

TEMPLATE - Call Detail Number Search

Date/Time Range	Dec 01, 2025 12:00:00 AM CST - Feb 28, 2026 11:59:59 PM CST
Organization	Webex Sandbox (WbxCC)

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Search Criteria Summary
Call Details
Related Start to Finish Call Details

Search Criteria Summary

Search Set	Search Criteria	Contact Count	Average Contact Queue Time	Handled Contact Count	Handled Contact %	Abandoned Contact Count	Abandoned Contact %	Average Abandoned Contact Queue Time	Average Contact Handle Time	Average Contact Talk Time	Average Contact Hold Time
Number Search	Customer Number ends with *087058646*	35	00:00:18	11	31.43%	23	65.71%	00:00:18	00:00:35	00:00:23	00:00:10

Call Details

Date/Time Origination (Desc)	Queue Name	Contact Queue Time (hh:mm:ss)	Customer Number	Agent Full Name	Event Name	Event Duration (hh:mm:ss)	Handle Time (hh:mm:ss)	Agent Talk Time (hh:mm:ss)	Contact Disposition	Session ID	Related Calls
Feb 19, 2026 10:33:24 AM CST	CC Support Queue	00:00:04	+17087058646	Victor Vrba	WrapUp Completed	00:00:00	00:01:25	00:00:59	Handled	3410F37c-f30b-4196-6933-4a8e1a23020b	20 Related Calls
Feb 19, 2026 10:33:05 AM CST		00:00:04	+17087058646		Recording Available	00:00:00	00:00:00	00:00:00	Handled	3410F37c-f30b-4196-6933-4a8e1a23020b	20 Related Calls
Feb 19, 2026 10:33:04 AM CST	CC Support Queue	00:00:04	+17087058646		Ended	00:00:00	00:00:00	00:00:00	Handled	3410F37c-f30b-4196-6933-4a8e1a23020b	20 Related Calls
Feb 19, 2026 10:33:04 AM CST		00:00:04	+17087058646		Treatment Activity	00:00:00	00:00:00	00:00:00	Handled	3410F37c-f30b-4196-6933-4a8e1a23020b	20 Related Calls
Feb 19, 2026 10:32:57 AM CST		00:00:04	+17087058646		Flow Activity	00:00:00	00:00:00	00:00:00	Handled	3410F37c-f30b-4196-6933-4a8e1a23020b	20 Related Calls
Feb 19, 2026 10:32:57 AM CST	CC Support Queue	00:00:04	+17087058646	Victor Vrba	WrapUp	00:00:26	00:01:25	00:00:59	Handled	3410F37c-f30b-4196-6933-4a8e1a23020b	20 Related Calls
Feb 19, 2026 10:32:57 AM CST	CC Support Queue	00:00:04	+17087058646	Victor Vrba	Connected with Consult	00:00:00	00:01:25	00:00:59	Handled	3410F37c-f30b-4196-6933-4a8e1a23020b	20 Related Calls
Feb 19, 2026 10:31:58 AM CST	CC Support Queue	00:00:04	+17087058646	Victor Vrba	Recording Started	00:00:00	00:01:25	00:00:59	Handled	3410F37c-f30b-4196-6933-4a8e1a23020b	20 Related Calls
Feb 19, 2026 10:31:57 AM CST		00:00:04	+17087058646		Flow Activity	00:00:00	00:00:00	00:00:00	Handled	3410F37c-f30b-4196-6933-4a8e1a23020b	20 Related Calls
Feb 19, 2026 10:31:57 AM CST	CC Support Queue	00:00:04	+17087058646	Victor Vrba	Connected	00:00:59	00:01:25	00:00:59	Handled	3410F37c-f30b-4196-6933-4a8e1a23020b	20 Related Calls
Feb 19, 2026 10:31:53 AM CST	CC Support Queue	00:00:04	+17087058646	Victor Vrba	Connect	00:00:04	00:01:25	00:00:59	Handled	3410F37c-f30b-4196-6933-4a8e1a23020b	20 Related Calls
Feb 19, 2026 10:31:49 AM CST		00:00:04	+17087058646		Flow Activity	00:00:00	00:00:00	00:00:00	Handled	3410F37c-f30b-4196-6933-4a8e1a23020b	20 Related Calls
Feb 19, 2026 10:31:48 AM CST		00:00:04	+17087058646		Flow Activity	00:00:00	00:00:00	00:00:00	Handled	3410F37c-f30b-4196-6933-4a8e1a23020b	20 Related Calls
Feb 19, 2026 10:31:48 AM CST	CC Support Queue	00:00:04	+17087058646		Parked	00:00:04	00:00:00	00:00:00	Handled	3410F37c-f30b-4196-6933-4a8e1a23020b	20 Related Calls
Feb 19, 2026 10:31:48 AM CST		00:00:04	+17087058646		IVR Done	00:00:00	00:00:00	00:00:00	Handled	3410F37c-f30b-4196-6933-4a8e1a23020b	20 Related Calls
Feb 19, 2026 10:31:48 AM CST	CC Support Queue	00:00:04	+17087058646		Queued	00:00:00	00:00:00	00:00:00	Handled	3410F37c-f30b-4196-6933-4a8e1a23020b	20 Related Calls
Feb 19, 2026 10:31:48 AM CST		00:00:04	+17087058646		Flow Activity	00:00:00	00:00:00	00:00:00	Handled	3410F37c-f30b-4196-6933-4a8e1a23020b	20 Related Calls
Feb 19, 2026 10:31:45 AM CST		00:00:04	+17087058646		IVR Connected	00:00:02	00:00:00	00:00:00	Handled	3410F37c-f30b-4196-6933-4a8e1a23020b	20 Related Calls
Feb 19, 2026 10:31:45 AM CST		00:00:04	+17087058646		Flow Activity	00:00:00	00:00:00	00:00:00	Handled	3410F37c-f30b-4196-6933-4a8e1a23020b	20 Related Calls
Feb 19, 2026 10:31:45 AM CST		00:00:04	+17087058646		Flow Started	00:00:00	00:00:00	00:00:00	Handled	3410F37c-f30b-4196-6933-4a8e1a23020b	20 Related Calls
Feb 19, 2026 10:31:45 AM CST		00:00:04	+17087058646		New	00:00:00	00:00:00	00:00:00	Handled	3410F37c-f30b-4196-6933-4a8e1a23020b	20 Related Calls
Feb 17, 2026 2:56:33 PM CST	CC Support Queue	00:00:00	+17087058646	Victor Vrba	WrapUp Completed	00:00:00	00:01:43	00:00:59	Handled	87800042-be82-4c3b-a26e-5071e0131492	16 Related Calls
Feb 17, 2026 2:56:30 PM CST		00:00:00	+17087058646		Recording Available	00:00:00	00:00:00	00:00:00	Handled	87800042-be82-4c3b-a26e-5071e0131492	16 Related Calls
Feb 17, 2026 2:56:30 PM CST	CC Support Queue	00:00:00	+17087058646	Victor Vrba	WrapUp	00:00:03	00:01:43	00:00:59	Handled	87800042-be82-4c3b-a26e-5071e0131492	16 Related Calls
Feb 17, 2026 2:56:29 PM CST	CC Support Queue	00:00:00	+17087058646	Victor Vrba	Ended	00:00:00	00:01:43	00:00:59	Handled	87800042-be82-4c3b-a26e-5071e0131492	16 Related Calls
Feb 17, 2026 2:56:18 PM CST	CC Support Queue	00:00:00	+17087058646	Victor Vrba	Hold Done	00:00:00	00:01:43	00:00:59	Handled	87800042-be82-4c3b-a26e-5071e0131492	16 Related Calls
Feb 17, 2026 2:55:36 PM CST	CC Support Queue	00:00:00	+17087058646	Victor Vrba	On Hold	00:00:41	00:01:43	00:00:59	Handled	87800042-be82-4c3b-a26e-5071e0131492	16 Related Calls
Feb 17, 2026 2:55:30 PM CST	CC Support Queue	00:00:00	+17087058646	Victor Vrba	Recording Started	00:00:00	00:01:43	00:00:59	Handled	87800042-be82-4c3b-a26e-5071e0131492	16 Related Calls
Feb 17, 2026 2:55:30 PM CST		00:00:00	+17087058646		Flow Activity	00:00:00	00:00:00	00:00:00	Handled	87800042-be82-4c3b-a26e-5071e0131492	16 Related Calls
Feb 17, 2026 2:55:30 PM CST	CC Support Queue	00:00:00	+17087058646	Victor Vrba	Connected	00:00:59	00:01:43	00:00:59	Handled	87800042-be82-4c3b-a26e-5071e0131492	16 Related Calls
Feb 17, 2026 2:55:20 PM CST	CC Support Queue	00:00:00	+17087058646	Victor Vrba	Connect	00:00:09	00:01:43	00:00:59	Handled	87800042-be82-4c3b-a26e-5071e0131492	16 Related Calls
Feb 17, 2026 2:55:20 PM CST	CC Support Queue	00:00:00	+17087058646		Queued	00:00:00	00:00:00	00:00:00	Handled	87800042-be82-4c3b-a26e-5071e0131492	16 Related Calls
Feb 17, 2026 2:55:20 PM CST		00:00:00	+17087058646		IVR Done	00:00:00	00:00:00	00:00:00	Handled	87800042-be82-4c3b-a26e-5071e0131492	16 Related Calls
Feb 17, 2026 2:55:20 PM CST		00:00:00	+17087058646		Flow Activity	00:00:00	00:00:00	00:00:00	Handled	87800042-be82-4c3b-a26e-5071e0131492	16 Related Calls
Feb 17, 2026 2:55:17 PM CST		00:00:00	+17087058646		IVR Connected	00:00:03	00:00:00	00:00:00	Handled	87800042-be82-4c3b-a26e-5071e0131492	16 Related Calls
Feb 17, 2026 2:55:17 PM CST		00:00:00	+17087058646		Flow Activity	00:00:00	00:00:00	00:00:00	Handled	87800042-be82-4c3b-a26e-5071e0131492	16 Related Calls
Feb 17, 2026 2:55:17 PM CST		00:00:00	+17087058646		Flow Started	00:00:00	00:00:00	00:00:00	Handled	87800042-be82-4c3b-a26e-5071e0131492	16 Related Calls
Feb 17, 2026 2:55:17 PM CST		00:00:00	+17087058646		New	00:00:00	00:00:00	00:00:00	Handled	87800042-be82-4c3b-a26e-5071e0131492	16 Related Calls
Feb 17, 2026 2:31:13 PM CST		00:00:00	+17087058646		Recording Available	00:00:00	00:00:00	00:00:00	Handled	d0ac3e6e-62e9-47cb-8508-159a5d2c5c99	17 Related Calls
Feb 17, 2026 2:31:12 PM CST	CC Support Queue	00:00:00	+17087058646		Ended	00:00:00	00:00:00	00:00:00	Handled	d0ac3e6e-62e9-47cb-8508-159a5d2c5c99	17 Related Calls
Feb 17, 2026 2:31:12 PM CST		00:00:00	+17087058646		Treatment Activity	00:00:00	00:00:00	00:00:00	Handled	d0ac3e6e-62e9-47cb-8508-159a5d2c5c99	17 Related Calls
Feb 17, 2026 2:31:10 PM CST	CC Support Queue	00:00:00	+17087058646	Victor Vrba	WrapUp Completed	00:00:00	00:00:42	00:00:40	Handled	d0ac3e6e-62e9-47cb-8508-159a5d2c5c99	17 Related Calls
Feb 17, 2026 2:31:07 PM CST		00:00:00	+17087058646		Flow Activity	00:00:00	00:00:00	00:00:00	Handled	d0ac3e6e-62e9-47cb-8508-159a5d2c5c99	17 Related Calls
Feb 17, 2026 2:31:07 PM CST	CC Support Queue	00:00:00	+17087058646	Victor Vrba	WrapUp	00:00:02	00:00:42	00:00:40	Handled	d0ac3e6e-62e9-47cb-8508-159a5d2c5c99	17 Related Calls
Feb 17, 2026 2:31:07 PM CST	CC Support Queue	00:00:00	+17087058646	Victor Vrba	Connected with Consult	00:00:00	00:00:42	00:00:40	Handled	d0ac3e6e-62e9-47cb-8508-159a5d2c5c99	17 Related Calls
Feb 17, 2026 2:30:27 PM CST	CC Support Queue	00:00:00	+17087058646	Victor Vrba	Recording Started	00:00:00	00:00:42	00:00:40	Handled	d0ac3e6e-62e9-47cb-8508-159a5d2c5c99	17 Related Calls
Feb 17, 2026 2:30:27 PM CST		00:00:00	+17087058646		Flow Activity	00:00:00	00:00:00	00:00:00	Handled	d0ac3e6e-62e9-47cb-8508-159a5d2c5c99	17 Related Calls
Feb 17, 2026 2:30:27 PM CST	CC Support Queue	00:00:00	+17087058646	Victor Vrba	Connected	00:00:40	00:00:42	00:00:40	Handled	d0ac3e6e-62e9-47cb-8508-159a5d2c5c99	17 Related Calls

Feb 13, 2026 2:59:24 PM CST	CC Support Queue	00:00:00	+17087058646	Victor Vnba	Recording Started	00:00:00	00:02:08	00:01:16	Handled	5113dacf0eb3-471e-9b0f-6dd1c1e7c475
Feb 13, 2026 3:00:01 PM CST	CC Support Queue	00:00:00	+17087058646	Victor Vnba	Consult	00:00:19	00:02:08	00:01:16	Handled	5113dacf0eb3-471e-9b0f-6dd1c1e7c475
Feb 13, 2026 3:00:01 PM CST	CC Support Queue	00:00:00	+17087058646	Victor Vnba	On Hold	00:00:39	00:02:08	00:01:16	Handled	5113dacf0eb3-471e-9b0f-6dd1c1e7c475
Feb 13, 2026 3:00:21 PM CST	CC Support Queue	00:00:00	+17087058646	Victor Vnba	Consult Error	00:00:00	00:02:08	00:01:16	Handled	5113dacf0eb3-471e-9b0f-6dd1c1e7c475
Feb 13, 2026 3:00:21 PM CST	CC Support Queue	00:00:00	+17087058646	Victor Vnba	Consult Done	00:00:00	00:02:08	00:01:16	Handled	5113dacf0eb3-471e-9b0f-6dd1c1e7c475
Feb 13, 2026 3:00:41 PM CST	CC Support Queue	00:00:00	+17087058646	Victor Vnba	Hold Done	00:00:00	00:02:08	00:01:16	Handled	5113dacf0eb3-471e-9b0f-6dd1c1e7c475
Feb 13, 2026 3:00:41 PM CST	CC Support Queue	00:00:00	+17087058646	Victor Vnba	Ended	00:00:00	00:02:08	00:01:16	Handled	5113dacf0eb3-471e-9b0f-6dd1c1e7c475
Feb 13, 2026 3:00:41 PM CST	CC Support Queue	00:00:00	+17087058646	Victor Vnba	Wrapup	00:00:13	00:02:08	00:01:16	Handled	5113dacf0eb3-471e-9b0f-6dd1c1e7c475
Feb 13, 2026 3:00:42 PM CST	CC Support Queue	00:00:00	+17087058646	Victor Vnba	Recording Available	00:00:00	00:00:00	00:00:00	Handled	5113dacf0eb3-471e-9b0f-6dd1c1e7c475
Feb 13, 2026 3:00:54 PM CST	CC Support Queue	00:00:00	+17087058646	Victor Vnba	Wrapup Completed	00:00:00	00:02:08	00:01:16	Handled	5113dacf0eb3-471e-9b0f-6dd1c1e7c475

Start to Finish Call Sequence 29

Date/Time Origination	Queue Name	Contact Queue Time (hh:mm:ss)	Customer Number	Agent Full Name	Event Name	Event Duration (hh:mm:ss)	Handle Time (hh:mm:ss)	Agent Talk Time (hh:mm:ss)	Contact Disposition	Session ID
Feb 13, 2026 3:01:02 PM CST		00:00:00	+17087058646		New	00:00:00	00:00:00	00:00:00	Abandoned	7d4e097b-0042-4ac1-ac06-047edbb1a1a8
Feb 13, 2026 3:01:02 PM CST		00:00:00	+17087058646		Flow Started	00:00:00	00:00:00	00:00:00	Abandoned	7d4e097b-0042-4ac1-ac06-047edbb1a1a8
Feb 13, 2026 3:01:02 PM CST		00:00:00	+17087058646		Flow Activity	00:00:00	00:00:00	00:00:00	Abandoned	7d4e097b-0042-4ac1-ac06-047edbb1a1a8
Feb 13, 2026 3:01:02 PM CST		00:00:00	+17087058646		IVR Connected	00:00:03	00:00:00	00:00:00	Abandoned	7d4e097b-0042-4ac1-ac06-047edbb1a1a8
Feb 13, 2026 3:01:05 PM CST		00:00:00	+17087058646		Flow Activity	00:00:00	00:00:00	00:00:00	Abandoned	7d4e097b-0042-4ac1-ac06-047edbb1a1a8
Feb 13, 2026 3:01:05 PM CST	CC Support Queue	00:00:00	+17087058646		Queued	00:00:00	00:00:00	00:00:00	Abandoned	7d4e097b-0042-4ac1-ac06-047edbb1a1a8
Feb 13, 2026 3:01:05 PM CST		00:00:00	+17087058646		IVR Done	00:00:00	00:00:00	00:00:00	Abandoned	7d4e097b-0042-4ac1-ac06-047edbb1a1a8
Feb 13, 2026 3:01:06 PM CST	CC Support Queue	00:00:00	+17087058646	Matt Sikes	Connect	00:00:18	00:00:00	00:00:00	Abandoned	7d4e097b-0042-4ac1-ac06-047edbb1a1a8
Feb 13, 2026 3:01:24 PM CST	CC Support Queue	00:00:00	+17087058646	Matt Sikes	Connect to Agent Error	00:00:00	00:00:00	00:00:00	Abandoned	7d4e097b-0042-4ac1-ac06-047edbb1a1a8
Feb 13, 2026 3:01:24 PM CST	CC Support Queue	00:00:00	+17087058646	Victor Vnba	Connect	00:00:07	00:00:00	00:00:00	Abandoned	7d4e097b-0042-4ac1-ac06-047edbb1a1a8
Feb 13, 2026 3:01:32 PM CST	CC Support Queue	00:00:00	+17087058646	Victor Vnba	Ended	00:00:00	00:00:00	00:00:00	Abandoned	7d4e097b-0042-4ac1-ac06-047edbb1a1a8

Start to Finish Call Sequence 30

Date/Time Origination	Queue Name	Contact Queue Time (hh:mm:ss)	Customer Number	Agent Full Name	Event Name	Event Duration (hh:mm:ss)	Handle Time (hh:mm:ss)	Agent Talk Time (hh:mm:ss)	Contact Disposition	Session ID
Feb 13, 2026 4:38:18 PM CST		00:00:00	+17087058646		New	00:00:00	00:00:00	00:00:00	Handled	288381c0-9b76-4c18-ab2c-a00592e4262a
Feb 13, 2026 4:38:18 PM CST		00:00:00	+17087058646		Flow Started	00:00:00	00:00:00	00:00:00	Handled	288381c0-9b76-4c18-ab2c-a00592e4262a
Feb 13, 2026 4:38:18 PM CST		00:00:00	+17087058646		Flow Activity	00:00:00	00:00:00	00:00:00	Handled	288381c0-9b76-4c18-ab2c-a00592e4262a
Feb 13, 2026 4:38:18 PM CST		00:00:00	+17087058646		IVR Connected	00:00:02	00:00:00	00:00:00	Handled	288381c0-9b76-4c18-ab2c-a00592e4262a
Feb 13, 2026 4:38:20 PM CST		00:00:00	+17087058646		Flow Activity	00:00:00	00:00:00	00:00:00	Handled	288381c0-9b76-4c18-ab2c-a00592e4262a
Feb 13, 2026 4:38:20 PM CST		00:00:00	+17087058646		IVR Done	00:00:00	00:00:00	00:00:00	Handled	288381c0-9b76-4c18-ab2c-a00592e4262a
Feb 13, 2026 4:38:20 PM CST	CC Support Queue	00:00:00	+17087058646		Queued	00:00:00	00:00:00	00:00:00	Handled	288381c0-9b76-4c18-ab2c-a00592e4262a
Feb 13, 2026 4:38:21 PM CST	CC Support Queue	00:00:00	+17087058646	Matt Sikes	Connect	00:00:18	00:00:00	00:00:00	Handled	288381c0-9b76-4c18-ab2c-a00592e4262a
Feb 13, 2026 4:38:40 PM CST	CC Support Queue	00:00:00	+17087058646	Matt Sikes	Connect to Agent Error	00:00:00	00:00:00	00:00:00	Handled	288381c0-9b76-4c18-ab2c-a00592e4262a
Feb 13, 2026 4:38:40 PM CST	CC Support Queue	00:00:00	+17087058646	Jon Dehlin	Connect	00:00:05	00:09:04	00:07:20	Handled	288381c0-9b76-4c18-ab2c-a00592e4262a
Feb 13, 2026 4:38:45 PM CST	CC Support Queue	00:00:00	+17087058646	Jon Dehlin	Connected	00:07:20	00:09:04	00:07:20	Handled	288381c0-9b76-4c18-ab2c-a00592e4262a
Feb 13, 2026 4:38:45 PM CST		00:00:00	+17087058646		Flow Activity	00:00:00	00:00:00	00:00:00	Handled	288381c0-9b76-4c18-ab2c-a00592e4262a
Feb 13, 2026 4:38:45 PM CST	CC Support Queue	00:00:00	+17087058646	Jon Dehlin	Recording Started	00:00:00	00:09:04	00:07:20	Handled	288381c0-9b76-4c18-ab2c-a00592e4262a
Feb 13, 2026 4:39:36 PM CST	CC Support Queue	00:00:00	+17087058646	Jon Dehlin	Consult	00:01:35	00:09:04	00:07:20	Handled	288381c0-9b76-4c18-ab2c-a00592e4262a
Feb 13, 2026 4:39:36 PM CST	CC Support Queue	00:00:00	+17087058646	Jon Dehlin	On Hold	00:01:38	00:09:04	00:07:20	Handled	288381c0-9b76-4c18-ab2c-a00592e4262a
Feb 13, 2026 4:39:44 PM CST	CC Support Queue	00:00:00	+17087058646	Jon Dehlin	Consulting	00:01:27	00:09:04	00:07:20	Handled	288381c0-9b76-4c18-ab2c-a00592e4262a
Feb 13, 2026 4:41:12 PM CST	CC Support Queue	00:00:00	+17087058646	Jon Dehlin	Consult Done	00:00:00	00:09:04	00:07:20	Handled	288381c0-9b76-4c18-ab2c-a00592e4262a
Feb 13, 2026 4:41:15 PM CST	CC Support Queue	00:00:00	+17087058646	Jon Dehlin	Hold Done	00:00:00	00:09:04	00:07:20	Handled	288381c0-9b76-4c18-ab2c-a00592e4262a
Feb 13, 2026 4:46:05 PM CST	CC Support Queue	00:00:00	+17087058646	Jon Dehlin	Connected with Consult	00:00:00	00:09:04	00:07:20	Handled	288381c0-9b76-4c18-ab2c-a00592e4262a
Feb 13, 2026 4:46:05 PM CST	CC Support Queue	00:00:00	+17087058646	Jon Dehlin	Wrapup	00:00:06	00:09:04	00:07:20	Handled	288381c0-9b76-4c18-ab2c-a00592e4262a
Feb 13, 2026 4:46:05 PM CST		00:00:00	+17087058646		Flow Activity	00:00:00	00:00:00	00:00:00	Handled	288381c0-9b76-4c18-ab2c-a00592e4262a
Feb 13, 2026 4:46:05 PM CST	CC Support Queue	00:00:00	+17087058646		Ended	00:00:00	00:00:00	00:00:00	Handled	288381c0-9b76-4c18-ab2c-a00592e4262a
Feb 13, 2026 4:46:06 PM CST		00:00:00	+17087058646		Recording Available	00:00:00	00:00:00	00:00:00	Handled	288381c0-9b76-4c18-ab2c-a00592e4262a
Feb 13, 2026 4:46:12 PM CST	CC Support Queue	00:00:00	+17087058646	Jon Dehlin	Wrapup Completed	00:00:00	00:09:04	00:07:20	Handled	288381c0-9b76-4c18-ab2c-a00592e4262a

Start to Finish Call Sequence 31

Date/Time Origination	Queue Name	Contact Queue Time (hh:mm:ss)	Customer Number	Agent Full Name	Event Name	Event Duration (hh:mm:ss)	Handle Time (hh:mm:ss)	Agent Talk Time (hh:mm:ss)	Contact Disposition	Session ID
Feb 17, 2026 10:15:36 AM CST		00:00:00	+17087058646		New	00:00:00	00:00:00	00:00:00	Handled	63780f6-5d06-49cf-8445-48cbbcb6366
Feb 17, 2026 10:15:36 AM CST		00:00:00	+17087058646		Flow Started	00:00:00	00:00:00	00:00:00	Handled	63780f6-5d06-49cf-8445-48cbbcb6366
Feb 17, 2026 10:15:36 AM CST		00:00:00	+17087058646		Flow Activity	00:00:00	00:00:00	00:00:00	Handled	63780f6-5d06-49cf-8445-48cbbcb6366
Feb 17, 2026 10:15:36 AM CST		00:00:00	+17087058646		IVR Connected	00:00:02	00:00:00	00:00:00	Handled	63780f6-5d06-49cf-8445-48cbbcb6366
Feb 17, 2026 10:15:38 AM CST		00:00:00	+17087058646		Flow Activity	00:00:00	00:00:00	00:00:00	Handled	63780f6-5d06-49cf-8445-48cbbcb6366
Feb 17, 2026 10:15:38 AM CST	CC Support Queue	00:00:00	+17087058646		Queued	00:00:00	00:00:00	00:00:00	Handled	63780f6-5d06-49cf-8445-48cbbcb6366
Feb 17, 2026 10:15:38 AM CST	CC Support Queue	00:00:00	+17087058646	Matt Sikes	Connect	00:00:18	00:00:00	00:00:00	Handled	63780f6-5d06-49cf-8445-48cbbcb6366
Feb 17, 2026 10:15:57 AM CST	CC Support Queue	00:00:00	+17087058646	Matt Sikes	Connect to Agent Error	00:00:00	00:00:00	00:00:00	Handled	63780f6-5d06-49cf-8445-48cbbcb6366
Feb 17, 2026 10:15:57 AM CST	CC Support Queue	00:00:00	+17087058646	Victor Vnba	Connect	00:00:07	00:04:18	00:02:45	Handled	63780f6-5d06-49cf-8445-48cbbcb6366

Start to Finish Call Sequence 34

Date/Time Origination	Queue Name	Contact Queue Time (hh:mm:ss)	Customer Number	Agent Full Name	Event Name	Event Duration (hh:mm:ss)	Handle Time (hh:mm:ss)	Agent Talk Time (hh:mm:ss)	Contact Disposition	Session ID
Feb 17, 2026 2:55:17 PM CST		00:00:00	+17087058646		New	00:00:00	00:00:00	00:00:00	Handled	87800042-be82-4c3b-a26e-5071e013f492
Feb 17, 2026 2:55:17 PM CST		00:00:00	+17087058646		Flow Started	00:00:00	00:00:00	00:00:00	Handled	87800042-be82-4c3b-a26e-5071e013f492
Feb 17, 2026 2:55:17 PM CST		00:00:00	+17087058646		Flow Activity	00:00:00	00:00:00	00:00:00	Handled	87800042-be82-4c3b-a26e-5071e013f492
Feb 17, 2026 2:55:17 PM CST		00:00:00	+17087058646		IVR Connected	00:00:03	00:00:00	00:00:00	Handled	87800042-be82-4c3b-a26e-5071e013f492
Feb 17, 2026 2:55:20 PM CST		00:00:00	+17087058646		Flow Activity	00:00:00	00:00:00	00:00:00	Handled	87800042-be82-4c3b-a26e-5071e013f492
Feb 17, 2026 2:55:20 PM CST		00:00:00	+17087058646		IVR Done	00:00:00	00:00:00	00:00:00	Handled	87800042-be82-4c3b-a26e-5071e013f492
Feb 17, 2026 2:55:20 PM CST	CC Support Queue	00:00:00	+17087058646		Queued	00:00:00	00:00:00	00:00:00	Handled	87800042-be82-4c3b-a26e-5071e013f492
Feb 17, 2026 2:55:20 PM CST	CC Support Queue	00:00:00	+17087058646	Victor Viba	Connect	00:00:09	00:01:43	00:00:59	Handled	87800042-be82-4c3b-a26e-5071e013f492
Feb 17, 2026 2:55:30 PM CST	CC Support Queue	00:00:00	+17087058646	Victor Viba	Connected	00:00:59	00:01:43	00:00:59	Handled	87800042-be82-4c3b-a26e-5071e013f492
Feb 17, 2026 2:55:30 PM CST		00:00:00	+17087058646		Flow Activity	00:00:00	00:00:00	00:00:00	Handled	87800042-be82-4c3b-a26e-5071e013f492
Feb 17, 2026 2:55:30 PM CST	CC Support Queue	00:00:00	+17087058646	Victor Viba	Recording Started	00:00:00	00:01:43	00:00:59	Handled	87800042-be82-4c3b-a26e-5071e013f492
Feb 17, 2026 2:55:36 PM CST	CC Support Queue	00:00:00	+17087058646	Victor Viba	On Hold	00:00:41	00:01:43	00:00:59	Handled	87800042-be82-4c3b-a26e-5071e013f492
Feb 17, 2026 2:56:18 PM CST	CC Support Queue	00:00:00	+17087058646	Victor Viba	Hold Done	00:00:00	00:01:43	00:00:59	Handled	87800042-be82-4c3b-a26e-5071e013f492
Feb 17, 2026 2:56:29 PM CST	CC Support Queue	00:00:00	+17087058646	Victor Viba	Ended	00:00:00	00:01:43	00:00:59	Handled	87800042-be82-4c3b-a26e-5071e013f492
Feb 17, 2026 2:56:30 PM CST	CC Support Queue	00:00:00	+17087058646	Victor Viba	WrapUp	00:00:03	00:01:43	00:00:59	Handled	87800042-be82-4c3b-a26e-5071e013f492
Feb 17, 2026 2:56:30 PM CST		00:00:00	+17087058646		Recording Available	00:00:00	00:00:00	00:00:00	Handled	87800042-be82-4c3b-a26e-5071e013f492
Feb 17, 2026 2:56:33 PM CST	CC Support Queue	00:00:00	+17087058646	Victor Viba	WrapUp Completed	00:00:00	00:01:43	00:00:59	Handled	87800042-be82-4c3b-a26e-5071e013f492

Start to Finish Call Sequence 35

Date/Time Origination	Queue Name	Contact Queue Time (hh:mm:ss)	Customer Number	Agent Full Name	Event Name	Event Duration (hh:mm:ss)	Handle Time (hh:mm:ss)	Agent Talk Time (hh:mm:ss)	Contact Disposition	Session ID
Feb 19, 2026 10:31:45 AM CST		00:00:04	+17087058646		New	00:00:00	00:00:00	00:00:00	Handled	3410f37c-f30b-4196-b933-4a8e1a23020b
Feb 19, 2026 10:31:45 AM CST		00:00:04	+17087058646		Flow Started	00:00:00	00:00:00	00:00:00	Handled	3410f37c-f30b-4196-b933-4a8e1a23020b
Feb 19, 2026 10:31:45 AM CST		00:00:04	+17087058646		Flow Activity	00:00:00	00:00:00	00:00:00	Handled	3410f37c-f30b-4196-b933-4a8e1a23020b
Feb 19, 2026 10:31:45 AM CST		00:00:04	+17087058646		IVR Connected	00:00:02	00:00:00	00:00:00	Handled	3410f37c-f30b-4196-b933-4a8e1a23020b
Feb 19, 2026 10:31:48 AM CST		00:00:04	+17087058646		Flow Activity	00:00:00	00:00:00	00:00:00	Handled	3410f37c-f30b-4196-b933-4a8e1a23020b
Feb 19, 2026 10:31:48 AM CST	CC Support Queue	00:00:04	+17087058646		Queued	00:00:00	00:00:00	00:00:00	Handled	3410f37c-f30b-4196-b933-4a8e1a23020b
Feb 19, 2026 10:31:48 AM CST		00:00:04	+17087058646		IVR Done	00:00:00	00:00:00	00:00:00	Handled	3410f37c-f30b-4196-b933-4a8e1a23020b
Feb 19, 2026 10:31:48 AM CST	CC Support Queue	00:00:04	+17087058646		Parked	00:00:04	00:00:00	00:00:00	Handled	3410f37c-f30b-4196-b933-4a8e1a23020b
Feb 19, 2026 10:31:48 AM CST		00:00:04	+17087058646		Flow Activity	00:00:00	00:00:00	00:00:00	Handled	3410f37c-f30b-4196-b933-4a8e1a23020b
Feb 19, 2026 10:31:49 AM CST		00:00:04	+17087058646		Flow Activity	00:00:00	00:00:00	00:00:00	Handled	3410f37c-f30b-4196-b933-4a8e1a23020b
Feb 19, 2026 10:31:53 AM CST	CC Support Queue	00:00:04	+17087058646	Victor Viba	Connect	00:00:04	00:01:25	00:00:59	Handled	3410f37c-f30b-4196-b933-4a8e1a23020b
Feb 19, 2026 10:31:57 AM CST	CC Support Queue	00:00:04	+17087058646	Victor Viba	Connected	00:00:59	00:01:25	00:00:59	Handled	3410f37c-f30b-4196-b933-4a8e1a23020b
Feb 19, 2026 10:31:57 AM CST		00:00:04	+17087058646		Flow Activity	00:00:00	00:00:00	00:00:00	Handled	3410f37c-f30b-4196-b933-4a8e1a23020b
Feb 19, 2026 10:31:58 AM CST	CC Support Queue	00:00:04	+17087058646	Victor Viba	Recording Started	00:00:00	00:01:25	00:00:59	Handled	3410f37c-f30b-4196-b933-4a8e1a23020b
Feb 19, 2026 10:32:57 AM CST	CC Support Queue	00:00:04	+17087058646	Victor Viba	Connected with Consult	00:00:00	00:01:25	00:00:59	Handled	3410f37c-f30b-4196-b933-4a8e1a23020b
Feb 19, 2026 10:32:57 AM CST	CC Support Queue	00:00:04	+17087058646	Victor Viba	WrapUp	00:00:26	00:01:25	00:00:59	Handled	3410f37c-f30b-4196-b933-4a8e1a23020b
Feb 19, 2026 10:32:57 AM CST		00:00:04	+17087058646		Flow Activity	00:00:00	00:00:00	00:00:00	Handled	3410f37c-f30b-4196-b933-4a8e1a23020b
Feb 19, 2026 10:33:04 AM CST		00:00:04	+17087058646		Treatment Activity	00:00:00	00:00:00	00:00:00	Handled	3410f37c-f30b-4196-b933-4a8e1a23020b
Feb 19, 2026 10:33:04 AM CST	CC Support Queue	00:00:04	+17087058646		Ended	00:00:00	00:00:00	00:00:00	Handled	3410f37c-f30b-4196-b933-4a8e1a23020b
Feb 19, 2026 10:33:05 AM CST		00:00:04	+17087058646		Recording Available	00:00:00	00:00:00	00:00:00	Handled	3410f37c-f30b-4196-b933-4a8e1a23020b
Feb 19, 2026 10:33:24 AM CST	CC Support Queue	00:00:04	+17087058646	Victor Viba	WrapUp Completed	00:00:00	00:01:25	00:00:59	Handled	3410f37c-f30b-4196-b933-4a8e1a23020b