



Data Reconciliation between Reports

This appendix explains the differences between reports in Unified CCX. These differences are not limitations of the product but are inherent in the way these reports are designed and are intended to work.

Calls Reported

Each report type includes different types of calls in its calculations. The following table lists the report types and the calls that they include:

| Report Type | Report Name | Reported Call Types | | | |
|--------------------|---------------------------------------|---------------------|---------------------|---------|-----------------------|
| | | ACD Calls | ACD + Non-ACD Calls | Inbound | Outbound ¹ |
| Historical reports | Contact Service Queue Activity Report | Y | N | Y | N |
| | CSQ Agent Summary Report | Y | N | Y | N |
| | Agent Detail Report | N | Y | Y | Y |
| | Agent Call Summary Report | N | Y | Y | Y |
| | Agent Summary Report | Y | N | Y | N |
| | Detailed Call by Call CDR Report | N | Y | Y | Y |
| | Detailed Call CSQ Agent Report | N | Y | Y | Y |

¹ Does not include outbound preview calls.

Consult Transfer

Consult transfer is reported in different ways in different reports. Consider the following call flow.

Call Flow Example

A caller calls into a Call Center Route Point, which queues the call in CSQ and routes it to agent1. Agent1 talks to the caller, initiates a consult transfer to agent2, talks to agent2, and completes the transfer. Agent2 talks to the caller and then drops the call.

This scenario will be reported as follows:

| Report | Data Presented |
|--|---|
| Detailed Call by Call CCDR Report (System perspective) | <ol style="list-style-type: none"> 1. One call record with type = 1 (incoming) for the call between the caller and agent1. 2. One call record with type = 3 (internal) for the consult call between the two agents. 3. One call record with type = 5 (transferred-in) for the call between the caller and agent2. |
| Agent Detail Report (Agent perspective) | <ol style="list-style-type: none"> 1. For agent1: <ol style="list-style-type: none"> a. One call record for call with the caller (Inbound + transfer-out) to indicate that this call was transferred out to another agent. b. One call record for the consult call with agent2 (outbound). 2. For agent2: <ol style="list-style-type: none"> a. One call record for the consult call with agent1 (Inbound Non-ACD). Consult calls are always Non-ACD in Historical reports. b. One call record for the call with the caller (Inbound + transfer-in) to indicate that a transferred call was received. |