

























## Interaction Details Report

























Dates: April 1, 2015 - October 7, 2019

























Users: Anderson, Adam; Bucket, Bill; Columbus, Charles







Type	User	Remote	Date/Time	Duration	Queue	Queue Wait (secs)	Direction	Wrap-Up Code
	Bucket, Bill	Anderson, Adam	4/1/15 8:05 AM	00:00:03				
	Columbus, Charles	+1 317-555-9876	4/1/15 8:09 AM	00:00:48			Inbound	
	Anderson, Adam	+1 317-555-5678	4/1/15 8:13 AM	00:00:12				Success
	Bucket, Bill	+1 317-555-1233	4/1/15 8:17 AM	00:00:04	Accounts	10		
	Columbus, Charles	Anderson, Adam	4/1/15 8:21 AM	00:00:47				Bad Call
	Anderson, Adam	+1 317-555-9875	4/1/15 8:25 AM	00:00:15			Outbound	
	Bucket, Bill	+1 317-555-5677	4/1/15 8:29 AM	00:00:06	Accounts, Transitions	30, 15	Inbound / Outbound	Failure, Closed
	Columbus, Charles	+1 317-555-1232	4/1/15 8:33 AM	00:00:51				
	Anderson, Adam	+1 317-555-1233	4/1/15 8:37 AM	00:00:13			Inbound	Success
	Bucket, Bill	Anderson, Adam	4/1/15 8:41 AM	00:00:03				
	Columbus, Charles	+1 317-555-9875	4/1/15 8:45 AM	00:00:48	Accounts, Transitions	30, 15		Failure, Closed
	Anderson, Adam	+1 317-555-5677	4/1/15 8:49 AM	00:00:12				
	Bucket, Bill	+1 317-555-1232	4/1/15 8:53 AM	00:00:04			Outbound	Bad Call
	Columbus, Charles	Anderson, Adam	4/1/15 8:57 AM	00:00:47				
	Anderson, Adam	+1 317-555-9874	4/1/15 9:01 AM	00:00:15				
	Bucket, Bill	+1 317-555-5676	4/1/15 9:05 AM	00:00:06	Accounts	10		Success
	Columbus, Charles	+1 317-555-1231	4/1/15 9:09 AM	00:00:51			Inbound / Outbound	
	Anderson, Adam	+1 317-555-1232	4/1/15 9:13 AM	00:00:13				Success
	Bucket, Bill	Anderson, Adam	4/1/15 9:17 AM	00:00:03			Outbound	
	Columbus, Charles	+1 317-555-9874	4/1/15 9:21 AM	00:00:48	Accounts, Transitions	30, 15		
	Anderson, Adam	+1 317-555-5676	4/1/15 9:25 AM	00:00:12			Inbound	Bad Call
	Bucket, Bill	+1 317-555-1231	4/1/15 9:29 AM	00:00:04				
	Columbus, Charles	Anderson, Adam	4/1/15 9:33 AM	00:00:47	Accounts, Transitions	30, 15	Inbound / Outbound	Failure, Closed

Type	User	Remote	Date/Time	Duration	Queue	Queue Wait (secs)	Direction	Wrap-Up Code
	Anderson, Adam	+1 317-555-9873	4/1/15 9:37 AM	00:00:15				
	Bucket, Bill	+1 317-555-5675	4/1/15 9:41 AM	00:00:06				Success
	Columbus, Charles	+1 317-555-1230	4/1/15 9:45 AM	00:00:51	Accounts	10	Outbound	
	Anderson, Adam	+1 317-555-1231	4/1/15 9:49 AM	00:00:13				Success
	Bucket, Bill	Anderson, Adam	4/1/15 9:53 AM	00:00:03				
	Columbus, Charles	+1 317-555-9873	4/1/15 9:57 AM	00:00:48	Accounts, Transitions	30, 15	Inbound / Outbound	Failure, Closed
	Anderson, Adam	+1 317-555-5675	4/1/15 10:01 AM	00:00:12			Inbound / Outbound	
	Bucket, Bill	+1 317-555-1230	4/1/15 10:05 AM	00:00:04				Bad Call
	Columbus, Charles	Anderson, Adam	4/1/15 10:09 AM	00:00:47			Inbound	
	Anderson, Adam	+1 317-555-9872	4/1/15 10:13 AM	00:00:15	Accounts, Transitions	30, 15		
	Bucket, Bill	+1 317-555-5674	4/1/15 10:17 AM	00:00:06			Inbound / Outbound	
	Columbus, Charles	+1 317-555-1229	4/1/15 10:21 AM	00:00:51	Accounts			Success
	Anderson, Adam	+1 317-555-1230	4/1/15 10:25 AM	00:00:13			Outbound	
	Bucket, Bill	Anderson, Adam	4/1/15 10:29 AM	00:00:03				
	Columbus, Charles	+1 317-555-9872	4/1/15 10:33 AM	00:00:48				Failure, Closed
	Anderson, Adam	+1 317-555-5674	4/1/15 10:37 AM	00:00:12	Accounts, Transitions	30, 15		
	Bucket, Bill	+1 317-555-1229	4/1/15 10:41 AM	00:00:04			Inbound	Bad Call
	Columbus, Charles	Anderson, Adam	4/1/15 10:45 AM	00:00:47	Accounts	10		
	Anderson, Adam	+1 317-555-9871	4/1/15 10:49 AM	00:00:15			Outbound	
	Bucket, Bill	+1 317-555-5673	4/1/15 10:53 AM	00:00:06				Success
	Columbus, Charles	+1 317-555-1228	4/1/15 10:57 AM	00:00:51				
	Anderson, Adam	+1 317-555-1229	4/1/15 11:01 AM	00:00:13	Accounts, Transitions	30, 15		
	Bucket, Bill	Anderson, Adam	4/1/15 11:05 AM	00:00:03			Inbound	
	Columbus, Charles	+1 317-555-9871	4/1/15 11:09 AM	00:00:48	Accounts	10		Success

Type	User	Remote	Date/Time	Duration	Queue	Queue Wait (secs)	Direction	Wrap-Up Code
	Anderson, Adam	+1 317-555-5673	4/1/15 11:13 AM	00:00:12			Outbound	
	Bucket, Bill	+1 317-555-1228	4/1/15 11:17 AM	00:00:04				
	Columbus, Charles	Anderson, Adam	4/1/15 11:21 AM	00:00:47				Bad Call
	Anderson, Adam	+1 317-555-9870	4/1/15 11:25 AM	00:00:15				
	Bucket, Bill	+1 317-555-5672	4/1/15 11:29 AM	00:00:06	Accounts	10		
	Columbus, Charles	+1 317-555-1227	4/1/15 11:33 AM	00:00:51			Outbound	
	Anderson, Adam	+1 317-555-1228	4/1/15 11:37 AM	00:00:13				Success
	Bucket, Bill	Anderson, Adam	4/1/15 11:41 AM	00:00:03			Inbound / Outbound	
	Columbus, Charles	+1 317-555-9870	4/1/15 11:45 AM	00:00:48				
	Anderson, Adam	+1 317-555-5672	4/1/15 11:49 AM	00:00:12	Accounts, Transitions	30, 15	Inbound	Bad Call
	Bucket, Bill	+1 317-555-1227	4/1/15 11:53 AM	00:00:04				
	Columbus, Charles	Anderson, Adam	4/1/15 11:57 AM	00:00:47			Inbound / Outbound	
	Anderson, Adam	+1 317-555-9869	4/1/15 12:01 PM	00:00:15				Success
	Bucket, Bill	+1 317-555-5671	4/1/15 12:05 PM	00:00:06	Accounts	10	Outbound	
	Columbus, Charles	+1 317-555-1226	4/1/15 12:09 PM	00:00:51				
	Anderson, Adam	+1 317-555-1227	4/1/15 12:13 PM	00:00:13				Failure, Closed
	Bucket, Bill	Anderson, Adam	4/1/15 12:17 PM	00:00:03			Outbound	
	Columbus, Charles	+1 317-555-9869	4/1/15 12:21 PM	00:00:48				Success
	Anderson, Adam	+1 317-555-5671	4/1/15 12:25 PM	00:00:12	Accounts, Transitions	30, 15		
	Bucket, Bill	+1 317-555-1226	4/1/15 12:29 PM	00:00:04				
	Columbus, Charles	Anderson, Adam	4/1/15 12:33 PM	00:00:47			Inbound	Bad Call
	Anderson, Adam	+1 317-555-9868	4/1/15 12:37 PM	00:00:15				
	Bucket, Bill	+1 317-555-5670	4/1/15 12:41 PM	00:00:06			Outbound	
	Columbus, Charles	+1 317-555-1225	4/1/15 12:45 PM	00:00:51			Inbound / Outbound	Success

Type	User	Remote	Date/Time	Duration	Queue	Queue Wait (secs)	Direction	Wrap-Up Code
	Anderson, Adam	+1 317-555-1226	4/1/15 12:49 PM	00:00:13				
	Bucket, Bill	Anderson, Adam	4/1/15 12:53 PM	00:00:03	Accounts, Transitions	30, 15		Failure, Closed
	Columbus, Charles	+1 317-555-9868	4/1/15 12:57 PM	00:00:48			Outbound	
	Anderson, Adam	+1 317-555-5670	4/1/15 1:01 PM	00:00:12				Success
	Bucket, Bill	+1 317-555-1225	4/1/15 1:05 PM	00:00:04				
	Columbus, Charles	Anderson, Adam	4/1/15 1:09 PM	00:00:47			Inbound / Outbound	Failure, Closed
	Anderson, Adam	+1 317-555-9867	4/1/15 1:13 PM	00:00:15	Accounts, Transitions	30, 15		
	Bucket, Bill	+1 317-555-5669	4/1/15 1:17 PM	00:00:06				
	Columbus, Charles	+1 317-555-1224	4/1/15 1:21 PM	00:00:51				Bad Call
	Anderson, Adam	+1 317-555-1225	4/1/15 1:25 PM	00:00:13			Inbound	
	Bucket, Bill	Anderson, Adam	4/1/15 1:29 PM	00:00:03	Accounts	10		
	Columbus, Charles	+1 317-555-9867	4/1/15 1:33 PM	00:00:48				Success
	Anderson, Adam	+1 317-555-5669	4/1/15 1:37 PM	00:00:12			Outbound	
	Bucket, Bill	+1 317-555-1224	4/1/15 1:41 PM	00:00:04			Inbound / Outbound	
	Columbus, Charles	Anderson, Adam	4/1/15 1:45 PM	00:00:47	Accounts, Transitions	30, 15		Success
	Anderson, Adam	+1 317-555-9866	4/1/15 1:49 PM	00:00:15			Outbound	
	Bucket, Bill	+1 317-555-5668	4/1/15 1:53 PM	00:00:06				Failure, Closed
	Columbus, Charles	+1 317-555-1223	4/1/15 1:57 PM	00:00:51				
	Anderson, Adam	+1 317-555-1224	4/1/15 2:01 PM	00:00:13			Inbound	Success
	Bucket, Bill	Anderson, Adam	4/1/15 2:05 PM	00:00:03				
	Columbus, Charles	+1 317-555-9866	4/1/15 2:09 PM	00:00:48				Failure, Closed
	Anderson, Adam	+1 317-555-5668	4/1/15 2:13 PM	00:00:12			Outbound	
	Bucket, Bill	+1 317-555-1223	4/1/15 2:17 PM	00:00:04	Accounts	10		Bad Call
	Columbus, Charles	Anderson, Adam	4/1/15 2:21 PM	00:00:47			Inbound / Outbound	Failure / Closed

Type	User	Remote	Date/Time	Duration	Queue	Queue Wait (secs)	Direction	Wrap-Up Code
	Anderson, Adam	+1 317-555-9865	4/1/15 2:25 PM	00:00:15	Accounts, Transitions	30, 15		
	Bucket, Bill	+1 317-555-5667	4/1/15 2:29 PM	00:00:06			Inbound	Success
	Columbus, Charles	+1 317-555-1222	4/1/15 2:33 PM	00:00:51			Inbound	
	Columbus, Charles	+1 317-555-1222	4/1/15 2:40 PM	00:00:06			Inbound	