CTI OS Supervisor Desktop User Guide for Cisco Unified Contact Center Enterprise & Hosted

Release 10.0(1)

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About This Guide

Purpose

This manual provides instructions for using the Computer Telephony Integration (CTI) Toolkit Supervisor Desktop. The manual includes descriptions and instructions for supervisor features used for monitoring and managing agent team members.

Note The CTI Toolkit Supervisor Desktop is supported for use on Cisco Unified Contact Center Enterprise (Unified CCE) and Cisco Unified Contact Center Hosted (Unified CCH). It is *not* supported for use on Time Division Multiplexing (TDM) peripherals.

A Word About Cisco Product Names

Cisco IPCC Enterprise Edition is renamed Cisco Unified Contact Center Enterprise (abbreviated as Unified CCE). Cisco IPCC Hosted Edition is renamed Cisco Unified Contact Center Hosted (abbreviated as Unified CCH).

Cisco ICM Hosted Edition is renamed Cisco Unified Intelligent Contact Management Hosted (abbreviated as Unified ICMH).

Unless otherwise noted, the following conventions with regard to product names are used in this guide:

- Unified ICM refers to Cisco Unified Intelligent Contact Management Enterprise and Hosted Editions
- Unified CCE/CCH refers to Cisco Unified Contact Center Enterprise and Hosted Editions

Audience

This manual is intended primarily for supervisors who use the CTI Toolkit Supervisor Desktop to monitor and manage agent team members. This manual assumes that an administrator has already installed the hardware and software needed for the CTI Toolkit Supervisor Desktop.

Note   Refer to the *CTI OS System Manager's Guide for Cisco Unified ICM/Contact Center Enterprise & Hosted* at for CTI Toolkit Supervisor Desktop installation instructions. You can find the guide at http://www.cisco.com/c/en/us/support/customer-collaboration/computer-telephony-integration-option/tsd-products-support-series-home.html.

Important Note for Mobile Agent Users

The instructions that are described in this document for using your agent or supervisor desktop do not address important differences that may apply when you log in as a Mobile Agent. Please consult the *Mobile Agent Guide for Cisco Unified Contact Center Enterprise* for instructions on using your desktop when you log in as a Mobile Agent. You can find the guide at http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-user-guide-list.html.

Registry Structure

For the CTI OS 10.0(1) client products, the root registry hive is:

HKEY_LOCAL_MACHINE\SOFTWARE\Cisco Systems, Inc.\CTI OS Client

The product version number is a key that includes the major, minor, and revision number, such that the key is defined as follows:

HKEY_LOCAL_MACHINE\SOFTWARE\Cisco Systems, Inc.\CTI OS Client\10.0.1

Note   For details, see the *CTI OS System Manager's Guide for Cisco Unified ICM/Contact Center Enterprise & Hosted* at http://www.cisco.com/c/en/us/support/customer-collaboration/computer-telephony-integration-option/tsd-products-support-series-home.html.

Organization

The manual is divided into the following chapters.

Chapter	Description
Chapter 1, "Introduction"	Provides an overview of the CTI Toolkit Supervisor Desktop and summarizes supervisor functions and features.
Chapter 2, "Start the Supervisor Desktop"	Describes how to start the CTI Toolkit Supervisor Desktop application and how to log in and log out of the softphone.
Chapter 3, "Supervisor Softphone"	Describes how a supervisor can use the Supervisor Softphone to make, answer, and process calls. Also describes the supervisor functionality of the softphone.
Chapter 4, "Manage Agents"	Describes CTI Toolkit Supervisor Desktop functions that monitor and manage agents and agent teams.
Chapter 5, "Use Cases"	Discusses Cisco Unified Communications Manager-based (Unified CM-based) silent monitor use cases illustrating how the Unified CM silent monitor behaves in various scenarios.
Chapter 6, "Statistical Information"	Discusses the agent and queues statistical displays.

Related Documentation

Documentation for Cisco Unified Contact Center, as well as related documentation, is accessible from Cisco.com at
http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/tsd-products-support-series-home.html.

Related documentation includes the documentation sets for Cisco CTI Object Server (CTI OS), Cisco Agent Desktop (CAD), Cisco Unified Contact Center Management Portal, Cisco Unified Customer Voice Portal (CVP), Cisco Unified IP IVR, Cisco Support Tools, and Cisco Remote Monitoring Suite (RMS).

For documentation for these Cisco Unified Contact Center products, go to
http://www.cisco.com/cisco/web/psa/default.html?mode=prod&level0=282841853, click **Products**, then click **Customer Collaboration**, then click **Contact Center** or **Voice Self-Service**, then click on the product/option you are interested in.

For troubleshooting tips for these Cisco Unified Contact Center products, go to
http://docwiki.cisco.com/wiki/category:Troubleshooting, then click the product/option you are interested in.

For documentation about the Cisco Unified Communications Manager, go to
http://www.cisco.com/cisco/web/psa/default.html?mode=prod&level0=282841853.

For Technical Support documentation and tools, go to http://www.cisco.com/en/US/support/index.html.

To access the Product Alert tool (login required), go to
http://www.cisco.com/cgi-bin/Support/FieldNoticeTool/field-notice.

Conventions

This manual uses the following conventions.

Format	Example
Boldface type is used for user entries, keys, buttons, and folder and submenu names.	Choose **Edit > Find** from the ICM Configure menu bar.
Italic type indicates one of the following: • A newly introduced term • Emphasis • A generic syntax item that you must replace with a specific value • A title of a publication	• A *skill group* is a collection of agents who share similar skills. • *Do not* use the numerical naming convention that is used in the predefined templates (for example, **persvc01**). • IF *(condition, true-value, false-value)* • For more information, see the *Database Schema Guide for Cisco Unified ICM/Contact Center Enterprise & Hosted.*
An arrow (>) indicates an item from a drop-down menu.	The Save command from the File menu is referenced as **File > Save**.

Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, submitting a service request, and gathering additional information, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html

You can also subscribe to the What's New in Cisco Product Documentation RSS feed to deliver updates directly to an RSS reader on your desktop. To subscribe, paste this URL into your RSS reader:

http://www.cisco.com/cdc_content_elements/rss/whats_new/whatsnew_rss_feed.xml

Documentation Feedback

You can provide comments about this document by sending e-mail to the following address:

contactcenterproducts_docfeedback@cisco.com

We appreciate your comments.

C H A P T E R 1

Introduction

This chapter provides an overview of the CTI Toolkit Supervisor Desktop application. The desktop has three major components:

- **Supervisor Softphone**. The Supervisor Softphone functions in much the same way as the agent softphone.

- **Team Real-Time Status**. This window provides supervisors with information about the current state of agents who are part of the supervisor's team. The window also provides access to the following functions:

  - Making an agent Ready

  - Logging out agents

  - Silent monitoring, Barge-in, and intercepting of agent calls

  Note Supervisors cannot be monitored; only agents can be monitored.

- **CTI Statistics**. This window displays two kinds of statistics:

  - Individual statistics for the agent logged in to the phone.

  - Statistics for the supervisor who is currently logged in and for the skill groups to which the supervisor and the supervisor's team belong.

When the supervisor logs in, the Supervisor Softphone and the Team Real-Time Status windows appear. The CTI Statistics window appears when the supervisor clicks **Show Statistics** on the Softphone window.

The following sections provide an overview of each of the windows. Detailed descriptions are found in Chapter 3, "Supervisor Softphone."

Note The CTI Toolkit Supervisor Desktop is supported for use on Cisco Unified Contact Center Enterprise (Unified CCE) and Cisco Unified Contact Center Hosted (Unified CCH). It is *not* supported for use on Time Division Multiplexing (TDM) peripherals.

CTI Toolkit Supervisor Softphone Overview

The CTI Toolkit Supervisor Softphone provides supervisors with many of the same functions that are available with the agent softphone.

Figure 1-1   CTI Toolkit Supervisor Desktop (Win32)
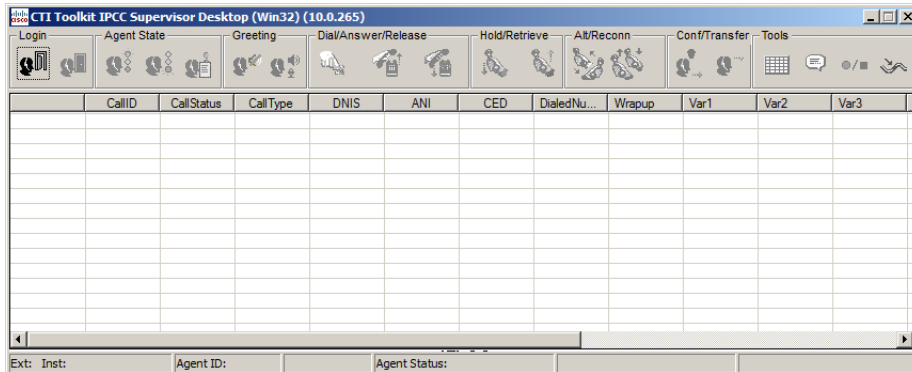
This window consists of the following main sections:

- **Login.** Allows the supervisor to log in and log out.

- **Agent State**. Allows supervisors to change their state to Ready, Not Ready and Wrapup.

- **Call Control**. Allows supervisors to take various actions with a call. These actions include Dial/Answer, Hold/Retrieve, Alt/Reconn, and Conf/Transfer.

- **Tools**. Allows the invoking of statistical displays, initiation of a chat session, recording of calls, and the reporting of a bad line.

- **Call Information**. Displays call-related data for each call currently on the softphone.

- **Status bar**. Displays information about the status of the softphone.

Note   See Chapter 3, "Supervisor Softphone," for more information about the softphone functions and operation.

Team Real-Time Status Overview

The Team Real-Time Status window shown in Figure 1-2 provides you with the current status of members of the agent team. The window also provides information about calls that agent team members are currently handling. From the window, you can place agents in the ready state, log agents out, start silent monitor, stop silent monitor, barge in on agent calls, and intercept agent calls.

Figure 1-2   CTI Toolkit Real-Time Status for Voice
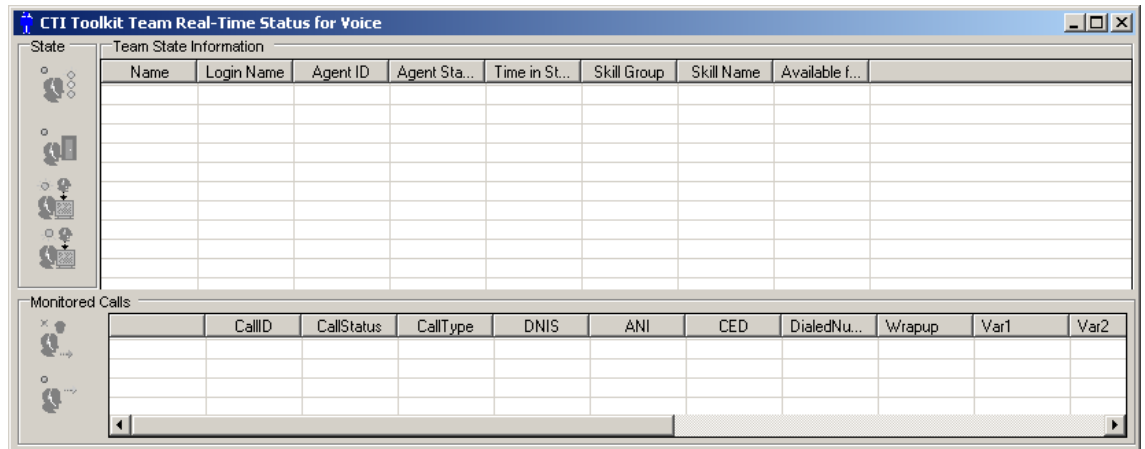
Note   See Chapter 4, "Manage Agents," for more information about the Team Real-Time Status window.

CTI Statistics Overview

This window provides statistical information for the supervisor who is currently logged in and for the skill groups to which the supervisor and the supervisor's team belong.

Figure 1-3   CTI Statistics Window

Note   See Chapter 6, "Statistical Information," for a description of the CTI Statistics window.

Start the Supervisor Desktop

This section provides details about the following procedures for the CTI Toolkit Supervisor Desktop:

- Start the Supervisor Softphone
- Log in to the Supervisor Softphone
- Log out of the Supervisor Softphone

Start the Supervisor Softphone

After the CTI Toolkit Supervisor Desktop software installation is complete, you can start the Supervisor Softphone by selecting **Start > All Programs > Cisco Systems CTI Toolkit > Unified CC Supervisor Desktop**.

Upon startup, the Supervisor Softphone and Team Real-Time Status windows appear.

Log in to the Supervisor Softphone

To log in to the Supervisor Softphone, click **Login;** the **Login** dialog box appears. Logging in connects you to the CTI OS Server and allows you to use a selected connection profile.

Note The **Login** dialog box varies for different peripheral types. For additional information, refer to the *CTI OS Agent Desktop User Guide for Cisco Unified ICM/Contact Center Enterprise & Hosted* at http://www.cisco.com/c/en/us/support/customer-collaboration/computer-telephony-integration-option/tsd-products-support-series-home.html.

Enter the following information in the dialog box:

- **Connect to**. The connection profile that you want to use. (Use the drop-down menu to choose a profile.)
- **Agent ID**. Your agent ID as assigned by your manager.

Note Depending on the option chosen for logging in during the installation of the CTI OS Server, the **Login** dialog box on the Supervisor desktop prompts for either the Agent ID or the Login Name.

- **Password**. Your password as assigned by your manager.

- **Instrument**. The device ID assigned to the phone set you receive calls on.

Note The fields in the Mobile Agent section of the dialog box are accessible only if Mobile Agent was enabled during the CTI OS Server installation.

- **Mobile Agent**. Check this box if you are logging in as a Mobile Agent (that is, if you are logging in to a phone that is not directly controlled by Cisco Unified Communications Manager). In the **Mobile Agent** section of the dialog box, enter the phone number that the Mobile Agent is using to receive calls. Enter the number in the same format as you would dial it from an IP Phone, unless your system administrator instructs you to enter the number in another format.

Note CTI OS does not validate Mobile Agent phone numbers upon login. Take care to ensure that the number you enter is valid and correct. Otherwise, a scenario results in which the CTI OS desktop shows the incoming call, but the customer only hears ringing out and the agent phone does not ring because the destination number is not correct.

Choose one of the following Call Mode values from the drop-down menu:

- **Call-by-call**. Agent's phone is dialed for each incoming call.
- **Nailed connection**. Agent's phone is dialed once immediately after login and remains connected through multiple customer calls.

Note The instructions that are described in this document for using your agent or supervisor desktop do not address important differences that may apply when you log in as a Mobile Agent. For instructions on using your desktop when you log in as a Mobile Agent, please consult the *Mobile Agent Guide for Cisco Unified Contact Center Enterprise* at http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-user-guide-list.html.

Enter the information and click **OK**. After a successful login, the following events occur:

1. The supervisor automatically goes into the Not Ready state.

2. The status bar on the bottom of the Supervisor Softphone window displays the following information:

   - Agent ID for the logged-in supervisor
   - Supervisor's extension
   - Supervisor's instrument
   - Current supervisor status
   - The server that the supervisor is connected to

3. The **Ready**, **Dial**, and **Logout** agent state control buttons are enabled.

Note Multiple users can log in to Supervisor Softphone on the same workstation. Each user need only run a separate instance of Supervisor Softphone and then log in as a different user.

> **Note**   If a non-supervisor logs in to the Supervisor Softphone, the Real-Time Statistics grid remains blank.
> With the exception of this one variation, the Supervisor Softphone functions the same as the agent
> softphone.

Log out of the Supervisor Softphone

To log out of the CTI Toolkit Supervisor Desktop, perform the following steps.

Step 1   If **Logout** is enabled, click it. Unified CCE/CCH requires that an agent be in Not Ready state to log out;
therefore, **Logout** is disabled if the agent is in any other state. In this case, click **Not Ready** first, then
click **Logout**.

If you click **Not Ready** first, a **Select Reason Code** dialog box might appear next, depending on how
your administrator has configured your agent settings. This dialog box includes a drop-down list of
reason codes.

> **Note**   For information about how an administrator can set an agent's logout parameters, see the
> *Administration Guide for Cisco Unified Contact Center Enterprise Edition* at
> http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterpris
> e/products-maintenance-guides-list.html.

Step 2   Choose a reason code from the drop-down list.

Step 3   Click **OK**. When you enter Not Ready state, **Logout** becomes enabled.

Step 4   Click **Logout**.

Depending on how your administrator has configured your agent settings, a **Select Reason Code** dialog
box might appear next. This dialog box includes a drop-down list of defined reason codes.

Step 5   Choose a reason code from the drop-down list.

Step 6   Click **OK**.

After a successful logout, the following occur:

1. You are logged out of CTI OS and Unified Contact Center.

2. All entries in the status bar at the bottom of the CTI Toolkit Supervisor Desktop window become
    blank.

3. All the agent state control buttons except **Login** are disabled.

4. All **Call Control** buttons are disabled.

> **Note**   In a Mobile Agent environment, if a Nailed-up mobile agent connection is dropped (for example, when
> disconnecting the phone), the agent is logged out automatically.

CHAPTER 3

Supervisor Softphone

The Supervisor Softphone has all of the capabilities of an agent softphone and also includes functions that allow supervisors to monitor and manage their agent team members.

A supervisor softphone:

- Provides real-time agent status information of all agent members managed by the supervisor.
- Provides call information (call data and events) of an actively monitored agent (that is, the agent currently selected in the **Real-Time Statistics** grid).
- Supports call monitoring features (silent monitor, barge in, and intercept).
- Supports emergency and supervisor assist calls.
- Allows exchange of text messages between the supervisor and one of the agent team members (chat).
- Allows the supervisor to change the agent state of a supervised agent to Logout or Ready, depending on the agent's current state.

Softphone User Interface

The Supervisor Softphone is similar in appearance and operation to the Agent Softphone. The softphone buttons are grouped for login, agent state, dial/answer/release, hold/retrieve, alternate/reconnect, conference/transfer, and tools.

Refer to Figure 1-1 to view the grouping of the Supervisor Softphone buttons. The following sections describe each button grouping.

Supervisor State Control

Use the following state control buttons to set a specific supervisor state.

- **Login**. This section contains:
  - Login. Displays the Login window.
  - Logout. Displays the Logout window.

> ✎
> **Note**   For instructions about using **Login** and **Logout**, see Chapter 2, "Start the Supervisor Desktop."

- **Agent State**. This section contains:
  - Ready. Puts the supervisor in a ready state.
  - Not Ready. Puts the supervisor in a not ready state.
  - Wrap Up. Puts the supervisor in wrapup mode.

> ✎
> **Note**   When a supervisor logs in to the Supervisor Desktop **after** an agent, the real-time agent state is displayed as Unknown (until there is a change in the agent's state), instead of the existing state. However, if the supervisor logs in **before** an agent, the existing state is shown.

Supervisor Call Control

The Supervisor Softphone allows a supervisor to perform the following call control actions:

- **Dial**. Initiate a new call.
- **Answer**. Answer the selected call.
- **Release**. Drop a selected call.
- **Hold**. Put the selected call on hold.
- **Retrieve**. Take back the call from the hold state.
- **Alternate**. Put an active call on hold and retrieve the held call.
- **Reconnect**. Drop the talking connection and reconnect to the held call.
- **Conference**. Initiate a conference operation.
- **Transfer**. Initiate a call transfer operation.

> ✎
> **Note**   For instructions on using the call control buttons, see the "Process Calls" section.

Tools

The Tools buttons provide the supervisor with the following capabilities:

- **Show Statistics**. Display the CTI Statistics window with Agent and Queues statistics. See Chapter 6, "Statistical Information" for table descriptions.
- **Chat**. Initiate a chat session with a specified agent.
- **Record**. Record any call that appears in the supervisor's call information display.
- **Bad Line**. Log a poor-quality connection in the Unified CCE database.

Note   See Chapter 4, "Manage Agents" for more information on supervisor tools.

Call Information Grid

The Call Information Grid of the Supervisor Softphone displays call information about all supervisor calls. Any emergency and assist calls appear in this grid and can then be answered by the supervisor.

Supervisor Status Bar

The Supervisor Softphone has a status bar that appears at the bottom of the window.

Process Calls

Supervisors can use CTI Toolkit Supervisor Softphone to:

- Make calls
- Answer calls
- Hang up calls
- Transfer calls
- Initiate conference calls

Make Calls

To make a call, perform the following steps:

Step 1   Enter the Not Ready state.

Step 2   Click **Dial**. The following dialing pad dialog box appears.

Figure 3-1   ***CTI Dialing Pad***
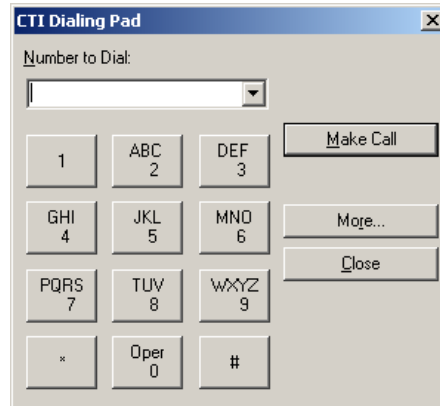
Step 3   Enter the phone number to be dialed in the **Number to Dial** field or choose a destination from the drop-down menu. The drop-down menu contains the last six numbers dialed from this desktop.

Optionally, you can click **More** to see the following information.

Figure 3-2   ***CTI Dialing Pad***
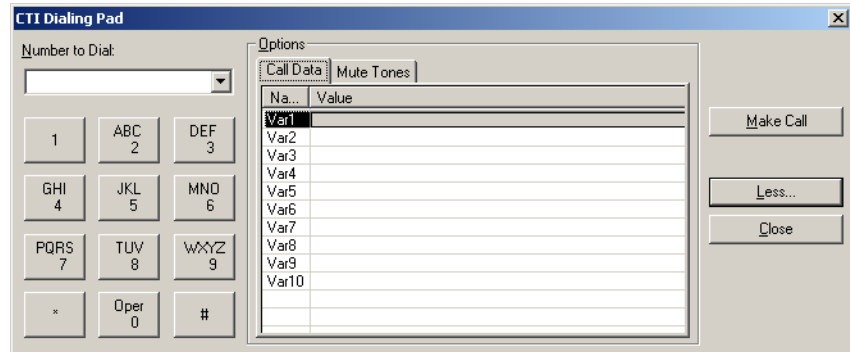
This dialog box contains the **Call Data** tab, where you can optionally enter data associated with the call. When you finish, click **Close**.

Step 4   Click **Make Call**.

Answer Calls

To answer an incoming call, click **Answer**. When the call is answered, the **Release** button becomes enabled.

Hang Up Calls

To hang up a call, click **Release**.

Transfer Calls

To transfer a call, perform the following steps.

Step 1   Click **Transfer**. The following dialing pad dialog box appears.

Figure 3-3   *CTI Dialing Pad*
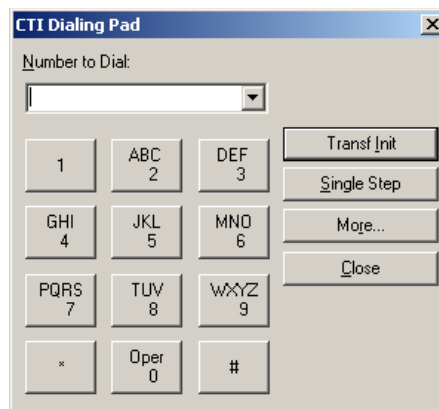
Step 2   Enter the phone number to be dialed in the **Number to Dial** field or choose a destination from the drop-down menu. The drop-down menu contains the last six numbers dialed from this desktop.

Optionally, you can click **More** to see the following information.

Figure 3-4   *CTI Dialing Pad*
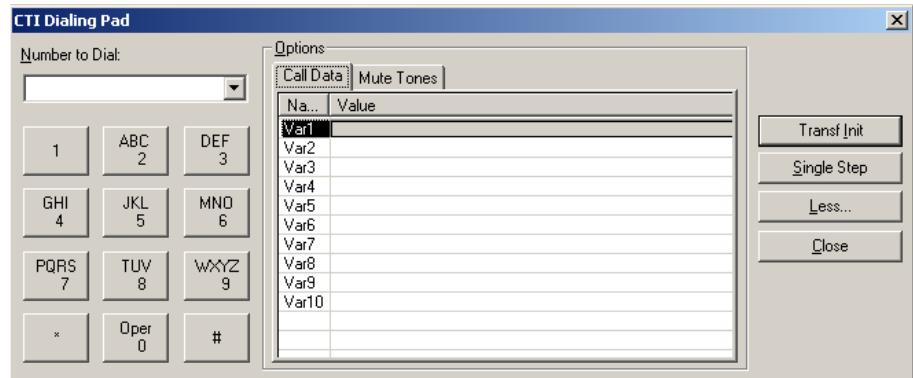
This dialog box contains the **Call Data** tab, where you can optionally enter data associated with the call.

Step 3   Choose one:

- If you do not want to speak with the consulted agent, click **Single Step**. The call is transferred automatically.

- If you want to speak with the consulted agent, click **Transf Init** to put the call on hold. You can speak to the consulted agent before completing the transfer. When the consult call is answered, **Transf Init** changes to **Transf Complete**. To complete the transfer, click **Transf Complete**.

Initiate Conference Calls

To initiate a conference call, perform the following steps.

Step 1   Click **Conference**. The following dialing pad dialog box appears.

Figure 3-5   *CTI Dialing Pad*
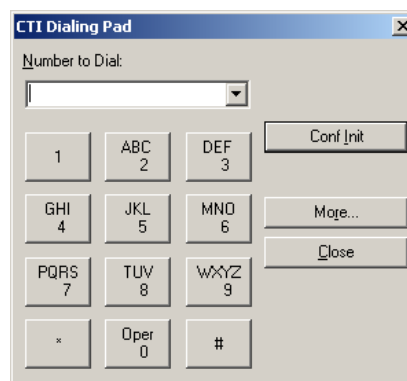
Step 2   Enter the phone number to be dialed in the **Number to Dial** field or choose a destination from the drop-down menu. The drop-down menu contains the last six numbers dialed from this desktop.

Optionally, you can click **More** to see the following information.

Figure 3-6   CTI Dialing Pad
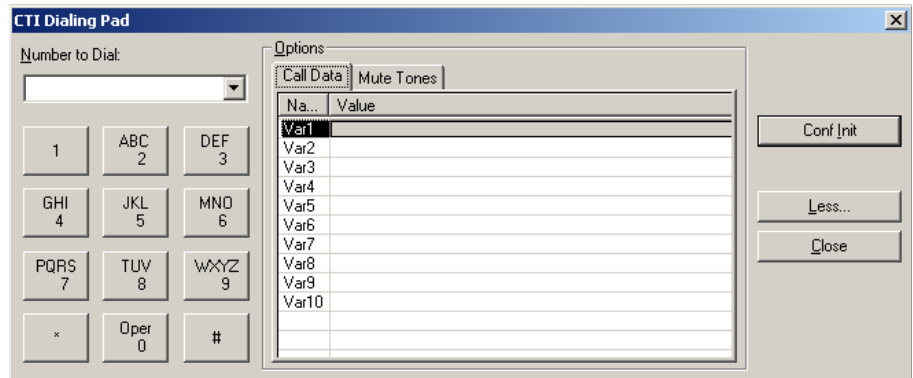
Step 3   Click **Conf Init**. The call is now put on hold. You can speak to the consulted agent before completing the conference. When the consult call is answered, **Conf Init** changes to **Conf Complete**. To complete the conference, click **Conf Complete**.

When the conference operation is complete, the two calls then appear on the Call Information Grid as one call.

Send DTMF Tones

Occasionally, a supervisor may need to send Dual Tone Multi-Frequency (DTMF) tones to a pager, IVR, voicemail system, or other similar device. To transmit DTMF tones when connected to a call, perform the following steps.

Step 1   Choose an active call in the Call Information Grid.

Step 2   Click **Dial**. The following dialing pad dialog box appears.

Figure 3-7   CTI Dialing Pad
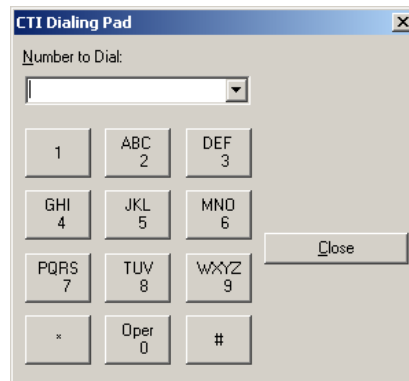
Step 3   Enter or click the keypad button that corresponds to the digit or character for which you want to send a DTMF tone.

CHAPTER 4

Manage Agents

The CTI Toolkit Supervisor Desktop receives the current agent state information for each team member under supervision from CTI OS. The desktop then displays the current agent state for all team members in the Team Real-Time Status window.

The Team Real-Time Status window has the following components:

- **Team State Information**. The Team State Information window provides you with the current status of members of the agent team. Authorized supervisors can change the state of a monitored agent to Ready and Logout. This section also includes buttons that allow the supervisor to silent monitor, barge in on, or intercept a call.

> **Note** With the CTI OS based silent monitor, supervisors cannot be silent monitored. Only agents can be silent monitored. With the Unified CM based silent monitor, supervisors can be silent monitored.

- **Monitored Calls**. This section of the window displays call information for the agent that the supervisor selects.

Other supervisor functions include:

- **Chat**. A supervisor can send a message to, or receive a chat message from, a member of the agent team. When the chat message arrives at the supervisor desktop, a CTI OS Chat window displays the message in the **Message Display** section of the window.

- **Record**. With the proper recording equipment installed, supervisors can record any call that appears in their call control window.

- **Agent Re-skilling**. Unified Contact Center includes the Agent Re-skilling tool. This tool, an optionally installed browser-based application separate from the Supervisor Desktop, lets supervisors change the skill group designations of agents on their team and lets supervisors quickly view skill group members and details on individual agents.

Team State Information

The Team State Information section of the Team Real-Time Status window displays the following information for agents who are logged in:

- **Name**. The agent's name.
- **Login Name**. The name used by the agent to log in when login by agent name is configured.
- **AgentID**. The agent's ID, as assigned by the agent's manager.
- **Status**. Current status of the logged-in agent within Voice domain.
- **Time in State**. The amount of time the agent has been in the current state.

> **Note** The agent-state times that the CTI Toolkit Supervisor Desktop displays are estimates. The actual amount of time that the agent takes in a respective state may be obtained from the Unified CCE database.

- **Skill Group**. Identifiers of the skill groups to which the agent belongs.
- **Skill Name**. The names of the skill groups to which the agent belongs.
- **Available for Call**. An indication of whether the agent is available to take a call. This column is relevant to multimedia configurations where an agent may be busy in another medium (such as e-mail or collaboration) and, therefore, is not routed calls even if the agent is Ready in the Voice domain.

Agent State Control

The supervisor can use the Agent State Control to change the state of monitored agents. Possible state changes are Logout and Make Ready.

> **Note** If a supervisor changes the state of a monitored agent, a reason code of 999 is passed down and recorded in the Unified CCE database.

To control the agent state, perform the following steps.

Step 1   Choose the agent in the **Team State Information** grid.

Figure 4-1   *CTI Toolkit Team Real-Time Status for Voice (Team State Information Grid)*
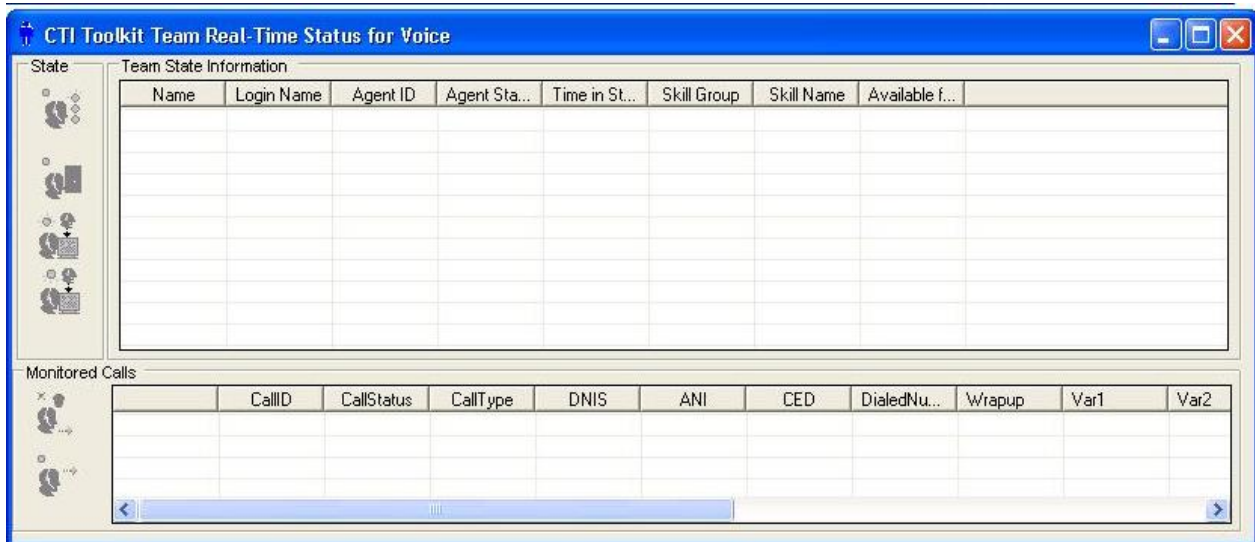
Step 2   Click **Logout** to log the agent out, or click **Make Ready** to put the agent in a ready state.

Note   If a monitored agent is on a call when the supervisor clicks **Logout**, CTI OS logs the agent out as soon as the call ends.

The Agent State Control window contains the following buttons used for call control:

- **Barge-In**. To barge in on an agent's call, a supervisor must choose an agent from the **Team State Information** grid and then choose a call from the **Monitored Calls** section. When the supervisor clicks **Barge-In**, the supervisor now becomes a party to the call.

Note   The supervisor must be in the Not Ready state in order to use the barge-in function.

- **Intercept**. A supervisor can use **Intercept** only after barge-in. The supervisor can click **Intercept** to drop the agent from the call, leaving only the supervisor and the customer on the call.

Monitor Calls

The **Monitored Calls** section of the Team Real-Time Status window displays information on calls for the currently selected agent.

Table 4-1 lists and describes each column in the Call Information section.

Table 4-1   Call Information Values

Column	Definition
CallID	The Call ID value assigned to this call by Unified Contact Center or the Unified ICM.
CallStatus	The status of the call, such as Ringing, Talking, or Held.
CallType	The general classification of the call type.
DNIS	The Dialed Number Identification Service number provided with the call.
ANI	Automatic Number Identification. The calling line ID of the caller, usually the caller's phone number.
CED	Caller Entered Digits. The digits entered by the caller in response to IVR prompting.
DialedNumber	The number that the caller dialed.
WrapUp	Call-related wrap-up data.
Var1 through Var10	Call-related variable data.

Note In addition to the fields listed in Table 4-1, the Call Information section may display custom-configured Expanded Call Context (ECC) variables. For details, see the *CTI OS System Manager's Guide for Cisco Unified ICM/Contact Center Enterprise & Hosted Editions* at http://www.cisco.com/c/en/us/support/customer-collaboration/computer-telephony-integration-option/products-installation-guides-list.html.

Silent Monitoring

Silent monitoring provides the supervisor with the ability to listen in on agent's calls for quality control and performance evaluation. Two silent monitoring types are supported for Unified Contact Center:

- CTI OS based
- Unified CM based

To start or stop CTI OS based or Unified CM based silent monitor sessions, click **Start Silent Monitor** or **Stop Monitoring Agent** on the Team State window.

Supervisor State Requirements for Silent Monitor

When using Unified CM based silent monitor, the supervisor must be in the Not Ready state in order to silent monitor an agent.

When using CTI OS based silent monitor, the supervisor can silent monitor when in the Ready state.

CTI OS Based Silent Monitoring

As a supervisor, you can choose to silent monitor an agent on your team. Silent Monitoring means that voice packets sent to and received by the agent's IP device are captured from the network and sent to the supervisor desktop. At the supervisor desktop, these voice packets are decoded and played on the supervisor's system sound card.

Note   For an agent to participate in a Silent Monitor session, the CTI OS Agent Desktop must support Silent Monitor. Silent Monitor functionality is enabled in the login configuration settings. In addition, a specific network topology is required for Silent Monitor support. For details about how to set up Silent Monitor configuration settings and necessary network topology, see the *CTI OS System Manager's Guide for Cisco Unified ICM/Contact Center Enterprise & Hosted Editions* at
http://www.cisco.com/c/en/us/support/customer-collaboration/computer-telephony-integration-option/products-installation-guides-list.html..

To start a Silent Monitor session, a supervisor must choose a logged-in agent from the Team State Information grid and then click **Start Silent Monitor**. When the targeted agent desktop accepts the session, the voice conversation between the monitored agent and the caller is forwarded to the supervisor desktop and played back on the sound card of the system.

Note   Silent Monitor does not capture and translate DTMF digits that are selected on either the CTI OS Agent Desktop or on an agent's IP device.

To stop a Silent Monitor session, click **Stop Monitoring Agent** anytime during the session. The voice conversation stops playing back.

Cisco Unified Communications Manager (Unified CM) Based Silent Monitoring

Unified CM Based Silent Monitor Overview

Unified CM based Silent Monitor provides a supervisor with a means to listen in on agent calls in Unified Contact Center call centers that use Unified CM Version 6.0 and later. Supervisors can send Silent Monitor requests to monitor agents without the agent being aware of any monitoring activity. When the Unified CM based approach is adopted for Silent Monitoring, the agent's phone is used to forward the agent's conversation to the supervisor's phone.

Unified CM based Silent Monitor is the Unified CM implementation of Silent Monitor. When Unified CM based Silent Monitor is used, Silent Monitor is implemented as a call. After initiating Silent Monitor, the supervisor can hear the agent's conversation using the phone. The following section describes how to enable Unified CM based Silent Monitor in custom CTI OS applications.

Silent Monitor is triggered by clicking **Start Silent Monitor** on the supervisor desktop. The call that results from the Silent Monitor request displays on the supervisor desktop, but not the agent desktop. On the Real-Time Status Grid, the agent is listed as monitored. Both the original call and the Silent Monitor call are listed in the **Monitored Calls** grid.

CTI OS and Unified CM Based Silent Monitor Differences

Besides the differences in implementation, CTI OS and Unified CM Silent Monitor also differ in when they can be invoked and when they end.

Table 4-2   Silent Monitor Differences

CTI OS Silent Monitor	Unified CM Silent Monitor
The supervisor can silent monitor an agent in any state, as long as the agent is logged in.	The supervisor can silent monitor an agent only when the agent and customer are talking.
The supervisor can silent monitor an agent that is on hold.	The supervisor cannot silent monitor an agent that is on hold.
When an agent consults, the supervisor automatically hears the consult call.	When an agent consults, the supervisor must stop Silent Monitoring the held call and start silent monitoring the consult call.
The supervisor can silent monitor while in any state.	The supervisor can silent monitor only when in the Not Ready state.
The supervisor can barge in while silent monitoring.	The supervisor must stop silent monitoring before barging in.
When a call ends, as long as the supervisor has not stopped silent monitoring, the supervisor automatically silent monitors the next call.	When the call that is being silent monitored ends, the silent monitor call ends. The supervisor must restart silent monitor when the agent answers another call.

Emergency and Supervisor Assist Calls

An agent may initiate Emergency and Supervisor Assist requests to get assistance from their supervisors. The **Emergency** and **Assist** buttons are in the **Supervisor Assist** section of the Agent softphone.

Figure 4-2   Agent Softphone Window
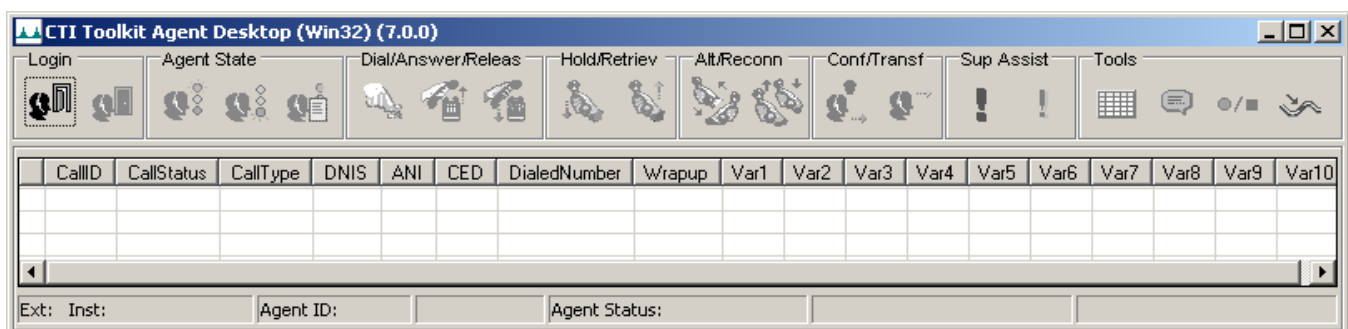
When the agent sends the emergency call or supervisor assist request, Unified ICM looks for an available supervisor from the supervisor group assigned to the agent and makes a call to the identified supervisor. The supervisor then receives an incoming call with a specific call type (that is, assist, emergency). If the agent has a live call when making the assistance or emergency request, the agent can transfer the call to or conference the call with the supervisor.

Note   In order to receive emergency or assist calls, the supervisor must be in the Ready state.

Chat

A supervisor can send a message to, or receive a chat message from, a member of the agent team. When a new chat message arrives at the supervisor desktop, if a CTI OS Chat window is open, it displays the message in the **Message Display** section of the window. If the Chat window is not open, the **Chat** button on the softphone flashes.

Figure 4-3   *CTI OS Chat Window*
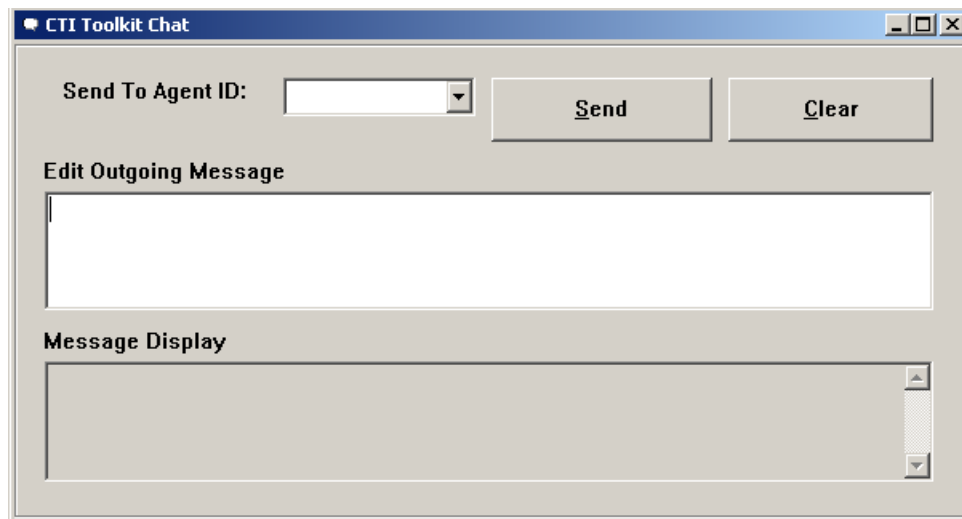
Note   The **Send To Agent ID** drop-down list is initially empty. The drop-down list is populated with contacts as you send and receive messages to and from other agents or supervisors. Type the Agent ID into the field if the Agent ID drop-down list does not contain the Agent ID of the agent you want to contact.

To use the Chat function to send a message, perform the following steps.

Step 1   Click **Chat** in the **Tools** section of the Supervisor Softphone to display the CTI OS Chat window.

Step 2   In the **Send To Agent ID** field, either use the drop-down list to choose a specific agent or type in the Agent ID. Note that you may be asked to enter the Agent Login name instead.

Step 3   Enter the text of the message in the **Edit Outgoing Message** section of the window.

Step 4   Click **Send**.

Any responses to the message appear in the **Message Display** section of the window.

Call Recording

This feature allows a supervisor to record calls using a configured recording device. Calls that can be recorded include barge-in, intercept, silent monitored calls, and any other calls appearing in the supervisor call information display.

> **Note**   Using the Call Recording feature requires that you install third-party recording hardware/software. Contact your Cisco representative for more information.

Agent Re-skilling Tool

The Unified Contact Center Agent Re-skilling Tool is a browser-based application designed for use by Unified Contact Center supervisors. It lets supervisors change the skill group designations of agents on their team, and quickly view skill group members and details on individual agents. Changes made to an agent's skill group membership take place immediately without need for the agent to exit and re-enter the system, unless the agent is on an active call, in which case the Agent Desktop Toolkit Statistics grid updates after the call terminates.

In Unified Contact Center, the Agent Re-skilling tool is an optional selection during distributor Administrator & Data Server installation. Thus, this tool may or may not be available depending on whether your company has chosen to deploy it. You choose the option by checking the Agent Re-skilling Web Tool check box in Web Setup Tool during a distributor Administrator & Data Server installation. On Unified CCE, you must have installed the JDK prior to installing the Agent Re-skilling Tool.

Access to the Agent Re-skilling Tool is limited to individuals with supervisor privileges. To access the Agent Re-skilling Tool, perform the following steps.

Step 1   In your browser's address bar, enter: https://<agent_reskilling_server_ip_or_dns>/reskill. The <agent_reskilling_server_ip_or_dns> you must enter is provided to you by your administrator.

Step 2   Click **Enter**. The **Login** page appears.

Step 3   Enter your supervisor user name and password. Both user name and password are case-sensitive.

For Agent Re-skilling tool usage instructions, refer to the Agent Re-skilling tool online help.

C H A P T E R 5

Use Cases

Unified CM Based Silent Monitor Use Cases

The following use cases illustrate how Unified CM silent monitor behaves in various scenarios.

Table 5-1   Unified CM Based Silent Monitor Use Cases

Use Case	Description
Supervisor Silent Monitors Agent with Legacy Unified CM	The supervisor desktop receives a control failure and displays error 13140.
Supervisor Silent Monitors Agent; Agent has Legacy Phone	The supervisor desktop receives a control failure and displays error 13139.
Supervisor Silent Monitors Agent; Supervisor has Legacy Phone	Silent monitor is successful. The supervisor is not required to have a 79x1 phone for silent monitor.
Supervisor Silent Monitors Mobile Agent	The supervisor desktop receives a control failure and displays error 13140.
Supervisor Silent Monitors Agent Whose Phone Has the Built-in-Bridge Disabled	The supervisor desktop receives a control failure and displays error 13141.
Supervisor Silent Monitors Agent Whose Line Does Not Belong to a Partition Included in the Monitoring Calling Search Space	The supervisor desktop receives a control failure and displays error 13142.
Supervisor Selects an Agent with No Calls	Because Unified CM does not allow a silent monitor session to start before a call is active on the device, CTI OS disables **Start Silent Monitor** until the agent has a call. This behavior is different from that of the CTI OS based silent monitor, where an agent without a call can be monitored.
Supervisor Selects an Agent with a Call	**Start Silent Monitor** is enabled.

Use Case	Description
Supervisor Silent Monitors Agent	The supervisor is silent monitoring an agent. Because Unified CM based silent monitor is implemented via a call, the supervisor can hold, retrieve, and release the call. This is different from the CTI OS based silent monitor, where silent monitor is implemented using a UDP stream between the two party's desktops.
Supervisor Silent Monitors Agent and Updates Call Data	The supervisor can update call data for a silent monitor call. However, because the call cannot be transferred or conferenced, and because the agent cannot see the call, this functionality has limited use. This is not possible using CTI OS based silent monitor because no call exists for the silent monitor session.
Supervisor Stops Silent Monitoring	The monitoring call is linked to the call being monitored. When either the agent or the customer terminates the monitored call, the monitoring call ends as well. Supervisors can also stop monitoring anytime after it is started by releasing the monitor call from either their desktop or their IP Phone. This is different from the CTI OS based silent monitor because no call exists for the silent monitor session.
Supervisor Selects Agent with a Call while Silent Monitoring another Agent	Because supervisors are not allowed to silent monitor two agents at the same time, the supervisor's **Start Silent Monitor** button is disabled.
Supervisor Silent Monitors Agent, Agent Holds and Resumes Call	In this case, the supervisor is silent monitoring an agent while an agent puts the call on hold and then resumes the call. When the call is on hold, the supervisor's silent monitor call is put on hold. A Music on Hold (MOH) server is not inserted into the silent monitor call so the supervisor hears nothing until the agent resumes the call. The only means the supervisor has of knowing that the agent has put the call on hold is that the call appears on the supervisor desktop's Monitored Calls grid.
Supervisor Silent Monitors Agent, Customer/Other Agent Local to Unified CM Holds Call	In this case, the supervisor is silent monitoring an agent on a call with another agent or customer; supervisor and agent are on the same Unified CM. When the customer or other agent puts the call on hold, the supervisor's silent monitor call is put on hold. An MOH server is inserted into the silent monitor call so the supervisor hears MOH.
Supervisor Silent Monitors Customer External to Unified CM Holds Call	In this case, the supervisor is silent monitoring an agent on a call with a customer using a device not controlled by Unified CM. When the customer puts the call on hold, the supervisor's silent monitor call is put on hold. The supervisor hears whatever the agent hears.
Supervisor Silent Monitors Agent, Supervisor Holds and Retrieves Silent Monitor Call	When the supervisor holds a silent monitor call, the supervisor hears nothing when the call is put on hold. An MOH server is not inserted into the call. This is not allowed in the CTI OS based silent monitor because the CTI OS silent monitor solution is not implemented through a call.

Use Case	Description
Supervisor Silent Monitors Agent Who Has Put Call on Hold	Unified CM does not allow a supervisor to monitor a call that is on hold. **Start Silent Monitor** is disabled when the supervisor selects an agent who is on hold. This is different from the CTI OS based silent monitor. Supervisors can initiate silent monitor on held calls using the CTI OS silent monitor solution.
Supervisor Silent Monitors Agent, Agent Hangs Up	The supervisor's silent monitor call ends when the agent hangs up the call. After the silent monitor call ends, the supervisor's **Start Silent Monitor** button is enabled. If the supervisor wants to monitor the agent's next call, the supervisor must start monitoring the agent again when the agent receives a new call.
	This is different from the CTI OS based silent monitor. The CTI OS based silent monitor continues to monitor the agent until the supervisor clicks **Stop Silent Monitor** or until the agent logs out.
Supervisor Silent Monitors Agent, Caller Hangs Up	The supervisor's silent monitor call ends when the caller hangs up the call. This is different from the CTI OS based silent monitor. The CTI OS based silent monitor continues to monitor the agent until the supervisor clicks **Stop Silent Monitor** or until the agent logs out.
Supervisor Silent Monitors Agent, Supervisor Configured for Wrap Up	Supervisors do not wrap up after a silent monitor call ends regardless of the supervisor's desk settings.
Supervisor Silent Monitors Agent, Agent Wraps Up	The supervisor's silent monitor call ends when the voice portion of the call has terminated. This means that the supervisor's silent monitor session ends when the agent transitions to the wrap-up state.
	This is different from the CTI OS based silent monitor. The CTI OS based silent monitor continues to monitor the agent until the supervisor clicks **Stop Silent Monitor** or until the agent logs out.
Agent puts the monitored call on hold and accepts a new call, then supervisor monitors the new call	The supervisor must stop monitoring the held call. Choose the new call to the agent and then start monitoring that call. The supervisor can monitor only one call at a time.
	This is different from the CTI OS based silent monitor. The CTI OS based silent monitor automatically monitors the active call.
The Supervisor Receives a Call While Monitoring an Agent	The supervisor can accept an incoming call while silently monitoring an agent. The silent monitor call is put on hold when the supervisor answers the new call. The supervisor can click **Alternate** to cycle between the calls. The supervisor can click **Reconnect** to release the new call and return to the silent monitor call.
	This is different from the CTI OS based silent monitor. Because CTI OS based silent monitor sessions are played to the supervisor desktop's speaker, there is no silent monitor call to be put on hold. The supervisor hears the new call on the phone and the silent monitor session on the speaker.

Use Case	Description
Supervisor Silent Monitors Agent, Agent Consults	The supervisor's silent monitor call is put on hold while the agent is talking to the consulted party. If the supervisor wants to monitor the consult call, the supervisor must stop monitoring the held call first.
	This is different from the CTI OS based silent monitor. The CTI OS based silent monitor automatically monitors the active call.
Supervisor Silent Monitors Agent, Agent Consults and Reconnects	The supervisor's silent monitor call is put on hold while the agent is talking to the consulted party. When the agent reconnects, the supervisor's silent monitor call is taken off hold and the supervisor resumes hearing the agent's call.
	This is different from the CTI OS based silent monitor. The CTI OS based silent monitor automatically monitors the active call.
Supervisor Silent Monitoring Agent, Agent Consults, Supervisor Monitors Consult Call	Because a supervisor is only allowed one silent monitor session at a time, the supervisor must stop silent monitoring the current call and then start silent monitoring the consult call. The silent monitor session ends when the supervisor stops silent monitor or when the original agent transfers or conferences the consult call.
	This is different from the CTI OS based silent monitor. The CTI OS based silent monitor automatically monitors the active call. If the call is transferred or conferenced, the supervisor continues to monitor the agent until the supervisor clicks **Stop Silent Monitor** or the agent logs out.
Supervisor Silent Monitors Agent, Agent Consults and Conferences	The supervisor's silent monitor call is put on hold while the agent is talking to the consulted party. When the agent completes the conference, the supervisor hears all parties on the conference.
	This is slightly different from the CTI OS based silent monitor. The CTI OS based silent monitor automatically monitors the active call (the consult call is monitored until the conference is completed).
Supervisor Silent Monitors Agent Already Monitored by another Supervisor	The supervisor's **Start Silent Monitor** button is disabled when an agent who currently has a call monitored by another supervisor is selected in the agent grid.
Supervisor Silent Monitors Agent, Barges In, and Intercepts	Currently, a supervisor is not allowed to barge in on an agent when the supervisor has an active call with the agent. Because silent monitor is implemented through a special call with the agent, the supervisor must stop silent monitoring by clicking either **Release** or **Stop Silent Monitor** before barging in.
	This is different from the CTI OS based silent monitor. The supervisor does not need to stop silent monitor session to barge in.
Supervisor Silent Monitors and Consultative Conference Supervisor Silent Monitors and Consultative Transfer Supervisor Silent Monitors and Single Step Transfer	Not supported. **Transfer** and **Conference** are disabled when the supervisor is silent monitoring.

Use Case	Description
Supervisor Silent Monitors in Not Ready State	The supervisor is allowed to silent monitor in this state provided the supervisor has selected an agent who is in the Talking state.
Supervisor Silent Monitors in Ready State	The supervisor is not allowed to silent monitor in these states. **Start Silent Monitor** is disabled.
Supervisor Silent Monitors in Talking State	This is different from the CTI OS based silent monitor. Because the CTI OS based silent monitor is not implemented through a call, the supervisor does not have to be Not Ready.
Supervisor Silent Monitors in Wrap Up State	
Supervisor Silent Monitors Outbound Agent	A supervisor can monitor an outbound agent the same as any other agent.
Supervisor Silent Monitors Outbound Agent with Reservation Call	When a supervisor selects an outbound reservation call, **Start Silent Monitor** is disabled.
	This is different from the CTI OS based silent monitor. The CTI OS based silent monitor does not prevent supervisors from monitoring the reservation call.
Supervisor Silent Monitors another Supervisor	When a supervisor monitors another supervisor, the monitoring supervisor sees the silent monitor call on the desktop. The button enablement for the monitoring supervisor is the same as when an agent is monitored. The monitored supervisor does not see the monitored call on the desktop.
Supervisor Barges In on Agent Monitored by another Supervisor	If Supervisor A is monitoring Agent A and Supervisor B barges in, Supervisor A hears the conference among Agent A, Supervisor B, and the customer.
Supervisor Silent Monitors 7.1 or Earlier Agent Desktop	Supervisors can monitor legacy CTI OS desktops and Siebel desktops with Unified CM based silent monitor. The only restriction is the silent monitor warning that can optionally be displayed on the agent desktop. Because the events that legacy desktops use to display the warning are now different, the legacy desktop cannot display the warning.
7.1 or Earlier Supervisor Silent Monitors 7.2 Agent desktop	If CTI OS Server is configured for Unified CM based silent monitor and a supervisor using a 7.1 or earlier desktop attempts to monitor an agent using a 7.2 desktop, CTI OS rejects the request to silent monitor the agent. The supervisor desktop displays a dialog containing error code 0x15.
Supervisor Silent Monitors Agent who's Device has Security Enabled	Unified CM rejects requests to silent monitor agents whose devices have security enabled.

C H A P T E R **6**

Statistical Information

This chapter discusses the following CTI Toolkit Supervisor Desktop statistical displays:

- Agent Statistics
- Queues Statistics

The Agent Statistics and Queues Statistics displays appear as a separate window when you click **Statistics**. You can find **Statistics** in the Tools section of the CTI Toolkit Supervisor Desktop window.

Figure 6-1 Statistics Displays

Agent Statistics

The Agent Statistics section provides statistical information about the agent currently at the phone set device. This information is updated periodically or at the end of a call. For details about the different methods used to poll for agent statistics (either periodically or at the end of a call), refer to the *CTI OS System Manager Guide for Cisco Unified ICM/Contact Center Enterprise & Hosted Editions* at http://www.cisco.com/c/en/us/support/customer-collaboration/computer-telephony-integration-option/products-installation-guides-list.html.

Table 6-1 lists all the statistical information that is visible on the Agent Statistics display.

Note In agent statistic names, *Today* is defined as the time since midnight. *Session* is defined as the time since the agent logged in.

Table 6-1   Agent Statistics Values

Statistic	Definition
AvailTimeSession	Total time, in seconds, the agent was in the Available state for any skill group.
LoggedOnTimeSession	Total time, in seconds, the agent has been logged on.
NotReadyTimeSession	Total time, in seconds, the agent was in the Not Ready state for all skill groups.
ICMAvailableTimeSession	Total time, in seconds, the agent was in the Unified ICM Available state.
RoutableTimeSession	Total time, in seconds, the agent was in the Routable state for all skill groups.
AgentOutCallsSession	Total number of completed outbound ACD calls made by agent.
AgentOutCallsTalkTimeSession	Total talk time, in seconds, for completed outbound ACD calls handled by the agent. The value includes the time spent from the call being initiated by the agent to the time the agent begins after-call work for the call. The time includes hold time associated with the call.
AgentOutCallsTimeSession	Total handle time, in seconds, for completed outbound ACD calls handled by the agent. The value includes the time spent from the call being initiated by the agent to the time the agent completes after-call work for the call. The time includes hold time associated with the call.
AgentOutCallsHeldSession	The total number of completed outbound ACD calls the agent has placed on hold at least once.
AgentOutCallsHeldTimeSession	Total number of seconds outbound ACD calls were placed on hold.
HandledCallsSession	The number of inbound ACD calls handled by the agent.
HandledCalls TalkTimeSession	Total talk time in seconds for inbound ACD calls counted as handled by the agent. Includes hold time associated with the call.
HandledCallsAfterCall TimeSession	Total after-call work time in seconds for inbound ACD calls counted as handled by the agent.

Table 6-1   Agent Statistics Values (continued)

Statistic	Definition
HandledCallsTimeSession	Total handle time, in seconds, for inbound ACD calls counted as handled by the agent; the time spent from the call being answered by the agent to the time the agent completed for the call. Includes hold time associated with the call.
IncomingCallsHeldSession	The total number of completed inbound ACD calls the agent placed on hold at least once.
IncomingCallsHeldTimeSession	Total number of seconds completed inbound ACD calls were placed on hold.
InternalCallsSession	Number of internal calls initiated by the agent.
InternalCallsTimeSession	Number of seconds spent on internal calls initiated by the agent.
InternalCallsRcvdSession	Number of internal calls received by the agent.
InternalCallsRcvdTimeSession	Number of seconds spent on internal calls received by the agent.
InternalCallsHeldSession	The total number of internal calls the agent placed on hold at least once.
InternalCallsHeldTimeSession	Total number of seconds completed internal calls were placed on hold.
AutoOutCallsSession	Total number of AutoOut (predictive) calls completed by the agent.
AutoOutCallsTalkTimeSession	Total talk time, in seconds, of AutoOut (predictive) calls completed by the agent. The value includes the time spent from the call being initiated by the agent to the time the agent begins after-call work for the call. The time includes hold time associated with the call.
AutoOutCallsTimeSession	Total handle time, in seconds, for AutoOut (predictive) calls completed by the agent. The value includes the time spent from the call being initiated by the agent to the time the agent completes the call. The time includes hold time associated with the call.
AutoOutCallsHeldSession	The total number of completed AutoOut (predictive) calls the agent has placed on hold at least once.
AutoOutCalls HeldTime Session	Total number of seconds AutoOut (predictive) calls were placed on hold.

Table 6-1   Agent Statistics Values (continued)

Statistic	Definition
PreviewCalls Session	Total number of outbound Preview calls completed by the agent.
PreviewCallsTalkTimeSession	Total talk time, in seconds, of outbound Preview calls completed by the agent. The value includes the time spent from the call being initiated by the agent to the time the agent begins after-call work for the call. The time includes hold time associated with the call.
PreviewCallsTimeSession	Total handle time, in seconds, outbound Preview calls completed by the agent. The value includes the time spent from the call being initiated by the agent to the time the agent completes the call. The time includes hold time associated with the call.
PreviewCallsHeldSession	The total number of completed outbound Preview calls the agent has placed on hold at least once.
PreviewCallsHeldTimeSession	Total number of seconds outbound Preview calls were placed on hold.
ReservationCallsSession	Total number of agent reservation calls completed by the agent.
ReservationCallsTalkTimeSession	Total talk time, in seconds, of agent reservation calls completed by the agent. The value includes the time spent from the call being initiated by the agent to the time the agent begins after-call work for the call. The time includes hold time associated with the call.
ReservationCallsTimeSession	Total handle time, in seconds, agent reservation calls completed by the agent. The value includes the time spent from the call being initiated by the agent to the time the agent completes the call. The time includes hold time associated with the call.
ReservationCallsHeldSession	The total number of completed agent reservation calls the agent has placed on hold at least once.
Reservation CallsHeld TimeSession	Total number of seconds agent reservation calls were placed on hold.
BargeInCallsSession	Total number of supervisor call barge-ins completed.

Table 6-1   *Agent Statistics Values (continued)*

Statistic	Definition
InterceptCallsSession	Total number of supervisor call intercepts completed.
MonitorCallsSession	Total number of supervisor call monitors completed.
WhisperCallsSession	Total number of supervisor whisper calls completed.
EmergencyCallsSession	Total number of emergency calls.
AvailTimeToday	Total time, in seconds, the agent was in the Available state for any skill group.
LoggedOnTimeToday	Total time, in seconds, the agent has been logged on.
NotReadyTimeToday	Total time, in seconds, the agent was in the Not Ready state for all skill groups.
ICMAvailableTimeToday	Total time, in seconds, the agent was in the Unified ICM Available state.
RoutableTimeToday	Total time, in seconds, the agent was in the Routable state for all skill groups.
AgentOutCallsToday	Total number of completed outbound ACD calls made by agent.
AgentOutCallsTalkTimeToday	Total talk time, in seconds, for completed outbound ACD calls handled by the agent. The value includes the time spent from the call being initiated by the agent to the time the agent begins after-call work for the call. The time includes hold time associated with the call.
AgentOutCallsTimeToday	Total handle time, in seconds, for completed outbound ACD calls handled by the agent. The value includes the time spent from the call being initiated by the agent to the time the agent completes for the call. The time includes hold time associated with the call.
AgentOutCallsHeldToday	The total number of completed outbound ACD calls the agent has placed on hold at least once.
AgentOutCallsHeldTimeToday	Total number of seconds outbound ACD calls were placed on hold.

Table 6-1   Agent Statistics Values (continued)

Statistic	Definition
HandledCallsToday	The number of inbound ACD calls handled by the agent. ✎ **Note** If the agent transfers the call, HandledCallsToday (in the AgentStatistics) is not updated immediately; it is updated as part of next call end. If the next call is also a transferred call, the count is incremented by 1 (the count is missed for the second transferred call). If the next call is a call handled by that agent, then the count is incremented by 2 (which adjusts the count correctly).
HandledCalls TalkTimeToday	Total talk time in seconds for inbound ACD calls counted as handled by the agent. Includes hold time associated with the call.
HandledCallsAfterCall TimeToday	Total after-call work time in seconds for inbound ACD calls counted as handled by the agent.
HandledCallsTimeToday	Total handle time, in seconds, for inbound ACD calls counted as handled by the agent. The time spent from the call being answered by the agent to the time the agent completed the call. Includes hold time associated with the call.
IncomingCallsHeldToday	The total number of completed inbound ACD calls the agent placed on hold at least once.
IncomingCallsHeldTimeToday	Total number of seconds completed inbound ACD calls were placed on hold.
InternalCallsToday	Number of internal calls initiated by the agent.
InternalCallsTimeToday	Number of seconds spent on internal calls initiated by the agent.
InternalCallsRcvdToday	Number of internal calls received by the agent.
InternalCallsRcvdTimeToday	Number of seconds spent on internal calls received by the agent.
InternalCallsHeldToday	The total number of internal calls the agent placed on hold at least once.

Table 6-1   Agent Statistics Values (continued)

Statistic	Definition
InternalCallsHeldTimeToday	Total number of seconds completed internal calls were placed on hold.
AutoOutCalls Today	Total number of AutoOut (predictive) calls completed by the agent.
AutoOutCallsTalkTimeToday	Total talk time, in seconds, of AutoOut (predictive) calls completed by the agent. The value includes the time spent from the call being initiated by the agent to the time the agent begins after-call work for the call. The time includes hold time associated with the call.
AutoOutCallsTimeToday	Total handle time, in seconds, for AutoOut (predictive) calls completed by the agent. The value includes the time spent from the call being initiated by the agent to the time the agent completes after-call work for the call. The time includes hold time associated with the call.
AutoOutCallsHeldToday	The total number of completed AutoOut (predictive) calls the agent has placed on hold at least once.
AutoOutCallsHeldTimeToday	Total number of seconds AutoOut (predictive) calls were placed on hold.
PreviewCallsToday	Total number of outbound Preview calls completed by the agent.
PreviewCallsTalkTimeToday	Total talk time, in seconds, of outbound Preview calls completed by the agent. The value includes the time spent from the call being initiated by the agent to the time the agent begins after-call work for the call. The time includes hold time associated with the call.
PreviewCallsTimeToday	Total handle time, in seconds, outbound Preview calls completed by the agent. The value includes the time spent from the call being initiated by the agent to the time the agent completes the call. The time includes hold time associated with the call.
PreviewCallsHeldToday	The total number of completed outbound Preview calls the agent has placed on hold at least once.
PreviewCallsHeldTimeToday	Total number of seconds outbound Preview calls were placed on hold.

Table 6-1   *Agent Statistics Values (continued)*

Statistic	Definition
ReservationCallsToday	Total number of agent reservation calls completed by the agent.
ReservationCallsTalkTimeToday	Total talk time, in seconds, of agent reservation calls completed by the agent. The value includes the time spent from the call being initiated by the agent to the time the agent begins after-call work for the call. The time includes hold time associated with the call.
ReservationCallsTimeToday	Total handle time, in seconds, agent reservation calls completed by the agent. The value includes the time spent from the call being initiated by the agent to the time the agent completes the call. The time includes hold time associated with the call.
ReservationCallsHeldToday	The total number of completed agent reservation calls the agent has placed on hold at least once.
ReservationCallsHeld TimeToday	Total number of seconds agent reservation calls were placed on hold.
BargeInCallsToday	Total number of supervisor call barge-ins completed.
InterceptCallsToday	Total number of supervisor call intercepts completed.
MonitorCallsToday	Total number of supervisor call monitors completed.
WhisperCallsToday	Total number of supervisor whisper calls completed.
EmergencyCallsToday	Total number of emergency calls.

Queues Statistics

The Queues Statistics display provides a feed of skill group statistics and queue-level statistics.
Table 6-2 lists all the statistics that appear in the Queues Statistics display.

Note   Certain calls are not naturally associated with a given skill group—for example, a direct call to an agent's phone. For reporting purposes, each call must be associated with a skill group. To provide for this, Unified Contact Center creates a default skill group. This default skill group is numbered and named by Unified Contact Center with what looks like a random string of digits, so as not to conflict with skill groups that users might create.

The default skill group appears, of necessity, in the CTI OS Skill Group Statistics. As explained, Unified Contact Center requires the existence of the default skill group and there is no mechanism for renumbering/renaming it.

For more information on the default skill group, see the *Cisco Unified Contact Center Enterprise Installation and Upgrade Guide* at
http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-installation-guides-list.html.

Skill group statistics behave differently if the logged-in agent is configured as a supervisor. If an agent is configured as a supervisor, the Queues Statistics window displays a row corresponding to each skill group to which the supervisor belongs, as well as a row corresponding to each skill group to which the supervisor's team members belong.

For example, if the supervisor belongs to skill groups 1 and 2 and his team members belong to skill groups 2 and 3, then the Queues Statistics window for that supervisor displays three rows corresponding to skill groups 1, 2, and 3.

Note   In skill group statistic names: *To5* refers to the current five-minute interval. *ToHalf* refers to the current half-hour interval. *Today* is defined as the time since midnight. *Session* is defined as the time since the agent logged in.

Table 6-2   Queues Statistics Values

Statistic	Definition
AgentsLoggedOn	Number of agents that are currently logged on to the skill group.
AgentsAvail	Number of agents for the skill group in Available state.
AgentsNotReady	Number of agents in the Not Ready state for the skill group.

Table 6-2   Queues Statistics Values (continued)

Statistic	Definition
AgentsReady	Number of agents that are in work state (TALKING, HELD, WORK_READY, AVAILABLE, or RESERVED). The router uses this statistic to determine the number of working agents in the skill group when estimating the expected delay. It is the difference between AgentsLoggedOn and AgentsNotReady. Reference AgentsAvail to get the number of agents that are available to take calls right now.
AgentsTalkingIn	Number of agents in the skill group currently talking on inbound calls.
AgentsTalkingOut	Number of agents in the skill group currently talking on outbound calls.
AgentsTalkingOther	Number of agents in the skill group currently talking on internal (not inbound or outbound) calls.
AgentsWorkNotReady	Number of agents in the skill group in the Work Not Ready state.
AgentsWorkReady	Number of agents in the skill group in the Work Ready state.
AgentsBusyOther	Number of agents in the skill group currently busy with calls assigned to other skill groups.
AgentsReserved	Number of agents in the skill group currently in the Reserved state.
AgentsHold	Number of calls to the skill group currently on hold.
AgentsICMAvailable	Number of agents in the skill group currently in the Unified ICM Available state.
AgentsApplicationAvailable	Number of agents in the skill group currently in the ApplicationAvailable state.
AgentsTalkingAutoOut	Number of calls to the skill group currently talking on AutoOut (predictive) calls.
AgentsTalkingPreview	Number of calls to the skill group currently talking on outbound Preview calls.
AgentsTalkingReservation	Number of calls to the skill group currently talking on agent reservation calls.

Table 6-2   Queues Statistics Values (continued)

Statistic	Definition
RouterCallsQNow	The number of calls currently queued by the Unified ICM call router for this skill group. This field is set to -1 when this value is unknown or unavailable.
LongestRouterCallQNow	The queue time, in seconds, of the currently Unified ICM call router queued call that has been queued to the skill group the longest. This field is set to -1 when this value is unknown or unavailable.
AvailTimeTo5	Total seconds agents in the skill group were in the Available state.
LoggedOnTimeTo5	Total time, in seconds, agents in the skill group were logged on.
NotReadyTimeTo5	Total seconds agents in the skill group were in the Not Ready state.
AgentOutCallsTo5	Total number of completed outbound ACD calls made by agents in the skill group.
AgentOutCallsTalkTimeTo5	Total talk time, in seconds, for completed outbound ACD calls handled by agents in the skill group. The value includes the time spent from the call being initiated by the agent to the time the agent begins after-call work for the call. The time includes hold time associated with the call.
AgentOutCallsTimeTo5	Total handle time, in seconds, for completed outbound ACD calls handled by agents in the skill group. The value includes the time spent from the call being initiated by the agent to the time the agent completes after-call work for the call. The time includes hold time associated with the call.
AgentOutCallsHeldTo5	The total number of completed outbound ACD calls agents in the skill group have placed on hold at least once.
AgentOutCallsHeldTimeTo5	Total number of seconds outbound ACD calls were placed on hold by agents in the skill group.
HandledCallsTo5	The number of inbound ACD calls handled by agents in the skill group.

Table 6-2   Queues Statistics Values (continued)

Statistic	Definition
HandledCallsTalkTimeTo5	Total talk time in seconds for inbound ACD calls counted as handled by agents in the skill group. Includes hold time associated with the call.
HandledCallsAfterCallTimeTo5	Total after-call work time in seconds for inbound ACD calls counted as handled by agents in the skill group.
HandledCallsTimeTo5	Total handle time, in seconds, for inbound ACD calls counted as handled by agents in the skill group. The time spent from the call being answered by the agent to the time the agent completed the call. Includes hold time associated with the call.
IncomingCallsHeldTo5	The total number of completed inbound ACD calls agents in the skill group placed on hold at least once.
IncomingCallsHeldTimeTo5	Total number of seconds completed inbound ACD calls were placed on hold by agents in the skill group.
InternalCallsRcvdTo5	Number of internal calls received by agents in the skill group.
InternalCallsRcvd TimeTo5	Number of seconds spent on internal calls received by agents in the skill group.
InternalCallsHeldTo5	The total number of internal calls agents in the skill group placed on hold at least once.
InternalCallsHeld TimeTo5	Total number of seconds completed internal calls were placed on hold by agents in the skill group.
AutoOutCallsTo5	Total number of AutoOut (predictive) calls completed by agents in the skill group.
AutoOutCallsTalkTimeTo5	Total talk time, in seconds, for completed AutoOut (predictive) calls handled by agents in the skill group. The value includes the time spent from the call being initiated to the time the agent begins after-call work for the call. The time includes hold time associated with the call.

Table 6-2   Queues Statistics Values (continued)

Statistic	Definition
AutoOutCallsTimeTo5	Total handle time, in seconds, for completed AutoOut (predictive) calls handled by agents in the skill group. The value includes the time spent from the call being initiated to the time the agent completes after-call work for the call. The time includes hold time associated with the call.
AutoOutCallsHeldTo5	The total number of completed AutoOut (predictive) calls that agents in the skill group have placed on hold at least once.
AutoOutCallsHeldTimeTo5	Total number of seconds AutoOut (predictive) calls were placed on hold by agents in the skill group.
PreviewCallsTo5	Total number of outbound Preview calls completed by agents in the skill group.
PreviewCallsTalkTimeTo5	Total talk time, in seconds, for completed outbound Preview calls handled by agents in the skill group. The value includes the time spent from the call being initiated to the time the agent begins after-call work for the call. The time includes hold time associated with the call.
PreviewCallsTimeTo5	Total handle time, in seconds, for completed outbound Preview calls handled by agents in the skill group. The value includes the time spent from the call being initiated to the time the agent completes the call. The time includes hold time associated with the call.
PreviewCallsHeldTo5	The total number of completed outbound Preview calls that agents in the skill group have placed on hold at least once.
PreviewCallsHeldTimeTo5	Total number of seconds outbound Preview calls were placed on hold by agents in the skill group.
ReservationCallsTo5	Total number of agent reservation calls completed by agents in the skill group.

Table 6-2   Queues Statistics Values (continued)

Statistic	Definition
ReservationCallsTalkTimeTo5	Total talk time, in seconds, for completed agent reservation calls handled by agents in the skill group. The value includes the time spent from the call being initiated to the time the agent begins after-call work for the call. The time includes hold time associated with the call.
ReservationCallsTimeTo5	Total handle time, in seconds, for completed agent reservation calls handled by agents in the skill group. The value includes the time spent from the call being initiated to the time the agent completes the call. The time includes hold time associated with the call.
ReservationCallsHeldTo5	The total number of agent reservation calls that agents in the skill group have placed on hold at least once.
ReservationCallsHeldTimeTo5	Total number of seconds agent reservation calls were placed on hold by agents in the skill group.
BargeInCallsTo5	Total number of supervisor call barge-ins completed in the skill group.
InterceptCallsTo5	Total number of supervisor call intercepts completed in the skill group.
MonitorCallsTo5	Total number of supervisor call monitors completed in the skill group.
WhisperCallsTo5	Total number of supervisor call whispers completed by agents in the skill group.
EmergencyCallsTo5	Total number of emergency calls completed by agents in the skill group.
AvailTimeToHalf	Total seconds agents in the skill group were in the Available state.
LoggedOnTimeToHalf	Total time, in seconds, agents in the skill group were logged on.
NotReadyTimeToHalf	Total seconds agents in the skill group were in the Not Ready state.
AgentOutCallsTo Half	Total number of completed outbound ACD calls made by agents in the skill group.

Table 6-2   Queues Statistics Values (continued)

Statistic	Definition
AgentOutCallsTalkTimeToHalf	Total talk time, in seconds, for completed outbound ACD calls handled by agents in the skill group. The value includes the time spent from the call being initiated by the agent to the time the agent begins after-call work for the call. The time includes hold time associated with the call.
AgentOutCallsTimeToHalf	Total handle time, in seconds, for completed outbound ACD calls handled by agents in the skill group. The value includes the time spent from the call being initiated by the agent to the time the agent completes after-call work for the call. The time includes hold time associated with the call.
AgentOutCallsHeldToHalf	The total number of completed outbound ACD calls agents in the skill group have placed on hold at least once.
AgentOutCallsHeldTimeToHalf	Total number of seconds outbound ACD calls were placed on hold by agents in the skill group.
HandledCallsToHalf	The number of inbound ACD calls handled by agents in the skill group.
HandledCallsTalkTimeToHalf	Total talk time in seconds for inbound ACD calls counted as handled by agents in the skill group. Includes hold time associated with the call.
HandledCallsAfterCallTimeToHalf	Total after-call work time in seconds for inbound ACD calls counted as handled by agents in the skill group.
HandledCallsTimeToHalf	Total handle time, in seconds, for inbound ACD calls counted as handled by agents in the skill group. The time spent from the call being answered by the agent to the time the agent completed the call. Includes hold time associated with the call.
IncomingCallsHeldToHalf	The total number of completed inbound ACD calls agents in the skill group placed on hold at least once.
IncomingCallsHeldTimeToHalf	Total number of seconds completed inbound ACD calls were placed on hold by agents in the skill group.

Table 6-2   Queues Statistics Values (continued)

Statistic	Definition
InternalCallsRcvdToHalf	Number of internal calls received by agents in the skill group.
InternalCallsRcvdTimeToHalf	Number of seconds spent on internal calls received by agents in the skill group.
InternalCallsHeldToHalf	The total number of internal calls agents in the skill group placed on hold at least once.
InternalCallsHeldTimeToHalf	Total number of seconds completed internal calls were placed on hold by agents in the skill group.
AutoOutCallsToHalf	Total number of AutoOut (predictive) calls completed by agents in the skill group.
AutoOutCallsTalkTimeToHalf	Total talk time, in seconds, for completed AutoOut (predictive) calls handled by agents in the skill group. The value includes the time spent from the call being initiated to the time the agent begins after-call work for the call. The time includes hold time associated with the call.
AutoOutCallsTimeToHalf	Total handle time, in seconds, for completed AutoOut (predictive) calls handled by agents in the skill group. The value includes the time spent from the call being initiated to the time the agent completes the call. The time includes hold time associated with the call.
AutoOutCallsHeldToHalf	The total number of completed AutoOut (predictive) calls that agents in the skill group have placed on hold at least once.
AutoOutCallsHeldTimeToHalf	Total number of seconds AutoOut (predictive) calls were placed on hold by agents in the skill group.
PreviewCallsToHalf	Total number of outbound Preview calls completed by agents in the skill group.

Table 6-2   Queues Statistics Values (continued)

Statistic	Definition
PreviewCallsTalkTimeToHalf	Total talk time, in seconds, for completed outbound Preview calls handled by agents in the skill group. The value includes the time spent from the call being initiated to the time the agent begins after-call work for the call. The time includes hold time associated with the call.
PreviewCallsTimeToHalf	Total handle time, in seconds, for completed outbound Preview calls handled by agents in the skill group. The value includes the time spent from the call being initiated to the time the agent completes the call. The time includes hold time associated with the call.
PreviewCallsHeldToHalf	The total number of completed outbound Preview calls that agents in the skill group have placed on hold at least once.
PreviewCallsHeldTimeToHalf	Total number of seconds outbound Preview calls were placed on hold by agents in the skill group.
ReservationCallsToHalf	Total number of agent reservation calls completed by agents in the skill group.
ReservationCalls TalkTimeToHalf	Total talk time, in seconds, for completed agent reservation calls handled by agents in the skill group. The value includes the time spent from the call being initiated to the time the agent begins after-call work for the call. The time includes hold time associated with the call.
ReservationCallsTimeToHalf	Total handle time, in seconds, for completed agent reservation calls handled by agents in the skill group. The value includes the time spent from the call being initiated to the time the agent completes the call. The time includes hold time associated with the call.
ReservationCallsHeldToHalf	The total number of agent reservation calls that agents in the skill group have placed on hold at least once.

Table 6-2   Queues Statistics Values (continued)

Statistic	Definition
ReservationCallsHeldTimeToHalf	Total number of seconds agent reservation calls were placed on hold by agents in the skill group.
BargeInCallsToHalf	Total number of supervisor call barge-ins completed in the skill group.
InterceptCallsToHalf	Total number of supervisor call intercepts completed in the skill group.
MonitorCallsToHalf	Total number of supervisor call monitors completed in the skill group.
WhisperCallsToHalf	Total number of supervisor call whispers completed by agents in the skill group.
EmergencyCallsToHalf	Total number of emergency calls completed by agents in the skill group.
AvailTimeToday	Total seconds agents in the skill group were in the Available state.
LoggedOnTimeToday	Total time, in seconds, agents in the skill group were logged on.
NotReadyTimeToday	Total seconds agents in the skill group were in the Not Ready state.
AgentOutCallsToday	Total number of completed outbound ACD calls made by agents in the skill group.
AgentOutCallsTalkTimeToday	Total talk time, in seconds, for completed outbound ACD calls handled by agents in the skill group. The value includes the time spent from the call being initiated by the agent to the time the agent begins after-call work for the call. The time includes hold time associated with the call.
AgentOutCallsTimeToday	Total handle time, in seconds, for completed outbound ACD calls handled by agents in the skill group. The value includes the time spent from the call being initiated by the agent to the time the agent completes the call. The time includes hold time associated with the call.
AgentOutCallsHeldToday	The total number of completed outbound ACD calls agents in the skill group have placed on hold at least once.

Table 6-2 *Queues Statistics Values (continued)*

Statistic	Definition
AgentOutCallsHeldTimeToday	Total number of seconds outbound ACD calls were placed on hold by agents in the skill group.
HandledCallsToday	The number of inbound ACD calls handled by agents in the skill group.
HandledCallsTalkTimeToday	Total talk time in seconds for inbound ACD calls counted as handled by agents in the skill group. Includes hold time associated with the call.
HandledCallsAfterCallTimeToday	Total after-call work time in seconds for inbound ACD calls counted as handled by agents in the skill group.
HandledCallsTimeToday	Total handle time, in seconds, for inbound ACD calls counted as handled by agents in the skill group. The time spent from the call being answered by the agent to the time the agent completed the call. Includes hold time associated with the call.
IncomingCallsHeldToday	The total number of completed inbound ACD calls agents in the skill group placed on hold at least once.
IncomingCallsHeldTimeToday	Total number of seconds completed inbound ACD calls were placed on hold by agents in the skill group.
InternalCallsRcvdToday	Number of internal calls received by agents in the skill group.
InternalCallsRcvdTimeToday	Number of seconds spent on internal calls received by agents in the skill group.
InternalCallsHeldToday	The total number of internal calls agents in the skill group placed on hold at least once.
InternalCallsHeldTimeToday	Total number of seconds completed internal calls were placed on hold by agents in the skill group.
AutoOutCallsToday	Total number of AutoOut (predictive) calls completed by agents in the skill group.

Table 6-2   Queues Statistics Values (continued)

Statistic	Definition
AutoOutCallsTalkTimeToday	Total talk time, in seconds, for completed AutoOut (predictive) calls handled by agents in the skill group. The value includes the time spent from the call being initiated to the time the agent begins after-call work for the call. The time includes hold time associated with the call.
AutoOutCallsTimeToday	Total handle time, in seconds, for completed AutoOut (predictive) calls handled by agents in the skill group. The value includes the time spent from the call being initiated to the time the agent completes after-call work for the call. The time includes hold time associated with the call.
AutoOutCallsHeldToday	The total number of completed AutoOut (predictive) calls that agents in the skill group have placed on hold at least once.
AutoOutCallsHeldTimeToday	Total number of seconds AutoOut (predictive) calls were placed on hold by agents in the skill group.
PreviewCallsToday	Total number of outbound Preview calls completed by agents in the skill group.
PreviewCallsTalkTimeToday	Total talk time, in seconds, for completed outbound Preview calls handled by agents in the skill group. The value includes the time spent from the call being initiated to the time the agent begins after-call work for the call. The time includes hold time associated with the call.
PreviewCallsTimeToday	Total handle time, in seconds, for completed outbound Preview calls handled by agents in the skill group. The value includes the time spent from the call being initiated to the time the agent completes the call. The time includes hold time associated with the call.
PreviewCallsHeldToday	The total number of completed outbound Preview calls that agents in the skill group have placed on hold at least once.

Table 6-2   Queues Statistics Values (continued)

Statistic	Definition
PreviewCallsHeldTimeToday	Total number of seconds outbound Preview calls were placed on hold by agents in the skill group.
ReservationCallsToday	Total number of agent reservation calls completed by agents in the skill group.
ReservationCallsTalkTimeToday	Total talk time, in seconds, for completed agent reservation calls handled by agents in the skill group. The value includes the time spent from the call being initiated to the time the agent begins after-call work for the call. The time includes hold time associated with the call.
ReservationCallsTimeToday	Total handle time, in seconds, for completed agent reservation calls handled by agents in the skill group. The value includes the time spent from the call being initiated to the time the agent completes the call. The time includes hold time associated with the call.
ReservationCallsHeldToday	The total number of agent reservation calls that agents in the skill group have placed on hold at least once.
ReservationCallsHeldTimeToday	Total number of seconds agent reservation calls were placed on hold by agents in the skill group.
BargeInCallsToday	Total number of supervisor call barge-ins completed in the skill group.
InterceptCallsToday	Total number of supervisor call intercepts completed in the skill group.
MonitorCallsToday	Total number of supervisor call monitors completed in the skill group.
WhisperCallsToday	Total number of supervisor call whispers completed by agents in the skill group.
EmergencyCallsToday	Total number of emergency calls completed by agents in the skill group.

Note   The statistics that are displayed on the Queues window are the summary statistics for all the sub-skills within the skill group. This may lead to some confusing situations.

For example: An agent in skill group 1, sub-skill A may see in the Statistics window that skill group 1 has calls in queue even though the agent is available and not receiving any calls, because the calls are queued to skill group 1, sub-skill B.

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