	itx003869	35230	ext003869	capture_point3	channel1	Unknown	90	Completed	1	0	Agent 5	3	Customer1	BRONZE	Monitoring
2021-05-05 0511AM	itx004322	39060	ext004322	capture_point2	channel3	Unknown	100	Completed	1	0	Agent 1	3	Customer2	GOLD	Monitoring
2021-05-05 0524AM	itx004266	38730	ext004266	capture_point2	channel4	Unknown	100	Completed	1	0	Agent 5	3	Customer2	GOLD	Monitoring
2021-05-05 0525AM	itx004402	39757	ext004402	capture_point2	channel5	Unknown	70	Queued	0	0		3	Customer2	BRONZE	Service
2021-05-05 0525PM	itx004418	39910	ext004418	capture_point1	channel3	Unknown	40	Completed	1	0	Agent 6	3	Customer5	GOLD	Service
2021-05-05 0526AM	itx004367	39450	ext004367	capture_point3	channel5	Unknown	100	Completed	1	0	Agent 2	3	Customer4	BRONZE	Service

Task Detail Report

Product Subtype	Media Type	Interaction Type	Interaction Subtype	Source Tenant	Source Process	Source Process Subtype	Skill ID	Requested Agent Name	Source Date Time	Create Date Time	Source Due Date Time
Agent advisory	email	Outbound	OutboundReply	Source Tenant 2	Fraud	Account Checking	Unknown	Unknown	2021-05-04 0324PM	2021-05-04 1108PM	2021-05-05 0351PM
Agent advisory	workitem	Outbound	OutboundReply	Source Tenant 3	Fraud	Account Checking	Unknown	Unknown	2021-05-04 0321AM	2021-05-04 0422AM	2021-05-05 0354AM
Profanity detection	workitem	Outbound	OutboundReply	Source Tenant 3	Fraud	Account Checking	Unknown	Unknown	2021-05-03 0905PM	2021-05-04 1009AM	2021-05-05 0357PM
Escalation	workitem	Outbound	OutboundNew	Source Tenant 2	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0920AM	2021-05-04 1117PM	2021-05-05 0358AM
Language translation	workitem	Inbound	InboundTest	Source Tenant 2	Finance	Credit	Unknown	Unknown	2021-05-04 0621AM	2021-05-04 0849AM	2021-05-05 0359AM
Profanity detection	email	Outbound	OutboundNew	Source Tenant 2	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0202PM	2021-05-04 0446PM	2021-05-05 0359PM
Language translation	email	Outbound	OutboundACK	Source Tenant 2	Fraud	Duplicate Account	Unknown	Unknown	2021-05-04 1027AM	2021-05-04 0933PM	2021-05-05 0405AM
Sentiment analysis	workitem	Inbound	InboundTest	Source Tenant 1	Fraud	Account Checking	Unknown	Unknown	2021-05-04 0947AM	2021-05-04 0559PM	2021-05-05 0407PM
Escalation	workitem	Inbound	InboundNew	Source Tenant 5	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0512PM	2021-05-04 0927PM	2021-05-05 0409AM
Language translation	email	Outbound	OutboundReply	Source Tenant 5	IT	Request	Unknown	Unknown	2021-05-04 0906AM	2021-05-04 0152PM	2021-05-05 0410PM
Profanity detection	workitem	Outbound	OutboundNew	Source Tenant 2	IT	Access Request	Unknown	Unknown	2021-05-04 0424AM	2021-05-04 0544PM	2021-05-05 0410PM
Language translation	email	Inbound	InboundTest	Source Tenant 5	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0157PM	2021-05-04 0643PM	2021-05-05 0413AM
Profanity detection	email	Inbound	InboundNew	Source Tenant 5	IT	Access Request	Unknown	Unknown	2021-05-03 0230PM	2021-05-04 0314AM	2021-05-05 0416AM
Sentiment analysis	email	Inbound	InboundTest	Source Tenant 5	Fraud	Account Checking	Unknown	Unknown	2021-05-04 0657AM	2021-05-04 0314PM	2021-05-05 0418AM
Agent advisory	email	Outbound	OutboundReply	Source Tenant 5	IT	Access Request	Unknown	Unknown	2021-05-04 0223PM	2021-05-04 1012PM	2021-05-05 0428PM
Escalation	email	Inbound	InboundTest	Source Tenant 5	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0248PM	2021-05-04 0938PM	2021-05-05 0435PM
Profanity detection	workitem	Outbound	OutboundACK	Source Tenant 2	Fraud	Duplicate Account	Unknown	Unknown	2021-05-04 0743AM	2021-05-04 0721PM	2021-05-05 0437AM
Agent advisory	email	Outbound	OutboundACK	Source Tenant 3	IT	Access Request	Unknown	Unknown	2021-05-04 0851AM	2021-05-04 0817PM	2021-05-05 0439AM
Profanity detection	workitem	Outbound	OutboundNew	Source Tenant 3	Fraud	Duplicate Account	Unknown	Unknown	2021-05-03 1109PM	2021-05-04 1115AM	2021-05-05 0441AM
Language translation	email	Inbound	InboundNew	Source Tenant 3	IT	Access Request	Unknown	Unknown	2021-05-04 0431AM	2021-05-04 0816AM	2021-05-05 0445AM
Recording service	workitem	Outbound	OutboundReply	Source Tenant 5	Fraud	Account Checking	Unknown	Unknown	2021-05-04 0306PM	2021-05-04 0807PM	2021-05-05 0445PM
Profanity detection	workitem	Outbound	OutboundNew	Source Tenant 2	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0511AM	2021-05-04 0654PM	2021-05-05 0446PM
Sentiment analysis	email	Outbound	OutboundNew	Source Tenant 2	IT	Access Request	Unknown	Unknown	2021-05-04 0159AM	2021-05-04 1044AM	2021-05-05 0451AM
Recording service	workitem	Inbound	InboundTest	Source Tenant 4	IT	Access Request	Unknown	Unknown	2021-05-04 1223AM	2021-05-04 1116AM	2021-05-05 0454AM
Recording service	workitem	Outbound	OutboundReply	Source Tenant 4	Fraud	Duplicate Account	Unknown	Unknown	2021-05-04 0534AM	2021-05-04 0113PM	2021-05-05 0454AM
Profanity detection	email	Inbound	InboundNew	Source Tenant 1	IT	Access Request	Unknown	Unknown	2021-05-04 1222PM	2021-05-04 0252PM	2021-05-05 0455AM
Agent advisory	email	Inbound	InboundNew	Source Tenant 3	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0711AM	2021-05-04 0708PM	2021-05-05 0456PM
Escalation	workitem	Inbound	InboundTest	Source Tenant 2	Finance	Credit	Unknown	Unknown	2021-05-04 0510PM	2021-05-04 1056PM	2021-05-05 0457AM
Language translation	email	Outbound	OutboundNew	Source Tenant 5	IT	Access Request	Unknown	Unknown	2021-05-04 0214PM	2021-05-04 0943PM	2021-05-05 0458PM
Product description	email	Outbound	OutboundNew	Source Tenant 5	Fraud	Ban Request	Unknown	Unknown	2021-05-04 1115AM	2021-05-04 0606PM	2021-05-05 0502PM
Agent advisory	email	Outbound	OutboundReply	Source Tenant 5	IT	Support Request	Unknown	Unknown	2021-05-04 0127PM	2021-05-04 0742PM	2021-05-05 0505PM
Profanity detection	workitem	Outbound	OutboundReply	Source Tenant 1	Fraud	Ban Request	Unknown	Unknown	2021-05-03 0940PM	2021-05-04 0818AM	2021-05-05 0510AM
Sentiment analysis	email	Outbound	OutboundReply	Source Tenant 3	Fraud	Duplicate Account	Unknown	Unknown	2021-05-04 1134AM	2021-05-04 1012PM	2021-05-05 0511AM
Profanity detection	workitem	Outbound	OutboundReply	Source Tenant 1	IT	Access Request	Unknown	Unknown	2021-05-04 1133AM	2021-05-04 0921PM	2021-05-05 0524AM
Agent advisory	email	Inbound	InboundTest	Source Tenant 4	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0828PM	2021-05-04 1128PM	2021-05-05 0525AM
Escalation	email	Inbound	InboundTest	Source Tenant 1	IT	Access Request	Unknown	Unknown	2021-05-04 0738PM	2021-05-04 1135PM	2021-05-05 0525PM
Agent advisory	workitem	Outbound	OutboundACK	Source Tenant 2	IT	Access Request	Unknown	Unknown	2021-05-04 0350PM	2021-05-04 1043PM	2021-05-05 0526AM

Task Detail Report

Finish Date Time	Department	Process	Accept Time (Fmt)	Finished Time (Fmt)	iWD Hold Time (Fmt)	Handle Time (Fmt)
	Department 2	Process 5			00:00:00	00:00:00
2021-05-04 0524AM	Department 2	Process 5	01:01:27	01:02:16	00:00:00	00:00:44
2021-05-04 1010AM	Department 2	Process 4	00:00:35	00:01:22	00:00:00	00:00:42
2021-05-04 1154PM	Department 1	Process 3	00:36:31	00:37:18	00:00:00	00:00:42
	Department 3	Process 6			00:00:00	00:00:00
2021-05-04 0447PM	Department 2	Process 5	00:00:35	00:01:27	00:00:00	00:00:47
2021-05-04 0950PM	Department 2	Process 4	00:16:12	00:17:07	00:00:00	00:00:50
2021-05-04 0600PM	Department 2	Process 4	00:00:35	00:01:20	00:00:00	00:00:40
2021-05-04 1009PM	Department 3	Process 6	00:40:20	00:41:08	00:00:00	00:00:43
	Department 2	Process 4			00:00:00	00:00:00
	Department 2	Process 5			00:00:00	00:00:00
2021-05-04 0907PM	Department 2	Process 5	02:23:09	02:24:02	00:00:00	00:00:48
2021-05-04 0315AM	Department 1	Process 3	00:00:35	00:01:22	00:00:00	00:00:42
2021-05-04 0520PM	Department 1	Process 3	02:05:22	02:06:10	00:00:00	00:00:43
2021-05-04 1014PM	Department 2	Process 4	00:00:35	00:01:24	00:00:00	00:00:44
2021-05-04 0940PM	Department 2	Process 4	00:00:35	00:01:18	00:00:00	00:00:38
2021-05-04 0723PM	Department 3	Process 6	00:00:35	00:01:26	00:00:00	00:00:46
2021-05-04 0819PM	Department 2	Process 4	00:00:35	00:01:17	00:00:00	00:00:37
2021-05-04 1140AM	Department 2	Process 5	00:24:43	00:25:31	00:00:00	00:00:43
2021-05-04 0817AM	Department 2	Process 5	00:00:35	00:01:20	00:00:00	00:00:40
	Department 2	Process 5			00:00:00	00:00:00
	Department 2	Process 5			00:00:00	00:00:00
2021-05-04 1045AM	Department 2	Process 4	00:00:35	00:01:18	00:00:00	00:00:38
2021-05-04 1118AM	Department 2	Process 5	00:00:35	00:01:26	00:00:00	00:00:46
2021-05-04 0318PM	Department 2	Process 5	02:04:00	02:04:44	00:00:00	00:00:39
2021-05-04 0254PM	Department 2	Process 5	00:00:35	00:01:18	00:00:00	00:00:38
2021-05-04 0709PM	Department 2	Process 4	00:00:35	00:01:24	00:00:00	00:00:44
2021-05-04 1119PM	Department 2	Process 4	00:21:35	00:22:16	00:00:00	00:00:36
2021-05-04 0945PM	Department 3	Process 6	00:00:35	00:01:28	00:00:00	00:00:48
	Department 3	Process 6			00:00:00	00:00:00
2021-05-04 0908PM	Department 2	Process 4	01:25:22	01:26:09	00:00:00	00:00:42
2021-05-04 0901AM	Department 2	Process 5	00:41:38	00:42:37	00:00:00	00:00:54
2021-05-04 1014PM	Department 2	Process 5	00:00:35	00:01:22	00:00:00	00:00:42
2021-05-04 0938PM	Department 2	Process 4	00:16:19	00:17:11	00:00:00	00:00:47
	Department 2	Process 5			00:00:00	00:00:00
2021-05-04 1137PM	Department 2	Process 4	00:00:35	00:01:22	00:00:00	00:00:42
2021-05-04 1044PM	Department 2	Process 5	00:00:35	00:01:21	00:00:00	00:00:41

Task Detail Report

Due Date Time	Interaction ID	Last Task Event ID	Capture ID	Capture Point Name	Media Channel	Category	Priority	Status Name	Is Final	Is Held	Last Agent Name	Result Code	Customer ID	Customer Segment	Product
2021-05-05 0533AM	itx004183	37840	ext004183	capture_point3	channel3	Unknown	120	Completed	1	0	Agent 2	3	Customer2	GOLD	Service
2021-05-05 0535PM	itx004215	38140	ext004215	capture_point3	channel3	Unknown	70	Completed	1	0	Agent 6	3	Customer3	SILVER	Unspecified
2021-05-05 0538AM	itx004273	38820	ext004273	capture_point1	channel5	Unknown	80	Completed	1	0	Agent 5	3	Customer1	BRONZE	Service
2021-05-05 0540AM	itx003918	35407	ext003918	capture_point3	channel4	Unknown	50	Queued	0	0		3	Customer4	GOLD	Service
2021-05-05 0541AM	itx004205	38050	ext004205	capture_point2	channel2	Unknown	40	Completed	1	0	Agent 6	3	Customer1	SILVER	Service
2021-05-05 0542AM	itx004037	36520	ext004037	capture_point3	channel1	Unknown	110	Completed	1	0	Agent 6	3	Customer1	GOLD	Service
	itx004088	36980	ext004088	capture_point3	channel1	Unknown	90	Completed	1	0	Agent 6	3	Customer3	GOLD	Service
	itx004376	40590	ext004376	capture_point3	channel1	Unknown	80	Completed	1	0	Agent 6	3	Customer5	GOLD	Monitoring
2021-05-05 0543AM	itx004192	37917	ext004192	capture_point2	channel3	Unknown	80	Queued	0	0		3	Customer3	GOLD	Monitoring
2021-05-05 0544PM	itx004249	38457	ext004249	capture_point1	channel4	Unknown	110	Queued	0	0		3	Customer3	BRONZE	Service
2021-05-05 0548PM	itx004303	39050	ext004303	capture_point3	channel5	Unknown	80	Completed	1	0	Agent 4	3	Customer5	BRONZE	Service
2021-05-05 0555AM	itx003834	34620	ext003834	capture_point2	channel2	Unknown	80	Completed	1	0	Agent 6	3	Customer4	BRONZE	Service
2021-05-05 0556AM	itx003882	35070	ext003882	capture_point1	channel5	Unknown	70	Completed	1	0	Agent 6	3	Customer1	GOLD	Service
2021-05-05 0600AM	itx004055	37593	ext004055	capture_point3	channel1	Unknown	100	Completed	1	0	Agent 2	3	Customer4	SILVER	Monitoring
2021-05-05 0603AM	itx004257	38530	ext004257	capture_point3	channel2	Unknown	90	Completed	1	0	Agent 2	3	Customer3	GOLD	Monitoring
2021-05-05 0610AM	itx003806	34380	ext003806	capture_point3	channel4	Unknown	50	Completed	1	0	Agent 2	3	Customer5	BRONZE	Service
2021-05-05 0613AM	itx004190	37900	ext004190	capture_point2	channel4	Unknown	90	Completed	1	0	Agent 3	3	Customer2	GOLD	Service
2021-05-05 0615AM	itx004233	38320	ext004233	capture_point3	channel4	Unknown	60	Completed	1	0	Agent 4	3	Customer5	SILVER	Service
2021-05-05 0620PM	itx004129	37340	ext004129	capture_point2	channel4	Unknown	60	Completed	1	0	Agent 3	3	Customer3	SILVER	Service
2021-05-05 0621AM	itx004167	37680	ext004167	capture_point1	channel3	Unknown	70	Completed	1	0	Agent 1	3	Customer3	GOLD	Service
2021-05-05 0622AM	itx004239	38370	ext004239	capture_point3	channel3	Unknown	80	Completed	1	0	Agent 5	3	Customer4	GOLD	Monitoring
2021-05-05 0623AM	itx003926	35490	ext003926	capture_point3	channel1	Unknown	120	Completed	1	0	Agent 2	3	Customer3	GOLD	Service
2021-05-05 0625AM	itx004147	37510	ext004147	capture_point1	channel1	Unknown	110	Completed	1	0	Agent 5	3	Customer4	BRONZE	Monitoring
2021-05-05 0635AM	itx004365	40180	ext004365	capture_point2	channel5	Unknown	100	Completed	1	0	Agent 1	3	Customer4	GOLD	Service
2021-05-05 0638PM	itx004291	38817	ext004291	capture_point2	channel1	Unknown	70	Queued	0	0		3	Customer2	SILVER	Service
2021-05-05 0641AM	itx004164	37670	ext004164	capture_point3	channel4	Unknown	20	Completed	1	0	Agent 1	3	Customer4	SILVER	Service
2021-05-05 0643AM	itx004079	36887	ext004079	capture_point1	channel3	Unknown	90	Queued	0	0		3	Customer3	SILVER	Service
2021-05-05 0645AM	itx003765	33980	ext003765	capture_point1	channel2	Unknown	120	Completed	1	0	Agent 5	3	Customer2	BRONZE	Service
2021-05-05 0647PM	itx004194	37940	ext004194	capture_point2	channel4	Unknown	120	Completed	1	0	Agent 1	3	Customer5	BRONZE	Unspecified
2021-05-05 0649AM	itx004320	39047	ext004320	capture_point2	channel3	Unknown	80	Queued	0	0		3	Customer4	BRONZE	Service
2021-05-05 0652PM	itx004335	39167	ext004335	capture_point3	channel3	Unknown	80	Queued	0	0		3	Customer3	BRONZE	Monitoring
2021-05-05 0658AM	itx004363	39640	ext004363	capture_point1	channel3	Unknown	40	Completed	1	0	Agent 3	3	Customer3	SILVER	Monitoring
2021-05-05 0704AM	itx004108	37703	ext004108	capture_point2	channel2	Unknown	80	Completed	1	0	Agent 3	3	Customer2	GOLD	Service
2021-05-05 0704PM	itx004189	38273	ext004189	capture_point2	channel2	Unknown	30	Completed	1	0	Agent 4	3	Customer5	BRONZE	Monitoring
2021-05-05 0707AM	itx003874	35030	ext003874	capture_point2	channel5	Unknown	110	Completed	1	0	Agent 5	3	Customer2	BRONZE	Monitoring
	itx004394	39680	ext004394	capture_point2	channel3	Unknown	80	Completed	1	0	Agent 3	3	Customer2	SILVER	Service
2021-05-05 0709AM	itx004032	36670	ext004032	capture_point2	channel2	Unknown	90	Completed	1	0	Agent 4	3	Customer3	BRONZE	Service

Task Detail Report

Product Subtype	Media Type	Interaction Type	Interaction Subtype	Source Tenant	Source Process	Source Process Subtype	Skill ID	Requested Agent Name	Source Date Time	Create Date Time	Source Due Date Time
Escalation	email	Outbound	OutboundACK	Source Tenant 1	Fraud	Account Checking	Unknown	Unknown	2021-05-04 0405PM	2021-05-04 0712PM	2021-05-05 0533AM
Unspecified	email	Outbound	OutboundReply	Source Tenant 2	IT	Support Request	Unknown	Unknown	2021-05-04 0728PM	2021-05-04 0826PM	2021-05-05 0535PM
Language translation	email	Inbound	InboundNew	Source Tenant 3	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0738PM	2021-05-04 0917PM	2021-05-05 0538AM
Escalation	workitem	Outbound	OutboundNew	Source Tenant 4	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0218AM	2021-05-04 0918AM	2021-05-05 0540AM
Escalation	workitem	Outbound	OutboundNew	Source Tenant 1	Fraud	Account Checking	Unknown	Unknown	2021-05-04 1059AM	2021-05-04 0801PM	2021-05-05 0541AM
Agent advisory	workitem	Outbound	OutboundACK	Source Tenant 3	IT	Support Request	Unknown	Unknown	2021-05-04 1027AM	2021-05-04 1109AM	2021-05-05 0542AM
Language translation	email	Outbound	OutboundACK	Source Tenant 5	Fraud	Account Checking	Unknown	Unknown	2021-05-04 1254AM	2021-05-04 1145AM	2021-05-05 0542AM
Profanity detection	workitem	Inbound	InboundNew	Source Tenant 4	Fraud	Account Checking	Unknown	Unknown	2021-05-04 1246PM	2021-05-04 1056PM	2021-05-05 0542AM
Sentiment analysis	email	Outbound	OutboundACK	Source Tenant 2	IT	Access Request	Unknown	Unknown	2021-05-04 0301PM	2021-05-04 0736PM	2021-05-05 0543AM
Escalation	email	Inbound	InboundNew	Source Tenant 5	IT	Access Request	Unknown	Unknown	2021-05-04 0553PM	2021-05-04 0906PM	2021-05-05 0544PM
Escalation	workitem	Outbound	OutboundReply	Source Tenant 2	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0649PM	2021-05-04 0953PM	2021-05-05 0548PM
Escalation	workitem	Inbound	InboundNew	Source Tenant 4	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0552AM	2021-05-04 0704AM	2021-05-05 0555AM
Escalation	workitem	Outbound	OutboundNew	Source Tenant 2	Fraud	Account Checking	Unknown	Unknown	2021-05-03 0947PM	2021-05-04 0833AM	2021-05-05 0556AM
Profanity detection	email	Outbound	OutboundReply	Source Tenant 4	Fraud	Ban Request	Unknown	Unknown	2021-05-03 0922PM	2021-05-04 1128AM	2021-05-05 0600AM
Profanity detection	workitem	Inbound	InboundTest	Source Tenant 5	IT	Request	Unknown	Unknown	2021-05-04 0434PM	2021-05-04 0904PM	2021-05-05 0603AM
Agent advisory	email	Inbound	InboundNew	Source Tenant 2	IT	Access Request	Unknown	Unknown	2021-05-04 0114AM	2021-05-04 0503AM	2021-05-05 0610AM
Language translation	workitem	Outbound	OutboundReply	Source Tenant 5	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0509AM	2021-05-04 0721PM	2021-05-05 0613AM
Escalation	workitem	Outbound	OutboundReply	Source Tenant 4	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0526PM	2021-05-04 0853PM	2021-05-05 0615AM
Agent advisory	email	Inbound	InboundNew	Source Tenant 5	Fraud	Account Checking	Unknown	Unknown	2021-05-04 0151AM	2021-05-04 0313PM	2021-05-05 0620PM
Escalation	workitem	Inbound	InboundNew	Source Tenant 4	IT	Access Request	Unknown	Unknown	2021-05-04 0640PM	2021-05-04 0612PM	2021-05-05 0621AM
Sentiment analysis	workitem	Outbound	OutboundACK	Source Tenant 2	Fraud	Account Checking	Unknown	Unknown	2021-05-04 0856PM	2021-05-04 0851PM	2021-05-05 0622AM
Agent advisory	workitem	Inbound	InboundTest	Source Tenant 2	Fraud	Duplicate Account	Unknown	Unknown	2021-05-04 0242AM	2021-05-04 0916AM	2021-05-05 0623AM
Profanity detection	workitem	Inbound	InboundTest	Source Tenant 1	IT	Request	Unknown	Unknown	2021-05-04 1138AM	2021-05-04 0437PM	2021-05-05 0625AM
Agent advisory	workitem	Outbound	OutboundNew	Source Tenant 4	Fraud	Duplicate Account	Unknown	Unknown	2021-05-04 1012PM	2021-05-04 1037PM	2021-05-05 0635AM
Escalation	email	Outbound	OutboundNew	Source Tenant 4	IT	Support Request	Unknown	Unknown	2021-05-04 0630PM	2021-05-04 0934PM	2021-05-05 0638PM
Escalation	email	Outbound	OutboundNew	Source Tenant 3	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0759AM	2021-05-04 0555PM	2021-05-05 0641AM
Escalation	workitem	Outbound	OutboundNew	Source Tenant 3	IT	Support Request	Unknown	Unknown	2021-05-04 1131AM	2021-05-04 1158AM	2021-05-05 0643AM
Agent advisory	workitem	Outbound	OutboundACK	Source Tenant 5	Fraud	Ban Request	Unknown	Unknown	2021-05-03 0335PM	2021-05-04 0137AM	2021-05-05 0645AM
Unspecified	workitem	Inbound	InboundTest	Source Tenant 2	IT	Support Request	Unknown	Unknown	2021-05-04 0805AM	2021-05-04 0731PM	2021-05-05 0647PM
Escalation	email	Inbound	InboundTest	Source Tenant 3	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0600PM	2021-05-04 0945PM	2021-05-05 0649AM
Sentiment analysis	email	Outbound	OutboundACK	Source Tenant 4	Fraud	Duplicate Account	Unknown	Unknown	2021-05-04 0858AM	2021-05-04 1006PM	2021-05-05 0652PM
Sentiment analysis	email	Outbound	OutboundReply	Source Tenant 4	IT	Access Request	Unknown	Unknown	2021-05-04 0515PM	2021-05-04 1036PM	2021-05-05 0658AM
Escalation	workitem	Outbound	OutboundReply	Source Tenant 1	Fraud	Ban Request	Unknown	Unknown	2021-05-04 1208PM	2021-05-04 0128PM	2021-05-05 0704AM
Recording service	email	Inbound	InboundNew	Source Tenant 4	IT	Support Request	Unknown	Unknown	2021-05-04 0237PM	2021-05-04 0727PM	2021-05-05 0704PM
Sentiment analysis	email	Outbound	OutboundACK	Source Tenant 4	Fraud	Account Checking	Unknown	Unknown	2021-05-04 0616AM	2021-05-04 0825AM	2021-05-05 0707AM
Agent advisory	workitem	Inbound	InboundTest	Source Tenant 2	IT	Access Request	Unknown	Unknown	2021-05-04 0519PM	2021-05-04 1108PM	2021-05-05 0707AM
Escalation	workitem	Inbound	InboundNew	Source Tenant 3	IT	Access Request	Unknown	Unknown	2021-05-04 0414AM	2021-05-04 1048AM	2021-05-05 0709AM

Task Detail Report

Finish Date Time	Department	Process	Accept Time (Fmt)	Finished Time (Fmt)	iWD Hold Time (Fmt)	Handle Time (Fmt)
2021-05-04 0714PM	Department 2	Process 5	00:00:35	00:01:18	00:00:00	00:00:38
2021-05-04 0827PM	Department 3	Process 6	00:00:35	00:01:23	00:00:00	00:00:43
2021-05-04 0939PM	Department 2	Process 5	00:22:01	00:22:53	00:00:00	00:00:47
	Department 1	Process 3			00:00:00	00:00:00
2021-05-04 0802PM	Department 2	Process 5	00:00:35	00:01:22	00:00:00	00:00:42
2021-05-04 1111AM	Department 3	Process 6	00:00:35	00:01:17	00:00:00	00:00:37
2021-05-04 1147AM	Department 2	Process 4	00:00:35	00:01:15	00:00:00	00:00:35
2021-05-05 0436AM	Department 2	Process 4	05:39:34	05:40:23	00:00:00	00:00:44
	Department 1	Process 2			00:00:00	00:00:00
	Department 2	Process 5			00:00:00	00:00:00
2021-05-04 1002PM	Department 2	Process 5	00:08:21	00:09:11	00:00:00	00:00:45
2021-05-04 0706AM	Department 2	Process 5	00:00:35	00:01:16	00:00:00	00:00:36
2021-05-04 0834AM	Department 2	Process 5	00:00:35	00:01:22	00:00:00	00:00:42
2021-05-04 0525PM	Department 3	Process 6	05:55:53	05:56:44	00:00:00	00:00:46
2021-05-04 0906PM	Department 1	Process 3	00:00:35	00:01:22	00:00:00	00:00:42
2021-05-04 0504AM	Department 3	Process 6	00:00:35	00:01:26	00:00:00	00:00:46
2021-05-04 0722PM	Department 3	Process 6	00:00:35	00:01:24	00:00:00	00:00:44
2021-05-04 0855PM	Department 2	Process 5	00:00:35	00:01:23	00:00:00	00:00:43
2021-05-04 0315PM	Department 2	Process 4	00:00:35	00:01:24	00:00:00	00:00:44
2021-05-04 0613PM	Department 2	Process 5	00:00:35	00:01:20	00:00:00	00:00:40
2021-05-04 0852PM	Department 2	Process 5	00:00:35	00:01:23	00:00:00	00:00:43
2021-05-04 0917AM	Department 2	Process 4	00:00:35	00:01:18	00:00:00	00:00:38
2021-05-04 0438PM	Department 1	Process 3	00:00:35	00:01:25	00:00:00	00:00:45
2021-05-05 1234AM	Department 2	Process 5	01:56:03	01:56:55	00:00:00	00:00:47
	Department 2	Process 5			00:00:00	00:00:00
2021-05-04 0609PM	Department 3	Process 6	00:12:47	00:13:35	00:00:00	00:00:43
	Department 2	Process 4			00:00:00	00:00:00
2021-05-04 0139AM	Department 2	Process 5	00:00:35	00:01:26	00:00:00	00:00:46
2021-05-04 0732PM	Department 3	Process 6	00:00:35	00:01:22	00:00:00	00:00:42
	Department 2	Process 5			00:00:00	00:00:00
	Department 1	Process 3			00:00:00	00:00:00
2021-05-04 1111PM	Department 2	Process 5	00:34:28	00:35:20	00:00:00	00:00:47
2021-05-04 0625PM	Department 1	Process 3	04:55:53	04:56:44	00:00:00	00:00:46
2021-05-04 0842PM	Department 3	Process 6	01:14:17	01:15:06	00:00:00	00:00:44
2021-05-04 0833AM	Department 1	Process 3	00:07:28	00:08:16	00:00:00	00:00:43
2021-05-04 1110PM	Department 2	Process 5	00:00:35	00:01:22	00:00:00	00:00:42
2021-05-04 1117AM	Department 1	Process 3	00:28:21	00:29:11	00:00:00	00:00:45

Task Detail Report

Due Date Time	Interaction ID	Last Task Event ID	Capture ID	Capture Point Name	Media Channel	Category	Priority	Status Name	Is Final	Is Held	Last Agent Name	Result Code	Customer ID	Customer Segment	Product
2021-05-05 0720AM	itx003968	35887	ext003968	capture_point3	channel1	Unknown	60	Queued	0	0		3	Customer5	GOLD	Monitoring
2021-05-05 0722AM	itx004010	36277	ext004010	capture_point3	channel5	Unknown	50	Queued	0	0		3	Customer3	GOLD	Service
2021-05-05 0725AM	itx004331	41770	ext004331	capture_point1	channel1	Unknown	90	Completed	1	0	Agent 4	3	Customer1	GOLD	Service
2021-05-05 0727AM	itx004314	38997	ext004314	capture_point2	channel2	Unknown	70	Queued	0	0		3	Customer5	BRONZE	Monitoring
2021-05-05 0731AM	itx004421	40540	ext004421	capture_point3	channel5	Unknown	60	Completed	1	0	Agent 2	3	Customer1	SILVER	Service
2021-05-05 0735PM	itx004184	39670	ext004184	capture_point1	channel1	Unknown	60	Completed	1	0	Agent 6	3	Customer1	GOLD	Unspecified
2021-05-05 0736AM	itx004370	39503	ext004370	capture_point3	channel1	Unknown	70	Completed	1	0	Agent 4	3	Customer1	SILVER	Monitoring
2021-05-05 0737AM	itx003902	35260	ext003902	capture_point3	channel2	Unknown	50	Completed	1	0	Agent 4	3	Customer4	BRONZE	Service
2021-05-05 0741AM	itx004422	39970	ext004422	capture_point3	channel5	Unknown	70	Completed	1	0	Agent 3	3	Customer4	GOLD	Service
2021-05-05 0746AM	itx004043	36913	ext004043	capture_point1	channel1	Unknown	60	Completed	1	0	Agent 1	3	Customer5	GOLD	Service
2021-05-05 0749AM	itx004034	36490	ext004034	capture_point2	channel4	Unknown	60	Completed	1	0	Agent 4	3	Customer2	BRONZE	Monitoring
2021-05-05 0749PM	itx004383	39587	ext004383	capture_point3	channel3	Unknown	20	Queued	0	0		3	Customer2	GOLD	Monitoring
2021-05-05 0751AM	itx003975	35947	ext003975	capture_point3	channel3	Unknown	60	Queued	0	0		3	Customer3	SILVER	Service
2021-05-05 0753AM	itx003971	35920	ext003971	capture_point3	channel1	Unknown	120	Completed	1	0	Agent 5	3	Customer1	BRONZE	Monitoring
2021-05-05 0759AM	itx004230	38290	ext004230	capture_point3	channel3	Unknown	60	Completed	1	0	Agent 5	3	Customer5	BRONZE	Service
2021-05-05 0801AM	itx004429	40007	ext004429	capture_point3	channel3	Unknown	90	Queued	0	0		3	Customer4	SILVER	Monitoring
2021-05-05 0807PM	itx004267	38617	ext004267	capture_point3	channel3	Unknown	100	Queued	0	0		3	Customer1	BRONZE	Service
2021-05-05 0812AM	itx004173	37740	ext004173	capture_point3	channel3	Unknown	120	Completed	1	0	Agent 1	3	Customer1	SILVER	Monitoring
2021-05-05 0812PM	itx004234	38330	ext004234	capture_point2	channel2	Unknown	70	Completed	1	0	Agent 4	3	Customer3	SILVER	Service
2021-05-05 0814AM	itx004138	38143	ext004138	capture_point2	channel4	Unknown	70	Completed	1	0	Agent 5	3	Customer3	SILVER	Monitoring
2021-05-05 0818PM	itx004254	38507	ext004254	capture_point2	channel5	Unknown	60	Queued	0	0		3	Customer1	BRONZE	Monitoring
2021-05-05 0821AM	itx003959	35800	ext003959	capture_point2	channel1	Unknown	70	Completed	1	0	Agent 5	3	Customer3	SILVER	Monitoring
2021-05-05 0825PM	itx004265	38939	ext004265	capture_point2	channel4	Unknown	90	Completed	1	0	Agent 2	3	Customer3	BRONZE	Service
2021-05-05 0826PM	itx004289	38933	ext004289	capture_point1	channel2	Unknown	90	Completed	1	0	Agent 5	3	Customer4	GOLD	Service
2021-05-05 0827PM	itx004270	38936	ext004270	capture_point3	channel5	Unknown	100	Completed	1	0	Agent 6	3	Customer3	GOLD	Monitoring
2021-05-05 0840AM	itx003797	34287	ext003797	capture_point3	channel4	Unknown	70	Queued	0	0		3	Customer5	GOLD	Monitoring
2021-05-05 0843AM	itx004346	39270	ext004346	capture_point1	channel4	Unknown	40	Completed	1	0	Agent 6	3	Customer2	SILVER	Service
2021-05-05 0844PM	itx004350	39310	ext004350	capture_point1	channel3	Unknown	60	Completed	1	0	Agent 1	3	Customer5	GOLD	Service
2021-05-05 0845PM	itx004301	38900	ext004301	capture_point2	channel3	Unknown	90	Completed	1	0	Agent 1	3	Customer3	GOLD	Service
2021-05-05 0846PM	itx004160	38193	ext004160	capture_point1	channel5	Unknown	100	Completed	1	0	Agent 5	3	Customer2	GOLD	Monitoring
2021-05-05 0849PM	itx004299	38880	ext004299	capture_point2	channel3	Unknown	70	Completed	1	0	Agent 5	3	Customer5	SILVER	Service
2021-05-05 0850AM	itx004177	37850	ext004177	capture_point3	channel2	Unknown	110	Completed	1	0	Agent 3	3	Customer1	BRONZE	Notification
2021-05-05 0855PM	itx004243	38400	ext004243	capture_point2	channel1	Unknown	80	Completed	1	0	Agent 3	3	Customer5	BRONZE	Service
2021-05-05 0856AM	itx003970	35907	ext003970	capture_point3	channel5	Unknown	110	Queued	0	0		3	Customer3	SILVER	Monitoring
2021-05-05 0901AM	itx004410	42080	ext004410	capture_point3	channel4	Unknown	80	Completed	1	0	Agent 4	3	Customer4	BRONZE	Service
2021-05-05 0903AM	itx004276	38687	ext004276	capture_point1	channel3	Unknown	60	Queued	0	0		3	Customer1	SILVER	Monitoring
2021-05-05 0904AM	itx003808	34400	ext003808	capture_point2	channel5	Unknown	170	Completed	1	0	Agent 2	3	Customer3	GOLD	Monitoring

Task Detail Report

Product Subtype	Media Type	Interaction Type	Interaction Subtype	Source Tenant	Source Process	Source Process Subtype	Skill ID	Requested Agent Name	Source Date Time	Create Date Time	Source Due Date Time
Sentiment analysis	workitem	Inbound	InboundTest	Source Tenant 3	IT	Request	Unknown	Unknown	2021-05-03 1012PM	2021-05-04 0953AM	2021-05-05 0720AM
Language translation	workitem	Outbound	OutboundNew	Source Tenant 5	IT	Support Request	Unknown	Unknown	2021-05-04 0828AM	2021-05-04 1039AM	2021-05-05 0722AM
Agent advisory	email	Inbound	InboundTest	Source Tenant 5	Finance	Credit	Unknown	Unknown	2021-05-04 0846AM	2021-05-04 1001PM	2021-05-05 0725AM
Sentiment analysis	workitem	Outbound	OutboundReply	Source Tenant 1	Fraud	Account Checking	Unknown	Unknown	2021-05-04 0715PM	2021-05-04 0952PM	2021-05-05 0727AM
Agent advisory	workitem	Outbound	OutboundACK	Source Tenant 4	IT	Access Request	Unknown	Unknown	2021-05-04 1058PM	2021-05-04 1135PM	2021-05-05 0731AM
Unspecified	email	Inbound	InboundTest	Source Tenant 3	IT	Support Request	Unknown	Unknown	2021-05-04 0656AM	2021-05-04 0715PM	2021-05-05 0735PM
Recording service	email	Inbound	InboundTest	Source Tenant 4	Fraud	Duplicate Account	Unknown	Unknown	2021-05-04 0830AM	2021-05-04 1049PM	2021-05-05 0736AM
Escalation	email	Inbound	InboundTest	Source Tenant 5	IT	Support Request	Unknown	Unknown	2021-05-04 1206AM	2021-05-04 0905AM	2021-05-05 0737AM
Escalation	workitem	Inbound	InboundTest	Source Tenant 5	IT	Support Request	Unknown	Unknown	2021-05-04 1240PM	2021-05-04 1134PM	2021-05-05 0741AM
Agent advisory	workitem	Outbound	OutboundNew	Source Tenant 4	IT	Request	Unknown	Unknown	2021-05-04 0527AM	2021-05-04 1104AM	2021-05-05 0746AM
Recording service	email	Outbound	OutboundReply	Source Tenant 5	IT	Request	Unknown	Unknown	2021-05-04 0911AM	2021-05-04 1050AM	2021-05-05 0749AM
Profanity detection	workitem	Inbound	InboundTest	Source Tenant 1	IT	Access Request	Unknown	Unknown	2021-05-04 0559PM	2021-05-04 1045PM	2021-05-05 0749PM
Escalation	workitem	Outbound	OutboundNew	Source Tenant 4	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0620AM	2021-05-04 1013AM	2021-05-05 0751AM
Recording service	email	Inbound	InboundTest	Source Tenant 1	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0704AM	2021-05-04 0947AM	2021-05-05 0753AM
Language translation	workitem	Outbound	OutboundNew	Source Tenant 2	IT	Access Request	Unknown	Unknown	2021-05-04 0553PM	2021-05-04 0843PM	2021-05-05 0759AM
Sentiment analysis	workitem	Inbound	InboundNew	Source Tenant 5	Fraud	Duplicate Account	Unknown	Unknown	2021-05-04 1010PM	2021-05-04 1147PM	2021-05-05 0801AM
Escalation	workitem	Outbound	OutboundNew	Source Tenant 1	Fraud	Account Checking	Unknown	Unknown	2021-05-04 0311PM	2021-05-04 0925PM	2021-05-05 0807PM
Profanity detection	workitem	Inbound	InboundNew	Source Tenant 2	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0232PM	2021-05-04 0636PM	2021-05-05 0812AM
Escalation	email	Inbound	InboundNew	Source Tenant 5	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0320PM	2021-05-04 0855PM	2021-05-05 0812PM
Profanity detection	email	Inbound	InboundNew	Source Tenant 4	IT	Support Request	Unknown	Unknown	2021-05-04 0351AM	2021-05-04 0356PM	2021-05-05 0814AM
Sentiment analysis	email	Inbound	InboundNew	Source Tenant 5	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0113PM	2021-05-04 0904PM	2021-05-05 0818PM
Profanity detection	workitem	Inbound	InboundNew	Source Tenant 4	IT	Request	Unknown	Unknown	2021-05-04 0416AM	2021-05-04 0955AM	2021-05-05 0821AM
Agent advisory	workitem	Inbound	InboundTest	Source Tenant 3	IT	Support Request	Unknown	Unknown	2021-05-04 0853AM	2021-05-04 0920PM	2021-05-05 0825PM
Agent advisory	email	Outbound	OutboundACK	Source Tenant 4	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0734AM	2021-05-04 0938PM	2021-05-05 0826PM
Profanity detection	workitem	Inbound	InboundNew	Source Tenant 2	IT	Support Request	Unknown	Unknown	2021-05-04 0720PM	2021-05-04 0926PM	2021-05-05 0827PM
Sentiment analysis	workitem	Outbound	OutboundNew	Source Tenant 1	IT	Access Request	Unknown	Unknown	2021-05-04 0512AM	2021-05-04 0424AM	2021-05-05 0840AM
Agent advisory	email	Outbound	OutboundReply	Source Tenant 3	Fraud	Account Checking	Unknown	Unknown	2021-05-04 0836AM	2021-05-04 1029PM	2021-05-05 0843AM
Agent advisory	workitem	Outbound	OutboundACK	Source Tenant 2	IT	Access Request	Unknown	Unknown	2021-05-04 0251PM	2021-05-04 1025PM	2021-05-05 0844PM
Escalation	email	Outbound	OutboundReply	Source Tenant 2	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0636PM	2021-05-04 0959PM	2021-05-05 0845PM
Profanity detection	email	Inbound	InboundTest	Source Tenant 3	Fraud	Account Checking	Unknown	Unknown	2021-05-04 0932AM	2021-05-04 0535PM	2021-05-05 0846PM
Agent advisory	workitem	Inbound	InboundNew	Source Tenant 2	IT	Access Request	Unknown	Unknown	2021-05-04 0901AM	2021-05-04 0944PM	2021-05-05 0849PM
News feed	email	Inbound	InboundNew	Source Tenant 1	IT	Access Request	Unknown	Unknown	2021-05-04 1138AM	2021-05-04 0709PM	2021-05-05 0850AM
Escalation	email	Outbound	OutboundACK	Source Tenant 2	Fraud	Duplicate Account	Unknown	Unknown	2021-05-04 0138PM	2021-05-04 0912PM	2021-05-05 0855PM
Sentiment analysis	workitem	Outbound	OutboundReply	Source Tenant 2	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0636AM	2021-05-04 0946AM	2021-05-05 0856AM
Escalation	workitem	Inbound	InboundTest	Source Tenant 4	Fraud	Duplicate Account	Unknown	Unknown	2021-05-04 0507PM	2021-05-04 1124PM	2021-05-05 0901AM
Profanity detection	email	Inbound	InboundTest	Source Tenant 4	Fraud	Account Checking	Unknown	Unknown	2021-05-04 0740PM	2021-05-04 0925PM	2021-05-05 0903AM
Profanity detection	email	Inbound	InboundNew	Source Tenant 3	IT	Access Request	Unknown	Unknown	2021-05-03 0409PM	2021-05-04 0517AM	2021-05-05 0904AM

Task Detail Report

Finish Date Time	Department	Process	Accept Time (Fmt)	Finished Time (Fmt)	iWD Hold Time (Fmt)	Handle Time (Fmt)
	Department 2	Process 4			00:00:00	00:00:00
	Department 2	Process 4			00:00:00	00:00:00
2021-05-05 0944AM	Department 1	Process 3	11:42:45	11:43:29	00:00:00	00:00:39
	Department 2	Process 5			00:00:00	00:00:00
2021-05-05 0411AM	Department 2	Process 4	04:34:48	04:35:37	00:00:00	00:00:44
2021-05-04 1113PM	Department 2	Process 4	03:57:41	03:58:33	00:00:00	00:00:47
2021-05-04 1048PM	Department 2	Process 5	-1:58:38	-1:59:24	00:00:00	00:00:41
2021-05-04 0906AM	Department 2	Process 4	00:00:35	00:01:21	00:00:00	00:00:41
2021-05-04 1143PM	Department 2	Process 4	00:08:37	00:09:25	00:00:00	00:00:43
2021-05-04 1152AM	Department 3	Process 6	00:47:17	00:48:04	00:00:00	00:00:42
2021-05-04 1051AM	Department 2	Process 4	00:00:35	00:01:28	00:00:00	00:00:48
	Department 2	Process 5			00:00:00	00:00:00
	Department 3	Process 6			00:00:00	00:00:00
2021-05-04 0949AM	Department 2	Process 5	00:00:35	00:01:25	00:00:00	00:00:45
2021-05-04 0845PM	Department 1	Process 3	00:00:35	00:01:22	00:00:00	00:00:42
	Department 2	Process 4			00:00:00	00:00:00
	Department 2	Process 5			00:00:00	00:00:00
2021-05-04 0637PM	Department 2	Process 5	00:00:35	00:01:25	00:00:00	00:00:45
2021-05-04 0856PM	Department 2	Process 4	00:00:35	00:01:24	00:00:00	00:00:44
2021-05-04 0821PM	Department 2	Process 5	04:23:26	04:24:14	00:00:00	00:00:43
	Department 2	Process 5			00:00:00	00:00:00
2021-05-04 0956AM	Department 2	Process 5	00:00:35	00:01:22	00:00:00	00:00:42
2021-05-04 0950PM	Department 1	Process 3	00:29:13	00:30:00	00:00:00	00:00:42
2021-05-04 0956PM	Department 3	Process 6	00:17:14	00:18:01	00:00:00	00:00:42
2021-05-04 0958PM	Department 3	Process 6	00:31:12	00:31:54	00:00:00	00:00:37
	Department 2	Process 4			00:00:00	00:00:00
2021-05-04 1031PM	Department 3	Process 6	00:00:35	00:01:26	00:00:00	00:00:46
2021-05-04 1026PM	Department 2	Process 5	00:00:35	00:01:19	00:00:00	00:00:39
2021-05-04 1000PM	Department 2	Process 5	00:00:35	00:01:21	00:00:00	00:00:41
2021-05-04 0820PM	Department 2	Process 4	02:44:20	02:45:07	00:00:00	00:00:42
2021-05-04 0946PM	Department 2	Process 4	00:00:35	00:01:24	00:00:00	00:00:44
2021-05-04 0729PM	Department 3	Process 6	00:18:44	00:19:35	00:00:00	00:00:46
2021-05-04 0913PM	Department 2	Process 5	00:00:35	00:01:23	00:00:00	00:00:43
	Department 2	Process 5			00:00:00	00:00:00
2021-05-05 0945AM	Department 2	Process 4	10:20:58	10:21:44	00:00:00	00:00:41
	Department 2	Process 5			00:00:00	00:00:00
2021-05-04 0518AM	Department 2	Process 5	00:00:35	00:01:21	00:00:00	00:00:41

Task Detail Report

Due Date Time	Interaction ID	Last Task Event ID	Capture ID	Capture Point Name	Media Channel	Category	Priority	Status Name	Is Final	Is Held	Last Agent Name	Result Code	Customer ID	Customer Segment	Product
2021-05-05 0906AM	itx003876	35020	ext003876	capture_point2	channel5	Unknown	40	Completed	1	0	Agent 2	3	Customer2	SILVER	Monitoring
	itx004024	36410	ext004024	capture_point3	channel3	Unknown	60	Completed	1	0	Agent 6	3	Customer3	GOLD	Notification
2021-05-05 0911AM	itx003798	34406	ext003798	capture_point1	channel5	Unknown	60	Completed	1	0	Agent 1	3	Customer3	SILVER	Monitoring
2021-05-05 0912AM	itx004398	39717	ext004398	capture_point3	channel1	Unknown	40	Queued	0	0		3	Customer3	GOLD	Monitoring
2021-05-05 0915PM	itx004396	39700	ext004396	capture_point2	channel3	Unknown	130	Completed	1	0	Agent 5	3	Customer3	SILVER	Service
2021-05-05 0917PM	itx004380	39557	ext004380	capture_point2	channel3	Unknown	40	Queued	0	0		3	Customer3	SILVER	Monitoring
2021-05-05 0925AM	itx003830	34630	ext003830	capture_point3	channel3	Unknown	80	Completed	1	0	Agent 6	3	Customer5	SILVER	Monitoring
2021-05-05 0929PM	itx004419	39917	ext004419	capture_point1	channel5	Unknown	20	Queued	0	0		3	Customer3	BRONZE	Monitoring
2021-05-05 0931AM	itx003907	35323	ext003907	capture_point3	channel1	Unknown	50	Completed	1	0	Agent 1	3	Customer4	BRONZE	Service
2021-05-05 0932AM	itx003901	35250	ext003901	capture_point3	channel2	Unknown	40	Completed	1	0	Agent 3	3	Customer5	SILVER	Monitoring
2021-05-05 0933AM	itx003843	34700	ext003843	capture_point1	channel5	Unknown	80	Completed	1	0	Agent 5	3	Customer5	GOLD	Service
2021-05-05 0941AM	itx003858	34847	ext003858	capture_point3	channel3	Unknown	150	Queued	0	0		3	Customer2	GOLD	Monitoring
2021-05-05 0943PM	itx004414	40313	ext004414	capture_point3	channel2	Unknown	60	Completed	1	0	Agent 4	3	Customer3	BRONZE	Service
2021-05-05 0946AM	itx004204	38040	ext004204	capture_point2	channel4	Unknown	120	Completed	1	0	Agent 4	3	Customer3	GOLD	Service
2021-05-05 0949PM	itx004259	38550	ext004259	capture_point1	channel3	Unknown	90	Completed	1	0	Agent 2	3	Customer1	GOLD	Service
2021-05-05 1004PM	itx004286	38770	ext004286	capture_point3	channel4	Unknown	70	Completed	1	0	Agent 2	3	Customer4	GOLD	Service
2021-05-05 1005AM	itx004438	40100	ext004438	capture_point2	channel2	Unknown	70	Completed	1	0	Agent 4	3	Customer3	BRONZE	Service
2021-05-05 1007AM	itx004001	37200	ext004001	capture_point2	channel3	Unknown	60	Completed	1	0	Agent 3	3	Customer5	SILVER	Monitoring
2021-05-05 1008PM	itx004340	39500	ext004340	capture_point2	channel5	Unknown	90	Completed	1	0	Agent 2	3	Customer5	SILVER	Monitoring
2021-05-05 1014AM	itx003988	36067	ext003988	capture_point2	channel4	Unknown	130	Queued	0	0		3	Customer4	SILVER	Monitoring
2021-05-05 1015PM	itx004263	38577	ext004263	capture_point3	channel2	Unknown	140	Queued	0	0		3	Customer5	SILVER	Service
2021-05-05 1018AM	itx004022	36390	ext004022	capture_point3	channel5	Unknown	80	Completed	1	0	Agent 6	3	Customer1	BRONZE	Service
2021-05-05 1021AM	itx004433	40047	ext004433	capture_point1	channel4	Unknown	100	Queued	0	0		3	Customer1	GOLD	Service
2021-05-05 1023AM	itx004005	36240	ext004005	capture_point3	channel1	Unknown	90	Completed	1	0	Agent 5	3	Customer2	BRONZE	Service
2021-05-05 1026AM	itx004344	39247	ext004344	capture_point1	channel5	Unknown	50	Queued	0	0		3	Customer1	SILVER	Service
2021-05-05 1027AM	itx003838	35643	ext003838	capture_point3	channel2	Unknown	60	Completed	1	0	Agent 3	3	Customer3	BRONZE	Monitoring
2021-05-05 1033AM	itx004424	40150	ext004424	capture_point2	channel3	Unknown	80	Completed	1	0	Agent 6	3	Customer2	GOLD	Service
2021-05-05 1040AM	itx004316	39020	ext004316	capture_point1	channel3	Unknown	80	Completed	1	0	Agent 1	3	Customer3	SILVER	Monitoring
2021-05-05 1041AM	itx003927	35500	ext003927	capture_point2	channel5	Unknown	90	Completed	1	0	Agent 3	3	Customer5	GOLD	Service
2021-05-05 1042AM	itx004013	36310	ext004013	capture_point2	channel3	Unknown	70	Completed	1	0	Agent 3	3	Customer3	SILVER	Service
2021-05-05 1057AM	itx004317	39027	ext004317	capture_point2	channel3	Unknown	120	Queued	0	0		3	Customer5	GOLD	Service
2021-05-05 1100AM	itx003937	35590	ext003937	capture_point3	channel4	Unknown	50	Completed	1	0	Agent 5	3	Customer3	BRONZE	Service
2021-05-05 1102AM	itx004355	39350	ext004355	capture_point1	channel1	Unknown	90	Completed	1	0	Agent 6	3	Customer1	GOLD	Monitoring
2021-05-05 1105AM	itx003896	35210	ext003896	capture_point1	channel3	Unknown	80	Completed	1	0	Agent 5	3	Customer2	BRONZE	Service
2021-05-05 1110AM	itx004094	37037	ext004094	capture_point1	channel3	Unknown	80	Queued	0	0		3	Customer5	SILVER	Service
2021-05-05 1111AM	itx003960	35810	ext003960	capture_point1	channel2	Unknown	100	Completed	1	0	Agent 1	3	Customer2	GOLD	Monitoring
2021-05-05 1113AM	itx003846	34730	ext003846	capture_point2	channel4	Unknown	50	Completed	1	0	Agent 1	3	Customer5	SILVER	Monitoring

Task Detail Report

Product Subtype	Media Type	Interaction Type	Interaction Subtype	Source Tenant	Source Process	Source Process Subtype	Skill ID	Requested Agent Name	Source Date Time	Create Date Time	Source Due Date Time
Profanity detection	email	Outbound	OutboundNew	Source Tenant 4	Fraud	Account Checking	Unknown	Unknown	2021-05-04 0607AM	2021-05-04 0843AM	2021-05-05 0906AM
News feed	workitem	Outbound	OutboundNew	Source Tenant 5	IT	Access Request	Unknown	Unknown	2021-05-03 0952PM	2021-05-04 1058AM	2021-05-05 0906AM
Profanity detection	workitem	Inbound	InboundTest	Source Tenant 1	IT	Access Request	Unknown	Unknown	2021-05-03 0445PM	2021-05-04 0422AM	2021-05-05 0911AM
Sentiment analysis	workitem	Inbound	InboundTest	Source Tenant 5	IT	Support Request	Unknown	Unknown	2021-05-04 0529PM	2021-05-04 1102PM	2021-05-05 0912AM
Escalation	workitem	Inbound	InboundTest	Source Tenant 4	IT	Access Request	Unknown	Unknown	2021-05-04 0349PM	2021-05-04 1104PM	2021-05-05 0915PM
Profanity detection	workitem	Outbound	OutboundACK	Source Tenant 3	Fraud	Account Checking	Unknown	Unknown	2021-05-04 0551PM	2021-05-04 1059PM	2021-05-05 0917PM
Sentiment analysis	email	Outbound	OutboundNew	Source Tenant 4	IT	Support Request	Unknown	Unknown	2021-05-04 0202AM	2021-05-04 0712AM	2021-05-05 0925AM
Profanity detection	email	Outbound	OutboundACK	Source Tenant 5	Fraud	Duplicate Account	Unknown	Unknown	2021-05-04 0222PM	2021-05-04 1134PM	2021-05-05 0929PM
Escalation	workitem	Outbound	OutboundReply	Source Tenant 4	IT	Support Request	Unknown	Unknown	2021-05-03 0713PM	2021-05-04 0900AM	2021-05-05 0931AM
Profanity detection	workitem	Outbound	OutboundReply	Source Tenant 3	IT	Access Request	Unknown	Unknown	2021-05-04 0539AM	2021-05-04 0906AM	2021-05-05 0932AM
Escalation	workitem	Outbound	OutboundNew	Source Tenant 3	Fraud	Ban Request	Unknown	Unknown	2021-05-03 0559PM	2021-05-04 0732AM	2021-05-05 0933AM
Sentiment analysis	email	Outbound	OutboundReply	Source Tenant 1	IT	Access Request	Unknown	Unknown	2021-05-04 0752AM	2021-05-04 0812AM	2021-05-05 0941AM
Escalation	workitem	Outbound	OutboundReply	Source Tenant 2	Fraud	Duplicate Account	Unknown	Unknown	2021-05-04 1109AM	2021-05-04 1142PM	2021-05-05 0943PM
Escalation	workitem	Outbound	OutboundNew	Source Tenant 5	IT	Access Request	Unknown	Unknown	2021-05-04 0259PM	2021-05-04 0751PM	2021-05-05 0946AM
Escalation	email	Outbound	OutboundACK	Source Tenant 2	IT	Support Request	Unknown	Unknown	2021-05-04 1039AM	2021-05-04 0900PM	2021-05-05 0949PM
Escalation	email	Outbound	OutboundNew	Source Tenant 1	IT	Access Request	Unknown	Unknown	2021-05-04 0708PM	2021-05-04 0938PM	2021-05-05 1004PM
Language translation	email	Inbound	InboundTest	Source Tenant 3	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0143PM	2021-05-04 1159PM	2021-05-05 1005AM
Sentiment analysis	workitem	Inbound	InboundNew	Source Tenant 5	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0740AM	2021-05-04 1017AM	2021-05-05 1007AM
Sentiment analysis	workitem	Inbound	InboundTest	Source Tenant 5	IT	Access Request	Unknown	Unknown	2021-05-04 0608PM	2021-05-04 1019PM	2021-05-05 1008PM
Profanity detection	workitem	Outbound	OutboundNew	Source Tenant 1	IT	Access Request	Unknown	Unknown	2021-05-03 0845PM	2021-05-04 1002AM	2021-05-05 1014AM
Agent advisory	email	Outbound	OutboundReply	Source Tenant 1	IT	Support Request	Unknown	Unknown	2021-05-04 0749AM	2021-05-04 0919PM	2021-05-05 1015PM
Escalation	email	Outbound	OutboundReply	Source Tenant 5	Fraud	Ban Request	Unknown	Unknown	2021-05-04 1207AM	2021-05-04 1047AM	2021-05-05 1018AM
Agent advisory	email	Outbound	OutboundReply	Source Tenant 3	IT	Support Request	Unknown	Unknown	2021-05-04 0626PM	2021-05-04 1151PM	2021-05-05 1021AM
Agent advisory	email	Inbound	InboundNew	Source Tenant 1	IT	Access Request	Unknown	Unknown	2021-05-04 1001AM	2021-05-04 1033AM	2021-05-05 1023AM
Language translation	workitem	Outbound	OutboundNew	Source Tenant 1	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0628PM	2021-05-04 1024PM	2021-05-05 1026AM
Sentiment analysis	email	Inbound	InboundTest	Source Tenant 3	IT	Support Request	Unknown	Unknown	2021-05-04 0325AM	2021-05-04 0726AM	2021-05-05 1027AM
Language translation	workitem	Outbound	OutboundACK	Source Tenant 1	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0703PM	2021-05-04 1142PM	2021-05-05 1033AM
Sentiment analysis	workitem	Inbound	InboundTest	Source Tenant 5	IT	Access Request	Unknown	Unknown	2021-05-04 0803AM	2021-05-04 0950PM	2021-05-05 1040AM
Escalation	workitem	Outbound	OutboundACK	Source Tenant 3	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0541AM	2021-05-04 0926AM	2021-05-05 1041AM
Escalation	workitem	Inbound	InboundTest	Source Tenant 2	IT	Access Request	Unknown	Unknown	2021-05-03 0837PM	2021-05-04 1037AM	2021-05-05 1042AM
Escalation	workitem	Outbound	OutboundACK	Source Tenant 2	IT	Access Request	Unknown	Unknown	2021-05-04 0241PM	2021-05-04 0954PM	2021-05-05 1057AM
Agent advisory	email	Outbound	OutboundReply	Source Tenant 4	IT	Access Request	Unknown	Unknown	2021-05-04 0832AM	2021-05-04 0936AM	2021-05-05 1100AM
Profanity detection	email	Inbound	InboundNew	Source Tenant 1	Fraud	Account Checking	Unknown	Unknown	2021-05-04 1112PM	2021-05-04 1036PM	2021-05-05 1102AM
Agent advisory	email	Inbound	InboundNew	Source Tenant 4	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0139AM	2021-05-04 0909AM	2021-05-05 1105AM
Escalation	email	Outbound	OutboundACK	Source Tenant 2	IT	Support Request	Unknown	Unknown	2021-05-04 1120AM	2021-05-04 1214PM	2021-05-05 1110AM
Profanity detection	email	Inbound	InboundTest	Source Tenant 3	IT	Access Request	Unknown	Unknown	2021-05-03 1108PM	2021-05-04 0947AM	2021-05-05 1111AM
Sentiment analysis	workitem	Outbound	OutboundNew	Source Tenant 2	IT	Support Request	Unknown	Unknown	2021-05-04 0110AM	2021-05-04 0744AM	2021-05-05 1113AM

Task Detail Report

Finish Date Time	Department	Process	Accept Time (Fmt)	Finished Time (Fmt)	iWD Hold Time (Fmt)	Handle Time (Fmt)
2021-05-04 0844AM	Department 2	Process 5	00:00:35	00:01:19	00:00:00	00:00:39
2021-05-04 1056AM	Department 2	Process 4	-1:57:35	-1:58:24	00:00:00	00:00:44
2021-05-04 0516AM	Department 2	Process 4	00:53:31	00:54:15	00:00:00	00:00:39
	Department 3	Process 6			00:00:00	00:00:00
2021-05-04 1106PM	Department 2	Process 4	00:00:35	00:01:24	00:00:00	00:00:44
	Department 2	Process 4			00:00:00	00:00:00
2021-05-04 0727AM	Department 3	Process 6	00:14:32	00:15:16	00:00:00	00:00:39
	Department 2	Process 5			00:00:00	00:00:00
2021-05-04 0905AM	Department 2	Process 4	00:04:03	00:04:50	00:00:00	00:00:42
2021-05-04 0907AM	Department 2	Process 5	00:00:35	00:01:20	00:00:00	00:00:40
2021-05-04 0734AM	Department 2	Process 4	00:00:35	00:01:27	00:00:00	00:00:47
	Department 1	Process 3			00:00:00	00:00:00
2021-05-05 0152AM	Department 2	Process 4	02:09:09	02:09:53	00:00:00	00:00:39
2021-05-04 0752PM	Department 2	Process 4	00:00:35	00:01:27	00:00:00	00:00:47
2021-05-04 0901PM	Department 3	Process 6	00:00:35	00:01:24	00:00:00	00:00:44
2021-05-04 0940PM	Department 2	Process 4	00:00:35	00:01:26	00:00:00	00:00:46
2021-05-05 1200AM	Department 2	Process 4	00:00:35	00:01:20	00:00:00	00:00:40
2021-05-04 0131PM	Department 1	Process 3	03:13:09	03:13:59	00:00:00	00:00:45
2021-05-04 1055PM	Department 3	Process 6	00:35:13	00:35:59	00:00:00	00:00:41
	Department 2	Process 4			00:00:00	00:00:00
	Department 2	Process 4			00:00:00	00:00:00
2021-05-04 1048AM	Department 2	Process 4	00:00:35	00:01:22	00:00:00	00:00:42
	Department 2	Process 4			00:00:00	00:00:00
2021-05-04 1033AM	Department 3	Process 6	-1:59:19	00:00:09	00:00:00	00:00:45
	Department 2	Process 4			00:00:00	00:00:00
2021-05-04 0939AM	Department 2	Process 4	02:12:54	02:13:45	00:00:00	00:00:46
2021-05-05 1217AM	Department 2	Process 5	00:34:09	00:34:56	00:00:00	00:00:42
2021-05-04 0951PM	Department 1	Process 3	00:00:35	00:01:20	00:00:00	00:00:40
2021-05-04 0927AM	Department 2	Process 4	00:00:35	00:01:21	00:00:00	00:00:41
2021-05-04 1038AM	Department 2	Process 4	00:00:35	00:01:21	00:00:00	00:00:41
	Department 2	Process 5			00:00:00	00:00:00
2021-05-04 0937AM	Department 2	Process 5	00:00:35	00:01:24	00:00:00	00:00:44
2021-05-04 1038PM	Department 1	Process 3	00:00:35	00:01:27	00:00:00	00:00:47
2021-05-04 0911AM	Department 2	Process 5	00:00:35	00:01:26	00:00:00	00:00:46
	Department 1	Process 2			00:00:00	00:00:00
2021-05-04 0948AM	Department 3	Process 6	00:00:35	00:01:19	00:00:00	00:00:39
2021-05-04 0746AM	Department 2	Process 4	00:00:35	00:01:25	00:00:00	00:00:45

Task Detail Report

Due Date Time	Interaction ID	Last Task Event ID	Capture ID	Capture Point Name	Media Channel	Category	Priority	Status Name	Is Final	Is Held	Last Agent Name	Result Code	Customer ID	Customer Segment	Product
2021-05-05 1115PM	itx004382	39580	ext004382	capture_point3	channel5	Unknown	60	Completed	1	0	Agent 1	3	Customer5	SILVER	Monitoring
2021-05-05 1116AM	itx004329	39120	ext004329	capture_point3	channel4	Unknown	70	Completed	1	0	Agent 1	3	Customer2	BRONZE	Monitoring
2021-05-05 1125PM	itx004294	38903	ext004294	capture_point2	channel2	Unknown	80	Completed	1	0	Agent 5	3	Customer1	GOLD	Monitoring
2021-05-05 1135AM	itx004181	37817	ext004181	capture_point2	channel5	Unknown	80	Queued	0	0		3	Customer2	SILVER	Monitoring
2021-05-05 1145AM	itx003895	35197	ext003895	capture_point1	channel4	Unknown	110	Queued	0	0		3	Customer3	GOLD	Service
2021-05-05 1145PM	itx004268	38733	ext004268	capture_point3	channel2	Unknown	80	Completed	1	0	Agent 3	3	Customer1	GOLD	Notification
2021-05-05 1146AM	itx004354	39340	ext004354	capture_point3	channel2	Unknown	50	Completed	1	0	Agent 5	3	Customer4	SILVER	Monitoring
2021-05-05 1147AM	itx004253	38500	ext004253	capture_point1	channel5	Unknown	60	Completed	1	0	Agent 3	3	Customer2	GOLD	Service
	itx004311	39030	ext004311	capture_point3	channel1	Unknown	80	Completed	1	0	Agent 5	3	Customer3	SILVER	Monitoring
2021-05-05 1148AM	itx003860	34870	ext003860	capture_point2	channel1	Unknown	70	Completed	1	0	Agent 4	3	Customer4	BRONZE	Service
2021-05-05 1149PM	itx004379	39547	ext004379	capture_point2	channel1	Unknown	40	Queued	0	0		3	Customer2	SILVER	Monitoring
2021-05-05 1205AM	itx004012	36790	ext004012	capture_point3	channel4	Unknown	60	Completed	1	0	Agent 4	3	Customer1	SILVER	Service
2021-05-05 1211AM	itx003920	35430	ext003920	capture_point1	channel3	Unknown	60	Completed	1	0	Agent 3	3	Customer3	GOLD	Service
2021-05-05 1212AM	itx004031	36480	ext004031	capture_point3	channel5	Unknown	40	Completed	1	0	Agent 6	3	Customer1	SILVER	Monitoring
2021-05-05 1213AM	itx004309	38957	ext004309	capture_point3	channel4	Unknown	90	Queued	0	0		3	Customer1	SILVER	Monitoring
2021-05-05 1217AM	itx004064	36777	ext004064	capture_point2	channel2	Unknown	70	Queued	0	0		3	Customer4	GOLD	Service
2021-05-05 1219AM	itx003837	34637	ext003837	capture_point2	channel1	Unknown	70	Queued	0	0		3	Customer4	BRONZE	Service
2021-05-05 1219PM	itx004095	37050	ext004095	capture_point2	channel3	Unknown	60	Completed	1	0	Agent 1	3	Customer5	GOLD	Service
2021-05-05 1221PM	itx004334	39160	ext004334	capture_point2	channel2	Unknown	70	Completed	1	0	Agent 2	3	Customer3	SILVER	Service
2021-05-05 1222PM	itx004120	37270	ext004120	capture_point2	channel2	Unknown	80	Completed	1	0	Agent 2	3	Customer4	GOLD	Service
2021-05-05 1223PM	itx004437	40090	ext004437	capture_point3	channel3	Unknown	40	Completed	1	0	Agent 3	3	Customer3	BRONZE	Monitoring
2021-05-05 1227AM	itx003848	34783	ext003848	capture_point2	channel2	Unknown	80	Completed	1	0	Agent 1	3	Customer2	SILVER	Service
2021-05-05 1233AM	itx003813	34440	ext003813	capture_point2	channel5	Unknown	20	Completed	1	0	Agent 4	3	Customer4	BRONZE	Monitoring
2021-05-05 1233PM	itx003875	35010	ext003875	capture_point1	channel3	Unknown	50	Completed	1	0	Agent 1	3	Customer1	SILVER	Monitoring
	itx004178	37790	ext004178	capture_point1	channel3	Unknown	70	Completed	1	0	Agent 5	3	Customer5	GOLD	Monitoring
2021-05-05 1234PM	itx004378	39537	ext004378	capture_point2	channel1	Unknown	60	Queued	0	0		3	Customer4	SILVER	Service
2021-05-05 1237PM	itx004143	37470	ext004143	capture_point1	channel3	Unknown	60	Completed	1	0	Agent 2	3	Customer5	GOLD	Monitoring
2021-05-05 1241PM	itx003967	36023	ext003967	capture_point3	channel3	Unknown	100	Completed	1	0	Agent 3	3	Customer4	BRONZE	Service
	itx004220	38190	ext004220	capture_point2	channel1	Unknown	110	Completed	1	0	Agent 4	3	Customer4	SILVER	Service
2021-05-05 1249AM	itx003999	36180	ext003999	capture_point1	channel2	Unknown	80	Completed	1	0	Agent 6	3	Customer1	SILVER	Monitoring
2021-05-05 1255AM	itx004056	36713	ext004056	capture_point1	channel5	Unknown	60	Completed	1	0	Agent 3	3	Customer3	GOLD	Service
2021-05-05 1258PM	itx004392	40276	ext004392	capture_point1	channel5	Unknown	120	Completed	1	0	Agent 4	3	Customer4	GOLD	Monitoring
2021-05-06 0136AM	itx004345	39260	ext004345	capture_point3	channel3	Unknown	70	Completed	1	0	Agent 1	3	Customer3	SILVER	Monitoring
2021-05-06 0156AM	itx004347	39453	ext004347	capture_point2	channel1	Unknown	40	Completed	1	0	Agent 6	3	Customer4	GOLD	Monitoring
2021-05-06 0202AM	itx004399	39730	ext004399	capture_point3	channel4	Unknown	120	Completed	1	0	Agent 1	3	Customer2	SILVER	Service
2021-05-06 0204AM	itx004384	39683	ext004384	capture_point1	channel3	Unknown	100	Completed	1	0	Agent 1	3	Customer2	BRONZE	Service
2021-05-06 0255AM	itx004388	39637	ext004388	capture_point1	channel2	Unknown	100	Queued	0	0		3	Customer1	SILVER	Service

Task Detail Report

Product Subtype	Media Type	Interaction Type	Interaction Subtype	Source Tenant	Source Process	Source Process Subtype	Skill ID	Requested Agent Name	Source Date Time	Create Date Time	Source Due Date Time
Profanity detection	email	Outbound	OutboundACK	Source Tenant 4	Fraud	Duplicate Account	Unknown	Unknown	2021-05-04 0249PM	2021-05-04 1048PM	2021-05-05 1115PM
Sentiment analysis	email	Outbound	OutboundACK	Source Tenant 1	Fraud	Account Checking	Unknown	Unknown	2021-05-04 0122PM	2021-05-04 1009PM	2021-05-05 1116AM
Sentiment analysis	email	Inbound	InboundTest	Source Tenant 1	Fraud	Account Checking	Unknown	Unknown	2021-05-04 1231PM	2021-05-04 0931PM	2021-05-05 1125PM
Sentiment analysis	workitem	Outbound	OutboundReply	Source Tenant 1	IT	Support Request	Unknown	Unknown	2021-05-04 1142AM	2021-05-04 0706PM	2021-05-05 1135AM
Escalation	workitem	Inbound	InboundTest	Source Tenant 4	IT	Access Request	Unknown	Unknown	2021-05-03 1133PM	2021-05-04 0908AM	2021-05-05 1145AM
News feed	email	Outbound	OutboundACK	Source Tenant 5	Fraud	Account Checking	Unknown	Unknown	2021-05-04 0825PM	2021-05-04 0925PM	2021-05-05 1145PM
Recording service	email	Inbound	InboundNew	Source Tenant 4	Fraud	Account Checking	Unknown	Unknown	2021-05-04 1145AM	2021-05-04 1038PM	2021-05-05 1146AM
Escalation	email	Outbound	OutboundNew	Source Tenant 4	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0341PM	2021-05-04 0904PM	2021-05-05 1147AM
Sentiment analysis	email	Outbound	OutboundACK	Source Tenant 1	IT	Support Request	Unknown	Unknown	2021-05-04 0944AM	2021-05-04 0946PM	2021-05-05 1147AM
Escalation	email	Outbound	OutboundNew	Source Tenant 5	IT	Support Request	Unknown	Unknown	2021-05-04 0807AM	2021-05-04 0812AM	2021-05-05 1148AM
Profanity detection	workitem	Outbound	OutboundReply	Source Tenant 2	Fraud	Account Checking	Unknown	Unknown	2021-05-04 0738PM	2021-05-04 1047PM	2021-05-05 1149PM
Escalation	workitem	Outbound	OutboundACK	Source Tenant 5	IT	Support Request	Unknown	Unknown	2021-05-04 0447AM	2021-05-04 1041AM	2021-05-05 1205AM
Agent advisory	workitem	Outbound	OutboundNew	Source Tenant 2	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0530AM	2021-05-04 0916AM	2021-05-05 1211AM
Sentiment analysis	email	Outbound	OutboundNew	Source Tenant 1	Fraud	Account Checking	Unknown	Unknown	2021-05-04 0620AM	2021-05-04 1045AM	2021-05-05 1212AM
Sentiment analysis	email	Inbound	InboundNew	Source Tenant 1	IT	Support Request	Unknown	Unknown	2021-05-04 0807PM	2021-05-04 0958PM	2021-05-05 1213AM
Escalation	email	Inbound	InboundTest	Source Tenant 2	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0654AM	2021-05-04 1117AM	2021-05-05 1217AM
Language translation	email	Inbound	InboundTest	Source Tenant 5	IT	Request	Unknown	Unknown	2021-05-04 0635AM	2021-05-04 0718AM	2021-05-05 1219AM
Escalation	workitem	Outbound	OutboundACK	Source Tenant 4	IT	Access Request	Unknown	Unknown	2021-05-04 0433AM	2021-05-04 1204PM	2021-05-05 1219PM
Agent advisory	workitem	Outbound	OutboundNew	Source Tenant 2	IT	Support Request	Unknown	Unknown	2021-05-04 0218PM	2021-05-04 1000PM	2021-05-05 1221PM
Agent advisory	email	Outbound	OutboundReply	Source Tenant 5	IT	Support Request	Unknown	Unknown	2021-05-04 0905AM	2021-05-04 0222PM	2021-05-05 1222PM
Profanity detection	workitem	Inbound	InboundNew	Source Tenant 1	Fraud	Account Checking	Unknown	Unknown	2021-05-04 0544PM	2021-05-04 1154PM	2021-05-05 1223PM
Agent advisory	workitem	Outbound	OutboundNew	Source Tenant 5	Fraud	Ban Request	Unknown	Unknown	2021-05-03 0617PM	2021-05-04 0739AM	2021-05-05 1227AM
Profanity detection	workitem	Inbound	InboundNew	Source Tenant 3	Fraud	Duplicate Account	Unknown	Unknown	2021-05-04 0208AM	2021-05-04 0537AM	2021-05-05 1233AM
Sentiment analysis	workitem	Inbound	InboundNew	Source Tenant 2	IT	Support Request	Unknown	Unknown	2021-05-03 0704PM	2021-05-04 0835AM	2021-05-05 1233PM
Sentiment analysis	workitem	Inbound	InboundTest	Source Tenant 5	Fraud	Duplicate Account	Unknown	Unknown	2021-05-04 0935AM	2021-05-04 0714PM	2021-05-05 1233PM
Language translation	email	Inbound	InboundNew	Source Tenant 4	Finance	Credit	Unknown	Unknown	2021-05-04 0541PM	2021-05-04 1047PM	2021-05-05 1234PM
Sentiment analysis	workitem	Inbound	InboundNew	Source Tenant 1	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0317AM	2021-05-04 0402PM	2021-05-05 1237PM
Escalation	email	Outbound	OutboundReply	Source Tenant 4	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0947AM	2021-05-04 0955AM	2021-05-05 1241PM
Escalation	email	Inbound	InboundNew	Source Tenant 5	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0549AM	2021-05-04 0821PM	2021-05-05 1241PM
Recording service	workitem	Outbound	OutboundACK	Source Tenant 2	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0532AM	2021-05-04 1021AM	2021-05-05 1249AM
Escalation	email	Outbound	OutboundACK	Source Tenant 5	Fraud	Ban Request	Unknown	Unknown	2021-05-04 1103AM	2021-05-04 1124AM	2021-05-05 1255AM
Profanity detection	email	Outbound	OutboundReply	Source Tenant 4	Fraud	Account Checking	Unknown	Unknown	2021-05-04 0915AM	2021-05-04 1102PM	2021-05-05 1258PM
Sentiment analysis	workitem	Inbound	InboundNew	Source Tenant 2	IT	Access Request	Unknown	Unknown	2021-05-04 0251PM	2021-05-04 1022PM	2021-05-06 0136AM
Sentiment analysis	workitem	Outbound	OutboundReply	Source Tenant 3	IT	Access Request	Unknown	Unknown	2021-05-04 0241PM	2021-05-04 1018PM	2021-05-06 0156AM
Language translation	email	Outbound	OutboundNew	Source Tenant 3	IT	Access Request	Unknown	Unknown	2021-05-04 0949PM	2021-05-04 1126PM	2021-05-06 0202AM
Agent advisory	workitem	Outbound	OutboundReply	Source Tenant 1	Fraud	Account Checking	Unknown	Unknown	2021-05-04 1001PM	2021-05-04 1058PM	2021-05-06 0204AM
Agent advisory	email	Outbound	OutboundNew	Source Tenant 1	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0710PM	2021-05-04 1113PM	2021-05-06 0255AM

Task Detail Report

Finish Date Time	Department	Process	Accept Time (Fmt)	Finished Time (Fmt)	iWD Hold Time (Fmt)	Handle Time (Fmt)
2021-05-04 1050PM	Department 2	Process 5	00:00:35	00:01:19	00:00:00	00:00:39
2021-05-04 1010PM	Department 2	Process 4	00:00:35	00:01:24	00:00:00	00:00:44
2021-05-04 0954PM	Department 2	Process 4	00:21:35	00:22:24	00:00:00	00:00:44
	Department 2	Process 4			00:00:00	00:00:00
	Department 2	Process 5			00:00:00	00:00:00
2021-05-04 0933PM	Department 3	Process 6	00:07:10	00:07:56	00:00:00	00:00:41
2021-05-04 1039PM	Department 2	Process 5	00:00:35	00:01:24	00:00:00	00:00:44
2021-05-04 0906PM	Department 2	Process 5	00:00:35	00:01:26	00:00:00	00:00:46
2021-05-04 0953PM	Department 3	Process 6	00:05:47	00:06:40	00:00:00	00:00:48
2021-05-04 0813AM	Department 3	Process 6	00:00:35	00:01:25	00:00:00	00:00:45
	Department 1	Process 3			00:00:00	00:00:00
2021-05-04 1137AM	Department 2	Process 5	00:54:50	00:55:37	00:00:00	00:00:42
2021-05-04 0918AM	Department 2	Process 5	00:00:35	00:01:20	00:00:00	00:00:40
2021-05-04 1046AM	Department 2	Process 4	00:00:11	00:01:00	00:00:00	00:00:44
	Department 1	Process 3			00:00:00	00:00:00
	Department 2	Process 4			00:00:00	00:00:00
	Department 2	Process 5			00:00:00	00:00:00
2021-05-04 1205PM	Department 2	Process 5	00:00:35	00:01:17	00:00:00	00:00:37
2021-05-04 1001PM	Department 2	Process 4	00:00:35	00:01:22	00:00:00	00:00:42
2021-05-04 0223PM	Department 2	Process 4	00:00:35	00:01:21	00:00:00	00:00:41
2021-05-04 1156PM	Department 3	Process 6	00:00:35	00:01:16	00:00:00	00:00:36
2021-05-04 0751AM	Department 3	Process 6	00:11:22	00:12:12	00:00:00	00:00:45
2021-05-04 0538AM	Department 2	Process 5	00:00:35	00:01:27	00:00:00	00:00:47
2021-05-04 0836AM	Department 1	Process 3	00:00:35	00:01:22	00:00:00	00:00:42
2021-05-04 0715PM	Department 2	Process 5	00:00:35	00:01:26	00:00:00	00:00:46
	Department 2	Process 5			00:00:00	00:00:00
2021-05-04 0403PM	Department 1	Process 3	00:00:35	00:01:24	00:00:00	00:00:44
2021-05-04 1003AM	Department 2	Process 4	00:07:36	00:08:24	00:00:00	00:00:43
2021-05-04 0822PM	Department 3	Process 6	00:00:35	00:01:23	00:00:00	00:00:43
2021-05-04 1023AM	Department 2	Process 4	00:00:35	00:01:23	00:00:00	00:00:43
2021-05-04 1120AM	Department 2	Process 4	-1:55:33	-1:56:23	00:00:00	00:00:45
2021-05-05 0134AM	Department 2	Process 5	02:31:35	02:32:26	00:00:00	00:00:46
2021-05-04 1023PM	Department 1	Process 3	00:00:35	00:01:19	00:00:00	00:00:39
2021-05-04 1043PM	Department 2	Process 4	00:24:13	00:25:03	00:00:00	00:00:45
2021-05-04 1127PM	Department 2	Process 5	00:00:35	00:01:13	00:00:00	00:00:33
2021-05-04 1111PM	Department 2	Process 5	00:11:27	00:12:11	00:00:00	00:00:39
	Department 2	Process 4			00:00:00	00:00:00

Task Detail Report

Due Date Time	Interaction ID	Last Task Event ID	Capture ID	Capture Point Name	Media Channel	Category	Priority	Status Name	Is Final	Is Held	Last Agent Name	Result Code	Customer ID	Customer Segment	Product
2021-05-06 0258AM	itx004339	39200	ext004339	capture_point3	channel1	Unknown	90	Completed	1	0	Agent 2	3	Customer5	BRONZE	Service
2021-05-06 0300AM	itx004297	38860	ext004297	capture_point3	channel2	Unknown	90	Completed	1	0	Agent 2	3	Customer4	GOLD	Monitoring
2021-05-06 0327AM	itx004431	40030	ext004431	capture_point2	channel3	Unknown	100	Completed	1	0	Agent 4	3	Customer4	SILVER	Monitoring
2021-05-06 0333AM	itx004356	39456	ext004356	capture_point1	channel2	Unknown	120	Completed	1	0	Agent 1	3	Customer2	GOLD	Service
2021-05-06 0435AM	itx004361	39400	ext004361	capture_point1	channel1	Unknown	90	Completed	1	0	Agent 4	3	Customer2	SILVER	Monitoring
2021-05-06 0504AM	itx004405	39777	ext004405	capture_point1	channel1	Unknown	100	Queued	0	0		3	Customer3	SILVER	Monitoring
2021-05-06 1213AM	itx004440	40653	ext004440	capture_point1	channel3	Unknown	70	Completed	1	0	Agent 6	3	Customer2	GOLD	Monitoring
2021-05-06 1219AM	itx004359	39377	ext004359	capture_point2	channel4	Unknown	90	Queued	0	0		3	Customer2	GOLD	Monitoring
2021-05-06 1222AM	itx004330	39150	ext004330	capture_point3	channel5	Unknown	70	Completed	1	0	Agent 6	3	Customer3	BRONZE	Monitoring
2021-05-06 1225AM	itx004223	38220	ext004223	capture_point2	channel2	Unknown	100	Completed	1	0	Agent 3	3	Customer5	SILVER	Monitoring
2021-05-06 1232AM	itx004323	39070	ext004323	capture_point1	channel4	Unknown	70	Completed	1	0	Agent 1	3	Customer1	GOLD	Service
2021-05-06 1235AM	itx004300	38890	ext004300	capture_point3	channel3	Unknown	80	Completed	1	0	Agent 2	3	Customer4	GOLD	Service
2021-05-06 1244AM	itx004226	38250	ext004226	capture_point1	channel2	Unknown	80	Completed	1	0	Agent 4	3	Customer5	SILVER	Service
2021-05-06 1248AM	itx004245	38417	ext004245	capture_point2	channel5	Unknown	100	Queued	0	0		3	Customer1	GOLD	Service

Task Detail Report

Product Subtype	Media Type	Interaction Type	Interaction Subtype	Source Tenant	Source Process	Source Process Subtype	Skill ID	Requested Agent Name	Source Date Time	Create Date Time	Source Due Date Time
Escalation	email	Outbound	OutboundNew	Source Tenant 4	Fraud	Duplicate Account	Unknown	Unknown	2021-05-04 1215PM	2021-05-04 1029PM	2021-05-06 0258AM
Profanity detection	workitem	Outbound	OutboundACK	Source Tenant 3	IT	Access Request	Unknown	Unknown	2021-05-04 0642PM	2021-05-04 0936PM	2021-05-06 0300AM
Profanity detection	workitem	Outbound	OutboundACK	Source Tenant 3	Fraud	Duplicate Account	Unknown	Unknown	2021-05-04 1010PM	2021-05-04 1156PM	2021-05-06 0327AM
Agent advisory	workitem	Outbound	OutboundReply	Source Tenant 5	IT	Access Request	Unknown	Unknown	2021-05-04 1126AM	2021-05-04 1041PM	2021-05-06 0333AM
Profanity detection	workitem	Inbound	InboundTest	Source Tenant 2	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0822AM	2021-05-04 1043PM	2021-05-06 0435AM
Recording service	workitem	Outbound	OutboundNew	Source Tenant 2	IT	Request	Unknown	Unknown	2021-05-04 0459PM	2021-05-04 1116PM	2021-05-06 0504AM
Profanity detection	workitem	Inbound	InboundNew	Source Tenant 5	Fraud	Duplicate Account	Unknown	Unknown	2021-05-04 0241PM	2021-05-04 1159PM	2021-05-06 1213AM
Recording service	email	Outbound	OutboundNew	Source Tenant 5	Finance	Credit	Unknown	Unknown	2021-05-04 0838AM	2021-05-04 1042PM	2021-05-06 1219AM
Profanity detection	workitem	Inbound	InboundNew	Source Tenant 5	IT	Support Request	Unknown	Unknown	2021-05-04 1018PM	2021-05-04 1011PM	2021-05-06 1222AM
Profanity detection	email	Outbound	OutboundReply	Source Tenant 1	IT	Support Request	Unknown	Unknown	2021-05-04 0354PM	2021-05-04 0839PM	2021-05-06 1225AM
Escalation	email	Inbound	InboundTest	Source Tenant 3	Fraud	Account Checking	Unknown	Unknown	2021-05-04 0142PM	2021-05-04 1001PM	2021-05-06 1232AM
Escalation	workitem	Outbound	OutboundACK	Source Tenant 3	IT	Support Request	Unknown	Unknown	2021-05-04 0714PM	2021-05-04 0931PM	2021-05-06 1235AM
Escalation	workitem	Outbound	OutboundACK	Source Tenant 4	IT	Access Request	Unknown	Unknown	2021-05-04 0837PM	2021-05-04 0843PM	2021-05-06 1244AM
Escalation	email	Inbound	InboundTest	Source Tenant 4	Fraud	Ban Request	Unknown	Unknown	2021-05-04 0151PM	2021-05-04 0908PM	2021-05-06 1248AM

Task Detail Report

Finish Date Time	Department	Process	Accept Time (Fmt)	Finished Time (Fmt)	iWD Hold Time (Fmt)	Handle Time (Fmt)
2021-05-04 1031PM	Department 2	Process 4	00:00:35	00:01:19	00:00:00	00:00:39
2021-05-04 0937PM	Department 2	Process 5	00:00:35	00:01:21	00:00:00	00:00:41
2021-05-04 1157PM	Department 1	Process 2	00:00:35	00:01:20	00:00:00	00:00:40
2021-05-04 1056PM	Department 1	Process 3	00:14:07	00:15:01	00:00:00	00:00:49
2021-05-04 1043PM	Department 2	Process 5	-1:59:38	00:00:21	00:00:00	00:00:38
	Department 2	Process 5			00:00:00	00:00:00
2021-05-05 0508AM	Department 2	Process 5	05:07:21	05:08:09	00:00:00	00:00:43
	Department 3	Process 6			00:00:00	00:00:00
2021-05-04 1012PM	Department 3	Process 6	00:00:06	00:00:54	00:00:00	00:00:43
2021-05-04 0840PM	Department 2	Process 5	00:00:35	00:01:26	00:00:00	00:00:46
2021-05-04 1002PM	Department 3	Process 6	00:00:35	00:01:19	00:00:00	00:00:39
2021-05-04 0932PM	Department 2	Process 5	00:00:35	00:01:22	00:00:00	00:00:42
2021-05-04 0844PM	Department 2	Process 4	00:00:35	00:01:22	00:00:00	00:00:42
	Department 2	Process 5			00:00:00	00:00:00