



Report Reference Values List

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Call Priority

Calls are assigned a default priority of 1, unless a different priority is set in the workflow.

- **1**—Lowest.
- **10**—Highest.
- **N/A**—Call is abandoned before a priority is assigned.

Call Result

- **1**—Customer answers and is connected to an agent.
- **2**— Fax machine or modem is detected.
- **3**— Answering machine is detected.
- **4**— Network reports an invalid number.
- **5**—Customer does not want to be called again.
- **6**—Call connected, but wrong number.
- **7**—Call connected, but reached the wrong person.
- **8**—Customer requests callback. This is not applicable for IVR-based outbound campaigns.
- **11**—Busy tone is detected.
- **15**—Customer phone timed out because either the customer did not answer or there is a gateway failure.
- **16**—Call is abandoned because of the following reasons:
 - The Interactive Voice Response (IVR) port is not available or Unified CCX fails to transfer the call to the IVR port.
 - The agent is not available or Unified CCX fails to transfer the call to the agent.

- **17**— Call failed due any one of the following reasons:
 - Dialer asked the Gateway to cancel a call that has not yet been placed
 - Gateway has declined the call
 - Gateway is down or Gateway has timed out while placing the call
 - Gateway failure or configuration issues at the Gateway.
 - After an Answering Machine is detected, the call is disconnected from the Gateway with a **Bye** request before the Termination Tone from Answering Machine is detected.
- **18**—Customer or agent abandons the call. The customer or the agent disconnects the call within the Abandoned Call Wait Time that is configured in the Unified CCX Application Administration web interface.

Call Status

- **1**—Pending. Call is pending.
- **2**—Active. Record is sent to the outbound subsystem for dialing.
- **3**—Closed. Record is closed.
- **4**—Callback. Record is marked for a callback.
- **5**—Max Calls. Maximum attempts are made for the record, so it is closed.
- **6**—Retry. Call is redialed immediately whenever there is any miss in the callbacks for **Retries with Delay**.
- **7**—Unknown. If the outbound system is restarted with active records then the records are moved to Unknown state.
- **8**—Retries with Delay. Call is redialed because the contact was either busy or did not answer, or the customer or the system abandoned the call.

Retry time is set according to the corresponding configuration in the Unified CCX Application Administration web interface.

Call Type

- **1 = Conference.**—Conference call.
- **2 = Inbound ACD.**—Unified CCX call that is handled by an agent.
- **3 = Inbound non-ACD on IPCC.**—Non-Unified CCX call that is received by the agent on a Unified CCX extension.
- **4 = Inbound non-ACD on non-IPCC.**—Non-Unified CCX call that is received by the agent on a non-Unified CCX extension.
- **5 = Outbound on IPCC.**—Call that an agent dials on a Unified CCX extension.
- **6 = Outbound on non-IPCC.**—Call that an agent dials on a non-Unified CCX extension.
- **7 = Transfer-In.**—Call that is transferred to an agent.

- **8 = Transfer-Out.**—Call that the agent transfers out.

Contact Disposition

The following are the contact dispositions and their respective values based on the outcome of the call:

- **1**—Abandoned
- **2**—Handled
- **4**—Aborted
- **5 to 98**—Rejected
- **99**—Cleaned

Contact Disposition for Finesse Email

- **2**—Handled
- **4**—Discarded or Aborted

Contact Type

- **1 = Incoming.** Outside call that is received by Unified CCX.
- **2 = Outgoing.** Call that originated from the Unified CCX Computer Telephony Interface (CTI) port, other than the call that is made within the system.
- **3 = Internal.** Call that is transferred or conferenced between agents, or a call that is made within the system.
- **4 = Redirect.** A previous call leg that redirected the call to this leg.
- **5 = Transfer-in.** A previous call leg that transferred the call to this leg.
- **6 = Preview Outbound.** Call that originated from a Unified CCX agent phone to an outside destination, after an agent accepts a preview call.
- **7 = IVR Outbound.** Call that originated from a Unified CCX outbound dialer to an outside destination for an IVR outbound campaign.
- **8 = Agent Outbound.** Call that originated from a Unified CCX outbound dialer to an outside destination for an agent progressive or predictive outbound campaign.

Contact Type for Finesse Email

- **1 = Incoming.** Outside contact that is received by Unified CCX.
- **2 = Transfer.** Requeued leg of contact.

Destination Telephone Number / Destination DN and Destination Type

- **1 = Agent.** Call that is presented to an agent. Displays the Unified CCX extension or the non-Unified CCX extension of the agent.

- **2 = Device.** Call that is presented to a route point. Displays the CTI port number that is associated with the route point on which the call is answered.
- **3 = Unknown.** Call that is presented either to an outside destination through a gateway or to an unmonitored device. Displays the telephone number that is dialed.

Monitoring Session Status

- **Normal – Monitored**—Monitoring is completed successfully.
- **Normal – Agent RNA**—Agent did not answer the call.
- **Error – Unable to Stop Monitoring**—Supervisor presses the * key to terminate the monitoring session, but it fails to terminate.
- **Error – Unable to Monitor New Call**—Supervisor chooses to monitor a new call, but the system fails to respond.
- **Error – Agent Logged Off**—The agent whom supervisor wants to monitor has logged off.
- **Error – Network Problem**—Monitoring session is not successful due to network problems.
- **Error – VoIP Server Unable to Communicate**—Monitoring session is not successful because the server with the Unified CCX Monitoring component fails to communicate.
- **Error – Monitoring Not Allowed**—Supervisor attempts to monitor an agent or a CSQ that is not on the Allowed list.
- **Error – Agent Not Logged In**—The agent whom supervisor intends to monitor is not logged in.
- **Error – Invalid Input**—Supervisor enters an input that the system does not recognize.
- **Error – Other**—Errors that are not defined in any of the above messages.

Originator Telephone Number / Originator DN and Originator Type

- **1 = Agent.** Call that originated from an agent. Displays the Unified CCX extension of the agent.
- **2 = Device.** Call that originated from a device that is not associated to an agent or from a device that is associated to an agent, but the agent is not currently logged in. Displays the Computer Telephony Interface (CTI) port number that is associated with the route point that the caller dialed.
- **3 = Unknown.** Call that originated from an outside caller through a gateway or from an unmonitored device. Displays the telephone number of the caller.

Predefined Reason Codes

| Reason Code | State | Event | Event Description |
|-------------|-----------------|---------------------------------------|---|
| 22 | Logout | SUP_AGT_TO_LOGOUT | Supervisor changes an agent's state to Logout. |
| 33 | Ready/Not Ready | SUP_AGT_TO_READY/SUP_AGT_TO_NOT READY | Supervisor changes an agent's state to either Ready or Not Ready. |

| Reason Code | State | Event | Event Description |
|-------------|-----------|--------------------------------|---|
| 255 | Logout | — | The system issues this reason code when the agent is forcibly logged out when there is a connection failure between the Cisco Finesse Desktop and the Cisco Finesse Server. |
| 32741 | Logout | ICD_EXTENSION_CONFLICT | If an agent has already logged in and another agent tries to login with the same extension number, then the previously logged in agent will be logged out by the system. |
| 32742 | Not Ready | AGT_SEC_LINE_OFFHOOK | Agent's state is changed from Ready state to Not Ready state when the monitored Non ICD lines are used for Incoming or Outgoing calls. |
| 32745 | OUTBOUND | OUTBOUND_WORK_REASONCODE | This reason code is set when an agent goes into the Work state to select a wrap up code after ending an outbound call. |
| 32746 | OUTBOUND | AGENT_RESERVED_OUTBOUND_DIRECT | This reason code is set when an agent goes into a Reserved state for a direct preview outbound call. |
| 32747 | OUTBOUND | AGENT_RESERVED_OUTBOUND | This reason code is set when an agent goes into a Reserved state for an agent progressive or predictive outbound call. |
| 32748 | Logout | AGENT_DELETED | Agent is logged out from Unified CCX as the agent is deleted from Unified Communications Manager. This event is triggered when Unified CCX synchronizes the agent information with Unified Communications Manager. |
| 32749 | Not Ready | CANCEL_FEATURE | <p>Agent's state changes from Talking to Not Ready because the Cancel feature is triggered during an Interactive Call Distribution (ICD) consult call between two agents.</p> <p>When the consulting agent presses the Cancel softkey on the phone, the consulted agent is no longer associated with the ICD call, and the consulted agent's state changes to Not Ready. This feature is available only on some of the newer phones.</p> |
| 32750 | Not Ready | AGT_IPCC_EXT_CHANGED | Agent is logged out from Unified CCX because the agent's Unified CCX extension changes in Unified Communications Manager. |
| 32751 | Ready | AGENT_SKIPS | Agent receives a preview outbound call and skips the call. |

| Reason Code | State | Event | Event Description |
|-------------|-----------|--------------------|--|
| 32752 | Ready | CANCEL_RESERVATION | Agent receives a preview outbound call, decides to cancel the reservation, and presses the Cancel Reservation button on the desktop. |
| 32753 | Not Ready | LINE_RESTRICTED | <p>Agent's phone line is flagged as a restricted device by the administrator of Unified Communications Manager.</p> <p>Attention If an agent's line is added to the restricted list, it affects the function of RmCm subsystem.</p> <p>If Allow Control of Device from CTI is not checked in the Default Device Profile Configuration window in Unified Communications Manager, the line remains restricted and cannot be controlled. You can modify this setting for devices that register with Unified Communications Manager. See the <i>Cisco Unified Communications Manager Administration Guide</i>, located at: https://www.cisco.com/en/US/products/sw/voicew/ps556/prod_maintenance_guides_list.html.</p> |
| 32754 | Not Ready | DEVICE_RESTRICTED | <p>Agent's device is flagged as a restricted device by the administrator of Unified Communications Manager.</p> <p>Attention If an agent's device is added to the Restricted list, it affects the function of RmCm subsystem.</p> <p>If Allow Control of Device from CTI is not checked in the Default Device Profile Configuration window in Unified Communications Manager, the device remains restricted and cannot be controlled. You can modify this setting for devices that register with Unified Communications Manager. See the <i>Cisco Unified Communications Manager Administration Guide</i>, located at: https://www.cisco.com/en/US/products/sw/voicew/ps556/prod_maintenance_guides_list.html.</p> |

| Reason Code | State | Event | Event Description |
|-------------|-----------|-----------------|---|
| 32755 | Not Ready | CALL_ENDED | <p>Agent moves to Not Ready state after handling a Unified CCX call. This event occurs in the following cases:</p> <ul style="list-style-type: none"> • Agent 1 is in Not Ready state and gets a consult call from Agent 2. After handling the call, Agent 1 moves back to Not Ready state. • The Automatic Available option is disabled for the agent. After handling a call, agent moves to Not Ready state. |
| 32756 | Not Ready | PHONE_UP | Agent's phone becomes active after it was in Phone Down state. |
| 32757 | Not Ready | CM_FAILOVER | Unified Communications Manager fails over, and the agent is moved to Not Ready state. |
| 32758 | Not Ready | WORK_TIMER_EXP | Agent's state changes from Work to Not Ready. This change occurs if the Work state for that agent's CSQ is associated with an expired wrap-up timer. |
| 32759 | Not Ready | PHONE_DOWN | Agent's phone stops functioning and the agent is placed in the Unavailable state. |
| 32760 | Not Ready | AGT_LOGON | Agent logs in and is automatically placed in the Not Ready state. |
| 32761 | Not Ready | AGT_RCV_NON_ICD | Agent is logged in to the desktop or IP phone and receives a call that is not queued on the Unified CCX platform. |
| 32762 | Not Ready | AGT_OFFHOOK | Agent goes off hook to place a call. If the agent enters a reason, that reason is displayed. If the agent does not select any reason, the system issues this reason code. |
| 32763 | Not Ready | AGT_RNA | Agent fails to answer a Unified CCX call within the specified timeout period. |
| 32764 | Logout | CRS_FAILURE | Active server becomes the standby server, and the agent loses connection to the Unified CCX platform. |
| 32765 | Logout | CONNECTION_DOWN | IP Phone Agent or desktop stops functioning, or connection is disrupted. |

| Reason Code | State | Event | Event Description |
|--------------------|--------------|-----------------------|---|
| 32766 | Logout | CLOSE_FINESSE_DESKTOP | Agent manually logs out from the Finesse Desktop using the default Logout (without any custom reason label) option. |
| 32767 | Logout | AGT_RELOGIN | Agent is logged in to one device (computer or phone) and tries to log in to a second device. |