



Preface

- [Change History](#), on page [i](#)

Change History

This table lists changes made to this guide. Most recent changes appear at the top.

Change	See	Date
Initial Release of Document for Release 11.5(1)		August 2016
New Inbound Reports added	Agent All Fields Report CSQ All Fields Report Contact Service Queue Activity by Window Duration Reason Code Report - Reason Grouping Reason Code Report by Agent Grouping	
New Supervisor Reports added	Email Agent Statistics Report Email CSQ Summary Report	

