

Speed of Accept (seconds) Report

Tenant	Media Type	Time Range Key	Queue	Interaction Type	Day	Accepted Agent ST 1	Accepted Agent ST 2	Accepted Agent ST 3	Accepted Agent ST 4	Accepted Agent ST 5	Accepted Agent ST 6	Accepted Agent ST 7	Accepted Agent ST 8	Accepted Agent ST 9	Accepted Agent ST 10	% Accepted Agent ST 1	% Accepted Agent ST 2	% Accepted Agent ST 3	% Accepted Agent ST 4	% Accepted Agent ST 5	% Accepted Agent ST 6	% Accepted Agent ST 7	% Accepted Agent ST 8	% Accepted Agent ST 9	% Accepted Agent ST 10				
Environment	Voice	-1	8001	Inbound	2011-01-14	2	28	3	0	0	0	0	0	0	0	0	6.06%	84.85%	9.09%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%			
					2011-01-24	0	2	0	0	0	0	0	0	0	0	0	0	0	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	
					2011-04-14	0	2	0	0	0	0	0	0	0	0	0	0	0	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
					2011-04-25	0	2	0	0	0	0	0	0	0	0	0	0	0	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
					2017-12-04	2	4	0	0	0	0	0	0	0	0	0	0	0	33.33%	66.67%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
					2017-12-05	0	1	2	0	0	0	0	0	0	0	0	0	0	0.00%	33.33%	66.67%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
				Internal	2017-12-06	3	0	0	0	0	0	0	0	0	0	0	0	0	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
					2017-12-15	13	13	4	0	0	0	0	0	0	0	0	0	0	43.33%	43.33%	13.33%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
					2017-12-16	4	3	0	0	0	0	0	0	0	0	0	0	0	57.14%	42.86%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
					2011-04-11	0	4	1	0	0	0	0	0	0	0	0	0	0	0.00%	80.00%	20.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
					2011-04-13	0	1	0	0	0	0	0	0	1	0	0	0	0	0.00%	50.00%	0.00%	0.00%	0.00%	50.00%	0.00%	0.00%	0.00%	0.00%	0.00%
					2011-01-14	0	18	2	0	0	0	0	0	0	0	0	0	0	0.00%	90.00%	10.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
			8002	Inbound	2011-01-24	0	1	0	0	0	0	0	0	0	0	0	0	0	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	
					2011-04-14	0	1	0	0	0	0	0	0	0	0	0	0	0	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	
					2011-04-11	0	8	1	1	0	0	0	0	0	0	0	0	0	0.00%	100.00%	10.00%	10.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	
				Internal	2011-11-03	2	3	0	0	0	0	0	0	0	0	0	0	0	40.00%	60.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
					2011-11-08	0	8	0	0	0	0	0	0	0	0	0	0	0	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
					2011-11-10	1	3	0	0	0	0	0	0	0	0	0	0	0	25.00%	75.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
			8003	Inbound	2011-01-14	0	6	0	0	0	0	0	0	0	0	0	0	0	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	
					2011-04-13	0	1	0	0	0	0	0	0	0	0	0	0	0	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	
					2011-04-11	0	3	0	0	0	0	0	0	0	0	0	0	0	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	
				Internal	2011-04-13	0	3	1	0	0	0	0	0	0	0	0	0	0	0.00%	75.00%	25.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
					2011-11-03	0	4	1	0	0	0	0	0	0	0	0	0	0	0.00%	80.00%	20.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
					2011-11-08	0	8	0	0	0	0	0	0	0	0	0	0	0	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
			8004	Inbound	2011-11-10	0	4	0	0	0	0	0	0	0	0	0	0	0	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	
					2011-04-13	0	1	0	0	0	0	0	0	0	0	0	0	0	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	
					2011-04-11	0	1	0	0	0	0	0	0	0	0	0	0	0	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	
				Internal	2011-04-13	0	1	1	0	0	0	0	0	0	0	0	0	0	0.00%	50.00%	50.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
					2011-11-03	0	1	2	0	0	0	0	0	0	0	0	0	0	0.00%	33.33%	66.67%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
					2011-11-08	0	4	1	0	0	0	0	0	0	0	0	0	0	0.00%	80.00%	20.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
			8005	Internal	2011-11-10	0	2	0	0	0	0	0	0	0	0	0	0	0	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	
					2011-11-03	0	1	0	0	0	0	0	0	0	0	0	0	0	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	
			8009	Inbound	2011-01-24	10	30	0	0	0	0	0	0	0	0	0	0	25.00%	75.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	
			8011	Inbound	2011-01-24	3	16	1	0	0	0	0	0	0	0	0	0	15.00%	80.00%	5.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	
			8013	Inbound	2011-01-24	0	3	0	0	0	0	0	0	0	0	0	0	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	
						Total			40	192	20	1	0	1	0	0	0	0	15.75%	75.59%	7.87%	0.39%	0.00%	0.39%	0.00%	0.00%	0.00%	0.00%	
			Total						40	192	20	1	0	1	0	0	0	0	15.75%	75.59%	7.87%	0.39%	0.00%	0.39%	0.00%	0.00%	0.00%	0.00%	