ANI Details Report (Hourly)

Hour	ANI	Target Address	Interaction Type	Media Type	Resource Type	Resource Name	Technical Result	Technical Result Reason	Customer Handle Time (Fmt)	Interaction Duration (Fmt)	Interactions
2011-01-14 12	012345	8001	Inbound	Voice	Agent	Agent1	Completed	Unspecified	00:00:15	00:00:36	1
						Agent1	CustomerAbandoned	AbandonedWhileRinging	00:00:00	00:28:37	2
						Agent1	Redirected	RouteOnNoAnswer	00:00:00	00:04:14	3
						Agent2	Completed	Unspecified	00:02:42	00:03:30	1
						Agent2	CustomerAbandoned	AbandonedWhileRinging	00:00:00	00:00:26	1
					Queue	8001	CustomerAbandoned	AbandonedWhileQueued	00:00:00	00:00:18	1
						8002	CustomerAbandoned	AbandonedWhileQueued	00:00:00	00:00:18	1
2011-01-14 13	012345	8001	Inbound	Voice	Agent	Agent1	Abandoned	Unspecified	00:00:00	00:04:10	5
						Agent1	Completed	Unspecified	00:08:36	00:13:06	11
						Agent1	Conferenced	Unspecified	00:00:37	00:01:26	1
						Agent1	CustomerAbandoned	AbandonedFromHold	00:01:07	00:01:57	3
						Agent1	Transferred	Unspecified	00:00:39	00:02:12	4
						Agent2	Abandoned	Unspecified	00:00:00	00:03:14	3
						Agent2	Completed	Unspecified	00:01:04	00:08:27	7
						Agent2	CustomerAbandoned	AbandonedWhileRinging	00:00:00	00:00:21	1
						Agent2	Redirected	RouteOnNoAnswer	00:00:00	00:02:26	2
						Agent2	Transferred	Unspecified	00:00:00	00:03:02	3
						Agent3	Abandoned	Unspecified	00:00:00	00:03:03	3
						Agent3	Completed	Unspecified	00:00:00	00:04:11	3
					Queue	8002	Abandoned	Unspecified	00:00:00	00:01:32	2
						8002	CustomerAbandoned	AbandonedWhileQueued	00:00:00	00:00:26	1
						8003	Abandoned	Unspecified	00:00:00	00:01:17	1
2011-01-14 14	012345	8001	Inbound	Voice	Agent	Agent1	Completed	Unspecified	00:02:21	00:02:48	2
						Agent1	Conferenced	Unspecified	00:06:00	00:07:12	6
						Agent1	Transferred	Unspecified	00:00:20	00:00:48	1
						Agent2	Abandoned	Unspecified	00:00:00	00:02:27	2
						Agent2	Completed	Unspecified	00:02:02	00:05:02	5
						Agent2	Conferenced	Unspecified	00:00:00	00:01:14	1
						Agent2	CustomerAbandoned	AbandonedWhileRinging	00:00:00	00:00:55	1
						Agent2	Transferred	Unspecified	00:00:00	00:01:34	1
						Agent3	Abandoned	Unspecified	00:00:00	00:00:59	1
						Agent3	Completed	Unspecified	00:00:00	00:04:02	3
					Queue	8002	CustomerAbandoned	AbandonedWhileQueued	00:00:00	00:02:03	1
						8003	Abandoned	Unspecified	00:00:00	00:01:28	1
2011-01-14 15	012345	2200	Inbound	Voice	Agent	Agent1	Abandoned	Unspecified	00:00:00	00:02:02	2
						Agent1	Completed	Unspecified	00:01:58	00:03:05	3
						Agent1	Transferred	Unspecified	00:01:01	00:02:26	2
						Agent2	Abandoned	Unspecified	00:00:00	00:00:45	1
						Agent2	Completed	Unspecified	00:00:31	00:02:44	2
					Queue	8002	Abandoned	Unspecified	00:00:00	00:01:17	1
					RoutingPoint	2201	CustomerAbandoned	AbandonedWhileQueued	00:00:00	00:00:45	1