

Total Inbound Calls	Inbound calls answered	average speed to answer	Average Handle Time	Calls Abandoned	
0	23	29	34	1011	20

[illegible]

Date	Call Prompt	Call Language	Call Device	Call Direction	Call Issues
	Mon Jan 19 1970 15:16:32 GMT-0500	practice_session	english	desktop/laptop__windows	outbound
	Mon Jan 19 1970 15:16:24 GMT-0500	practice_session	english	desktop/laptop__windows	outbound
	Mon Jan 19 1970 15:16:22 GMT-0500	practice_session	english	desktop/laptop__windows	outbound
	Mon Jan 19 1970 15:16:15 GMT-0500	practice_session	english	desktop/laptop__windows	outbound

Mon Jan
19 1970

	15:16:15 GMT-0500	practice_session	english	desktop/laptop__windows	outbound
	Mon Jan 19 1970 15:15:13 GMT-0500	trouble_ticket	english	desktop/laptop__windows	inbound
	Mon Jan 19 1970 15:15:03 GMT-0500	practice_session	english	desktop/laptop__windows	outbound
	Mon Jan 19 1970 15:14:54 GMT-0500	practice_session	english	desktop/laptop__windows	outbound
	Mon Jan 19 1970 15:14:54 GMT-0500	practice_session	english	desktop/laptop__windows	outbound
	Mon Jan 19 1970 15:14:49 GMT-0500	practice_session	english	desktop/laptop__windows	outbound
	Mon Jan 19 1970 15:14:48 GMT-0500	practice_session	english	desktop/laptop__windows	outbound
	Mon Jan 19 1970 15:14:45	practice_session	english	desktop/laptop__windows	outbound

	GMT-0500				
	Mon Jan 19 1970 15:14:41 GMT-0500	practice_session	english	desktop/laptop__windows	outbound
	Mon Jan 19 1970 15:13:43 GMT-0500	practice_session	english	desktop/laptop__windows	outbound
	Mon Jan 19 1970 15:13:42 GMT-0500	practice_session	english	desktop/laptop__windows	outbound
	Mon Jan 19 1970 15:13:41 GMT-0500	practice_session	english	desktop/laptop__windows	outbound
	Mon Jan 19 1970 15:13:39 GMT-0500	practice_session	english	desktop/laptop__windows	outbound
	Mon Jan 19 1970 15:13:37 GMT-0500	practice_session	english	desktop/laptop__windows	outbound
	Mon Jan 19 1970 15:13:31 GMT-0500	practice_session	english	desktop/laptop__windows	outbound

	Mon Jan 19 1970 15:13:28 GMT-0500	trouble_ticket	english	desktop/laptop__windows	inbound
	Mon Jan 19 1970 15:13:28 GMT-0500	practice_session	english	desktop/laptop__windows	outbound
	Mon Jan 19 1970 15:13:24 GMT-0500	trouble_ticket	english	moblie_device__android	inbound
	Mon Jan 19 1970 15:13:20 GMT-0500	trouble_ticket	english	moblie_device__android	inbound
	Mon Jan 19 1970 15:12:10 GMT-0500	practice_session	spanish	desktop/laptop__windows	outbound
	Mon Jan 19 1970 15:12:05 GMT-0500	practice_session	english	desktop/laptop__windows	outbound
	Mon Jan 19 1970 15:12:03 GMT-0500	practice_session	english	desktop/laptop__windows	outbound
Mon Jan					

	19 1970 15:12:01 GMT-0500	practice_session	english	desktop/laptop__windows	outbound
	Mon Jan 19 1970 15:11:46 GMT-0500	practice_session	english	desktop/laptop__windows	outbound
	Mon Jan 19 1970 15:11:46 GMT-0500	practice_session	english	desktop/laptop__windows	outbound
	Mon Jan 19 1970 15:06:27 GMT-0500	practice_session	english	desktop/laptop__windows	outbound
	Mon Jan 19 1970 15:06:18 GMT-0500	practice_session	english	desktop/laptop__windows	outbound
	Mon Jan 19 1970 15:06:14 GMT-0500	trouble_ticket	english	desktop/laptop__windows	inbound
	Mon Jan 19 1970 15:06:11 GMT-0500	trouble_ticket	english	desktop/laptop__macos	inbound
	Mon Jan 19 1970 15:06:10	practice_session	english	desktop/laptop__windows	outbound

	GMT-0500				
	Mon Jan 19 1970 15:06:10 GMT-0500	practice_session	english	desktop/laptop__windows	outbound
	Mon Jan 19 1970 15:06:10 GMT-0500	practice_session	english	desktop/laptop__windows	outbound
	Mon Jan 19 1970 15:06:07 GMT-0500	practice_session	english	desktop/laptop__windows	outbound
	Mon Jan 19 1970 15:05:00 GMT-0500	practice_session	english	desktop/laptop__windows	outbound
	Mon Jan 19 1970 15:04:58 GMT-0500	practice_session	english	desktop/laptop__windows	outbound
	Mon Jan 19 1970 15:04:57 GMT-0500	practice_session	english	desktop/laptop__windows	outbound
	Mon Jan 19 1970 15:04:51 GMT-0500	practice_session	english	desktop/laptop__windows	outbound

	Mon Jan 19 1970 15:04:49 GMT-0500	practice_session	english	desktop/laptop__windows	outbound
	Mon Jan 19 1970 15:04:48 GMT-0500	practice_session	english	desktop/laptop__windows	inbound
	Mon Jan 19 1970 15:04:48 GMT-0500	practice_session	english	desktop/laptop__windows	outbound
	Mon Jan 19 1970 15:04:44 GMT-0500	practice_session	english	desktop/laptop__windows	outbound
	Mon Jan 19 1970 15:04:43 GMT-0500	practice_session	english	desktop/laptop__windows	outbound
	Mon Jan 19 1970 15:04:40 GMT-0500	practice_session	english	desktop/laptop__windows	outbound
	Mon Jan 19 1970 15:04:39 GMT-0500	practice_session	english	desktop/laptop__windows	outbound
	Mon Jan 19 1970 15:04:38 GMT-0500	practice_session	english	desktop/laptop__windows	outbound

	19 1970 15:04:36 GMT-0500	practice_session	english	desktop/laptop__windows	outbound
	Mon Jan 19 1970 15:03:39 GMT-0500	practice_session	english	desktop/laptop__windows	outbound
	Mon Jan 19 1970 15:03:36 GMT-0500	trouble_ticket	english	moblie_device__android	inbound
	Mon Jan 19 1970 15:03:34 GMT-0500	practice_session	english	desktop/laptop__windows	outbound
	Mon Jan 19 1970 15:03:32 GMT-0500	practice_session	english	desktop/laptop__windows	outbound
	Mon Jan 19 1970 15:03:28 GMT-0500	practice_session	english	desktop/laptop__windows	outbound
	Mon Jan 19 1970 15:03:27 GMT-0500	practice_session	english	desktop/laptop__windows	outbound
	Mon Jan 19 1970 15:03:25	trouble_ticket	english	desktop/laptop__windows	inbound

	GMT-0500				
	Mon Jan 19 1970 15:03:23 GMT-0500	practice_session	english	desktop/laptop__windows	outbound
	Mon Jan 19 1970 15:03:17 GMT-0500	trouble_ticket	english	desktop/laptop__windows	inbound
	Mon Jan 19 1970 15:03:14 GMT-0500	practice_session	english	desktop/laptop__windows	outbound
	Mon Jan 19 1970 15:02:38 GMT-0500	practice_session	english	desktop/laptop__windows	outbound
	Mon Jan 19 1970 15:02:38 GMT-0500	practice_session	english	desktop/laptop__windows	outbound
	Mon Jan 19 1970 15:02:38 GMT-0500	practice_session	english	desktop/laptop__windows	outbound
	Mon Jan 19 1970 15:02:38 GMT-	practice_session	english	desktop/laptop__windows	outbound

0500

Mon Jan 19 1970 15:02:38 GMT- 0500	practice_session	english	desktop/laptop__windows	outbound
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Mon Jan
19 1970
15:02:38  practice_session  english  desktop/laptop__windows  outboun
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Mon Jan 19 1970 15:02:38 GMT- 0500	practice_session	english	desktop/laptop__windows	outbound
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Mon Jan				
19 1970				
15:02:38	practice_session	english	desktop/laptop__windows	outbound
GMT-				
0500				

Mon Jan 19 1970 15:02:38 GMT- 0500	practice_session	english	desktop/laptop__windows	outbound
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Mon Jan				
19 1970				
15:02:38	practice_session	english	desktop/laptop__windows	outbound
GMT-				
0500				

Mon Jan 19 1970 15:02:38 GMT- 0500	practice_session	english	desktop/laptop__windows	outbound
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	Mon Jan 19 1970 15:02:38 GMT-0500	practice_session	english	desktop/laptop__windows	outbound
	Mon Jan 19 1970 15:02:38 GMT-0500	practice_session	english	desktop/laptop__windows	outbound
	Mon Jan 19 1970 15:02:38 GMT-0500	practice_session	english	desktop/laptop__windows	outbound
	Mon Jan 19 1970 15:02:38 GMT-0500	practice_session	english	desktop/laptop__windows	outbound
	Mon Jan 19 1970 15:02:38 GMT-0500	practice_session	english	desktop/laptop__windows	outbound
	Mon Jan 19 1970 15:02:38 GMT-0500	practice_session	english	desktop/laptop__windows	outbound
	Mon Jan 19 1970 14:56:09 GMT-0500	trouble_ticket	english	desktop/laptop__windows	inbound
	Mon Jan 19 1970				

	14:55:04 GMT-0500	practice_session	english	desktop/laptop__windows	outbound
	Mon Jan 19 1970 14:55:02 GMT-0500	trouble_ticket	english	desktop/laptop__windows	callback
	Mon Jan 19 1970 14:55:01 GMT-0500	trouble_ticket	english	desktop/laptop__windows	inbound
	Mon Jan 19 1970 14:55:01 GMT-0500	practice_session	english	desktop/laptop__windows	inbound
	Mon Jan 19 1970 14:54:55 GMT-0500	practice_session	english	desktop/laptop__windows	outbound
	Mon Jan 19 1970 14:54:54 GMT-0500	practice_session	english	desktop/laptop__windows	outbound
	Mon Jan 19 1970 14:54:54 GMT-0500	practice_session	english	desktop/laptop__windows	outbound
	Mon Jan 19 1970 14:54:52 GMT-	practice_session	english	desktop/laptop__windows	outbound

	0500				
	Mon Jan 19 1970 14:54:46 GMT-0500	practice_session	english	desktop/laptop__windows	outbound
	Mon Jan 19 1970 14:54:45 GMT-0500	practice_session	english	desktop/laptop__windows	outbound
	Mon Jan 19 1970 14:54:43 GMT-0500	practice_session	english	desktop/laptop__windows	outbound
	Mon Jan 19 1970 14:54:38 GMT-0500	practice_session	english	desktop/laptop__windows	outbound
	Mon Jan 19 1970 14:54:36 GMT-0500	practice_session	english	desktop/laptop__windows	outbound
	Mon Jan 19 1970 14:54:31 GMT-0500	practice_session	english	desktop/laptop__windows	outbound
	Mon Jan 19 1970 14:53:34 GMT-0500	practice_session	english	desktop/laptop__windows	outbound

	Mon Jan 19 1970 14:53:32 GMT- 0500	trouble_ticket	english	desktop/laptop__windows	inbound
	Mon Jan 19 1970 14:53:32 GMT- 0500	trouble_ticket	english	desktop/laptop__windows	inbound
	Mon Jan 19 1970 14:53:29 GMT- 0500	practice_session	english	desktop/laptop__windows	outbound
	Mon Jan 19 1970 14:53:24 GMT- 0500	practice_session	english	desktop/laptop__windows	outbound
	Mon Jan 19 1970 14:53:22 GMT- 0500	practice_session	english	desktop/laptop__windows	outbound
	Mon Jan 19 1970 14:53:20 GMT- 0500	practice_session	english	desktop/laptop__windows	outbound
	Mon Jan 19 1970 14:53:19 GMT- 0500	practice_session	english	desktop/laptop__windows	outbound