Task Work Detail Report

Assign Date	Assign Time	Source Process	Source Process Subtype	Capture Point Name	Department	Process	Category Level 3	Category Level 4	Category Level 5	Category Level 6	Category Level 7
2022-04-12	1000PM	Finance	Account	capture_point2	Department 6	Process 12	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified
			Credit	capture_point1	Department 7	Process 15	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified
		Fraud	Account Checking	capture_point1	Department 9	Process 18	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified
				capture_point3	Department 6	Process 12	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified
						Process 13	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified
			Ban Request	capture_point1	Department 6	Process 12	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified
					Department 7	Process 14	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified
						Process 15	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified
				capture_point3	Department 6	Process 13	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified
					Department 8	Process 17	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified
					Department 9	Process 18	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified
			Duplicate Account	capture_point2	Department 9	Process 18	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified
		IT	Access Request	capture_point1	Department 7	Process 14	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified
					Department 9	Process 19	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified
				capture_point2	Department 6	Process 12	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified
					Department 7	Process 14	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified
				capture_point3	Department 7	Process 14	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified
					Department 8	Process 16	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified

Task Work Detail Report

Category Level 8	Category Level 9	Category Level 10	Category	Media Type	Interaction Type	Interaction Subtype	Product	Product Subtype	Media Channel	Agent Name
Unclassified	Unclassified	Unclassified	Unknown	workitem	Inbound	InboundTest	Monitoring	Profanity detection	channel1	Agent 5
Unclassified	Unclassified	Unclassified	Unknown	workitem	Inbound	InboundNew	Service	Agent advisory	channel5	Agent 3
Unclassified	Unclassified	Unclassified	Unknown	email	Inbound	InboundTest	Service	Agent advisory	channel3	Agent 6
Unclassified	Unclassified	Unclassified	Unknown	workitem	Inbound	InboundTest	Monitoring	Sentiment analysis	channel2	Agent 2
Unclassified	Unclassified	Unclassified	Unknown	workitem	Inbound	InboundTest	Monitoring	Sentiment analysis	channel5	Agent 2
Unclassified	Unclassified	Unclassified	Unknown	workitem	Inbound	InboundTest	Service	Escalation	channel4	Agent 4
Unclassified	Unclassified	Unclassified	Unknown	workitem	Outbound	OutboundNew	Service	Language translation	channel5	Agent 3
Unclassified	Unclassified	Unclassified	Unknown	email	Inbound	InboundNew	Monitoring	Recording service	channel5	Agent 4
Unclassified	Unclassified	Unclassified	Unknown	workitem	Inbound	InboundTest	Monitoring	Sentiment analysis	channel3	Agent 6
Unclassified	Unclassified	Unclassified	Unknown	email	Outbound	OutboundNew	Service	Escalation	channel2	Agent 2
Unclassified	Unclassified	Unclassified	Unknown	workitem	Inbound	InboundNew	Monitoring	Profanity detection	channel5	Agent 2
Unclassified	Unclassified	Unclassified	Unknown	email	Outbound	OutboundNew	Service	Agent advisory	channel2	Agent 5
Unclassified	Unclassified	Unclassified	Unknown	email	Outbound	OutboundNew	Monitoring	Profanity detection	channel2	Agent 4
							Monitoring	Profanity detection	channel4	Agent 2
							Service	Escalation	channel2	Agent 5
				workitem	Inbound	InboundNew	Monitoring	Profanity detection	channel3	Agent 5
					Outbound	OutboundReply	Monitoring	Profanity detection	channel4	Agent 4
Unclassified	Unclassified	Unclassified	Unknown	email	Inbound	InboundTest	Monitoring	Recording service	channel2	Agent 2
Unclassified	Unclassified	Unclassified	Unknown	workitem	Outbound	OutboundNew	Monitoring	Profanity detection	channel4	Agent 2
Unclassified	Unclassified	Unclassified	Unknown	workitem	Inbound	InboundNew	Service	Language translation	channel1	Agent 1
					Outbound	OutboundNew	Monitoring	Profanity detection	channel4	Agent 2
Unclassified	Unclassified	Unclassified	Unknown	workitem	Outbound	OutboundACK	Monitoring	Sentiment analysis	channel1	Agent 5
Unclassified	Unclassified	Unclassified	Unknown	email	Outbound	OutboundReply	Monitoring	Profanity detection	channel1	Agent 1

Task Work Detail Report

Finish Date Time	Customer Segment	Consumer ID	Result Code	Priority	iWD Task ID	UCS Interaction ID	Capture ID	Assign Task Event ID	Finish Task Event ID	Work Time (Fmt)
2022-04-12 1001PM	SILVER	Customer4	3	80	itx00415	8ChgU379W9b9i2tF	ext00415	3818	3819	00:00:00
2022-04-12 1000PM	BRONZE	Customer1	3	70	itx00968	652f0rd8VL6H5S9A	ext00968	9278	9279	00:00:00
2022-04-12 1001PM	SILVER	Customer5	3	60	itx00388	mn89iHooi5Dg9411	ext00388	3548	3549	00:00:00
2022-04-12 1001PM	BRONZE	Customer3	3	80	itx00668	6C2mc8f2A0KmOi5n	ext00668	6131	6132	00:00:00
2022-04-12 1000PM	GOLD	Customer4	3	90	itx0015	45yyC5OyHjUU32UJ	ext0015	131	132	00:00:00
2022-04-12 1001PM	SILVER	Customer5	3	90	itx001051	INnZTvd9aKT7t73	ext001051	9488	9489	00:00:00
2022-04-12 1001PM	BRONZE	Customer4	3	60	itx001292	8c7pL7NsLZ631YPS	ext001292	11638	11639	00:00:00
2022-04-12 1001PM	GOLD	Customer2	3	120	itx00153	UHp6h05Rq9Kx7f7	ext00153	1741	1742	00:00:00
2022-04-12 1001PM	GOLD	Customer1	3	180	itx00589	TIY43Nv40jJgN482	ext00589	5514	5515	00:00:00
2022-04-12 1000PM	SILVER	Customer2	3	120	itx00871	8YYA8n94azXg5WK	ext00871	7931	7932	00:00:00
2022-04-12 1001PM	BRONZE	Customer3	3	80	itx00332	Z8h5UPVTFBlbvn	ext00332	3018	3019	00:00:00
2022-04-12 1001PM	BRONZE	Customer4	3	50	itx00850	vGzSz954Ni24JcJ0	ext00850	7718	7719	00:00:00
2022-04-12 1001PM	GOLD	Customer1	3	80	itx001252	f2cssX9C1SDW6MxN	ext001252	11278	11279	00:00:00
2022-04-12 1001PM	SILVER	Customer1	3	60	itx0047	0QBK702FkF8FNIrd	ext0047	408	409	00:00:00
2022-04-12 1001PM	SILVER	Customer3	3	50	itx00490	y2dBb42crgN93J54	ext00490	4498	4499	00:00:00
2022-04-12 1001PM	SILVER	Customer1	3	110	itx00375	7gE8Zh0b6FBaRxS6	ext00375	3428	3429	00:00:00
2022-04-12 1001PM	BRONZE	Customer5	3	110	itx00307	y3aGZtnJ6bSm5hGP	ext00307	2788	2789	00:00:00
2022-04-12 1001PM	GOLD	Customer2	3	100	itx001325	64L81Zghb2L0WvI	ext001325	12248	12249	00:00:00
2022-04-12 1000PM	SILVER	Customer4	3	50	itx001355	3SfQ7eYzyvMW2zO7	ext001355	12318	12319	00:00:00
2022-04-12 1001PM	BRONZE	Customer4	3	90	itx001216	j2915472pRgw5zXR	ext001216	11037	11038	00:00:00
2022-04-12 1001PM	GOLD	Customer5	3	60	itx00979	dn630u2I9Mn6Snn2	ext00979	9458	9459	00:00:00
2022-04-12 1001PM	GOLD	Customer5	3	110	itx001194	O5h63lhMi26Bo9iN	ext001194	10778	10779	00:00:00
2022-04-12 1001PM	GOLD	Customer1	3	80	itx00685	8SHvE5R46I2LvSIn	ext00685	6448	6449	00:00:00

Task Work Detail Report

Assign Date	Assign Time	Source Process	Source Process Subtype	Capture Point Name	Department	Process	Category Level 3	Category Level 4	Category Level 5	Category Level 6	Category Level 7
2022-04-12	1000PM	IT	Beer Request	capture_point2	Department 6	Process 13	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified
				capture_point3	Department 7	Process 15	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified
			Support Request	capture_point1	Department 7	Process 14	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified
				capture_point2	Department 6	Process 13	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified
					Department 7	Process 14	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified
						Process 15	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified
	1001PM	Finance	Credit	capture_point1	Department 8	Process 17	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified
				capture_point2	Department 7	Process 14	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified
		Fraud	Account Checking	capture_point1	Department 6	Process 12	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified
					Department 7	Process 15	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified
				capture_point2	Department 6	Process 12	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified
					Department 7	Process 15	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified
					Department 8	Process 17	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified
				capture_point3	Department 5	Process 11	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified
					Department 6	Process 13	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified
					Department 7	Process 14	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified
					Department 8	Process 16	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified
			Ban Request	capture_point1	Department 7	Process 15	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified

Category Level 8	Category Level 9	Category Level 10	Category	Media Type	Interaction Type	Interaction Subtype	Product	Product Subtype	Media Channel	Agent Name
Unclassified	Unclassified	Unclassified	Unknown	workitem	Outbound	OutboundReply	Service	Escalation	channel1	Agent 1
Unclassified	Unclassified	Unclassified	Unknown	workitem	Outbound	OutboundNew	Service	Agent advisory	channel1	Agent 1
Unclassified	Unclassified	Unclassified	Unknown	workitem	Inbound	InboundTest	Service	Agent advisory	channel5	Agent 2
Unclassified	Unclassified	Unclassified	Unknown	email	Outbound	OutboundReply	Monitoring	Sentiment analysis	channel3	Agent 5
Unclassified	Unclassified	Unclassified	Unknown	email	Inbound	InboundTest	Service	Escalation	channel2	Agent 3
Unclassified	Unclassified	Unclassified	Unknown	workitem	Outbound	OutboundReply	Monitoring	Profanity detection	channel3	Agent 3
Unclassified	Unclassified	Unclassified	Unknown	workitem	Inbound	InboundTest	Monitoring	Sentiment analysis	channel1	Agent 3
Unclassified	Unclassified	Unclassified	Unknown	workitem	Outbound	OutboundReply	Service	Agent advisory	channel2	Agent 1
Unclassified	Unclassified	Unclassified	Unknown	email	Outbound	OutboundNew	Monitoring	Profanity detection	channel3	Agent 2
Unclassified	Unclassified	Unclassified	Unknown	email	Outbound	OutboundNew	Service	Agent advisory	channel2	Agent 2
Unclassified	Unclassified	Unclassified	Unknown	email	Outbound	OutboundNew	Service	Language translation	channel4	Agent 2
Unclassified	Unclassified	Unclassified	Unknown	email	Inbound	InboundTest	Service	Escalation	channel4	Agent 2
Unclassified	Unclassified	Unclassified	Unknown	email	Inbound	InboundNew	Service	Agent advisory	channel2	Agent 6
				email	Outbound	OutboundNew	Service	Escalation	channel5	Agent 4
				workitem	Inbound	InboundNew	Monitoring	Sentiment analysis	channel4	Agent 6
Unclassified	Unclassified	Unclassified	Unknown	email	Outbound	OutboundReply	Monitoring	Sentiment analysis	channel2	Agent 6
Unclassified	Unclassified	Unclassified	Unknown	email	Outbound	OutboundReply	Service	Agent advisory	channel3	Agent 2
Unclassified	Unclassified	Unclassified	Unknown	email	Outbound	OutboundNew	Monitoring	Sentiment analysis	channel4	Agent 5
Unclassified	Unclassified	Unclassified	Unknown	email	Inbound	InboundNew	Monitoring	Sentiment analysis	channel2	Agent 3
				workitem	Outbound	OutboundACK	Service	Escalation	channel3	Agent 2
Unclassified	Unclassified	Unclassified	Unknown	email	Inbound	InboundNew	Service	Language translation	channel5	Agent 6
				email	Inbound	InboundTest	Service	Agent advisory	channel2	Agent 3
				workitem	Outbound	OutboundNew	Monitoring	Profanity detection	channel1	Agent 4

Task Work Detail Report

Finish Date Time	Customer Segment	Consumer ID	Result Code	Priority	iWD Task ID	UCS Interaction ID	Capture ID	Assign Task Event ID	Finish Task Event ID	Work Time (Fmt)
2022-04-12 1001PM	SILVER	Customer4	3	90	itx00780	oFy6b9i8Jq04p2UA	ext00780	7108	7109	00:00:00
2022-04-12 1000PM	SILVER	Customer4	3	80	itx00298	m00kT0M1JarH812E	ext00298	2764	2765	00:00:00
2022-04-12 1000PM	GOLD	Customer3	3	60	itx00465	JKje3i7UW1Yb6FU	ext00465	4271	4272	00:00:00
2022-04-12 1001PM	BRONZE	Customer2	3	70	itx00489	U8B212Jf457q4uTR	ext00489	4488	4489	00:00:00
2022-04-12 1001PM	BRONZE	Customer5	3	100	itx00864	Y9BZsKgk70t66I7	ext00864	7848	7849	00:00:00
2022-04-12 1000PM	SILVER	Customer1	3	110	itx001010	qbVo1oKnBn9U8p1E	ext001010	9218	9219	00:00:00
2022-04-12 1002PM	GOLD	Customer5	3	90	itx00854	d61dYOfd83ZfJDse	ext00854	7758	7759	00:00:00
2022-04-12 1002PM	SILVER	Customer4	3	110	itx00140	7a082910440453V8	ext00140	1438	1439	00:00:00
2022-04-12 1002PM	SILVER	Customer3	3	100	itx00795	L26e6KT20PPLrthl	ext00795	7218	7219	00:00:00
2022-04-12 1002PM	BRONZE	Customer1	3	90	itx00594	z24Y0iR9V0JSQba2	ext00594	6154	6155	00:00:00
2022-04-12 1002PM	GOLD	Customer1	3	80	itx00200	oU7Vxymw4BgweJ6r	ext00200	1971	1972	00:00:00
2022-04-12 1002PM	GOLD	Customer5	3	90	itx00221	n8glF6Z26s20906y	ext00221	2008	2009	00:00:00
2022-04-12 1002PM	SILVER	Customer4	3	50	itx001364	LSu21gzB3x263us2	ext001364	12268	12269	00:00:00
2022-04-12 1002PM	GOLD	Customer5	3	130	itx001346	3cWfU082kj2c236	ext001346	12118	12119	00:00:00
2022-04-12 1002PM	BRONZE	Customer5	3	100	itx00768	36t3Tlo6np8Ytcd	ext00768	7114	7115	00:00:00
2022-04-12 1002PM	SILVER	Customer2	3	70	itx00241	520f00QS6zAW9Hx	ext00241	2188	2189	00:00:00
2022-04-12 1002PM	BRONZE	Customer3	3	50	itx00250	QGaeg0toO91m0Y	ext00250	2278	2279	00:00:00
2022-04-12 1002PM	GOLD	Customer5	3	130	itx001120	NuT9I21gZ9JOWw2k	ext001120	10098	10099	00:00:00
2022-04-12 1001PM	BRONZE	Customer4	3	110	itx001238	Ah8f0EpXB94ws847	ext001238	11381	11382	00:00:00
2022-04-12 1002PM	SILVER	Customer2	3	90	itx00852	375Wcc0768e6U7L	ext00852	7771	7772	00:00:00
2022-04-12 1002PM	SILVER	Customer3	3	110	itx00533	ayy0o1P7HutNB6Kj	ext00533	5171	5172	00:00:00
2022-04-12 1002PM	BRONZE	Customer2	3	50	itx0070	3hbmP9cA248BK672	ext0070	628	629	00:00:00
2022-04-12 1002PM	SILVER	Customer5	3	100	itx001385	p2X4o2tCAX4H25D	ext001385	12554	12555	00:00:00

Task Work Detail Report

Assign Date	Assign Time	Source Process	Source Process Subtype	Capture Point Name	Department	Process	Category Level 3	Category Level 4	Category Level 5	Category Level 6	Category Level 7
2022-04-12	1001PM	Fraud	Ban Request	capture_point1	Department 8	Process 16	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified
					Department 8	Process 17	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified
					Department 9	Process 18	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified
				capture_point2	Department 6	Process 13	Unclassified	Unclassified	Unclassified	Unclassified	Unclassified

Task Work Detail Report

Category Level 8	Category Level 9	Category Level 10	Category	Media Type	Interaction Type	Interaction Subtype	Product	Product Subtype	Media Channel	Agent Name
Unclassified	Unclassified	Unclassified	Unknown	workitem	Outbound	OutboundNew	Monitoring	Profanity detection	channel2	Agent 2
Unclassified	Unclassified	Unclassified	Unknown	email	Outbound	OutboundACK	Service	Escalation	channel3	Agent 4
Unclassified	Unclassified	Unclassified	Unknown	email	Outbound	OutboundNew	Service	Escalation	channel1	Agent 2
Unclassified	Unclassified	Unclassified	Unknown	email	Inbound	InboundNew	Service	Agent advisory	channel5	Agent 5

Task Work Detail Report

Finish Date Time	Customer Segment	Consumer ID	Result Code	Priority	iWD Task ID	UCS Interaction ID	Capture ID	Assign Task Event ID	Finish Task Event ID	Work Time (Fmt)
2022-04-12 1002PM	GOLD	Customer2	3	150	itx00889	LJ51E3i6FCMTa	ext00889	8131	8132	00:00:00
2022-04-12 1002PM	SILVER	Customer3	3	50	itx00192	e4b300oV2PL7QsjW	ext00192	3228	3229	00:00:00
2022-04-12 1002PM	GOLD	Customer2	3	120	itx001314	08GnOMec2t0OwO03	ext001314	11828	11829	00:00:00
2022-04-12 1001PM	SILVER	Customer3	3	90	itx00811	N6O7vN9qf1zdwP0S	ext00811	7368	7369	00:00:00