Queue Interactions Detail

Dates : 6/29/24 12:00 AM - 7/30/24 12:00 AM EDT

Filters : Queue: Peticiones_Cardique

No.	Media Type	Users	Remote	Date	Duration	Direction	Queue	Wrap-up
1	voice		573017487914	7/1/24 11:06 AM	390971	Inbound	Peticiones_Cardique	
2	voice		573017487914	7/1/24 11:13 AM	260994	Inbound	Peticiones_Cardique	
3	voice	Paula Tovar	573004475336	7/2/24 04:42 PM	115945	Inbound	Peticiones_Cardique	Default Wrap-up Code
4	voice	Paula Tovar	573107614659	7/2/24 05:11 PM	129288	Inbound	Peticiones_Cardique	Default Wrap-up Code
5	voice	Paula Tovar	573017487914	7/3/24 11:37 AM	172593	Inbound	Peticiones_Cardique	Default Wrap-up Code
6	voice	Paula Tovar	573104735133	7/3/24 12:34 PM	357480	Inbound	Peticiones_Cardique	Default Wrap-up Code
7	voice	Paula Tovar	573008031529	7/3/24 03:55 PM	127456	Inbound	Peticiones_Cardique	Default Wrap-up Code
8	voice	Paula Tovar	576056421711	7/4/24 01:27 PM	221033	Inbound	Peticiones_Cardique	Default Wrap-up Code
9	voice	Paula Tovar	573053557143	7/4/24 03:32 PM	840848	Inbound	Peticiones_Cardique	Default Wrap-up Code
10	voice	Paula Tovar	573053557143	7/5/24 04:18 PM	188839	Inbound	Peticiones_Cardique	Default Wrap-up Code
11	voice	Paula Tovar	576056517323	7/8/24 05:44 PM	94512	Inbound	Peticiones_Cardique	Default Wrap-up Code
12	voice	Paula Tovar	573176813908	7/9/24 10:22 AM	491338	Inbound	Peticiones_Cardique	Default Wrap-up Code
13	voice	Paula Tovar	573103175778	7/9/24 10:47 AM	246410	Inbound	Peticiones_Cardique	Default Wrap-up Code
14	voice	Paula Tovar	576087754351	7/10/24 11:06 AM	243640	Inbound	Peticiones_Cardique	Default Wrap-up Code
15	voice	Paula Tovar	573015552777	7/10/24 11:26 AM	299904	Inbound	Peticiones_Cardique	Default Wrap-up Code
16	voice	Paula Tovar	573003706345	7/10/24 11:43 AM	121570	Inbound	Peticiones_Cardique	Default Wrap-up Code
17	voice	Paula Tovar	573219950813	7/10/24 12:13 PM	188276	Inbound	Peticiones_Cardique	Default Wrap-up Code
18	voice	Paula Tovar	573024173442	7/11/24 11:37 AM	164764	Inbound	Peticiones_Cardique	Default Wrap-up Code
19	callback	Paula Tovar	573104979546	7/13/24 01:41 PM	155539390	Inbound/Outbound	Peticiones_Cardique	Default Wrap-up Code
20	voice	Paula Tovar	573105831546	7/15/24 11:44 AM	58600	Inbound	Peticiones_Cardique	Default Wrap-up Code
21	voice	Paula Tovar	573105831546	7/15/24 11:45 AM	51842	Inbound	Peticiones_Cardique	Default Wrap-up Code
22	voice	Paula Tovar	573213996033	7/15/24 12:07 PM	581766	Inbound	Peticiones_Cardique	Default Wrap-up Code
23	voice	Paula Tovar	573202715341	7/15/24 03:55 PM	446148	Inbound	Peticiones_Cardique	Default Wrap-up Code
24	voice	Paula Tovar	573195582780	7/15/24 04:31 PM	99754	Inbound	Peticiones_Cardique	Default Wrap-up Code
25	voice	Paula Tovar	573195582780	7/15/24 04:42 PM	121497	Inbound	Peticiones_Cardique	Default Wrap-up Code
26	voice	Paula Tovar	573166573515	7/15/24 04:49 PM	101975	Inbound	Peticiones_Cardique	Default Wrap-up Code
27	voice	Paula Tovar	573013066723	7/16/24 09:18 AM	29232	Inbound	Peticiones_Cardique	Default Wrap-up Code
28	voice	Paula Tovar	573213996033	7/16/24 11:13 AM	255338	Inbound	Peticiones_Cardique	Default Wrap-up Code
29	voice	Paula Tovar	576028806655	7/17/24 10:19 AM	333946	Inbound	Peticiones_Cardique	Default Wrap-up Code
30	voice	Paula Tovar	573202715341	7/17/24 10:31 AM	152349	Inbound	Peticiones_Cardique	Default Wrap-up Code
31	voice	Paula Tovar	573006536957	7/17/24 11:56 AM	484289	Inbound	Peticiones_Cardique	Default Wrap-up Code
32	voice	Paula Tovar	573166573515	7/17/24 12:08 PM	426441	Inbound	Peticiones_Cardique	Default Wrap-up Code
33	voice	Paula Tovar	573208582580	7/17/24 01:53 PM	199912	Inbound	Peticiones_Cardique	Default Wrap-up Code

No.	Media Type	Users	Remote	Date	Duration	Direction	Queue	Wrap-up
34	voice		573217665160	7/17/24 02:43 PM	187349	Inbound	Peticiones_Cardique	
35	voice	Paula Tovar	573202715341	7/17/24 03:49 PM	161803	Inbound	Peticiones_Cardique	Default Wrap-up Code
36	voice	Paula Tovar	573004191309	7/17/24 04:50 PM	775273	Inbound	Peticiones_Cardique	Default Wrap-up Code
37	voice		573176813908	7/17/24 04:59 PM	104606	Inbound	Peticiones_Cardique	
38	voice	Paula Tovar	573005441327	7/18/24 10:46 AM	207451	Inbound	Peticiones_Cardique	Default Wrap-up Code
39	voice	Paula Tovar	573045247051	7/18/24 12:58 PM	278751	Inbound	Peticiones_Cardique	Default Wrap-up Code
40	voice	Paula Tovar	573202715341	7/19/24 10:34 AM	346449	Inbound	Peticiones_Cardique	Default Wrap-up Code
41	voice	Paula Tovar	573015461685	7/19/24 12:58 PM	275701	Inbound	Peticiones_Cardique	Default Wrap-up Code
42	voice		573104237547	7/19/24 04:38 PM	302206	Inbound	Peticiones_Cardique	
43	voice	Paula Tovar	573053660681	7/22/24 11:14 AM	694273	Inbound	Peticiones_Cardique	Default Wrap-up Code
44	voice	Paula Tovar	573113556652	7/22/24 11:59 AM	150167	Inbound	Peticiones_Cardique	Default Wrap-up Code
45	voice	Paula Tovar	573147006049	7/22/24 12:32 PM	515911	Inbound	Peticiones_Cardique	Default Wrap-up Code
46	voice	Paula Tovar	573015461685	7/22/24 04:12 PM	285055	Inbound	Peticiones_Cardique	Default Wrap-up Code
47	voice	Paula Tovar	573114080411	7/22/24 04:13 PM	419941	Inbound	Peticiones_Cardique	Default Wrap-up Code
48	voice	Paula Tovar	573195582780	7/23/24 10:21 AM	281650	Inbound	Peticiones_Cardique	Default Wrap-up Code
49	voice	Paula Tovar	573105831546	7/23/24 10:53 AM	748860	Inbound	Peticiones_Cardique	Default Wrap-up Code
50	voice	Paula Tovar	573104237547	7/23/24 11:17 AM	467746	Inbound	Peticiones_Cardique	Default Wrap-up Code
51	voice	Paula Tovar	573105831546	7/23/24 12:33 PM	156672	Inbound	Peticiones_Cardique	Default Wrap-up Code
52	voice	Paula Tovar	573176813908	7/24/24 10:07 AM	163952	Inbound	Peticiones_Cardique	ININ-WRAP-UP-TIMEOUT
53	voice		573133732829	7/24/24 11:50 AM	183391	Inbound	Peticiones_Cardique	
54	voice	Paula Tovar	573213282828	7/24/24 12:00 PM	548143	Inbound	Peticiones_Cardique	
55	voice	Paula Tovar	573213282828	7/24/24 12:28 PM	261124	Inbound	Peticiones_Cardique	Default Wrap-up Code
56	voice	Paula Tovar	573213282828	7/24/24 12:33 PM	252843	Inbound	Peticiones_Cardique	Default Wrap-up Code
57	voice	Paula Tovar	573202715341	7/25/24 11:43 AM	526422	Inbound	Peticiones_Cardique	Default Wrap-up Code
58	voice	Paula Tovar	573104237547	7/25/24 04:15 PM	368368	Inbound	Peticiones_Cardique	Default Wrap-up Code
59	voice	Paula Tovar	573244351566	7/26/24 10:08 AM	183905	Inbound	Peticiones_Cardique	Default Wrap-up Code
60	voice	Paula Tovar	573017486998	7/26/24 12:15 PM	189364	Inbound	Peticiones_Cardique	Default Wrap-up Code

Queue Interactions Detail

Dates : 6/29/24 12:00 AM - 7/30/24 12:00 AM EDT

Filters : Queue: Reclamos_Cardique

No.	Media Type	Users	Remote	Date	Duration	Direction	Queue	Wrap-up
1	voice	Paula Tovar	573176813908	7/12/24 12:18 PM	281526	Inbound	Reclamos_Cardique	Default Wrap-up Code
2	voice	Paula Tovar	573176813908	7/18/24 11:45 AM	87812	Inbound	Reclamos_Cardique	Default Wrap-up Code
3	voice	Paula Tovar	573185480606	7/22/24 04:30 PM	83875	Inbound	Reclamos_Cardique	Default Wrap-up Code
4	voice	Paula Tovar	573002009313	7/25/24 10:18 AM	659072	Inbound	Reclamos_Cardique	Default Wrap-up Code

Queue Interactions Detail

Dates : 7/1/24 12:00 AM - 8/1/24 12:00 AM EDT

Filters : Queue: PROD_CARDIQUE_WEBCHAT

No.	Media Type	Users	Remote	Date	Duration	Direction	Queue	Wrap-up
1	chat	Paula Tovar	Me	7/2/24 09:02 AM	937517	Inbound	PROD_CARDIQUE_WEBCHAT	Default Wrap-up Code
2	chat	Paula Tovar	Me	7/2/24 10:51 AM	950997	Inbound	PROD_CARDIQUE_WEBCHAT	Default Wrap-up Code
3	chat	Paula Tovar	Me	7/2/24 10:53 AM	9905	Inbound	PROD_CARDIQUE_WEBCHAT	Default Wrap-up Code
4	chat	Paula Tovar	Me	7/2/24 10:54 AM	1547875	Inbound	PROD_CARDIQUE_WEBCHAT	Default Wrap-up Code
5	chat	Paula Tovar	Me	7/2/24 12:42 PM	158473	Inbound	PROD_CARDIQUE_WEBCHAT	Default Wrap-up Code
6	chat	Paula Tovar; Andrés García	Me	7/2/24 12:45 PM	2038992	Inbound	PROD_CARDIQUE_WEBCHAT	Default Wrap-up Code
7	chat	Paula Tovar	Me	7/2/24 03:12 PM	807139	Inbound	PROD_CARDIQUE_WEBCHAT	Default Wrap-up Code
8	chat	Paula Tovar	Me	7/2/24 04:02 PM	1018500	Inbound	PROD_CARDIQUE_WEBCHAT	Default Wrap-up Code
9	chat	Paula Tovar	Me	7/2/24 04:08 PM	1538785	Inbound	PROD_CARDIQUE_WEBCHAT	Default Wrap-up Code
10	chat	Paula Tovar	Me	7/4/24 09:56 AM	263132	Inbound	PROD_CARDIQUE_WEBCHAT	Default Wrap-up Code
11	chat	Paula Tovar	Me	7/8/24 12:37 PM	26988	Inbound	PROD_CARDIQUE_WEBCHAT	Default Wrap-up Code
12	chat	Paula Tovar	Me	7/8/24 12:39 PM	732827	Inbound	PROD_CARDIQUE_WEBCHAT	Default Wrap-up Code
13	chat	Paula Tovar	Me	7/9/24 06:08 PM	273367	Inbound	PROD_CARDIQUE_WEBCHAT	Default Wrap-up Code
14	chat		Me	7/15/24 08:26 AM	852267	Inbound	PROD_CARDIQUE_WEBCHAT	
15	chat	Paula Tovar	Me	7/15/24 08:43 AM	666950	Inbound	PROD_CARDIQUE_WEBCHAT	Default Wrap-up Code
16	chat	Paula Tovar	Me	7/15/24 08:58 AM	621346	Inbound	PROD_CARDIQUE_WEBCHAT	Default Wrap-up Code
17	chat	Paula Tovar	Me	7/15/24 02:51 PM	1712502	Inbound	PROD_CARDIQUE_WEBCHAT	Default Wrap-up Code
18	chat	Paula Tovar	Me	7/15/24 02:57 PM	1384792	Inbound	PROD_CARDIQUE_WEBCHAT	Default Wrap-up Code

No.	Media Type	Users	Remote	Date	Duration	Direction	Queue	Wrap-up
19	chat	Paula Tovar	Me	7/15/24 03:04 PM	1271062	Inbound	PROD_CARDIQUE_WEBCHAT	Default Wrap-up Code
20	chat		Me	7/16/24 08:53 AM	21975	Inbound	PROD_CARDIQUE_WEBCHAT	
21	chat	Paula Tovar	Me	7/16/24 08:54 AM	274938	Inbound	PROD_CARDIQUE_WEBCHAT	Default Wrap-up Code
22	chat	Paula Tovar	Me	7/16/24 10:11 AM	915040	Inbound	PROD_CARDIQUE_WEBCHAT	Default Wrap-up Code
23	chat	Paula Tovar	Me	7/16/24 04:21 PM	1387020	Inbound	PROD_CARDIQUE_WEBCHAT	Default Wrap-up Code
24	chat	Paula Tovar	Me	7/17/24 10:24 AM	1624075	Inbound	PROD_CARDIQUE_WEBCHAT	Default Wrap-up Code
25	chat	Paula Tovar	Me	7/17/24 11:08 AM	698531	Inbound	PROD_CARDIQUE_WEBCHAT	Default Wrap-up Code
26	chat	Paula Tovar	Me	7/19/24 03:22 PM	1517490	Inbound	PROD_CARDIQUE_WEBCHAT	Default Wrap-up Code
27	chat	Paula Tovar	Me	7/22/24 11:19 AM	1364851	Inbound	PROD_CARDIQUE_WEBCHAT	Default Wrap-up Code
28	chat	Paula Tovar	Me	7/22/24 03:03 PM	1500178	Inbound	PROD_CARDIQUE_WEBCHAT	Default Wrap-up Code
29	chat	Paula Tovar	Me	7/23/24 05:29 PM	2733758	Inbound	PROD_CARDIQUE_WEBCHAT	Default Wrap-up Code
30	chat	Paula Tovar	Me	7/24/24 09:56 AM	759211	Inbound	PROD_CARDIQUE_WEBCHAT	Default Wrap-up Code
31	chat	Paula Tovar	Me	7/24/24 11:08 AM	3138911	Inbound	PROD_CARDIQUE_WEBCHAT	Default Wrap-up Code
32	chat	Paula Tovar	Me	7/24/24 11:29 AM	2836650	Inbound	PROD_CARDIQUE_WEBCHAT	Default Wrap-up Code
33	chat	Paula Tovar	Me	7/24/24 11:34 AM	2577267	Inbound	PROD_CARDIQUE_WEBCHAT	Default Wrap-up Code
34	chat	Paula Tovar	Me	7/24/24 11:37 AM	2356195	Inbound	PROD_CARDIQUE_WEBCHAT	Default Wrap-up Code
35	chat	Paula Tovar	Me	7/24/24 11:40 AM	2213476	Inbound	PROD_CARDIQUE_WEBCHAT	Default Wrap-up Code
36	chat	Paula Tovar	Me	7/24/24 12:38 PM	1203950	Inbound	PROD_CARDIQUE_WEBCHAT	Default Wrap-up Code
37	chat	Paula Tovar	Me	7/25/24 10:38 AM	1554103	Inbound	PROD_CARDIQUE_WEBC	Default Wrap-up Code

No.	Media Type	Users	Remote	Date	Duration	Direction	Queue	Wrap-up
37	chat	Paula Tovar	Me	7/25/24 10:38 AM	1554103	Inbound	HAT	Default Wrap-up Code
38	chat	Paula Tovar	Me	7/25/24 12:08 PM	1319196	Inbound	PROD_CARDIQUE_WEBCHAT	Default Wrap-up Code
39	chat	Paula Tovar	Me	7/30/24 09:41 AM	267841	Inbound	PROD_CARDIQUE_WEBCHAT	Default Wrap-up Code
40	chat	Paula Tovar	Me	7/31/24 10:25 AM	1096509	Inbound	PROD_CARDIQUE_WEBCHAT	Default Wrap-up Code