

### Resource Performance Report

Department	Process	Category Level 3	Category Level 4	Category Level 5	Media Type	Interaction Type	Interaction Subtype	Agent Name	Day	Accepted	Handle Time (Fmt)	Avg Handle Time (Fmt)	Min Handle Time (Fmt)	Max Handle Time (Fmt)
Department 10	Process 10	Aqua	Beige	Seashell	workitem	Inbound	InboundNew	Agent 2	2021-05-03	1	00:00:40	00:00:40	00:00:40	00:00:40
							<b>Total</b>			1	00:00:40	00:00:40	00:00:40	00:00:40
						<b>Total</b>			1	00:00:40	00:00:40	00:00:40	00:00:40	
						<b>Total</b>			1	00:00:40	00:00:40	00:00:40	00:00:40	
			Unclassified	Unclassified	email	Outbound	OutboundNew	Agent 4	2021-05-01	1	00:00:44	00:00:44	00:00:44	00:00:44
							<b>Total</b>			1	00:00:44	00:00:44	00:00:44	00:00:44
						<b>Total</b>			1	00:00:44	00:00:44	00:00:44	00:00:44	
						<b>Total</b>			1	00:00:44	00:00:44	00:00:44	00:00:44	
		Beige	Light Steel Blue	Gold	email	Outbound	OutboundACK	Agent 1	2021-05-02	1	00:00:42	00:00:42	00:00:42	00:00:42
							<b>Total</b>			1	00:00:42	00:00:42	00:00:42	00:00:42
						<b>Total</b>			1	00:00:42	00:00:42	00:00:42	00:00:42	
						<b>Total</b>			1	00:00:42	00:00:42	00:00:42	00:00:42	
		Crimson	Gold	Unclassified	workitem	Inbound	InboundTest	Agent 3	2021-05-03	1	00:00:42	00:00:42	00:00:42	00:00:42
							<b>Total</b>			1	00:00:42	00:00:42	00:00:42	00:00:42
						<b>Total</b>			1	00:00:42	00:00:42	00:00:42	00:00:42	
						<b>Total</b>			1	00:00:42	00:00:42	00:00:42	00:00:42	
		Gold	Silver	Gold	workitem	Outbound	OutboundACK	Agent 4	2021-05-01	1	00:00:38	00:00:38	00:00:38	00:00:38
							<b>Total</b>			1	00:00:38	00:00:38	00:00:38	00:00:38
						<b>Total</b>			1	00:00:38	00:00:38	00:00:38	00:00:38	
						<b>Total</b>			1	00:00:38	00:00:38	00:00:38	00:00:38	
		Green	Blanched Almond	Green	email	Inbound	InboundNew	Agent 3	2021-05-04	1	00:00:43	00:00:43	00:00:43	00:00:43
							<b>Total</b>			1	00:00:43	00:00:43	00:00:43	00:00:43
						<b>Total</b>			1	00:00:43	00:00:43	00:00:43	00:00:43	
						<b>Total</b>			1	00:00:43	00:00:43	00:00:43	00:00:43	
Light Yellow	Green Yellow	Green	email	Inbound	InboundTest	Agent 5	2021-05-03	1	00:00:45	00:00:45	00:00:45	00:00:45		
					<b>Total</b>			1	00:00:45	00:00:45	00:00:45	00:00:45		
				<b>Total</b>			1	00:00:45	00:00:45	00:00:45	00:00:45			
				<b>Total</b>			1	00:00:45	00:00:45	00:00:45	00:00:45			

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Department 10	Process 10	Light Yellow	Green Yellow	Green	<b>Total</b>						1	00:00:45	00:00:45	00:00:45	00:00:45
		Navy	Light Steel Blue	Rosy Brown	workitem	Outbound	OutboundNew	Agent 1	2021-05-03	1	00:00:40	00:00:40	00:00:40	00:00:40	00:00:40
							<b>Total</b>			1	00:00:40	00:00:40	00:00:40	00:00:40	
						<b>Total</b>			1	00:00:40	00:00:40	00:00:40	00:00:40		
						<b>Total</b>			1	00:00:40	00:00:40	00:00:40	00:00:40		
		Rosy Brown	Seashell	Silver	workitem	Outbound	OutboundNew	Agent 4	2021-05-01	1	00:00:41	00:00:41	00:00:41	00:00:41	00:00:41
							<b>Total</b>			1	00:00:41	00:00:41	00:00:41	00:00:41	
						<b>Total</b>			1	00:00:41	00:00:41	00:00:41	00:00:41		
						<b>Total</b>			1	00:00:41	00:00:41	00:00:41	00:00:41		
		Seashell	Gold	Seashell	email	Outbound	OutboundACK	Agent 2	2021-05-01	1	00:00:38	00:00:38	00:00:38	00:00:38	00:00:38
							<b>Total</b>			1	00:00:38	00:00:38	00:00:38	00:00:38	
						<b>Total</b>			1	00:00:38	00:00:38	00:00:38	00:00:38		
						<b>Total</b>			1	00:00:38	00:00:38	00:00:38	00:00:38		