ANI Details Report

Day	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	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
		8001	Inbound	Voice	Agent	Agent1	Abandoned	Unspecified	00:00:00	00:04:10	5
						Agent1	Completed	Unspecified	00:11:12	00:16:30	14
						Agent1	Conferenced	Unspecified	00:06:37	00:08:38	7
						Agent1	CustomerAbandoned	AbandonedFromHold	00:01:07	00:01:57	3
						Agent1	CustomerAbandoned	AbandonedWhileRinging	00:00:00	00:28:37	2
						Agent1	Redirected	RouteOnNoAnswer	00:00:00	00:04:14	3
						Agent1	Transferred	Unspecified	00:00:59	00:03:00	5
						Agent2	Abandoned	Unspecified	00:00:00	00:05:41	5
						Agent2	Completed	Unspecified	00:05:48	00:16:59	13
						Agent2	Conferenced	Unspecified	00:00:00	00:01:14	1
						Agent2	CustomerAbandoned	AbandonedWhileRinging	00:00:00	00:01:42	3
						Agent2	Redirected	RouteOnNoAnswer	00:00:00	00:02:26	2
						Agent2	Transferred	Unspecified	00:00:00	00:04:36	4
						Agent3	Abandoned	Unspecified	00:00:00	00:04:02	4
						Agent3	Completed	Unspecified	00:00:00	00:08:13	6
					Queue	8001	CustomerAbandoned	AbandonedWhileQueued	00:00:00	00:00:18	1
						8002	Abandoned	Unspecified	00:00:00	00:01:32	2

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Day	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	012345	8001	Inbound	Voice	Queue	8002	CustomerAbandoned	AbandonedWhileQueued	00:00:00	00:02:47	3
						8003	Abandoned	Unspecified	00:00:00	00:02:45	2
2011-01-24	012345	2200	Inbound	Voice	Agent	Agent1	Abandoned	Unspecified	00:00:00	00:18:54	10
							Completed	Unspecified	00:26:44	00:43:24	24
							Conferenced	Unspecified	00:02:59	00:05:09	5
							CustomerAbandoned	AbandonedFromHold	00:03:40	00:04:07	1
								AbandonedWhileRinging	00:00:00	00:01:57	2
							Redirected	RouteOnNoAnswer	00:00:00	00:04:57	5
							Transferred	Unspecified	00:02:58	00:20:22	13
						Agent2	Abandoned	Unspecified	00:00:00	00:10:11	6
							Completed	Unspecified	00:01:21	00:24:41	18
							CustomerAbandoned	AbandonedWhileRinging	00:00:00	00:04:38	5
							Redirected	RouteOnNoAnswer	00:00:00	00:03:22	2
							Transferred	Unspecified	00:00:00	00:07:25	3
						Agent3	Abandoned	Unspecified	00:00:00	00:01:38	1
							Completed	Unspecified	00:00:00	00:05:16	3
					Queue	8001	CustomerAbandoned	AbandonedWhileQueued	00:00:00	00:00:31	1
						8002	Abandoned	Unspecified	00:00:00	00:01:03	1
					RoutingPoint	2200	CustomerAbandoned	AbandonedWhileQueued	00:00:00	00:12:42	5
						2201	Abandoned	Unspecified	00:00:00	00:12:49	5
							CustomerAbandoned	AbandonedWhileQueued	00:00:00	00:15:34	9
						2202	Abandoned	Unspecified	00:00:00	00:10:55	4
2011-04-11	6001	8002	Internal	Voice	Agent	A6001_sip	Completed	Unspecified	00:09:52	00:11:35	8
							Conferenced	Unspecified	00:03:35	00:03:45	1

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Day	ANI	Target Address	Interaction Type	Media Type	Resource Type	Resource Name	Technical Result	Technical Result Reason	Customer Handle Time (Fmt)	Interaction Duration (Fmt)	Interactions
2011-04-11	6001	8002	Internal	Voice	Agent	A6002_sip	Completed	Unspecified	00:02:03	00:03:14	3
						A6002_sip	Conferenced	Unspecified	00:06:51	00:07:20	2
						A6002_sip	Transferred	Unspecified	00:01:55	00:04:46	4
						A6003_sip	Completed	Unspecified	00:03:44	00:08:56	4
						A6003_sip	CustomerAbandoned	AbandonedWhileRinging	00:00:00	00:01:18	2
						A6003_sip	Transferred	Unspecified	00:01:10	00:03:01	1
						A6004_sip	Completed	Unspecified	00:04:04	00:10:21	3
					Queue	8003	CustomerAbandoned	AbandonedWhileQueued	00:00:00	00:00:49	1
2011-04-13	012345	8004	Inbound	Voice	Agent	Agent1	Transferred	Unspecified	00:01:46	00:02:34	1
						Agent2	Redirected	RouteOnNoAnswer	00:00:00	00:02:34	1
						Agent3	Transferred	Unspecified	00:00:27	00:02:34	1
						Agent4	Completed	Unspecified	00:00:04	00:02:34	1
	6001	8001	Internal	Voice	Agent	A6001_sip	Completed	Unspecified	00:06:12	00:07:34	2
						A6002_sip	Abandoned	Unspecified	00:00:00	00:02:36	1
						A6002_sip	Completed	Unspecified	00:02:24	00:02:36	1
						A6002_sip	Conferenced	Unspecified	00:03:48	00:04:58	1
						A6003_sip	Completed	Unspecified	00:00:08	00:07:34	2
						A6004_sip	Abandoned	Unspecified	00:00:00	00:02:36	1
						A6004_sip	Completed	Unspecified	00:00:13	00:04:58	1
2011-04-14	012345	201	Inbound	Voice	Other	201	Completed	Unspecified	00:00:27	00:00:39	1
						202	Completed	Unspecified	00:00:00	00:00:39	1
		8001	Inbound	Voice	Agent	Agent1	Abandoned	Unspecified	00:00:00	00:02:05	1
						Agent1	Completed	Unspecified	00:01:51	00:02:05	1
						Agent1	Conferenced	Unspecified	00:01:08	00:01:18	1

ANI Details Report

Day	ANI	Target Address	Interaction Type	Media Type	Resource Type	Resource Name	Technical Result	Technical Result Reason	Customer Handle Time (Fmt)	Interaction Duration (Fmt)	Interactions
2011-04-14	012345	8001	Inbound	Voice	Agent	Agent2	Completed	Unspecified	00:00:23	00:01:18	1
					Other	202	Completed	Unspecified	00:00:00	00:02:05	1
						203	Abandoned	Unspecified	00:00:00	00:02:05	1
2011-04-25	012345	012345	Inbound	Voice	Agent	Agent1	Transferred	Unspecified	00:00:22	00:00:32	1
						Agent2	Completed	Unspecified	00:00:05	00:00:32	1
		202	Inbound	Voice	Agent	Agent1	Transferred	Unspecified	00:00:07	00:00:18	1
						Agent2	Completed	Unspecified	00:00:17	00:00:44	2
						Agent3	Completed	Unspecified	00:00:00	00:00:26	1
							Conferenced	Unspecified	00:00:26	00:00:30	1
						Agent4	Completed	Unspecified	00:00:08	00:00:30	1
		203	Inbound	Voice	Agent	Agent2	Completed	Unspecified	00:00:11	00:00:22	1
						Agent3	Completed	Unspecified	00:00:00	00:00:22	1
		204	Inbound	Voice	Agent	Agent3	Transferred	Unspecified	00:00:29	00:00:43	1
						Agent4	Completed	Unspecified	00:00:08	00:00:43	1
		8001	Inbound	Voice	Agent	Agent1	Completed	Unspecified	00:00:19	00:00:56	2
		012345	Outbound	Voice	Agent	Agent4	Completed	Unspecified	00:00:15	00:00:16	2
2011-11-03	6001	8002	Internal	Voice	Agent	A6002_sip	Conferenced	Unspecified	00:03:40	00:13:15	4
							CustomerAbandoned	AbandonedFromHold	00:02:22	00:04:53	1
						A6003_sip	Completed	Unspecified	00:00:29	00:03:22	1
							Conferenced	Unspecified	00:00:27	00:09:53	3
						A6004_sip	Abandoned	Unspecified	00:00:00	00:02:23	1
							Completed	Unspecified	00:00:00	00:08:01	2
							Redirected	RouteOnNoAnswer	00:00:00	00:02:51	1
						A6005_sip	Completed	Unspecified	00:00:00	00:02:51	1

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Day	ANI	Target Address	Interaction Type	Media Type	Resource Type	Resource Name	Technical Result	Technical Result Reason	Customer Handle Time (Fmt)	Interaction Duration (Fmt)	Interactions
2011-11-03	6001	8002	Internal	Voice	Other	6001	Completed	Unspecified	00:06:02	00:18:08	5
2011-11-08	6001	8002	Internal	Voice	Agent	A6002_sip	Completed	Unspecified	00:00:00	00:04:20	1
							Conferenced	Unspecified	00:06:41	00:19:25	7
							CustomerAbandoned	AbandonedFromHold	00:01:04	00:04:20	1
							Transferred	Unspecified	00:00:37	00:01:38	1
						A6003_sip	Completed	Unspecified	00:00:16	00:01:38	1
							Conferenced	Unspecified	00:02:47	00:10:04	2
							Transferred	Unspecified	00:01:10	00:12:03	5
						A6004_sip	Abandoned	Unspecified	00:00:00	00:00:46	1
							Completed	Unspecified	00:01:15	00:16:02	4
							CustomerAbandoned	AbandonedFromHold	00:00:00	00:01:38	1
								AbandonedWhileRinging	00:00:00	00:01:46	1
							Redirected	RouteOnNoAnswer	00:00:00	00:03:33	1
						A6005_sip	Completed	Unspecified	00:00:00	00:03:33	1
					Other	6001	Completed	Unspecified	00:08:38	00:23:45	8
2011-11-10	6001	8002	Internal	Voice	Agent	A6001_sip	Completed	Unspecified	00:00:33	00:01:34	1
							Transferred	Unspecified	00:02:04	00:03:15	2
						A6002_sip	Completed	Unspecified	00:00:33	00:01:34	1
							Conferenced	Unspecified	00:02:04	00:03:15	2
						A6003_sip	Completed	Unspecified	00:01:26	00:04:49	3
						A6004_sip	Completed	Unspecified	00:00:00	00:01:20	1
		8002	Internal	Voice	Agent	Agent1	Completed	Unspecified	00:01:40	00:02:28	1
						Agent2	Conferenced	Unspecified	00:01:45	00:02:28	1
						Agent3	Completed	Unspecified	00:01:10	00:02:28	1

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Day	ANI	Target Address	Interaction Type	Media Type	Resource Type	Resource Name	Technical Result	Technical Result Reason	Customer Handle Time (Fmt)	Interaction Duration (Fmt)	Interactions
2017-12-04	3600	1030	Inbound	Voice	Agent	Agent1	Completed	Unspecified	00:00:27	00:03:02	6
		1032	Inbound	Voice	Agent	Agent2	CustomerAbandoned	AbandonedWhileQueued	00:00:00	00:00:19	1
2017-12-05	3600	1030	Inbound	Voice	Agent	Agent1	Completed	Unspecified	00:00:04	00:00:26	1
						Agent2	Completed	Unspecified	00:00:00	00:00:38	2
2017-12-06	3600	1030	Inbound	Voice	Agent	Agent1	Completed	Unspecified	00:00:01	00:00:12	3
						Agent2	CustomerAbandoned	AbandonedWhileQueued	00:00:00	00:01:34	3
2017-12-08	3600	1030	Inbound	Voice	Agent	Agent2	CustomerAbandoned	AbandonedWhileQueued	00:00:00	00:01:08	1
2017-12-15	3600	1030	Inbound	Voice	Agent	Agent1	Completed	Unspecified	00:00:01	00:03:38	14
						Agent2	Completed	Unspecified	00:00:01	00:02:53	6
							CustomerAbandoned	AbandonedWhileQueued	00:00:00	00:01:30	1
								AbandonedWhileRinging	00:00:00	00:01:03	2
	3601	1030	Inbound	Voice	Agent	Agent1	Completed	Unspecified	00:00:00	00:00:27	2
						Agent2	Completed	Unspecified	00:00:00	00:00:45	7
							CustomerAbandoned	AbandonedWhileQueued	00:00:00	00:01:27	1
2017-12-16	3600	1030	Inbound	Voice	Agent	Agent1	Completed	Unspecified	00:00:00	00:01:38	3
						Agent2	CustomerAbandoned	AbandonedWhileQueued	00:00:00	00:02:59	2
	3601	1030	Inbound	Voice	Agent	Agent1	Completed	Unspecified	00:00:01	00:00:09	4
						Agent2	CustomerAbandoned	AbandonedWhileQueued	00:00:00	00:02:54	2
2018-08-08			Inbound	Chat	Agent	Agent1	Completed	Unspecified	04:37:42	08:10:53	184
							None	Unspecified	00:00:00	2159:55:41	3
							Transferred	Unspecified	00:26:21	1443:27:17	67
						Agent2	Completed	Unspecified	06:20:03	10:40:19	223
							None	Unspecified	00:00:00	719:59:37	1
							Transferred	Unspecified	00:30:36	724:16:52	76

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Day	ANI	Target Address	Interaction Type	Media Type	Resource Type	Resource Name	Technical Result	Technical Result Reason	Customer Handle Time (Fmt)	Interaction Duration (Fmt)	Interactions
2018-08-08			Inbound	Chat	Agent	Agent3	Completed	Unspecified	05:07:29	09:10:53	181
							None	Unspecified	00:00:00	3599:57:45	5
							Transferred	Unspecified	00:25:32	723:33:59	68
2018-08-16			Inbound	Chat	Agent	Agent1	Completed	Unspecified	02:12:24	03:40:18	25
							Redirected	Revoked	00:00:00	00:24:31	2
							Transferred	Unspecified	00:01:01	00:02:24	1
						Agent2	Completed	Unspecified	02:23:12	04:12:24	29
							Redirected	Revoked	00:00:00	00:48:55	4
							Transferred	Unspecified	00:01:07	00:06:06	2
						Agent3	Completed	Unspecified	01:47:21	04:59:28	28
							Redirected	Revoked	00:00:00	00:28:41	3
							Transferred	Unspecified	00:04:58	00:10:39	4
2018-09-03			Inbound	Chat	Agent	Agent1	Completed	Unspecified	00:01:40	00:02:36	1
						Agent2	Transferred	Unspecified	00:00:37	00:02:36	1
2018-09-04			Inbound	Chat	Agent	Agent2	Completed	Unspecified	00:00:38	00:00:57	1
2018-09-05			Inbound	Chat	Agent	Agent1	Completed	Unspecified	00:01:54	00:02:14	1
						Agent2	Completed	Unspecified	00:00:00	00:02:14	1
2018-09-10			Inbound	Chat	Agent	Agent2	Completed	Unspecified	00:01:35	00:01:49	2
2018-09-11			Inbound	Chat	Agent	Agent2	Completed	Unspecified	00:07:38	00:07:58	3
2018-09-12		+19088380867	Internal	Voice	Agent	Agent2	Completed	Unspecified	00:01:41	00:01:51	1
							Redirected	RouteOnNoAnswer	00:00:00	00:03:13	1
						Agent3	Abandoned	Unspecified	00:00:00	00:03:39	2
							Completed	Unspecified	00:01:41	00:01:51	1
							CustomerAbandoned	AbandonedWhileQueued	00:00:00	00:03:39	2

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Day	ANI	Target Address	Interaction Type	Media Type	Resource Type	Resource Name	Technical Result	Technical Result Reason	Customer Handle Time (Fmt)	Interaction Duration (Fmt)	Interactions
2018-09-13			Inbound	Chat	Agent	Agent2	Redirected	PulledBack	03:18:05	03:19:02	1
2018-09-15			Inbound	Chat	Agent	Agent2	Completed	Unspecified	00:09:46	00:10:07	2
							None	Unspecified	00:00:00	720:00:00	1
2018-09-17			Inbound	Chat	Agent	Agent1	Completed	Unspecified	00:06:41	00:06:43	1
						Agent2	Completed	Unspecified	03:11:18	03:14:18	14
							None	Unspecified	00:00:00	720:02:26	4