



## **CTI OS Agent Desktop User Guide for Cisco Unified ICM/Contact Center Enterprise & Hosted**

Release 9.0(1)

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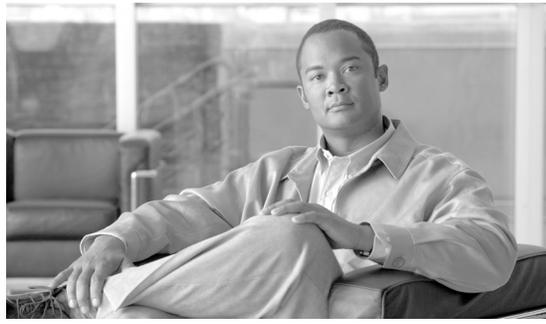
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## About This Guide

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### Purpose

This manual provides instructions for the CTI Toolkit Agent Desktop.

### Audience

This manual is intended primarily for agents who use the CTI Toolkit Agent Desktop to answer and process calls. This manual assumes that an administrator has already installed the hardware and software that are needed for the CTI Toolkit Agent Desktop to run.

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

Rather than constantly referring to all four of the aforementioned products, the following shorthand is used. Unless otherwise noted, Unified ICM stands for Cisco Unified Intelligent Contact Management Enterprise and Hosted Editions, while Unified CC stands for Cisco Unified Contact Center Enterprise and Hosted Editions.

These new names are introduced in Release 9.0(1). They are referenced in opening screens and documentation, but they do not yet appear throughout the user interface. For example, there is still an “IPCC System” selection on the CTI Login dialog Connect To drop-down menu, and the ICM Configuration Manager tool is still named as such and referred to in this manual accordingly.

### 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. See the *Mobile Agent Guide for Cisco Unified Contact Center Enterprise* for instructions about using your desktop when you log in as a

Mobile Agent.

The *Mobile Agent Guide for Cisco Unified Contact Center Enterprise* is available on your desktop software product CD. It can also be downloaded from the Cisco Web site at:

[http://www.cisco.com/en/US/products/sw/custcosw/ps1844/products\\_installation\\_and\\_configuration\\_guides\\_list.html](http://www.cisco.com/en/US/products/sw/custcosw/ps1844/products_installation_and_configuration_guides_list.html).

## New Registry Structure

For the CTI OS 9.0(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 version, minor version, and revision number, for example: HKEY\_LOCAL\_MACHINE\SOFTWARE\Cisco Systems, Inc.\CTI OS Client\9.0.1



**Note**

See the *CTI OS System Manager's Guide for Cisco Unified ICM Contact Center Enterprise & Hosted Editions* for details.

## Organization

The manual is divided into the following chapters.

Chapter	Description
<a href="#">Chapter 1, “Starting and Logging In to CTI Toolkit Agent Desktop”</a>	Discusses startup, login, and logout procedures.
<a href="#">Chapter 2, “Changing Agent States”</a>	Describes how to change to various agent states and details what occurs when these agent state changes take place.
<a href="#">Chapter 3, “Processing Calls”</a>	Describes how agents can use CTI Toolkit Agent Desktop to make, answer, and process calls. This chapter also discusses the keyboard equivalents for actions by the agent.
<a href="#">Chapter 4, “Entering Wrapup Data”</a>	Lists the circumstances under which agents are required to enter wrapup data, permitted to enter wrapup data, or prohibited from entering wrap up data upon completion of a call. This chapter also discusses the Wrapup dialog box.
<a href="#">Chapter 5, “Communicating with Other Call Center Personnel”</a>	Discusses the facilities agents can use to communicate with call center personnel.
<a href="#">Chapter 6, “Interpreting Call and Statistical Information”</a>	Discusses the CTI Toolkit Agent Desktop call information and statistical displays.

## Related Documentation

Documentation for Cisco Unified ICM/Unified Contact Center (IPCC) Enterprise & Hosted, as well as related documentation, is accessible from Cisco.com at <http://www.cisco.com/web/psa/products/index.html>.

- Related documentation includes the documentation sets for Cisco CTI Object Server (CTI OS), Cisco Agent Desktop (CAD), Cisco Agent Desktop - Browser Edition (CAD-BE), 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/web/psa/products/index.html>, click on **Voice and Unified Communications**, then click on **Cisco Unified Contact Center Products** or **Cisco Unified Voice Self-Service Products**, 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.
- Documentation for Cisco Unified Communications Manager is accessible from <http://www.cisco.com/web/psa/products/index.html>.
- Technical Support documentation and tools are accessible from <http://www.cisco.com/en/US/support/index.html>.
- The Product Alert tool can be accessed through (login required) <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 <b>Edit &gt; Find</b> from the ICM Configure menu bar.
Italic type indicates one of the following: <ul style="list-style-type: none"> <li>• A newly introduced term.</li> <li>• For emphasis.</li> <li>• A generic syntax item that you must replace with a specific value.</li> <li>• A title of a publication.</li> </ul>	<ul style="list-style-type: none"> <li>• A <i>skill group</i> is a collection of agents who share similar skills.</li> <li>• <i>Do not</i> use the numerical naming convention that is used in the predefined templates (for example, <b>persvc01</b>).</li> <li>• IF (<i>condition, true-value, false-value</i>).</li> <li>• For more information, see the <i>Database Schema Guide for Cisco Unified ICM/Contact Center Enterprise &amp; Hosted</i>.</li> </ul>
An arrow ( > ) indicates an item from a drop-down menu.	The Save command from the File menu is referenced as <b>File &gt; Save</b> .

# 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>

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We appreciate your comments.



# CHAPTER 1

## Starting and Logging In to CTI Toolkit Agent Desktop

---

This section discusses startup, login, and logout procedures for CTI Toolkit Agent Desktop. It includes the following topics:

- [Starting CTI Toolkit Agent Desktop, page 1-1](#)
- [Logging In, page 1-2](#)
- [Logging Out, page 1-9](#)



### Note

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In Releases 7.0(0) and later, the CTI Toolkit Agent Desktop is available in the .NET environment.

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The CTI Toolkit Agent desktop is compatible with the following operating systems:

- Windows 7
- Windows Vista
- Windows XP

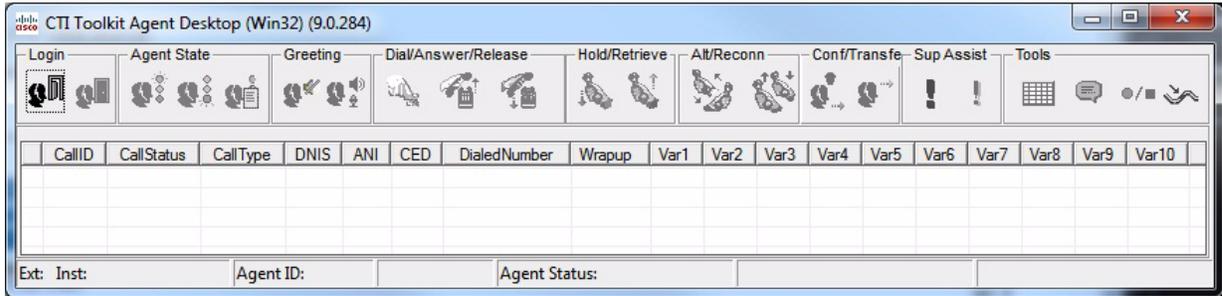
For more information, see the *Hardware & System Software Specification (Bill of Materials) for Cisco Unified ICM/Contact Center Enterprise & Hosted, Release 9.0(1)*. This document is available at: <http://www.cisco.com/univercd/cc/td/doc/product/icm/ccbubom/index.htm>

## Starting CTI Toolkit Agent Desktop

To start CTI Toolkit Agent Desktop, select **Start > Programs > Cisco Systems CTI Toolkit > Agent Desktop**.

Upon startup the CTI Toolkit Agent Desktop main screen appears.

Figure 1-1 CTI Toolkit Agent Desktop (Win32) (9.0.131)



This screen includes the following options:

- **Login.** Contains buttons that let the agent log in or log out.
- **Agent State.** Contains buttons that let the agent change the state of the currently logged in agent.
- **Greeting.** Contains buttons to mute or unmute agent greeting.
- **Dial/Answer/Release.** Contains buttons that let the agent make, answer, and hang up calls.
- **Hold/Retrieve.** Contains buttons that let the agent put a call on hold and retrieve a held call.
- **Alternate/Reconnect.** Contains buttons that let the agent alternate between and reconnect active calls.
- **Conference/Transfer.** Contains buttons that let the agent initiate and complete conference and transfer operations.
- **Supervisor Assist.** Contains buttons that let the agent request assistance from a supervisor.
- **Tools.** Contains buttons that invoke statistical displays, initiate a chat session, record calls, and report 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** Keyboard equivalents and shortcuts related to the above buttons and displays are described in [Main Window Keyboard Accessibility, page 3-6](#) and [Call Information Grid Accessibility, page 3-6](#).

- **Video.** Opens the ViewMaster video browser page. This must be enabled/configured during client setup.

## Logging In

To log in to CTI Toolkit Agent Desktop, select the Login button. The Login button connects agents to the CTI Server and logs agents in to a selected ACD switch. When you click the Login button, a Login dialog appears.

Figure 1-2 CTI Login Dialog

Enter the following information in this dialog box:

- **Connect to.** Use the drop-down menu to select the connection profile that you want to use.
- **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 on the Supervisor desktop will prompt 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 Login dialog varies for different peripheral types. Refer to [Peripheral Login Dialogs, page 1-4](#) for additional information.



**Note** The fields in the Mobile Agent dialog box are accessible only if Mobile Agent was enabled during 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 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 on. Enter the number in the same format as you would dial it from a Unified CM IP Phone, unless your system administrator has instructed you to enter the number in another format.



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

Select one of the following Call Mode values from the pulldown menu:

- **Call-by-call.** Agent's phone is dialed for each incoming call.
- **Nailed connection.** Agent's phone is dialed once immediately after logging in 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. See the *Mobile Agent Guide for Cisco Unified Contact Center Enterprise* for instructions about using your desktop when you log in as a Mobile Agent.

The *Mobile Agent Guide for Cisco Unified Contact Center Enterprise* is available on your desktop software product CD. It can also be downloaded from the Cisco Web site at:

[http://www.cisco.com/en/US/products/sw/custcosw/ps1844/products\\_installation\\_and\\_configuration\\_guides\\_list.html](http://www.cisco.com/en/US/products/sw/custcosw/ps1844/products_installation_and_configuration_guides_list.html).

After you enter this information, click the OK button. After a successful login, the following occurs:

- You automatically enter the state configured on your switch, either Ready or NotReady state.
- The status bar on the bottom of the CTI Toolkit Agent Desktop Screen displays the following information:
  - Agent ID for the logged in agent
  - Agent Extension
  - Agent Instrument
  - Current Agent Status
  - The server that the agent is connected to
- Buttons for actions that are allowed from your current agent state are enabled.

**Note**

Multiple agents may log in to CTI Toolkit Agent Desktop on the same workstation. Each agent need only run a separate instance of CTI Toolkit Agent Desktop and then log in as a different user.

## Peripheral Login Dialogs

The Login dialog varies, depending upon the peripheral type. The following sections discuss the Login dialog for each peripheral type.

## Aspect Call Center ACD

Figure 1-3 Aspect Call Center ACD CTI Login Dialog

Enter the following information in this dialog box:

- **Connect to.** Use the drop-down menu to select the **Aspect** connection profile.
- **Agent ID.** Your agent ID as assigned by your manager.
- **Password.** Your password as assigned by your manager.
- **Instrument.** The device ID assigned to the phone set you receive calls on.

## G3 ACD

Figure 1-4 G3 ACD CTI Login Dialog

Enter the following information in this dialog box:

- **Connect to.** Use the drop-down menu to select the **G3** connection profile.
- **Agent ID.** Your agent ID as assigned by your manager.

- **Password.** Your password as assigned by your manager.
- **Instrument.** The device ID assigned to the phone set you receive calls on.
- **Work Mode.** A value representing you desired work mode. Used by Avaya DEFINITY ECS with default value of Manual In.

## IPCC

**Figure 1-5 IPCC CTI Login Dialog - Login by AgentID**

Enter the following information in this dialog box:

- **Connect to.** Use the drop-down menu to select the **IPCC** connection profile.
- **Agent ID.** Your agent ID as assigned by your manager.
- **Password.** Your password as assigned by your manager.
- **Instrument.** The device ID assigned to the phone set you receive calls on.

**Figure 1-6 IPCC CTI Login Dialog - Login by Agent Name**

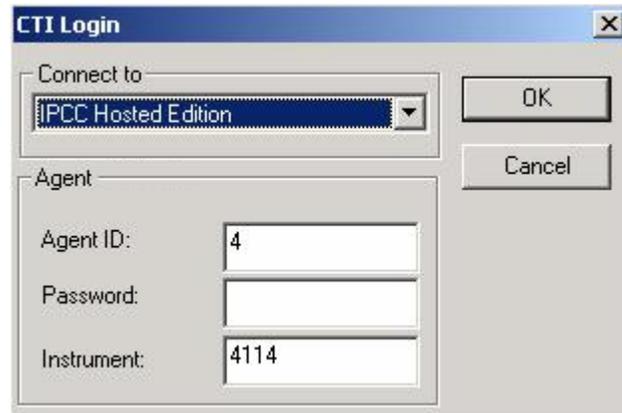
Enter the following information in this dialog box:

- **Connect to.** Use the drop-down menu to select the **IPCC** connection profile.
- **Login Name.** This is the login name defined for you in Configuration Manager.
- **Password.** Your password as assigned by your manager.

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

## IPCC Hosted Edition

**Figure 1-7** IPCC Hosted Edition CTI Login Dialog - Login by AgentID



The screenshot shows a dialog box titled "CTI Login" with a close button (X) in the top right corner. It contains the following fields and controls:

- Connect to:** A drop-down menu with "IPCC Hosted Edition" selected.
- Agent:** A section containing three input fields:
  - Agent ID:** A text box containing the number "4".
  - Password:** An empty text box.
  - Instrument:** A text box containing the number "4114".
- Buttons:** "OK" and "Cancel" buttons are located on the right side of the dialog.

Enter the following information in this dialog box:

- **Connect to.** Use the drop-down menu to select the **IPCC Hosted Edition** connection.
- **Agent ID.** Your agent ID as assigned by your manager.
- **Password.** Your password as assigned by your manager.
- **Instrument.** The device ID assigned to the phone set you receive calls on.

**Figure 1-8** IPCC Hosted Edition CTI Login Dialog - Login by Agent Name



The screenshot shows a dialog box titled "CTI Login" with a close button (X) in the top right corner. It contains the following fields and controls:

- Connect to:** A drop-down menu with "IPCC Hosted Edition" selected.
- Agent:** A section containing three input fields:
  - Login Name:** A text box containing "agent4".
  - Password:** An empty text box.
  - Instrument:** A text box containing "4114".
- Buttons:** "OK" and "Cancel" buttons are located on the right side of the dialog.

Enter the following information in this dialog box:

- **Connect to.** Use the drop-down menu to select the **IPCC Hosted Edition** connection.
- **Login Name.** This is login name defined for you in Configuration Manager.
- **Password.** Your password as assigned by your manager.
- **Instrument.** The device ID assigned to the phone set you receive calls on.

## Aspect Spectrum (Rockwell) ACD

Figure 1-9 Aspect Spectrum (Rockwell) ACD CTI Login Dialog

Enter the following information in this dialog box:

- **Connect to.** Use the drop-down menu to select the **Spectrum** connection profile.
- **Agent ID.** Your agent ID as assigned by your manager.
- **Password.** Your password as assigned by your manager.
- **Instrument.** The device ID assigned to the phone set you receive calls on.
- **Position ID.** The position ID assigned to the agent you receive calls on.

## Avaya Aura CC (Symposium) ACD

Figure 1-10 Avaya Aura CC (Symposium) ACD CTI Login Dialog

Enter the following information in this dialog box:

- **Connect to.** Use the drop-down menu to select the **Symposium** connection profile.
- **Agent ID.** Your agent ID as assigned by your manager.
- **Password.** Your password as assigned by your manager.

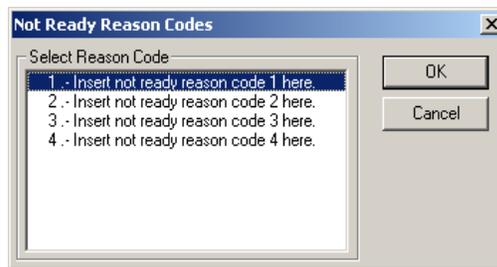
- **Instrument.** The device ID assigned to the phone set you receive calls on.

## Logging Out

To log out of the CTI Toolkit Agent Desktop, perform the following steps:

- 
- Step 1** If the **Logout** button is enabled, select it. Some switches require that an agent be in NotReady state to log out; therefore, the **Logout** button is disabled in any other state. In this case, click **NotReady** first, then click **Logout**.
- Step 2** Depending on how your administrator has configured your agent settings, a Select Reason Code dialog box may appear after you click **NotReady**.

**Figure 1-11 Not Ready Reason Codes**



This dialog box includes a list of reason codes.



**Note** For information on how an administrator can set an agent's logout parameters, see the *Administration Guide for Cisco Unified Contact Center Enterprise Edition*.

**Step 3** Highlight a reason code in the list.

**Step 4** Click **OK**.

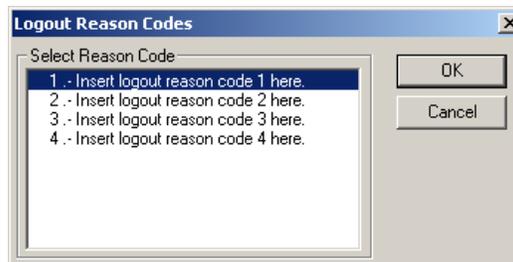


**Note** For an explanation of NotReady state, see [Chapter 2, "Changing Agent States."](#)

**Step 5** When you enter the NotReady state, the **Logout** button becomes enabled. Click the **Logout** button.

**Step 6** Depending on how your administrator has configured your agent settings, a Select Reason Code dialog box may appear next.

**Figure 1-12 Logout Reason Codes**



This dialog box includes a list of defined reason codes.

**Step 7** Highlight a reason code in the list.

**Step 8** Click **OK**.

---

After a successful logout, the following occurs:

- You are logged out of CTI OS and the ACD switch.
- All entries in the status bar at the bottom of the CTI Toolkit Agent Desktop screen become blank except for Agent Status, which becomes “Unknown.”
- All Agent State Control buttons except Login are disabled.
- 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.

---

## Cisco IP Communicator

Releases 7.0(0) and later of CTI Toolkit Agent Desktop support IP Communicator as a replacement for Media Termination. These releases do **not** support Media Termination.

IP Communicator is neither started up concurrently with CTI Toolkit Agent Desktop, nor is it installed with CTI Toolkit Agent Desktop.

You must manually start IP Communicator. If log in to Agent Desktop, and IP Communicator has not been started—that is, the device is not in service and registered with Unified CM—you may see the following:

**Error Message** *CTI Warning: The request failed because a timeout limit was exceeded.*



**Note**

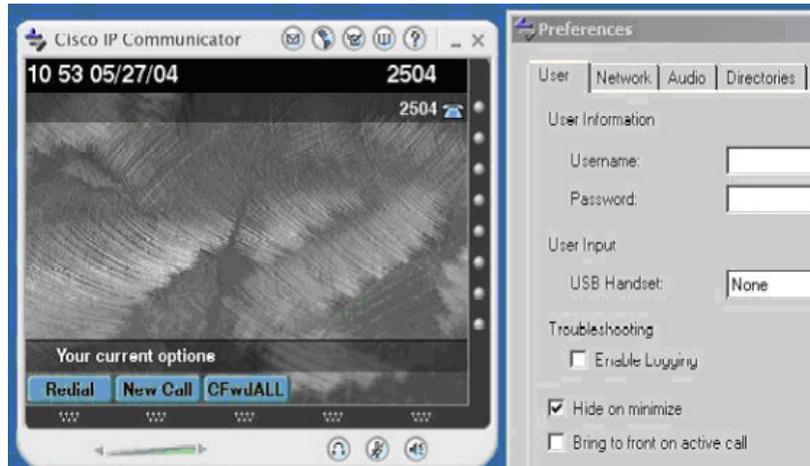
The Cisco IP Communicator softphone includes features such as Call Park and Pickup that are not supported for Cisco Unified Contact Center Enterprise (Unified CCE) agents using CTI Toolkit Agent Desktop. For all call-handling purposes Agent Desktop controls must be used. Also, to conserve resources, keep IP Communicator minimized as much as possible. If you have questions about IP Communicator, contact your system manager.

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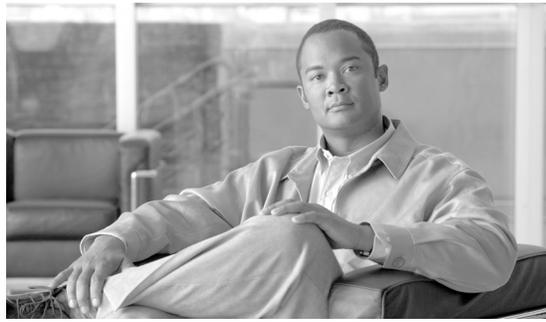
Set the following IP Communicator preferences:

- Uncheck the “Bring to Front on Active Call” option (default is unchecked)
- Check the “Hide on Minimize” option (default is unchecked)

Figure 1-13 Cisco IP Communicator







## CHAPTER 2

# Changing Agent States

---

This chapter describes how to change to various agent states and details what occurs when these agent state changes take place. It discusses changes to the following agent states:

- Ready
- NotReady
- Wrapup

This chapter does not discuss automatic agent state transitions (such as Ready or NotReady to Talking) that occur by means other than clicking Agent State control buttons.



### Caution

---

When on an Aspect ACD, an agent on a call must not select **Ready** or **Not-Ready** as this causes the agent to be disconnected. This is an Aspect ACD behavior.

---

## Changing to Ready State

If the Ready button is enabled, you are in a valid state to go to Ready. To enter the Ready state, click the Ready button while in NotReady state.

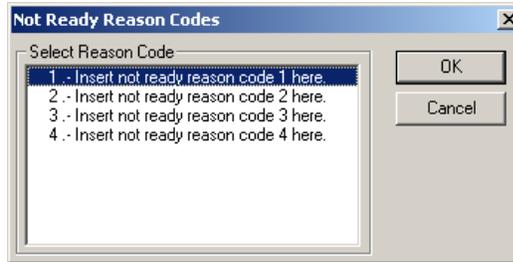
On entering Ready state, the agent is ready to accept ACD calls.

## Changing to NotReady State

If the NotReady button is enabled, you are in a valid state to go to NotReady. To enter the NotReady state, click the NotReady button.

Depending on your configuration, a Select Reason Code dialog box may appear when you click the NotReady button.

**Figure 2-1** Not Ready Reason Codes selection Dialog



This dialog box includes a list of defined reason codes. Highlight a reason code in the list and click OK. Navigate the reason code list as follows:

Key	Action
Up Arrow	Move the focus to the previous reason code.
Down Arrow	Move the focus to the next reason code.
Enter	Changes state to not ready with the selected reason code.

On entering NotReady state you cannot accept an ACD call, but you can still receive calls made to your direct extension. On some switches, you can still receive calls made to your Agent ID.

## Changing to Wrapup State

Depending on your switch and how your administrator has configured your agent profile, following are two possible ways to enter Wrapup state:

- You automatically enter into wrapup state on completion of a call.
- You click the Wrapup button to either go immediately to the Wrapup state or to go to Wrapup state after completion of the current call.

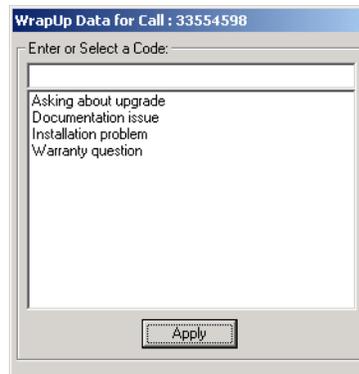


### Note

In a Unified CCE environment, an administrator defines an agent's Work Mode on Incoming and Work Mode on Outgoing values on the Configure ICM Agent Desk Settings List screen. See the *Cisco IP Contact Center Enterprise Edition Administration Guide* for details.

On entering Wrapup state, a Wrapup dialog box appears.

**Figure 2-2** *WrapUp Data selection Dialog*



The Wrapup String List reason is navigated as follows:

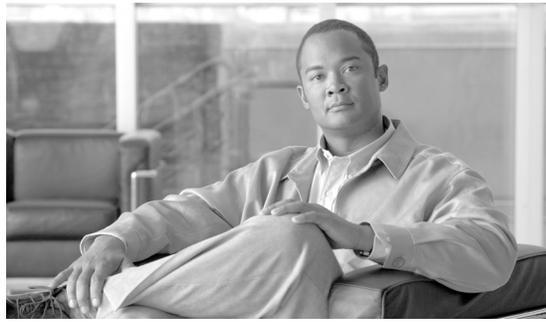
Key	Action
Up Arrow	Move the focus to the previous wrapup string.
Down Arrow	Move the focus to the next wrapup string.
Enter	Applies the currently selected wrapup string.

In a Unified CCE environment, the settings your administrator has defined in the Configuration Manager Agent Desk Settings screen determine if the Apply button is disabled until you enter data.

You may select one of the displayed choices or enter something different in the edit box. Alternatively, you may enter wrapup data in the WrapUp column of the Call Information grid any time a call is displayed.

An agent who is in the Wrapup state is unable to accept ACD calls.





## CHAPTER 3

# Processing Calls

---

This chapter describes how agents can use the CTI Toolkit Agent Desktop to make, answer, and process calls. It discusses the following tasks:

- Making calls
- Answering calls
- Hanging up calls
- Transferring calls
- Conferencing calls
- Sending DTMF Tones
- Keyboard Accessibility

## Making Calls

To make a call, perform the following steps:

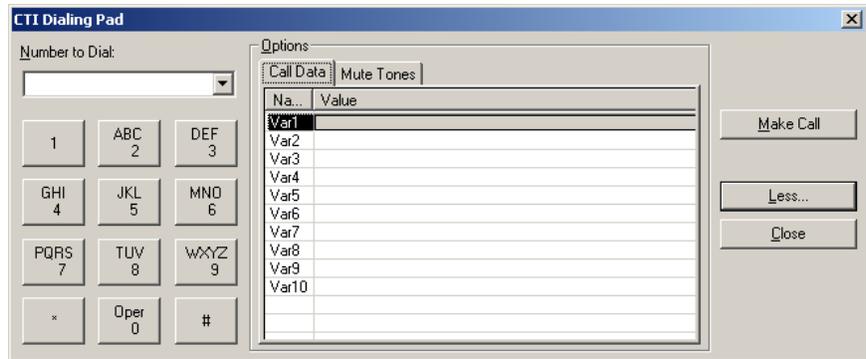
- 
- Step 1** Enter a state from which you can make a call. You are in the correct state to make a call if the Dial button is enabled. This is switch specific; valid states from which to make a call can include Ready, NotReady, or Hold. If the Dial button is not enabled, change your state as needed until the Dial button becomes enabled.
- Step 2** Click the **Dial** button. The following dialog box appears.

**Figure 3-1** CTI Dialing Pad



- Step 3** Enter the phone number to be dialed in the Dialed Number field or select a destination from the drop-down menu. The drop-down menu contains the last six numbers dialed from this desktop.
- Step 4** Optionally, you can click the **More** button to get the following display.

**Figure 3-2** CTI Dialing Pad with More options



This display contains the Call Data tab, where you can optionally enter data associated with the call.

- Step 5** Click the **Dial** button.

## Answering Calls

When the Call Information Grid shows an alerting call, the **Answer** button becomes enabled. To answer an incoming call, click the **Answer** button. When the call is answered, the **Release** button becomes enabled.



**Note**

If a button enablement event disables the button that currently has focus, focus is moved to the first enabled button in the tab order.

# Hanging Up Calls

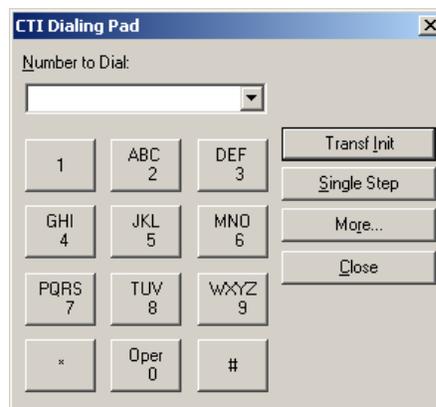
To hang up a call, click the **Release** button.

# Transferring Calls

To transfer a call, complete the following steps:

- Step 1** Click the **Transfer** button. The CTI Dialing Pad dialog box appears.

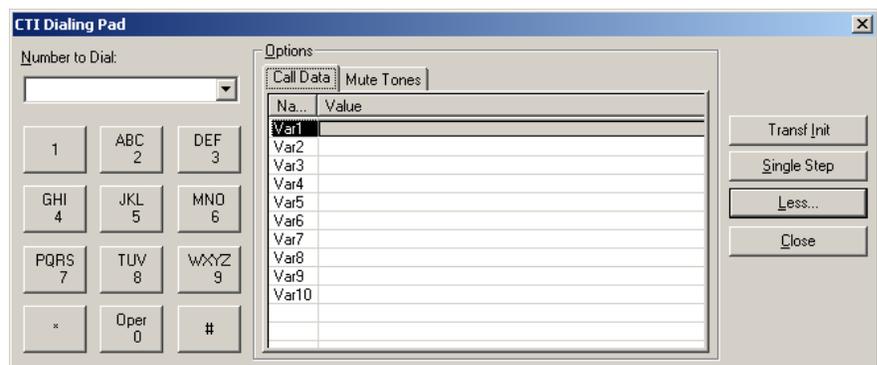
**Figure 3-3** CTI Dialing Pad



- Step 2** Enter the phone number to be dialed in the Dialed Number field or select a destination from the drop-down menu. The drop-down menu contains the last six numbers dialed from this desktop.

- Step 3** Optionally, you can click the **More** button to get the following display.

**Figure 3-4** CTI Dialing Pad with More options



This display contains the Call Data tab, where you can optionally enter data associated with the call.

The remaining steps depend on whether or not you wish to speak with the consulted agent upon call transfer.

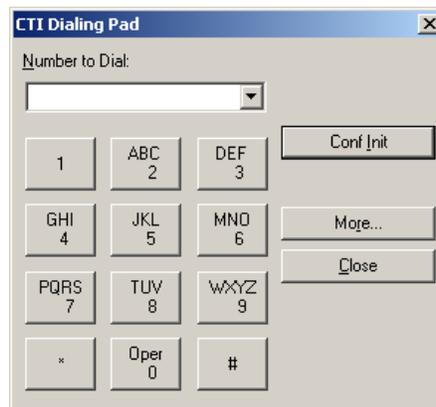
- If you *do not* wish to speak with the consulted agent, click the **Single Step** button. The call is transferred automatically.
- If you wish to speak with the consulted agent, click the **Transfer Init** button. Once the **Transfer Init** button is selected, the call is put on hold. You will have an opportunity to speak to the consulted agent before completing the transfer. When the consult call is answered, the button changes to **Transfer Complete**. To complete the transfer, click the **Transfer Complete** button.

## Conferencing Calls

To initiate a conference call, perform the following steps.

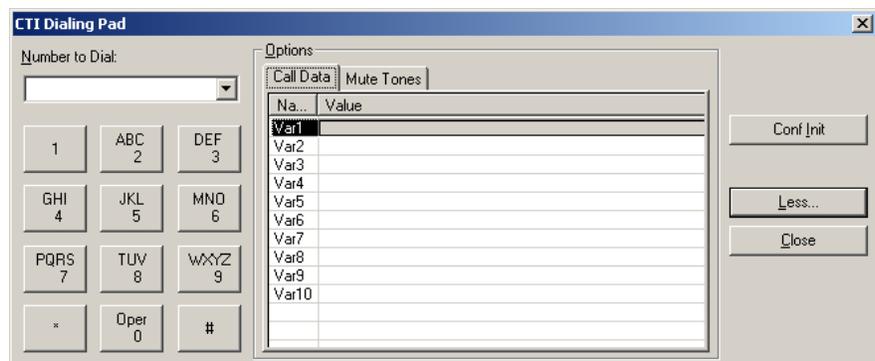
- Step 1** Click on the **Conference** button. The CTI Dialing Pad dialog box appears.

**Figure 3-5** CTI Dialing Pad



- Step 2** Enter the phone number to be dialed in the Dialed Number field or select a destination from the drop-down menu. The drop-down menu contains the last six numbers dialed from this desktop.
- Step 3** Optionally, you can click the **More** button to get the following display.

**Figure 3-6** CTI Dialing Pad with More options



- Step 4** Click the **Conference Init** button. The call is now put on hold. You will have an opportunity to speak to the consulted agent before completing the conference. When the consult call is answered, the button changes to **Conference Complete**. To complete the conference, click the **Conference Complete** button.

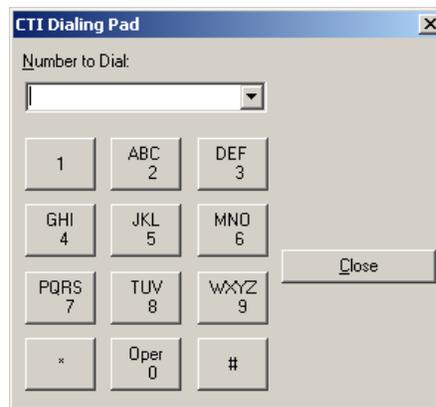
When the conference operation completes, the two calls then appear on the Call Information Grid as one call.

## Sending DTMF Tones

Occasionally, the agent 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** Select an active call in the Call Information Grid.
- Step 2** Click the **Dial** button. The following dialpad 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.

On this dialing pad, you can also specify that DTMF tones, dial tones, Ring In tones (tones that signal a call received), and Ring Out tones (tones that signal that the phone you are calling is ringing) be muted. If you are using IP Communicator it is recommended that you mute these tones, so these tones do not conflict with the tones IP Communicator produces.

## Main Window Keyboard Accessibility

The buttons with icons on the main frame window have the following keyboard equivalents for accessibility to Agent actions.

Button	Hotkey
Login	Alt+l
Logout	Alt+o
Ready	Alt+r
Not Ready	Alt+n
Wrapup	Alt+w
Dial	Alt+d
Answer call	Alt+a
Release call	Alt+x
Hold	Alt+h
Retrieve	Alt+i
Alternate	Alt+s
Reconnect	Alt+e
Conference	Alt+c (Toggle key)
Transfer	Alt+t (Toggle key)
Emergency	Alt+g
Supervisor assist	Alt+q
Show statistics	Alt+y
Chat	Alt+z
Record	Alt+f
Bad line	Alt+b

## Call Information Grid Accessibility



### Note

The Agent Desktop has been tested with the JAWS Screen Reader, version 8.0. Items are read back to the user only if JAWS has been installed on the system.

The JAWS screen reader is used to read the status bar. JAWS will read the status bar when the user selects Insert+Page Down together.

Following are the keyboard shortcuts for movement within the Call Information Grid window:

Key	Action
<b>Alt+j</b>	Moves focus to the Call Appearance Grid. When a cell is highlighted on the call grid, the user can select F3 to have JAWS read back the cell's header and the cell's contents.  When an entire row is selected, the user can select INSERT+Up Arrow to have JAWS read back the contents of each cell in the current row.
<b>Tab</b>	Move to the element that follows the grid in the tab order.
<b>Shift-tab</b>	Move to the element that precedes the grid in the tab order.
<b>right arrow</b>	Move to the cell to the right of the current cell. If the user selects the right arrow in the last cell of the current line, the focus will move to the first cell of the current line.
<b>left arrow</b>	Move to the cell to the left of the current cell. If the user selects the left arrow in the first cell of the current line, the last cell on the current line is highlighted.
<b>up arrow</b>	Move to the cell above the current cell. If the current cell is at the top of its column, the focus will wrap to the first non-empty row from the bottom of the current column.
<b>down arrow</b>	Move to the cell below the current cell. If the current cell is at the bottom of its column or if the row following the current row is empty, the focus will wrap to the top of the current column.

When a cell is highlighted on the call grid, select F3 to have JAWS read back the cell's header and the cell's contents.



**Note**

The Agent Desktop has been tested with the JAWS Screen Reader, version 8.0. Items are read back to the user only if JAWS has been installed on the system.

The JAWS screen reader is used to read the status bar. JAWS will read the status bar when the user select Insert + Page Down together.

Once you have focus on the cell to be edited, you can complete the following listed actions.

Key	Action	
	Not Editing	Editing
Del	Clear the contents of the cell and begin editing.	Delete the character that follows the cursor.
Any character currently allowed to be entered in the cell except backspace	Does nothing.	If you are editing, the character typed is placed at the cursor position.
Backspace	The contents of the cell are deleted. The user is placed in to edit mode.	The character before the cursor is deleted.
Enter	Does nothing	Ends editing and leaves focus on the current cell.
F2	Places the cursor at the beginning of the value in the cell.	Does nothing.
Right arrow	Move to the cell to the right of the current cell. If the user selects the right arrow in the last cell of the current line, the focus will move to the first cell of the current line.	Move the cursor further one step or to the last character.
Left arrow	Move to the cell to the left of the current cell. If the user selects the left arrow in the first cell of the current line, the last cell on the current line is highlighted.	Move the cursor to one step backward or to the first character.
Up arrow	Move to the cell above the current cell. If the current cell is at the top of its column, the focus will wrap to the first non-empty row from the bottom of the current column.	Does nothing.
Down arrow	Move to the cell below the current cell. If the current cell is at the bottom of its column or if the row following the current row is empty, the focus will wrap to the top of the current column.	Does nothing.
Esc	Does nothing.	Restores the cell to the value it had before being edited and exit edit mode.

## Accessibility and Asynchronous Events

The following table lists different asynchronous events and ways of working with them.

Event	Notification
OnConnection and OnConnectionClosed	Users can determine if they are connected by having JAWS read the status bar (INSERT + PAGE_DOWN).
Answer call, conference call, transferred call	The agent's phone provides an audible clue.  A user can determine if they have a call by having JAWS read the status bar (INSERT + PAGE_DOWN). The agent's state is Reserved if the agent has a call.
Call established	The agent's phone signals the call is established (ringing ends).  Selecting Insert+Up Arrow while highlighting the row for the call on the call grid instructs JAWS to read back the contents of each cell in the current row.
Call held	The agent's phone provides an audible clue.  Selecting INSERT+Up Arrow while highlighting the row for the call on the call grid instructs JAWS to read back the contents of each cell in the current row.
Call conferenced, call transferred	The phone is the best way to determine if the call has been conferenced or transferred.  The call grid also reflects the state of the call.
Call cleared	The phone and the call grid can be used to determine the state of the call.
Agent state changes	Agents can determine their state by having JAWS read the status bar (INSERT + PAGE_DOWN).





## CHAPTER 4

# Entering Wrapup Data

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As described in “[Changing to Wrapup State](#)” in Chapter 2, wrapup data may be entered via the Wrapup column during the call, or via the Wrapup dialog box after the call ends. This chapter discusses Unified CCE-specific circumstances under which agents are required to enter, permitted to enter, or prohibited from entering wrapup data on completion of a call. This chapter also discusses the Wrapup dialog box.

## Wrapup Data Requirements

In the Unified CCE environment, an administrator can set wrapup data settings for agents on the Agent Desk Settings screen in Configuration Manager. These settings determine if an agent is required to enter, permitted to enter, or prohibited from entering wrapup data on completion of incoming or outgoing calls.



### Note

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See the *Administration Guide for Cisco Unified Contact Center Enterprise & Hosted Editions* for instructions on setting agent wrapup data settings.

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The Configuration Manager Work Mode on Incoming setting determines the agent parameters for incoming calls. The values may be one of the following:

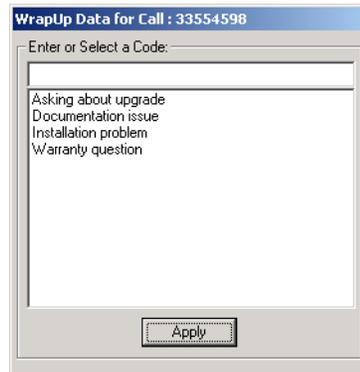
- **REQUIRED.** The agent automatically enters Wrapup state on completion of a call.
- **REQUIRED\_WITH\_DATA.** The agent automatically enters Wrapup state on completion of a call and **must** enter wrapup data in the Wrapup dialog box, as described in the next section.
- **OPTIONAL.** The agent may click the Wrapup button during a call to enter Wrapup state on completion of the call. The agent may instead click the Ready or NotReady buttons during a call to enter that state on completion of the call. If the agent does not click Ready, NotReady, or Wrapup, the agent state upon hang up returns to the state that was in effect before the call.
- **NOT\_ALLOWED.** The agent is not permitted to enter wrapup data. The agent may click the Ready or NotReady buttons during a call to enter that state on completion of the call. If the agent does not click Ready or NotReady, the agent state upon hangup returns to the state that was in effect before the call.

The Configuration Manager Work Mode on Outgoing setting determines the agent parameters for outgoing calls. Valid values are REQUIRED, OPTIONAL, and NOT\_ALLOWED. REQUIRED\_WITH\_DATA is not valid for the outgoing wrapup mode because the Unified ICM currently does not permit wrapup data to be set in an outgoing call. If the outgoing wrapup mode is set to REQUIRED, the agent enters wrapup state when the call ends but the Wrapup dialog box described in the next section is not displayed.

# The Wrapup Dialog Box

The Wrapup dialog box appears when an agent enters Wrapup state.

**Figure 4-1** *WrapUp Data Code selection Dialog*



You may select a reason from the list box or enter wrapup text in the text box, then click the Apply button to proceed.



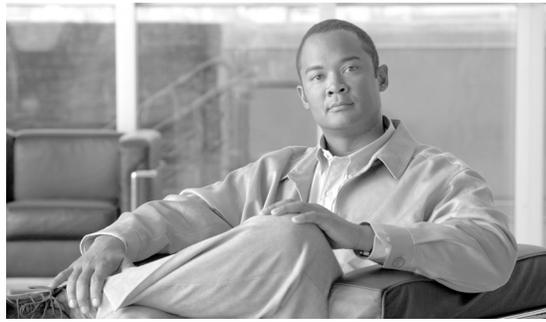
**Note**

It is not possible to enter wrap up data for the consult call following a completed transfer or a conference call, because the consult call is not only cleared but also completely ended. If you wish to enter wrapup data for a call to be transferred, you must do so while the call is in progress by double clicking the Wrapup column for the call in the Call Information section. However a wrapup data window is available for an agent when the agent leaves a conference call after the call is completed.

After you click the Apply button on the Wrapup dialog box, you may click the Ready or NotReady buttons to go to one of those states. If you do not click one of these buttons after a configurable period of time, you eventually return to the state that was in effect before the previous call.

- For incoming ACD calls, the agent state returns to Ready.
- For outgoing calls, the agent state returns to NotReady.
- For incoming internal calls, the agent state returns to either Ready or NotReady depending on the state that was in effect before the call.

The configurable period of time is set in Configuration Manager on the Agent Desk Settings Screen.



# CHAPTER 5

## Communicating with Other Call Center Personnel

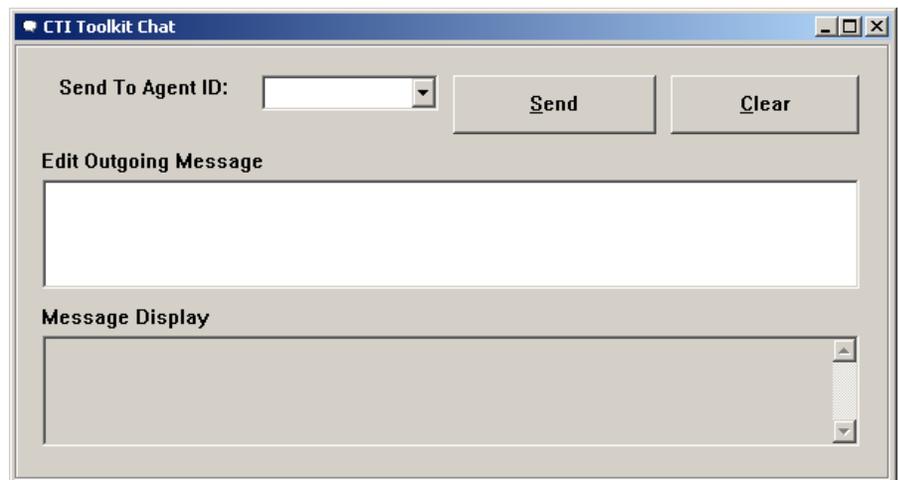
This chapter discusses the following facilities available for agents to communicate with call center personnel.

- CTI OS Chat
- Requesting supervisory assistance

### CTI OS Chat

When you click the Chat button from the CTI Toolkit Agent Desktop main screen, the CTI OS Chat dialog box appears.

**Figure 5-1** CTI Toolkit Chat



**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 wish to contact.

Depending on the access rights your system administrator configured, you can chat with the following call center personnel:

- The primary supervisor of your team

## Requesting Supervisory Assistance

- The secondary supervisor of your team
- Anyone in your agent team
- Anyone on the same peripheral

In addition, the agent IDs of agents you have chatted with during the current chat session are also displayed.

Administrators should consult the *CTI OS System Manager's Guide for Cisco Unified ICM Contact Center Enterprise & Hosted Editions* for instructions on configuring agent chat settings.

To send a chat message, in the Edit Outgoing Message field, enter the text of your message and then click **Send**.



### Note

If the CTI OS Chat dialog box is open, incoming messages from other logged-in agents appear in the Message Display window. If this dialog box is *not* open, the Chat button on the main screen flashes.

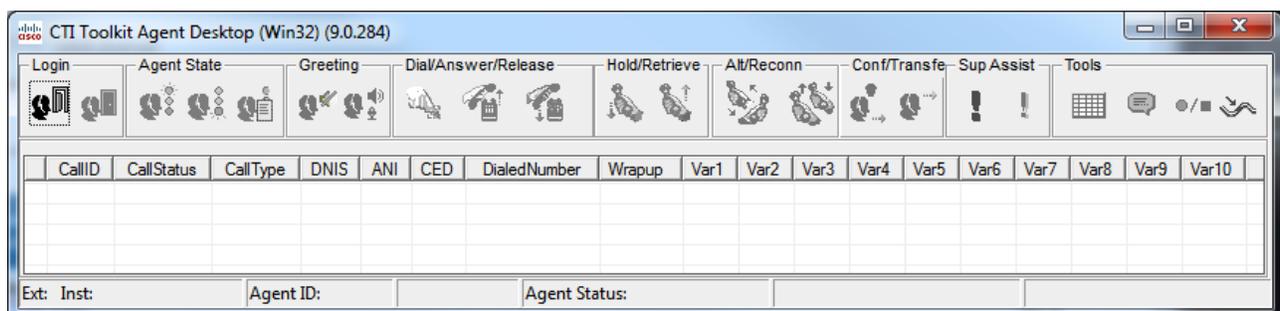
The following table describes the keys used to operate “Send To Agent ID” combo box.

Key	Action	
	Not Editing	Editing
Up/Down arrows	Move to the previous/next item in the list.	Any typing is replaced with the previous/next item in the list. Move to the previous/next item in the list.
Alphanumeric characters	Begin editing.	Characters appended to current string.
Right/Left arrows	Nothing.	Move cursor around in the string.

## Requesting Supervisory Assistance

The Supervisor Assist section of the CTI Toolkit Agent Desktop main screen includes two buttons that let you call your supervisor.

**Figure 5-2** CTI Toolkit Agent Desktop (Win32) (9.0.131)



The Emergency button, on the left, initiates an *emergency* call to your supervisor.

The Assist button, on the right, initiates a regular call to your supervisor.

When you click one of these buttons, a call appears in your supervisor's Call Information Grid. The DialedNumber field on the Supervisor Desktop identifies calls made with these buttons with the DialedNumber that the system administrator has configured for emergency and assist calls.

**Note**

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

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# CHAPTER 6

## Interpreting Call and Statistical Information

This chapter discusses the CTI Toolkit Agent Desktop call information and statistical displays.

- Call Information
- Agent Statistics
- Skill Group Statistics

The Call Information display appears on the main CTI Toolkit Agent Desktop screen.

The Agent Statistics and Skill Group Statistics displays appear as a separate window when you click the Statistics button (in the Tools section of the CTI Toolkit Agent Desktop screen).

**Figure 6-1** CTI Toolkit Statistics

Agent						
CallsHandledToday	HandledCallsTimeToday	TimeTalkingToday	TimeHoldingToday	TimeReadyToday	TimeNotReadyToday	
0	0:00:00	0:00:00	0:00:00	0:00:54	00:02:16	

Skill Groups						
SkillGroupNumber	SkillGroupName	RouterCallsQNow	LongestRouterCallQNow	AgentsLoggedOn	AgentsNotReady	Agent
20747	0009327650272	0	0:00:00	1	1	
30	VoiceSG1	0	0:00:00	1	1	
12	vsg12	0	0:00:00	1	1	

## Call Information

The Call Information section of the CTI Toolkit Agent Desktop screen displays call-related data for each call currently on the softphone. [Table 6-1](#) lists and describes each column in the Call Information section.

**Table 6-1** Call Information Values

Column	Definition
CallID	The Call ID value assigned to this call by the peripheral or the ICM.
Status	The status of the call, such as Ringing, Talking, or Held.
DNIS	The Dialed Number Identification Service number provided with the call.

**Table 6-1** Call Information Values (continued)

ANI	The calling line ID of the caller, usually the caller's phone number.
CED	The digits entered by the caller in response to IVR prompting.
DialedNumber	The number that the caller dialed.
CallType	The general classification of the call type.
UserToUserInfo	The ISDN user-to-user information element.
WrapUp	Call-related wrapup data.
Var1 through Var10	Call-related variable data.

## Agent Statistics

The Agent Statistics display provides statistical information about the agent currently at the phone set device. This information is updated periodically, as well as after a call. [Table 6-2](#) lists all the agent statistics that are visible on the Agent Statistics display.

When Alt+y is selected, the statistics window is displayed and receives focus. To move back to the main window, use Alt+tab to cycle back to the statistics window. If you select Alt+y when the statistics window is already displayed, the statistics window receives focus.

The focus does not change when statistics update. For navigating the statistics window, see the table in [Statistics Window Navigation, page 6-24](#).

When a row in the statistics grid receives focus, select Insert+ Up Arrow to have JAWS read back the contents of each cell in the row.

When an individual cell in a row has focus, select F3 to have JAWS read back the cell column header along with the contents of the cell.



### 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 6-2** 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 ICM Available state.
RoutableTimeSession	Total time, in seconds, the agent was in the Routable state for all skill groups.

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

<b>Statistic</b>	<b>Definition</b>
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.
HandledCallsTalkTimeSession	Total talk time in seconds for inbound ACD calls counted as handled by the agent. Includes hold time associated with the call.
HandledCallsAfterCallTimeSession	Total after-call work time in seconds for inbound ACD calls counted as handled by the agent.
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 after-call work 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.

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

<b>Statistic</b>	<b>Definition</b>
InternalCallsTimeSession	Number of seconds spent on internal calls initiated by the agent.
InternalCalls RcvdSession	Number of internal calls received by the agent.
InternalCalls RcvdTimeSession	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 after-call work for 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.
AutoOutCallsHeldTimeSession	Total number of seconds AutoOut (predictive) calls were placed on hold.
PreviewCallsSession	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.

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

<b>Statistic</b>	<b>Definition</b>
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 after-call work for 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 after-call work for 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.
ReservationCallsHeldTimeSession	Total number of seconds agent reservation calls were placed on hold.
BargeInCallsSession	Total number of supervisor call barge-ins completed.
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.

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

<b>Statistic</b>	<b>Definition</b>
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 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 after-call work 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 6-2 Agent Statistics Values (continued)**

Statistic	Definition
HandledCallsToday	<p>The number of inbound ACD calls handled by the agent.</p> <p> <b>Note</b> 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).</p>
HandledCallsTalkTimeToday	Total talk time in seconds for inbound ACD calls counted as handled by the agent. Includes hold time associated with the call.
HandledCalls AfterCallTimeToday	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 after-call work for 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.
InternalCalls RcvdToday	Number of internal calls received by the agent.
InternalCalls RcvdTimeToday	Number of seconds spent on internal calls received by the agent.

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

<b>Statistic</b>	<b>Definition</b>
InternalCallsHeldToday	The total number of internal calls the agent placed on hold at least once.
InternalCallsHeldTimeToday	Total number of seconds completed internal calls were placed on hold.
AutoOutCallsToday	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 after-call work for 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.

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

<b>Statistic</b>	<b>Definition</b>
PreviewCallsHeldTimeToday	Total number of seconds outbound Preview calls were placed on hold.
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 after-call work for 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.
ReservationCallsHeldTimeToday	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.

## Skill Group Statistics

The Skill Group Statistics display provides a feed of skill group statistics and queue-level statistics. [Table 6-3](#) lists all the skill group statistics that appear in the Skill Group Statistics display.

Skill group statistics behave differently if the logged-in agent is configured as a supervisor. If an agent is configured as a supervisor, the Skill Group Statistics window will display 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 Skill Group Statistics window for that supervisor will display three rows corresponding to skill groups 1, 2, and 3.

If the logged-in agent is not configured as a supervisor, the Skill Group Statistics window will only display statistics for the skill groups to which the agent belongs.

**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 CC creates a default skill group. This default skill group is numbered and named by Unified CC 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 CCE requires the existence of the default skill group and there is no mechanism for renumbering/renaming it.

For more information about the default skill group, see the *Installation and Configuration Guide for Cisco Unified Contact Center Enterprise Edition* and the *Reporting Guide for Cisco Unified Contact Center Enterprise & Hosted Editions*.

**Table 6-3 Skill Group 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.
AgentsReady	Number of agents that are in work state (TALKING, HELD, WORK_READY, AVAILABLE, or RESERVED). This statistic is used by the router 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.

**Table 6-3 Skill Group Statistics Values (continued)**

<b>Statistic</b>	<b>Definition</b>
AgentsWorkNot Ready	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 currently busy with calls assigned to other skill groups.
AgentsReserved	Number of agents for the skill group currently in the Reserved state.
AgentsHold	Number of calls to the skill group currently on hold.
AgentsICM Available	Number of agents in the skill group currently in the ICM Available state.
AgentsApplication Available	Number of agents in the skill group currently in the Application Available state.
AgentsTalkingAutoOut	Number of calls to the skill group currently talking on AutoOut (predictive) calls.
AgentsTalking Preview	Number of calls to the skill group currently talking on outbound Preview calls.
AgentsTalking Reservation	Number of calls to the skill group currently talking on agent reservation calls.
RouterCallsQNow**	The number of calls currently queued by the CallRouter for this skill group. This field is set to 0xFFFFFFFF when this value is unknown or unavailable.
LongestRouterCallQNow**	The queue time, in seconds, of the currently CallRouter queued call that has been queued to the skill group the longest. This field is set to 0xFFFFFFFF when this value is unknown or unavailable.
CallsQNow*	The number of calls currently queued to the skill group. This field is set to 0xFFFFFFFF when this value is unknown or unavailable.
CallsQTimeNow*	The total queue time, in seconds, of calls currently queued to the skill group. This field is set to 0xFFFFFFFF when this value is unknown or unavailable.

**Table 6-3 Skill Group Statistics Values (continued)**

<b>Statistic</b>	<b>Definition</b>
LongestCallQNow*	The queue time, in seconds, of the currently queued call that has been queued to the skill group the longest. This field is set to 0xFFFFFFFF 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.
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.

**Table 6-3 Skill Group Statistics Values (continued)**

<b>Statistic</b>	<b>Definition</b>
HandledCallsAfter CallTimeTo5	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 after-call work for 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.
InternalCallsRcvdTimeTo5	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.
InternalCallsHeldTimeTo5	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 6-3 Skill Group Statistics Values (continued)**

<b>Statistic</b>	<b>Definition</b>
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 after-call work for 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 6-3 Skill Group Statistics Values (continued)**

<b>Statistic</b>	<b>Definition</b>
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 after-call work for 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.
CallsQ5*	The number of calls queued to the skill group during the current 5-minute period. This field is set to 0xFFFFFFFF when this value is unknown or unavailable.
CallsQTime5*	The total queue time, in seconds, of calls queued to the skill group during the current 5-minute period. This field is set to 0xFFFFFFFF when this value is unknown or unavailable.

**Table 6-3 Skill Group Statistics Values (continued)**

<b>Statistic</b>	<b>Definition</b>
LongestCallQ5*	The longest queue time, in seconds, of all calls queued to the skill group during the current 5-minute period. This field is set to 0xFFFFFFFF when this value is unknown or unavailable.
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.
AgentOutCallsToHalf	Total number of completed outbound ACD calls made by agents in the skill group.
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.

**Table 6-3 Skill Group Statistics Values (continued)**

<b>Statistic</b>	<b>Definition</b>
HandledCallsAfter CallTimeToHalf	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 after-call work for 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.
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.

**Table 6-3 Skill Group Statistics Values (continued)**

<b>Statistic</b>	<b>Definition</b>
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 after-call work for 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.
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 after-call work for 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.

**Table 6-3 Skill Group Statistics Values (continued)**

<b>Statistic</b>	<b>Definition</b>
ReservationCallsTalkTimeToHalf	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 after-call work for 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.
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.
CallsQHalf*	The number of calls queued to the skill group during the current half hour. This field is set to 0xFFFFFFFF when this value is unknown or unavailable.
CallsQTimeHalf*	The total queue time, in seconds, of calls queued to the skill group during the current half hour. This field is set to 0xFFFFFFFF when this value is unknown or unavailable.

**Table 6-3 Skill Group Statistics Values (continued)**

<b>Statistic</b>	<b>Definition</b>
LongestCallQHalf*	The longest queue time, in seconds, of all calls queued to the skill group during the current half hour. This field is set to 0xFFFFFFFF when this value is unknown or unavailable.
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 after-call work for 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.
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.

**Table 6-3 Skill Group Statistics Values (continued)**

<b>Statistic</b>	<b>Definition</b>
HandledCallsAfter CallTimeToday	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 after-call work for 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.
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.

**Table 6-3 Skill Group Statistics Values (continued)**

<b>Statistic</b>	<b>Definition</b>
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 after-call work for 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.
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.

**Table 6-3 Skill Group Statistics Values (continued)**

<b>Statistic</b>	<b>Definition</b>
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 after-call work for 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.
CallsQToday*	The number of calls queued to the skill. This field is set to 0xFFFFFFFF when this value is unknown or unavailable.
CallsQTimeToday*	The total queue time, in seconds, of calls queued to the skill group. This field is set to 0xFFFFFFFF when this value is unknown or unavailable.
LongestCallQToday*	The longest queue time, in seconds, of all calls queued to the skill group. This field is set to 0xFFFFFFFF when this value is unknown or unavailable.

\* This statistic is available for TDM switches only. It is not valid for Unified CCE.

\*\* This statistic is available for Unified CCE only or for Network Queuing.

**Note**

The statistics that are displayed on the Skill Group Statistics 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.

## Statistics Window Navigation

To display the the Statistics window, select Alt+y. To move back and forth from the main window and the statistics window, use Alt+Tab. If you select Alt+y when the statistics window is already displayed, the statistics window will receive focus.

**Note**

The focus will not change when statistics update.

Use the following keys to navigate the statistics window:

Key	Action
Tab	Move to the element that follows the grid in the tab order.
Shift-tab	Move to the element that precedes the grid in the tab order.
Right arrow	Move to the cell to the right of the current cell.
Left arrow	Move to the cell to the left of the current cell.
Up arrow	Move to the cell above the current cell.
Down arrow	Move to the cell below the current cell.

When a row in the statistics grid receives focus, select Insert + Up Arrow to have JAWS read back the contents of each cell in the row.

When an individual cell in a row has focus, select F3 to have JAWS read back the cell's column header along with the contents of the cell.