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About This Guide

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- Sections in this Guide
- Related Documents
- Obtaining Documentation
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Audience

This document is intended for contact center supervisors and administrators who run WebView reports to monitor contact center activity.

Sections in this Guide

This guide contains the following sections.

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</tr>
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<td>Chapter 1: About WebView</td>
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</tr>
<tr>
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<td>Chapter 3: Reporting on E-Mail Manager</td>
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<td>Chapter 4: Creating and Using Custom Templates</td>
<td>Overview of using Custom Screen Builder to create custom templates. Describes how to use custom templates to generate reports in WebView.</td>
</tr>
</tbody>
</table>
Related Documents

The following documents provide related information:

- **Cisco ICM Software WebView Installation Guide.** Describes requirements for installing and how to install WebView. Also includes upgrade information.

- **Cisco ICM Software WebView online help.** Context-sensitive help describing WebView templates and procedures for using WebView. Access this help through the Help button on any ICM software WebView screen.

- **Cisco ICM Software WebView for E-Mail Manager online help.** Context-sensitive help describing E-Mail Manager templates and procedures for using WebView. Access this help through the Help button on any WebView for E-Mail Manager screen.

- **Cisco ICM Software Custom Screen Builder User Guide.** Describes how to create custom report templates using Custom Screen Builder, which is built on, and derives its interface from, Sybase’s InfoMaker software.

- **Cisco ICM Software: IP Contact Center Administrator Guide.** Describes how to administer the components of the Cisco IP Contact Center (IPCC) solution and provides reporting information.

- **Cisco ICM Software Blended Agent User Guide.** Describes how to configure and use the ICM software Blended Agent application and provides reporting information.

Obtaining Documentation

These sections explain how to obtain documentation from Cisco Systems.

World Wide Web

You can access the most current Cisco documentation on the World Wide Web at this URL:

http://www.cisco.com

Translated documentation is available at this URL:

Documentation CD-ROM

Cisco documentation and additional literature are available in a Cisco Documentation CD-ROM package, which is shipped with your product. The Documentation CD-ROM is updated monthly and may be more current than printed documentation. The CD-ROM package is available as a single unit or through an annual subscription.

Ordering Documentation

You can order Cisco documentation in these ways:

- Registered Cisco.com users (Cisco direct customers) can order Cisco product documentation from the Networking Products MarketPlace:
  http://www.cisco.com/cgi-bin/order/order_root.pl
- Registered Cisco.com users can order the Documentation CD-ROM through the online Subscription Store:
  http://www.cisco.com/go/subscription
- Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco Systems Corporate Headquarters (California, U.S.A.) at 408 526-7208 or, elsewhere in North America, by calling 800 553-NETS (6387).

Documentation Feedback

You can submit comments electronically on Cisco.com. In the Cisco Documentation home page, click the Fax or Email option in the “Leave Feedback” section at the bottom of the page.

You can e-mail your comments to bug-doc@cisco.com.

You can submit your comments by mail by using the response card behind the front cover of your document or by writing to the following address:

Cisco Systems
Attn: Document Resource Connection
170 West Tasman Drive
San Jose, CA 95134-9883

We appreciate your comments.

Obtaining Technical Assistance

Cisco provides Cisco.com as a starting point for all technical assistance. Customers and partners can obtain online documentation, troubleshooting tips, and sample configurations from online tools by using the Cisco Technical Assistance Center (TAC) Web Site. Cisco.com registered users have complete access to the technical support resources on the Cisco TAC Web Site.
Cisco.com

Cisco.com is the foundation of a suite of interactive, networked services that provides immediate, open access to Cisco information, networking solutions, services, programs, and resources at any time, from anywhere in the world.

Cisco.com is a highly integrated Internet application and a powerful, easy-to-use tool that provides a broad range of features and services to help you with these tasks:

- Streamline business processes and improve productivity
- Resolve technical issues with online support
- Download and test software packages
- Order Cisco learning materials and merchandise
- Register for online skill assessment, training, and certification programs

If you want to obtain customized information and service, you can self-register on Cisco.com. To access Cisco.com, go to this URL:

http://www.cisco.com

Technical Assistance Center

The Cisco Technical Assistance Center (TAC) is available to all customers who need technical assistance with a Cisco product, technology, or solution. Two levels of support are available: the Cisco TAC Web Site and the Cisco TAC Escalation Center.

Cisco TAC inquiries are categorized according to the urgency of the issue:

- Priority level 4 (P4)—You need information or assistance concerning Cisco product capabilities, product installation, or basic product configuration.
- Priority level 3 (P3)—Your network performance is degraded. Network functionality is noticeably impaired, but most business operations continue.
- Priority level 2 (P2)—Your production network is severely degraded, affecting significant aspects of business operations. No workaround is available.
- Priority level 1 (P1)—Your production network is down, and a critical impact to business operations will occur if service is not restored quickly. No workaround is available.

The Cisco TAC resource that you choose is based on the priority of the problem and the conditions of service contracts, when applicable.

Cisco TAC Web Site

You can use the Cisco TAC Web Site to resolve P3 and P4 issues yourself, saving both cost and time. The site provides around-the-clock access to online tools, knowledge bases, and software. To access the Cisco TAC Web Site, go to this URL:

http://www.cisco.com/tac

All customers, partners, and resellers who have a valid Cisco service contract have complete access to the technical support resources on the Cisco TAC Web Site. The Cisco TAC Web Site requires a Cisco.com login ID and password. If you have a valid service contract but do not have a login ID or password, go to this URL to register:

http://www.cisco.com/register/
If you are a Cisco.com registered user, and you cannot resolve your technical issues by using the Cisco TAC Web Site, you can open a case online by using the TAC Case Open tool at this URL:

http://www.cisco.com/tac/caseopen

If you have Internet access, we recommend that you open P3 and P4 cases through the Cisco TAC Web Site.

**Cisco TAC Escalation Center**

The Cisco TAC Escalation Center addresses priority level 1 or priority level 2 issues. These classifications are assigned when severe network degradation significantly impacts business operations. When you contact the TAC Escalation Center with a P1 or P2 problem, a Cisco TAC engineer automatically opens a case.

To obtain a directory of toll-free Cisco TAC telephone numbers for your country, go to this URL:


Before calling, please check with your network operations center to determine the level of Cisco support services to which your company is entitled: for example, SMARTnet, SMARTnet Onsite, or Network Supported Accounts (NSA). When you call the center, please have available your service agreement number and your product serial number.
About WebView

WebView is an application for contact center reporting. The WebView application is installed on a machine acting as a Web server, and can be accessed and used through client browsers. WebView provides templates that meet standard reporting needs. WebView queries relational databases, formats report results, and contains tools that you can use to modify, save, and export reports.

There are two types of WebView:

- **Cisco ICM Software WebView**, which reports on ICM system data. For this type of WebView, the WebView server is installed on the ICM Admin Workstation. Reports can be used to monitor the ACD or IPCC system, including task treatment, agent skill group performance, and individual agents. If multi-media options, including Collaboration Server and E-Mail Manager, are integrated with the ICM software, reports also include data on the activity of those applications and the agents and skill groups handling tasks from those applications. However, ICM software WebView reports do not contain detailed session information for the multi-media options. Instead, the Collaboration Server’s reporting feature provides detailed information about agent and caller interaction, and WebView for E-Mail Manager provides detailed information about e-mail activity.

- **Cisco WebView for E-Mail Manager**, which reports on E-Mail Manager data only. Reports can be used to monitor agent performance, skill group performance, team performance, and system performance. While ICM software WebView provides general information about agent and skill group status for all types of media, WebView for E-Mail Manager provides more detailed information about specific e-mail activity.

Contents

- Who Can Use WebView?
- About the WebView Supervisor Feature
- About WebView Reports and Templates
- About WebView Features
- Upgrades from WebView 4.6.2
Who Can Use WebView?

The manner in which you are given permission to use WebView and how you access WebView depends on whether you are using:

- ICM software WebView
- WebView for E-Mail Manager

ICM software WebView

You can log into WebView and use WebView features if you meet one of the following criteria:

- You have been designated as an ICM user and assigned a user name and password.
- You have been designated as a supervisor. Supervisors can log into WebView using their supervisor names and passwords. For more information on supervisor use of WebView, refer to the “About the WebView Supervisor Feature” section later in this chapter.

All ICM software WebView users access WebView through a browser. Open the URL for WebView. By default, the WebView URL is http://AdminWorkstation/instance. Select the link for either WebView Reporting or the Event Viewer. Enter your user name and password when prompted. The Welcome to WebView Reporting page or the Event Viewer page opens, indicating that you have logged in to WebView successfully.

WebView for E-Mail Manager

Your E-Mail Manager role determines whether you can run reports. If your role has the “run reports” option enabled, you are authorized to use WebView and the Reports menu option appears on your E-Mail Manager agent desktop.

Access WebView by selecting Reports from E-Mail Manager agent desktop. Select the link for WebView Reporting on the resulting screen. Use your E-Mail Manager login name and password to log into WebView. The Welcome to WebView Reporting page opens, indicating that you have logged in to WebView successfully.

About the WebView Supervisor Feature

Agent supervisors can log into ICM software WebView and run reports without being defined as ICM users. However, a supervisor sees data only for those agents and skill groups whom he/she supervises. For example, if a supervisor runs an Agent > By Agent report, the list of agents that can be included in the report includes only those agents whom he/she supervises. Supervisors cannot view data based on agents or skill groups supervised by other individuals.

Supervisors log into WebView using the same user name and password that they use to log into the supervisor desktop.
About WebView Reports and Templates

WebView provides templates that you use to generate reports. A template is a file that specifies the query used to gather data from the database, the formatting of the report, and the parameters from which you can select.

There are two types of templates and reports:

- **Historical templates and reports** that display past activity data stored in 30-minute intervals.
- **Real-time templates and reports** that provide information about what is happening right now. Information in these reports includes data stored since the end of the last five-minute interval. You can update real-time information at 15, 20, 30, or 60-second intervals. Real-time templates are not available in WebView for E-Mail Manager.

When you create a report, you select a template and then may further limit the scope of your report by selecting items to include in the report, such as specific agents. If you are creating a historical report, you also select the date and time range for the report.

A report is the final presentation of data, titles, dates, times, and graphic elements displayed in a WebView screen.

You can save report definitions to run the same reports again. When you save a report definition, the template, report items, and date and time range used to generate the report are stored in the WebView database.

About WebView Features

The features available in WebView depend on whether you are using ICM software WebView or WebView for E-Mail Manager.

Using both ICM software WebView and WebView for E-Mail Manager, you can:

- Create reports based on WebView templates.
- Select the scope of the report, such as which agents or skill groups to include in the report.
- Select the time range for historical reports.
- Modify report parameters and rerun reports.
- Print reports.
- Save report definitions in the WebView database so that you can run the same report again. You can also delete report definitions.
- Access the URL of a report opened in a new window to e-mail the URL to a colleague.

Using Cisco ICM software WebView, you can also:

- Create thresholds in reports so that reports alert you if contact center conditions approach or reach critical points that you have defined.
- Export report data in a variety of formats for use in other applications. For a full list and description of the formats in which data can be exported, refer to Table 5-1 in Chapter 5, “Scheduling Reporting Jobs”.
- Run drill-down reports. Drill-down reports are detailed sub-reports that further filter report data.
- Set the refresh rate of real-time reports.
Add reports to the Favorites list so that you can access frequently used report quickly. You can run multiple reports from Favorites at the same time.

Use the Job Scheduler to schedule reports to run and either print or save to file at times that are convenient for you and your enterprise.

Use the Event Viewer to monitor system events.

See Cisco ICM WebView Online Help or Cisco WebView for E-Mail Manager Online Help for directions on using these features.

### Upgrades from WebView 4.6.2

Changes have been made that affect existing WebView 4.6.2 saved report files. These changes are described in detail in the Cisco ICM software WebView Installation Guide and the Cisco ICM Software WebView Online Help.
Reporting on ICM Configurations

WebView enables you to report on ICM systems configured with IPCC and ICM systems configured with legacy ACDs. To meet your reporting needs, you should have a good understanding of the types of report templates available in WebView, the types of media that display in reports, and WebView report categories.

Contents

- Types of Report Templates
- Media in Reports
- Service Level Data
- Enterprise Data
- WebView Report Categories

Types of Report Templates

WebView provides several types of templates, including:

- Historical and Real-Time Templates
- All Fields Templates

Historical and Real-Time Templates

Most report categories provide both historical and real-time reports. Historical templates query the historical database, in which data is stored in 30-minute intervals. Real-time templates query the local ICM database, that stores information for the past five minutes. Data remains in the local database for five minutes, and then moves to the historical database. You can choose to update real-time data in reports at 15, 20, 30, or 60-second intervals.

Use historical report templates to create reports if you want to review past contact center activity. Historical reports are particularly useful if you need to identify trends.

Use real-time templates to create reports if you want a snapshot view of the current activity occurring in the contact center. Real-time reports are particularly useful if you need to know what is happening right now, such as which agents are taking a break or which script nodes are currently in use.
All Fields Templates

All report categories except Blended Agent contain All Fields templates. Real-time All Fields templates query the local ICM database, and historical All Fields templates query the historical database. You select the scope of the All Fields report, such as the agents to include, and the All Fields template returns all of the data related to the scope from the database tables that it queries. All Fields templates are designed to display all of the possible data on which you can report.

Information for the All Fields reports comes directly from the ICM databases. For most templates, WebView performs the report calculations, but for All Fields templates, the ICM database calculations are used.

All Fields reports provide a great deal of information, and are best viewed by exporting the data to a different format, such as an Excel spreadsheet.

Media in Reports

This section describes:

- Types of Media
- Differences Between Non-Voice Tasks and Voice Tasks in Reports

Types of Media

Your system may be configured with multi-media options, including Collaboration Server and E-Mail Manager. Each type of media that your system is configured to handle belongs to a specific media class. Media classes include:

- Voice
- Single-session chat
- Multi-session chat
- Blended Collaboration
- E-Mail

Applications with the same media class can be grouped into Media Routing Domains.

Both tasks and skill groups are media specific. The media type of each task that is routed by ICM software is recorded in the databases. Each skill group belongs to a specific Media Routing Domain. For example, a skill group may represent e-mail agents. Peripheral skill groups cannot span media. However, a group of peripheral skill groups of various media may be grouped into an enterprise skill group.

WebView reports contain a media field, when appropriate, that indicates the media of a task on which an agent is currently working or the media associated with the skill groups in the report.

Application specific information for Collaboration Server and E-Mail Manager does not appear in ICM software WebView. ICM software WebView provides only general information about agent state and task activity. Collaboration Server provides its own reporting feature that reports on detailed session activity, such as shared Web pages and chat messages. E-Mail Manager has a separate WebView application that provides detailed e-mail activity data. For more information on Collaboration Server reporting, see the Collaboration Server Administrator Guide. For more information on WebView for E-Mail Manager reporting, refer to Chapter 3, “Reporting on E-Mail Manager” in this guide.
Differences Between Non-Voice Tasks and Voice Tasks in Reports

Depending on the media of a task, a task is either a voice task or a non-voice task. Voice tasks include phone calls, delayed callback, and callback tasks. Non-voice tasks include single-session chat, multi-session chat, Blended Collaboration, and e-mail media tasks.

Major differences between non-voice tasks and voice tasks in reports include:

- The task direction of non-voice tasks is always incoming, while the direction of voice tasks can be both incoming and outgoing. The values of report fields pertaining to outgoing non-voice tasks are set to zero.
- For non-voice tasks, the conference, barge-in, transfer, supervisor assist, abandoned short calls, and redirect on no answer features are not available. Report fields pertaining to these features are set to zero for non-voice tasks.
- Agents handling multi-session chat tasks can handle multiple tasks at one time. If an agent is engaged in several of these non-voice tasks, the reports contain data for each of the tasks if the tasks are from different skill groups.

Service Level Data

The ICM software tracks service level events for the ICM software in general, peripheral services, enterprise services, call types, and routes. WebView templates in the Service > Peripheral Service subcategory, Service > Enterprise Service subcategory, Call Type category, and Route category enable you to report on these service level events.

The following sections explain service level and how it is calculated:

- Service Level Thresholds
- Service Level Events
- Service Level Calculations

Service Level Thresholds

The service level threshold is the number of seconds set as the maximum time that a caller should have to wait before being connected to an agent. Tasks connected within the service level threshold have met the service level, and tasks that are not connected within the service level have not met the service level.

The service level is expressed as a percentage of tasks that have met the service level threshold requirement. For example, if you set a service level threshold of 30 seconds, every task connected within 30 seconds improves the service level and every task not connected within 30 seconds reduces the service level. For example, if 50 tasks were connected in under 30 seconds and 80 tasks were not connected within 30 seconds, the ICM software would calculate the service level as follows:

\[
\frac{50}{50+80} \times 100 = \text{Service Level \%}
\]

Service Level Events

The ICM software tracks the following service level events:

- Task is connected within the service level threshold.
• Task reaches the service level threshold without being connected or abandoned.
• Task is abandoned within the service level threshold.

Any task that has a service level event is treated as a *service level call offered*, which means that the task will be used in the service level calculation.

## Service Level Calculations

Service level can be calculated in these three ways:

- **Abandoned tasks ignored.** Tasks abandoned after the service level threshold are removed from the calculation.

  Calculation: \( \text{ServiceLevelCalls}/(\text{ServiceLevelsCallsOffered} - \text{ServiceLevelCallsAband}) \)

- **Abandoned tasks negatively impact the service level.** This calculation treats abandoned tasks as though they had exceeded the service level threshold.

  Calculation: \( \text{ServiceLevelCalls}/\text{ServiceLevelCallsOffered} \)

- **Abandoned tasks positively impact service level.** This calculation treats abandoned task as though they were connected within the service level threshold.

  Calculation: \( (\text{ServiceLevelCalls} + \text{ServiceLevelAband})/\text{ServiceLevelCallsOffered} \)

The System Manager or Administrator specifies which service level calculation to use.

### Note

Peripheral services may use more than one type of calculation.

For more information on service levels, refer to the *Cisco ICM Software: IP Contact Center Administrator Guide* or the *Cisco ICM software Configuration Guide*.

## Enterprise Data

Enterprise data includes data from enterprise services and enterprise skill groups. WebView templates in the Service > Enterprise subcategory and Skill Group > Enterprise Skill Group subcategory enable you to report on enterprise data.

An *enterprise service* is a collection of peripheral services that can span several contact centers. An *enterprise skill group* is a collection of peripheral skill groups that can span several contact centers.

To compile data for enterprise services and skill groups, the ICM software finds the real-time or historical database records for each member peripheral service or skill group. It them sums or averages values from the individual records to produce a value for the enterprise service or skill group. To arrive at daily values, the ICM software sums the half-hour rows for each day.

The ICM software can simply total some statistics to obtain enterprise-wide values. For example, to obtain the number of agents available in an enterprise skill group, the ICM software adds the number of agents available in each member peripheral skill group.
If the value is an average or calculated value, such as AHT (average handle time), or expected delay, the ICM software performs more advanced calculations. For example, to calculate the AHT for an enterprise service, the ICM software totals the handle time for the member peripheral services and divides this number by the total number of tasks handled for all member peripheral services. Table 2-1 contains examples of enterprise-level calculations.

**Table 2-1 Sample Enterprise-Level Calculations**

<table>
<thead>
<tr>
<th>Calculation</th>
<th>Formula</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tasks in progress</td>
<td>sum(Calls in progress for all members)</td>
</tr>
<tr>
<td>Expected delay</td>
<td>min(Expected delay for all members)</td>
</tr>
<tr>
<td>Service level</td>
<td>sum(ServiceLevelTasks for all members) / sum(ServiceLevelTaskOffered for all members)</td>
</tr>
</tbody>
</table>

### WebView Report Categories

Each report category in WebView provides real-time and historical templates designed to meet common reporting requirements. All WebView report categories contain templates for ICM systems configured with legacy ACD, while only the Agent, Call Type, Service, Skill Group, and Trunk Group categories contain templates for ICM systems configured with IPCC.

For information about the specific templates in each report category, see Appendix A, “WebView Templates for ICM Configurations”.

This section describes:

- Reporting on Agents
- Reporting on Application Gateways
- Reporting on Blended Agent
- Reporting on Call Types
- Reporting on Peripheral Gateways
- Reporting on Routes
- Reporting on Routing Clients
- Reporting on Schedules
- Reporting on Services
- Reporting on Skill Groups
- Reporting on Trunk Groups for IP-IVR in ICM with IPCC Systems
- Reporting on Trunk Groups for ICM with Legacy ACD Systems

### Reporting on Agents

Use the WebView Agent report category to report on agents in your enterprise.
The Agent category contains subcategories that enable you to report on individual agents, agents belonging to specific teams, agents assigned to specific skill groups, or agents on specific peripherals.

The Agent subcategories are described briefly in Table 2-2.

### Table 2-2 Agent Reporting Subcategories

<table>
<thead>
<tr>
<th>Subcategory</th>
<th>Provides Templates that Report on . . .</th>
<th>Use this Category If . . .</th>
</tr>
</thead>
<tbody>
<tr>
<td>By Agent</td>
<td>All agents regardless of the peripherals, skill groups, or teams to which they are assigned.</td>
<td>You need to view data for all agents in your enterprise.</td>
</tr>
<tr>
<td>By Team</td>
<td>Agents assigned to particular teams.</td>
<td>You are in charge of one or more agent teams and need to view data for only those teams.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Note: Although agent teams can be used for all media in ICM 5.0, CTIOS is specific to voice-only media. This means that while WebView in ICM can report on the current state of agents for all media, the CTIOS Supervisor agent desktop can report on the current/accurate state of only agents who handle voice calls.</td>
</tr>
<tr>
<td>By Skill Group</td>
<td>Agents assigned to particular skill groups.</td>
<td>You need to view data for only agents in particular skill groups.</td>
</tr>
<tr>
<td>By Peripheral</td>
<td>Agents by the peripheral to which they are assigned.</td>
<td>You need to view data for agents at one contact center that uses a single or small group of peripherals.</td>
</tr>
</tbody>
</table>

The Agent By Skill Group templates report only on skill groups that reside on a single peripheral. If you need to report on Enterprise skill groups (skill groups that span several sites, or several peripherals at one site), you should use the Enterprise Skill Groups reporting templates.

Run Agent reports if you need agent status or productivity data, such as:

- Current skill group, state, and task direction for agents.
- Number of tasks offered, handled, abandoned, conferenced, redirected, and held.
- Number of tasks for which an agent requested assistance.
- Number of tasks initiated by agents.
- Information about callback messages.
- Average speed of answer.
- Time that agents spent in Not Ready, Wrap Up, and Busy Other states.
- Total talk/active time and total hold time.
- Duration of current state and reason for last state change.

When you create a report from an Agent subcategory template, a wizard guides you through the process of selecting the agents, skill groups, teams, or peripherals that you want to include in the report.
Chapter 2      Reporting on ICM Configurations

WebView Report Categories

Reporting on Application Gateways

Use the WebView Application Gateway report category to report on Application Gateway activity and statistics.

The Application Gateway allows the ICM software to interface with host systems that are running other customer applications. The Application Gateway is implemented via a node in the ICM Script Editor. A routing script that contains an Application Gateway node can query an application running on a host system to obtain data to use in task routing. The ICM software can then base subsequent routing decisions on the results obtained from the query.

Run Application Gateway reports if you need Application Gateway data, such as:

- Number of query requests that the CallRouter has sent to the host system.
- Number of requests rejected by the host system.
- Longest response time for any request to the host system.
- Average response time for all requests.
- Number of requests attempted while the host system was unavailable.
- Number of errors and requests that timed out.
- Number of responses that exceeded the late time-out value for connection.

When you create a report from an Application Gateway template, a wizard guides you through the process of selecting the Application Gateways that you want to include in the report.

Reporting on Application Paths

Use the WebView Application Path report category to report on Application Path status.

The Application Path connects the CTI server to an application instance, such as Collaboration Server or E-Mail Manager.

Run Application Gateway reports if you need to know which application instances are currently connected to the CTI server through the Application Path and at what time the connection was established.

When you create a report from an Application Path template, a wizard guides you through the process of selecting the Application Path that you want to include in the report.

Reporting on Blended Agent

Blended Agent reporting is available only if Cisco ICM software Blended Agent is included in the ICM software configuration.

If you have installed Blended Agent, WebView provides a Blended Agent report category that enables you to report on Blended Agent data. The Blended Agent category contains four subcategories, described in Table 2-3.
WebView Report Categories

Chapter 2 Reporting on ICM Configurations

Table 2-3 Blended Agent Reporting Subcategories

<table>
<thead>
<tr>
<th>Subcategory</th>
<th>Provides Templates that Report on . . .</th>
<th>Use this Category If . . .</th>
</tr>
</thead>
<tbody>
<tr>
<td>Import Rule</td>
<td>Status of the import rule and good, bad, and total records imported or to be imported.</td>
<td>You need to view data for the import rule.</td>
</tr>
<tr>
<td>Campaign Query Rule</td>
<td>Effectiveness of a selected campaign.</td>
<td>You need to view data for specific campaigns.</td>
</tr>
<tr>
<td>Dialer Templates or Reports</td>
<td>Contacts detected by the dialer, including busy, voice, answering machine, and SIT Tone contacts.</td>
<td>You need to view data for dialer contacts.</td>
</tr>
<tr>
<td>Dialer Port</td>
<td>Blended Agent dialer ports.</td>
<td>You need to view dialer port data on a port-by-port basis.</td>
</tr>
</tbody>
</table>

In addition to the Blended Agent subcategories, Blended Agent templates are also located in the Agent > By Skill Group subcategory and Skill Group > Peripheral subcategory. Use the Agent > By Skill Group subcategory templates if you need to view state and activity data for agents belonging to specific skill groups. Use the Skill Group > Peripheral subcategory templates if you need to view state and activity data for specific peripheral skill groups.

Blended Agent reporting and report templates are described in depth in the Cisco ICM Software Blended Agent User Guide.

Reporting on Call Types

Use the WebView Call Type report category to report on statistics for call types defined in the ICM system.

A call type is the first-level category of a contact and is determined by data associated with the contact. You associate a script with a Call Type. When a contact of a certain Call Type is received, the associated script runs on that contact.

In reports, you might want to display data such as the number of tasks of a certain call type that used default routing during a specified interval.

Run Call Type reports if you need call type activity data, such as:

- Average and longest speed of answer.
- Number of tasks currently in queue.
- Service levels.
- Number of tasks offered, handled, queued, and abandoned, and the affect of abandoned tasks on service levels.
- Average time caller waited in queue before abandoning call.
- Number of tasks routed to the Busy target and number routed to the Ring target.
- Number of tasks routed using default routing.
- Number of tasks that overflowed to another call type.
- Number of queue attempts that failed.
When you create a report from a Call Type template, a wizard guides you through the process of selecting the call types that you want to include in the report.

### Reporting on Peripheral Gateways

Use the WebView Peripheral report category to report on peripheral gateway activity.

A peripheral gateway (PG) is the computer and process within the ICM system that communicates directly with the ACD, PBX, CallManager (for IPCC configurations), or VRU at the contact center. The PG reads status information from the peripheral and sends it to the Central Controller. In a post-routing configuration, the PG sends routing requests to the Central Controller and receives routing information in return.

Run Peripheral reports if you need to view peripheral gateway activity and status data, such as:
- Enterprise and node names.
- Current failure state.
- Current on-line state as determined by the Central Controller. The peripheral is either on-line or off-line.
- Peripheral mode as reported by the PG. The peripheral mode can be on-line, off-line, or on-line using back-up processor.
- Number of tasks to a route or service that are currently in queue or being handled.
- Number of agents in a skill group that are logged on.
- Service levels.
- State of trunk groups.
- Terminations and switch levels that are out of sync or implemented.
- Functional status of processor A and B.

When you create a report from a Peripheral template, a wizard guides you through the process of selecting the PGs that you want to include in the report.

### Reporting on Routes

Use the WebView Route report category to report on task statistics for routes used in your enterprise.

The ICM software converts a route to a label that is returned to the routing client within the route response. The routing client then delivers the task to the appropriate trunk group or target with the appropriate dialed number identification service (DNIS). The peripheral is responsible for recognizing the trunk group and DNIS and delivering the task to the appropriate target.

Run Route reports if you need to view route activity data, such as:
- Number of tasks offered, in queue, handled, and abandoned.
- Affect of abandoned tasks on service levels.
- Number of tasks on which an agent is talking/active.
- Service levels.
- Average speed of answer, handle time, and delay in queue.
- Longest waiting task in queue.
When you create a report from a Route template, a wizard guides you through the process of selecting the routes that you want to include in the report.

### Reporting on Routing Clients

Use the WebView Routing Client report category to report on statistics for the different routing clients defined in the ICM system. For example, you might want to report on the maximum delay of route responses to the routing client for a specified interval.

The routing client sends routing requests to the ICM software. Routing requests are requests for task routing instructions. A routing client typically corresponds to a subsystem within an interexchange carrier or to a peripheral (ACD, VRU, PBX) that is performing Post-Routing.

The routing request that is sent by the routing client can include the dialed number (DN), calling line ID (CLID), and caller-entered digits (CED).

Run Routing Client reports if you need to view routing client activity data, such as:

- Number of route responses to the routing client.
- Number of routing requests from the routing client that produced errors or timed out.
- Number of route responses to the routing client that exceeded the late threshold.
- Number of tasks discarded because of an internal constraint, such as buffering.
- Mean time and maximum delay, in milliseconds, for the route responses.

When you create a report from a Routing Client template, a wizard guides you through the process of selecting the routing clients that you want to include in the report.

### Reporting on Schedules

The Schedule report category in WebView enables you to import data from third party work-force management systems. In reports, this data appears in a grid layout. The data that you view depends on the third-party system being used in your enterprise.

### Reporting on Script Queue Nodes

Use the WebView Script Queue report category to report on routing script queue nodes currently in use. This category enables you to monitor script queueing activity.

Run Script Queue reports if you need script queue data, such as:

- Which script nodes are currently in use.
- The waiting time for the first task in the Queue node.
- The number of tasks queued at this node.

When you create a report from a Script Queue template, a wizard guides you through the process of selecting the queue nodes that you want to include in the report.

### Reporting on Services

Use the WebView Service report category to report on services in your enterprise.
For ICM with IPCC configurations, services refer to IVRs and agent peripheral services.

The Service report category has three subcategories that enable you to report on the following types of services:

- Peripheral services. A peripheral service for ICM with IPCC systems consists of a specific IVR peripheral and an agent peripheral service, which relates to the CallManager site. A peripheral service for ICM with legacy ACD is related to a specific peripheral (ACD/PBX) in the contact center enterprise. In both ICM with IPCC configurations and ICM with legacy ACD configurations, a peripheral service typically identifies a particular type of task processing that the caller requires. For example, in a software company's contact center, a caller might have a question about installing software. This caller would be directed to the Technical Support service.

- Service arrays. A service array, available only in ICM with legacy ACD configurations, is a group of similar peripheral services on multiple VRUs that share the same network trunk group. By grouping these services into an array, you can send tasks to a single target (the array) and let the network deliver the task to any one of the member peripheral services.

- Enterprise services. An enterprise service is a collection of peripheral services, typically from several contact centers. For ICM with IPCC configurations, an enterprise service is comprised of an IVR service and multiple agent services on several Call Manager sites. While each individual service is tied to a specific peripheral, an enterprise service can span several peripherals.

All of the subcategories contain ICM with legacy ACD configuration templates, while only the Peripheral and Enterprise subcategories contain ICM with IPCC configuration templates. The Service subcategories are described briefly in Table 2-4.

<table>
<thead>
<tr>
<th>Subcategory</th>
<th>Provides Templates that Report on…</th>
<th>Use this Category If…</th>
</tr>
</thead>
<tbody>
<tr>
<td>Peripheral</td>
<td>Agent and task activity for specific services.</td>
<td>You need to monitor service activity within a single contact center that uses one peripheral or small group of peripherals.</td>
</tr>
<tr>
<td>Enterprise</td>
<td>Agent and task activity for a collection of peripheral services in the contact center enterprise.</td>
<td>You need to monitor all service activity in the enterprise, not just service activity of a specific contact center.</td>
</tr>
<tr>
<td>Array</td>
<td>Agent and task activity for collection of peripheral services on multiple VRUs that share a network trunk group.</td>
<td>You need to monitor service activity within peripheral services in the same network trunk group.</td>
</tr>
</tbody>
</table>

Note: The Array subcategory contains templates for ICM with legacy ACD systems only

Run Service reports if you need to view peripheral or enterprise service activity data, such as:

- Number of tasks offered and handled.
- Number of tasks abandoned while waiting in the IVR.
- Average abandoned task wait time and total abandoned task wait time.
- Average handle time.
When you create a report from a Service template, a wizard guides you through the process of selecting the peripheral services, enterprise services, or arrays that you want to include in the report.

### Reporting on Skill Groups

Use the WebView Skill Group report category to report on skill groups in your enterprise.

A **skill group** is a collection of agents who share a common set of skills, such as the ability to handle Spanish calls.

The Skill Group report category has three subcategories that enable you to report on the following types of skill groups:

- **Peripheral skill groups.** A *peripheral skill group* is associated with a specific single peripheral in the contact center enterprise. For example, a single peripheral might have skill groups defined for agents who can handle English-only calls and agents who can handle Spanish calls.

- **Enterprise skill groups.** While each individual skill group is tied to a specific peripheral, an *enterprise skill group* can span several peripherals.

- **Base skill groups.** A *base skill group* is a skill group for which subskill groups are not defined.

The Skill Group subcategories are described briefly in Table 2-5.

<table>
<thead>
<tr>
<th>Subcategory</th>
<th>Provides Templates that Report on . . .</th>
<th>Use this Category If . . .</th>
</tr>
</thead>
<tbody>
<tr>
<td>Peripheral Skill Group</td>
<td>Agent and task activity for all skill groups on a specific peripheral.</td>
<td>You need to monitor skill group activity within a single contact center that uses one peripheral or a small group of peripherals.</td>
</tr>
<tr>
<td>Enterprise Skill Group</td>
<td>Agent and task activity for a collection of peripheral skill groups from several contact centers.</td>
<td>You need to monitor all skill groups within a single contact center, regardless of peripheral.</td>
</tr>
<tr>
<td>Base Only</td>
<td>Agent and task activity for base skill groups on a specific peripheral.</td>
<td>You need to monitor only base skill group activity within a single contact center that uses one peripheral or a small group of peripherals.</td>
</tr>
</tbody>
</table>

Run Skill Group reports if you need to view base skill group, peripheral skill group, or enterprise skill group task and activity data, such as:

- The number of agents logged in and the length of time agents have been logged in.

- Number of agents in different agent states and the length of time that the agents have been in these states.

- Number of tasks queued to the skill group.

**Note**

If a request is queued to an enterprise skill group, then the request is counted in each peripheral skill group. Therefore, if a single request is queued to an enterprise skill group that contains 5 skill groups, then the request is counted 5 times.

- Number of agents talking on inbound tasks and the number talking on outbound tasks.
Number of agents who have active tasks on hold.
- Average speed of answer.
- Number of tasks received, handled, queued, and abandoned.
- Number of conference calls made to and from the skill group.
- Number of tasks for which agents requested supervisor and emergency assistance, as well as the number of barge-ins and intercepts.
- Number of callback requests made to the skill group.

When you create a report from a Skill Group template, a wizard guides you through the process of selecting the base skill groups, peripheral skill groups, or enterprise skill groups that you want to include in the report.

### Reporting on Trunk Groups for IP-IVR in ICM with IPCC Systems

Use the Peripheral Trunk Group report subcategory of the Trunk Group category to report on IVR port activity in your enterprise. The templates in this subcategory enable you to monitor IVR port activity within a contact center that uses one IVR peripheral or a group of IVR peripherals.

For ICM with IPCC configurations, a peripheral trunk group is a collection of IVR ports associated with a single IVR peripheral.

Run Peripheral Trunk Group reports if you need to view IVR port status data, such as:
- Number of IVR ports in service.
- Number of busy IVR ports.
- Number of idle IVR ports.
- Time during which all IVR ports in a trunk group were simultaneously busy.

When you create a report from a Peripheral Trunk Group template, a wizard guides you through the process of selecting the peripherals that you want to include in the report.

### Reporting on Trunk Groups for ICM with Legacy ACD Systems

You report on trunk group activity in your enterprise using the Trunk Group report category in WebView. The Trunk Group report category provides two subcategories that enable you to report on the following types of trunk groups:
- Peripheral trunk groups. A peripheral trunk group is a collection of trunks associated with a single peripheral. Often, the trunks in a trunk group are used for a common purpose.
- Network trunk groups. A network trunk group can map to one or more trunks. For example, an ACD might view 4 incoming T1 circuits as 4 trunk groups. The routing client can deliver tasks with the same dialed number identification service (DNIS) to any of the 96 trunks on these circuits. Therefore, the routing client treats these 4 T1 circuits as a single pool of 96 trunks (a network trunk group).

Trunk group subcategories are described briefly in Table 2-6.
### WebView Report Categories

#### Chapter 2 Reporting on ICM Configurations

#### Table 2-6 Trunk Group Reporting Subcategories

<table>
<thead>
<tr>
<th>Subcategory</th>
<th>Provides Templates that Report on . . .</th>
<th>Use this Category If . . .</th>
</tr>
</thead>
<tbody>
<tr>
<td>Peripheral Trunk</td>
<td>Trunk group activity for specific peripherals.</td>
<td>You need to monitor trunk group activity within a single contact center that uses one peripheral or a small group of peripherals.</td>
</tr>
<tr>
<td>Group</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Network Trunk</td>
<td>Trunk group activity for a collection of trunks organized to reflect the routing client’s view of trunks.</td>
<td>You need to monitor trunk group activity based on the routing client’s view of trunks.</td>
</tr>
<tr>
<td>Group</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Run Trunk Group reports if you need to view peripheral trunk group or network trunk group status and activity data, such as:

- Number of trunks in service.
- Number of busy trunks.
- Number of idle trunks.
- Time during which all trunks in a trunk group were simultaneously busy.

When you create a report from a Trunk Group template, a wizard guides you through the process of selecting the peripheral trunk groups or network trunk groups that you want to include in the report.
Reporting on E-Mail Manager

WebView for E-Mail Manager provides detailed information about e-mail activity in the contact center. Each reporting category in WebView for E-Mail Manager contains a template used to generate historical reports on E-Mail Manager data.

This chapter describes the different reporting categories and corresponding templates.

Note

Unlike ICM software WebView, WebView for E-Mail Manager reports only on E-Mail Manager details.

Table 3-1  Cisco E-Mail Manager Reporting Categories and Templates

<table>
<thead>
<tr>
<th>Reporting Category</th>
<th>Available Template</th>
<th>Provides Statistics on . . .</th>
<th>Use this Category If . . .</th>
</tr>
</thead>
<tbody>
<tr>
<td>Agent</td>
<td>agent_performance</td>
<td>Agent message volume, response time, agent actions, and work time.</td>
<td>You need to view data for only specific agents in the contact center.</td>
</tr>
<tr>
<td>Global System Performance</td>
<td>system_performance</td>
<td>The global system, including messages received, auto and agent responses, manual and auto archives, average handle time, new messages, and the number of messages active in queues.</td>
<td>You need a high-level overview of contact center performance.</td>
</tr>
<tr>
<td>Skill Group</td>
<td>skill_group_performance</td>
<td>Skill group queue message volume, response time, agent actions, and work time.</td>
<td>You need to view data only for specific skill groups.</td>
</tr>
<tr>
<td>System Performance By Category</td>
<td>system_performance_by_category</td>
<td>Message volume, response time, and work time by message category.</td>
<td>You need to view data only for specific categories.</td>
</tr>
<tr>
<td>System Performance By Mailbox</td>
<td>system_performance_by_mailbox</td>
<td>Message volume, response time, and work time by POP3 mailbox view name.</td>
<td>You need to view data for E-Mail Manager mailboxes.</td>
</tr>
</tbody>
</table>
### Table 3-1 Cisco E-Mail Manager Reporting Categories and Templates (continued)

<table>
<thead>
<tr>
<th>Reporting Category</th>
<th>Available Template</th>
<th>Provides Statistics on . . .</th>
<th>Use this Category If . . .</th>
</tr>
</thead>
<tbody>
<tr>
<td>System Performance By Sender Address</td>
<td>system_performance_by_sender_address</td>
<td>Message volume, response time, and work time by sender address.</td>
<td>You need to view data related to a specific sender address.</td>
</tr>
<tr>
<td>System Performance By Track Number</td>
<td>system_performance_by_track_number</td>
<td>Message volume, response time, and work time by tracking number.</td>
<td>You need to view data related to a message with a specific track number.</td>
</tr>
<tr>
<td>Team Performance</td>
<td>team_performance</td>
<td>Team message volume, response time, agent actions, and work time.</td>
<td>You need to view data only for specific agent teams.</td>
</tr>
</tbody>
</table>
Creating and Using Custom Templates

If your unique reporting requirements are addressed by certain templates, but you need more information or want to modify the templates, you can use any of the All Fields templates provided with your system. The All Fields templates generate reports that contain every field in the database table that is associated with the report. You can export any All Fields template to an Excel spreadsheet or other format and modify the report to suit your needs.

You also can use the Custom Screen Builder to create custom templates. Custom Screen Builder is built on, and derives its interface from, Sybase’s InfoMaker software. For ICM systems, access Custom Screen Builder through the ICM Admin Workstation. For E-Mail Manager systems, access Custom Screen Builder from the location to which it was installed.

Note

Custom Screen Builder is a third party tool purchased separately from InfoMaker.

You can use custom templates created in Custom Screen Builder to generate reports in WebView.

Contents

- How to Create Custom Templates
- How to Use Custom Templates

How to Create Custom Templates

You create custom templates using the Custom Screen Builder tool. The Custom Screen Builder enables you to create custom templates that query the real-time or historical databases and present the output of the queries in report format.

When you create the custom template, you specify the WebView template library in which to store the template and use the WebView template naming convention when you save the custom template. These two steps enable you to access the report in WebView.

The naming convention that you should use when saving custom templates is as follows:

- **ipcc_custom_templateName** for templates that can be used to report on only ICM with IPCC configurations. For example, ipcc_custom_agent_real_time.
- **olds_custom_templateName** for templates that can be used to report on only ICM legacy ACD configurations. For example, olds_custom_agent_real_time.
How to Use Custom Templates

If you specify a WebView template library in which to store the custom template and follow the WebView naming convention (described in the previous section, “How to Create Custom Templates”), you can use the custom templates to generate a report in WebView.

To run a report from a custom template

**Step 1** Open the WebView report category and, if necessary, subcategory in which you stored the custom template. For example, if you stored the custom template in the persvc directory open the Service > Peripheral report category.

**Step 2** Click **Create a report**. The first page of the Create a report wizard opens.

**Step 3** Select to the type of templates to view by checking or unclicking the Standard Templates and IPCC Templates checkboxes:

- Select only Standard templates if the custom template begins with “olds_”
- Select only IPCC templates if the custom template begins with “ipcc_”
- Select both types of templates if the custom template begins with “both_”

**Note** This step does not need to be performed for WebView for E-Mail Manager.

**Step 4** Select the checkbox next to the custom template.

**Step 5** Click **Next** and follow the wizard to select report items and, if creating a historical report, the report date and time range. The report opens in a new window.

For more detailed WebView directions, see *ICM Software WebView Online Help* or *ICM Software WebView for E-Mail Manager Online Help*. 
Scheduling Reporting Jobs

You can schedule reporting jobs using the Job Scheduler feature of ICM software WebView. You cannot schedule jobs using WebView for E-Mail Manager.

You must have administrator privileges on the machine (client or server) on which you are scheduling the job.

The Job Scheduler enables you to schedule reoccurring or one-time only WebView reporting jobs, including printing reports and saving reports to file. You can schedule multiple jobs, with a maximum of 10 at one time (that is, with one click of the Schedule Jobs button). Selecting more than 10 at once could overload the system. If you want to schedule more, make your additional selections and click the Schedule Jobs button again.

Access the Job Scheduler by clicking the Job Scheduler menu link in the right side of the WebView screen. Once you have opened the Job Scheduler, you can create new jobs, modify the settings of existing jobs, and delete jobs that are no longer needed.

Note

Jobs scheduled in WebView are scheduled in the Windows Scheduler, and appear in the Microsoft Windows Settings > Control Panel > Scheduled Tasks list on the machine on which the job is scheduled.

Contents

- Print Jobs
- Save to File Jobs
- Where Are Scheduled Jobs Stored?

Print Jobs

You can schedule the same print job for up to 10 saved report definitions. When you create a print job, you must select the saved report definitions for which you want to schedule the job and the date and time to print the reports. Job can be scheduled to run once, or to reoccur on specific days or dates.

In order for the job to run, a user must be logged into WebView on the machine on which the job is scheduled to run at the time that the job is scheduled to run.
WebView runs a report and then prints the report. The Job Scheduler enables you to run the reports on either the client machine, on which you are currently using WebView, or the server machine, on which WebView is installed. This machine that you select runs the report at the specified date and time and then sends the report to the printer that Internet Explorer on the machine uses to print.

You should ensure that the printer you select is turned on at the time that reports are scheduled to print.

Save to File Jobs

When a save to file job executes, WebView runs the report, exports the data to the format you choose, and saves the data to the location and file name you specify. You can schedule the same save to file job for up to 10 saved report definitions. Save to file jobs can be scheduled to run once, or to reoccur on specific days or dates.

In order for the job to run, a user must be logged into WebView on the machine on which the job is scheduled to run at the time that the job is scheduled to run.

When you schedule reports to save to file, you select the drive on which you want to store the report data file. A top-level folder, called Job_Scheduler, is automatically created on that drive and stores the saved report files.

You also supply a name for the file. The final file name for the saved report file is the name you provide followed by the report name. For example, if you save a report entitled GoodReport to file and name the file MyReports, the file name is MyReports_GoodReport. If you schedule multiple reports to save to file in the same job, each report is saved to a separate file, using the name you provide followed by the report name.

**Note**

If the Job_Scheduler folder contains a file or files with the same name, these files are overwritten when the job runs.

The Job_Scheduler enables you to select the format for the data in the saved report file. Available formats are described in Table 5-1.

<table>
<thead>
<tr>
<th>Format</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>CSV</td>
<td>Comma-separated values in a text file.</td>
</tr>
<tr>
<td>dBASE2</td>
<td>dBASE-II format. Files exported in this format can be opened in Microsoft Excel</td>
</tr>
<tr>
<td>dBASE3</td>
<td>dBASE-III format. Files exported in this format can be opened in Microsoft Excel</td>
</tr>
<tr>
<td>DIF</td>
<td>Data Interchange Format. Files exported in this format can be opened in Microsoft Excel</td>
</tr>
<tr>
<td>EXCEL</td>
<td>Microsoft Excel format. Files exported in this format can be opened in Microsoft Excel</td>
</tr>
<tr>
<td>EXCEL5</td>
<td>Microsoft Excel5 format. Files exported in this format can be opened in Microsoft Excel</td>
</tr>
<tr>
<td>HTML TABLE</td>
<td>HTML table format with &lt;table&gt;, &lt;tr&gt;, and &lt;td&gt; elements. Files exported in this format can be opened in a text or HTML editor</td>
</tr>
<tr>
<td>PSREPORT</td>
<td>Powersoft Report format.</td>
</tr>
</tbody>
</table>
Where Are Scheduled Jobs Stored?

Scheduled jobs are stored in the WebView database. If you schedule a job to run once, the job is removed from the database after it has executed. If you schedule a reoccurring job, the job remains in the database, executing each day and time that you specified, until you delete the job in WebView.

Table 5-1  Available Save to File Data Formats (continued)

<table>
<thead>
<tr>
<th>Format</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>SQLINSERT</td>
<td>SQL syntax. This saves a SQL CREATE TABLE statement for the table and an INSERT INTO statement for each row. The statements are saved into a text file. The simple file name is used as the table name in the SQL statements.</td>
</tr>
<tr>
<td>SYLK</td>
<td>Microsoft Multiplan format. Files exported in this format can be opened in Microsoft Excel.</td>
</tr>
<tr>
<td>TEXT</td>
<td>Tab-separated columns with a return at the end of each row. Files exported in this format can be opened in a text editor</td>
</tr>
<tr>
<td>WKS</td>
<td>Lotus 1-2-3 format. Files exported in this format can be opened in Lotus and Microsoft Excel.</td>
</tr>
<tr>
<td>WK1</td>
<td>Lotus 1-2-3 format. Files exported in this format can be opened in Lotus and Microsoft Excel.</td>
</tr>
<tr>
<td>WMF</td>
<td>Windows Metafile format. Files exported in this format can be inserted into Microsoft Word documents as graphics</td>
</tr>
</tbody>
</table>
About the WebView Event Viewer

The ICM software WebView Event Viewer allows you to display the event data stored in the ICM central database. Events are significant occurrences in the system that are documented and stored for use in system maintenance. Events are logged to the ICM central database by each component in the ICM system.

The Event Viewer is only available in ICM software WebView. It is not available in WebView for E-Mail Manager.

Contents

- About the Event Viewer
- About Event Viewer Features

About the Event Viewer

This section addresses the following questions:

- What Is the Event Viewer?
- Who Can Use the Event Viewer?
- How Do I Access the Event Viewer?

What Is the Event Viewer?

The Event Viewer is a component of WebView that enables you to view information about ICM events. You can use this information to ensure that the system is running properly.

For each system event, the Event Viewer provides the following information:

- Date and time of the event according to the central controller, the machine that generated the event, and ICM internal time.
- The system component and side of the system component on which the event occurred.
- The role of the system component. Examples include Router, Peripheral Gateway, and Logger.
- The specific process the generated the event. Examples include cag Central Controller Agent, nic Network Interface Controller, and nm Node Manager.
• The event type, including warning, error, and informational.
• The logical part of the system that generated the event. Examples include Admin Workstation, DB Agent, and Diagnostic.
• A textual description of the event and a status message.

Who Can Use the Event Viewer?

Any user configured to use ICM software WebView can use Event Viewer.

How Do I Access the Event Viewer?

You must know the Web address of WebView in order to access the Event Viewer. By default, this URL is http://AdminWorkstation/instance.

To open the Event Viewer, click the Event Viewer option in the main WebView window.

About Event Viewer Features

When you first log in to Event Viewer, you view all system events that occurred in the past hour. You can view more detailed information about events and modify the types of events and the time range of events using features provided in the Event Viewer. These features include:

• Drill-down to detailed event information by clicking the name of the event.
• Filter events using the Filter menu option to select the category, system type, and severity type of the events. You view only events from the specified category, system type, and severity type.
• Sort event data by column headers.
• Set the event date and time range using the Date/Time menu option to select the date and time range for events. You view only events that occurred in the specified date and time range.
• Export the event data to another format using the Export menu option. Export formats include comma-separated values, Microsoft Excel, HTML table, SQL syntax, and text. For a full list and description of the formats in which data can be exported, refer to Table 5-1 in Chapter 5, “Scheduling Reporting Jobs”.
• Print the event data to keep a record of system events.
About Template and Report Item Caching

By default, ICM software WebView caches report templates and report items for each category. Caching improves system performance by reducing the number of times that WebView queries the database. Lists of cached items and templates are stored in New Atlanta Servlet Exec.

Report items are cached only if the ICM database is not partitioned. Report templates are cached regardless of database partitioning. For more information on database partitioning, see the ICM Software Security Guide.

Caching is not available for WebView for E-Mail Manager.

Using the adminui.properties file, located in the \ICM ROOT\web\webview\reporting\servlet\properties\ directory of the WebView server machine, you can specify many caching settings. If you modify this file, you must restart the IIS Admin services on the WebView server machine for the changes to take effect.

You can manually refresh the cache by restarting the IIS Admin services.

You can configure basic caching properties, including enabling and disabling caching, and setting the cache refresh and purge times. You can also enable and disable separate caching for supervisors.

For Hosted IPCC and NAM environments, you can enable customer call type filtering so that each customer has a separate cache for call type report items and templates that contains only those call types used by the individual customer.

Note

If you use Custom Screen Builder to create custom templates or delete templates, the changes do not appear until the cache refreshes.

Contents

- Configuring Basic Caching
- Enabling and Disabling Supervisor Caching
- Enabling and Disabling Call Type Customer Filtering for Hosted IPCC and NAM Configurations

Configuring Basic Caching

This section describes how to configure basic caching properties, including:

- Enabling and Disabling Caching
Enabling and Disabling Caching

By default, report template and item caching is enabled. You enable and disable caching by setting the value of the DISABLE_ITEM_LIST_CACHING property in the adminui.properties file.

To disable caching

- **Step 1** Set the value of the DISABLE_ITEM_LIST_CACHING property to `true`.
- **Step 2** Restart the IIS Admin services for the change to take effect.

To enable caching

- **Step 1** Set the value of the DISABLE_ITEM_LIST_CACHING property to `false`.
- **Step 2** Restart the IIS Admin services for the change to take effect.

Setting the Cache Refresh Time

By default, the cache refreshes every 120 minutes. You set the cache refresh time by setting the value of the WEBVIEW_CACHE_LIVETIME property in the adminui.properties file.

To set the cache refresh time

- **Step 1** Set the value of the WEBVIEW_CACHE_LIVETIME property to the number of minutes after which you want the cache to refresh. For example: `WEBVIEW_CACHE_LIVETIME = 240`
- **Step 2** Restart the IIS Admin services for the change to take effect.

Setting the Cache Purge Time Factor

The cache purge time factor is multiplied by the value set for the WEBVIEW_CACHE_LIVETIME property to determine when the cache is purged. By default, the cache purge time factor is 4 and the cache live time is 120 minutes, meaning that the cache is purged after 48 hours. You set the cache purge time factor by setting the value of the PURGE_TIME_MULTIPLIER property in the adminui.properties file.

If you notice that the size of the cache is consuming too much memory, set the value of this property to a small number so that the cache purges more often.
Templates and items that have been in the cache for less than the value set for the WEBVIEW_CACHE_LIVETIME property are not purged. For example, if the WEBVIEW_CACHE_LIVETIME property is set to 120, items that have been in the cache for fewer than 120 minutes are not purged.

**To set the cache purge time factor**

<table>
<thead>
<tr>
<th>Step 1</th>
<th>Set the value of the PURGE_TIME_MULTIPLIER property to the factor by which you want to multiply the value of the WEBVIEW_CACHE_LIVETIME property. For example: PURGE_TIME_MULTIPLIER = 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 2</td>
<td>Restart the IIS Admin services for the change to take effect.</td>
</tr>
</tbody>
</table>

**Enabling and Disabling Supervisor Caching**

Supervisors can log into WebView using their supervisor user names and passwords. If these supervisors run reports from the Agent report categories, they can view only data for those agents and skill groups that they supervise. Each supervisor can have his/her own cache for the agent report categories: Agent By Agent, Agent By Team, Agent By Skill Group, and Agent By Peripheral.

By default, report template and item supervisor caching is enabled for the Agent report categories. A separate cache is maintained for each supervisor for the Agent report categories. Supervisors use the same cache as other WebView users for other report categories.

**Note**

If the size of the caches are consuming too much memory, you can either reset the PURGE_TIME_MULTIPLIER property or disable supervisor caching.

You enable and disable supervisor caching by setting the value of the ENABLE_SUPERVISOR_CACHING property in the adminui.properties file.

**To disable supervisor caching**

<table>
<thead>
<tr>
<th>Step 1</th>
<th>Set the value of the ENABLE_SUPERVISOR_CACHING property to false.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 2</td>
<td>Restart the IIS Admin services for the change to take effect.</td>
</tr>
</tbody>
</table>

**To enable supervisor caching**

<table>
<thead>
<tr>
<th>Step 1</th>
<th>Set the value of the ENABLE_SUPERVISOR_CACHING property to true.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 2</td>
<td>Restart the IIS Admin services for the change to take effect.</td>
</tr>
</tbody>
</table>
Enabling and Disabling Call Type Customer Filtering for Hosted IPCC and NAM Configurations

Call type filtering is required for Hosted IPCC and NAM configurations in which WebView users can report only on their company’s call types. By enabling call type filtering, each customer company has a separate call type cache that stores report items and templates only for those call types that the company has configured.

By default, report template and item filtering for the Call Type report category is disabled. For all configurations other than Hosted IPCC and NAM, call type customer filtering should remain disabled.

You enable and disable call type caching by setting the value of the `ENABLE_CALLTYPE_CUSTOMER_FILTER` property in the adminui.properties file.

**To enable call type customer filtering**

<table>
<thead>
<tr>
<th>Step 1</th>
<th>Set the value of the <code>ENABLE_CALLTYPE_CUSTOMER_FILTER</code> property to <code>true</code>.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 2</td>
<td>Restart the IIS Admin services for the change to take effect.</td>
</tr>
</tbody>
</table>

**To disable call type customer filtering**

<table>
<thead>
<tr>
<th>Step 1</th>
<th>Set the value of the <code>ENABLE_CALLTYPE_CUSTOMER_FILTER</code> property to <code>false</code>.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 2</td>
<td>Restart the IIS Admin services for the change to take effect.</td>
</tr>
</tbody>
</table>
WebView Templates for ICM Configurations

This appendix provides a brief description of the WebView templates available for reporting on ICM configurations. This section does not describe Blended Agent templates. For information about Blended Agent templates, refer to the Cisco ICM Software Blended Agent User Guide.

Contents

- Agent > By Agent Templates
- Agent > By Team Templates
- Agent > By Skill Group Templates
- Agent > By Peripheral Templates
- Application Gateway Templates
- Application Path Templates
- Call Type Templates
- Peripheral Templates
- Route Templates
- Routing Client Templates
- Script Queue Templates
- Service > Peripheral Templates
- Service > Enterprise and Service > Array Templates
- Skill Group > Peripheral Skill Group and Skill Group > Base Only Templates
- Skill Group > Enterprise Skill Group Templates
- Trunk Group > Peripheral Templates
- Trunk Group > Network Templates

Agent > By Agent Templates

Table A-1 describes the Agent > By Agent templates provided in WebView and the ICM configuration to which each template applies.
### Table A-1  Agent > By Agent Templates

<table>
<thead>
<tr>
<th>Template</th>
<th>Configuration (IPCC or ACD)</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>agent03: Agent Media Logout</td>
<td>IPCC and ACD</td>
<td>Logon duration, and logout date and time for each agent.</td>
</tr>
<tr>
<td>Status</td>
<td></td>
<td></td>
</tr>
<tr>
<td>agent04: Agent Task Detail</td>
<td>IPCC and ACD</td>
<td>Agent task detail activity on incoming, outgoing, and internal tasks, callback messages, and wrap-up work.</td>
</tr>
<tr>
<td>Activity</td>
<td></td>
<td></td>
</tr>
<tr>
<td>agent05: Agent Task Detail</td>
<td>IPCC and ACD</td>
<td>Agent task detail performance on abandoned, assistance, hold, and conference tasks.</td>
</tr>
<tr>
<td>Performance</td>
<td></td>
<td></td>
</tr>
<tr>
<td>agent06: Agent State Trace</td>
<td>IPCC and ACD</td>
<td>Agent states and task detail events for agents with agent state trace enabled. The report displays data on the event that changed an agent's state, the new agent state, and the reason for the state change.</td>
</tr>
<tr>
<td>Detail By Events</td>
<td></td>
<td></td>
</tr>
<tr>
<td>agent20: Agent Real Time</td>
<td>IPCC and ACD</td>
<td>Current agents states for selected agents.</td>
</tr>
<tr>
<td>agent21: Agent Task Summary</td>
<td>IPCC</td>
<td>Agent task information for selected agents, organized by the selected half-hour(s).</td>
</tr>
<tr>
<td>Half Hour</td>
<td></td>
<td></td>
</tr>
<tr>
<td>agent22: Agent Task Summary</td>
<td>IPCC</td>
<td>Agent task information for selected agents, organized by the selected day(s).</td>
</tr>
<tr>
<td>Daily</td>
<td></td>
<td></td>
</tr>
<tr>
<td>agent23: Agent Performance</td>
<td>IPCC and ACD</td>
<td>Agent state information for selected agents, organized by the selected half-hour(s).</td>
</tr>
<tr>
<td>Summary Half Hour</td>
<td></td>
<td></td>
</tr>
<tr>
<td>agent24: Agent Performance</td>
<td>IPCC and ACD</td>
<td>Agent state information for selected agents, organized by the selected day(s).</td>
</tr>
<tr>
<td>Summary Daily</td>
<td></td>
<td></td>
</tr>
<tr>
<td>agent25: Agent Consolidated</td>
<td>IPCC</td>
<td>Agent half-hour activity and performance for all the agents connected to the selected peripheral(s) during the selected half-hour interval(s)</td>
</tr>
<tr>
<td>Half Hour</td>
<td></td>
<td></td>
</tr>
<tr>
<td>agent26: Agent Consolidated</td>
<td>IPCC</td>
<td>Agent daily activity and performance for all the agents connected to the selected peripheral(s) during the selected day interval(s)</td>
</tr>
<tr>
<td>Daily</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### Table A-2 Agent > By Team Templates

<table>
<thead>
<tr>
<th>Template</th>
<th>Configuration (IPCC or ACD)</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>agent27: Agent Historical All Fields</td>
<td>IPCC and ACD</td>
<td>All the data available from the Agent_Skill_Group_Half_Hour table. ICM software generates Agent_Half_Hour records for each logged on agent. This report is designed to be viewed online or exported to another format. It is not formatted for printing.</td>
</tr>
<tr>
<td>agent28: Agent Real Time All Fields</td>
<td>IPCC and ACD</td>
<td>All the data available from the Agent_Real_Time table. ICM software generates Agent_Real_Time records for each logged on agent. This report is designed to be viewed online or exported to another format. It is not formatted for printing.</td>
</tr>
</tbody>
</table>

### Table A-1 Agent > By Agent Templates (continued)

<table>
<thead>
<tr>
<th>Template</th>
<th>Configuration (IPCC or ACD)</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>agteam02: Agent Skill Group Status</td>
<td>IPCC and ACD</td>
<td>Current logon date-time, state, and last state change for agents in a team, by skill group.</td>
</tr>
<tr>
<td>agteam03: Agent Team Media Logout Status</td>
<td>ACD</td>
<td>Logon duration and logout date-time for each agent, by team.</td>
</tr>
<tr>
<td>agteam04: Agent Task Detail Activity</td>
<td>IPCC and ACD</td>
<td>Agent task detail activity on incoming, outgoing, and internal tasks, and callback messages, by team.</td>
</tr>
<tr>
<td>agteam05: Agent Task Detail Performance</td>
<td>IPCC and ACD</td>
<td>Task detail data on abandoned, held, assistance, and conference tasks, by team.</td>
</tr>
<tr>
<td>agteam20: Agent Team Real Time</td>
<td>IPCC and ACD</td>
<td>Current agent states of each agent within the specified team(s).</td>
</tr>
<tr>
<td>agteam21: Agent Team Task Summary Half Hour</td>
<td>IPCC</td>
<td>Agent task information for each agent within the selected agent team(s), organized by the selected half-hour(s). This report assists supervisors in the management of their teams.</td>
</tr>
</tbody>
</table>
### Table A-2  Agent > By Team Templates (continued)

<table>
<thead>
<tr>
<th>Template</th>
<th>Configuration (IPCC or ACD)</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>agteam22: Agent Team Task Summary Daily</td>
<td>IPCC</td>
<td>Agent task information for each agent within the selected agent team(s), organized by the selected day(s). This report assists supervisors in the management of their teams.</td>
</tr>
<tr>
<td>agteam23: Agent Team Performance Summary Half Hour</td>
<td>IPCC and ACD</td>
<td>Agent state information for each agent within the selected agent team(s), organized by the selected half-hour(s). This report assists supervisors in determining team performance.</td>
</tr>
<tr>
<td>agteam24: Agent Team Performance Summary Daily</td>
<td>IPCC and ACD</td>
<td>Agent state information for each agent within the selected agent team(s), organized by the selected day(s). This report assists supervisors in determining team performance.</td>
</tr>
<tr>
<td>agteam25: Agent Team Consolidated Half Hour</td>
<td>IPCC</td>
<td>Agent half-hour activity and performance for all the agents in the selected team(s) during the selected half-hour interval(s).</td>
</tr>
<tr>
<td>agteam26: Agent Team Consolidated Daily</td>
<td>IPCC</td>
<td>Agent daily activity and performance for all the agents in the selected team(s) during the selected day interval(s).</td>
</tr>
<tr>
<td>agteam27: Agent Team Historical All Fields</td>
<td>IPCC and ACD</td>
<td>All the data available from the Agent_Skill_Group_Half_Hour table, organized by the agent team and then by the agent within the team. This report is designed to be viewed online or exported to another format. It is not formatted for printing.</td>
</tr>
<tr>
<td>agteam28: Agent Team Real Time All Fields</td>
<td>IPCC and ACD</td>
<td>All the data available from the Agent_Real_Time table, organized by the agent team and then by the agent within the team. This report is designed to be viewed online or exported to another format. It is not formatted for printing.</td>
</tr>
</tbody>
</table>

### Agent > By Skill Group Templates

Table A-3 describes the Agent > By Skill Group templates provided in WebView and the ICM configuration to which each template applies.
### Table A-3 Agent By Skill Group Templates

<table>
<thead>
<tr>
<th>Template</th>
<th>Configuration (IPCC or ACD)</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>agtskg03: Agent Logout Status</td>
<td>IPCC and ACD</td>
<td>Logon duration and logout date-time for each agent, by skill group.</td>
</tr>
<tr>
<td>agtskg04: Agent Task Detail Activity</td>
<td>IPCC and ACD</td>
<td>Task detail data collected about agent activity on incoming, outgoing, internal tasks, and callback messages, by skill group.</td>
</tr>
<tr>
<td>agtskg05: Agent Task Detail Performance</td>
<td>IPCC and ACD</td>
<td>Task detail data collected about agent performance (by skill group) related to abandoned, held, assistance, and conference tasks.</td>
</tr>
<tr>
<td>agtskg07: Agent Task Analysis</td>
<td>IPCC and ACD</td>
<td>All the tasks handled by each agent in the selected skill group(s), gathered in half-hour increments</td>
</tr>
<tr>
<td>agtskg20: Agent Skill Group Real Time</td>
<td>IPCC and ACD</td>
<td>Current agent states of each agent within the selected skill group(s)</td>
</tr>
<tr>
<td>agtskg21: Agent Skill Group Task Summary Half Hour</td>
<td>IPCC</td>
<td>Agent task information for each agent within the selected skill group(s), organized by the selected half-hour(s).</td>
</tr>
<tr>
<td>agtskg22: Agent Skill Group Task Summary Daily</td>
<td>IPCC</td>
<td>Agent task information for each agent within the selected skill group(s), organized by the selected day(s).</td>
</tr>
<tr>
<td>agtskg23: Agent Skill Group Performance Summary Half Hour</td>
<td>IPCC and ACD</td>
<td>Agent state information for each agent within the selected skill group(s), organized by the selected half-hour(s).</td>
</tr>
<tr>
<td>agtskg24: Agent Skill Group Performance Summary Daily</td>
<td>IPCC and ACD</td>
<td>Agent state information for each agent within the selected skill group(s), organized by the selected day(s).</td>
</tr>
<tr>
<td>agtskg25: Agent Skill Group Consolidated Half Hour</td>
<td>IPCC</td>
<td>Agent half-hour task statistics totals and time allocations.</td>
</tr>
<tr>
<td>agtskg26: Agent Skill Group Consolidated Daily</td>
<td>IPCC</td>
<td>Agent’s daily task statistic totals and agent time allocations.</td>
</tr>
<tr>
<td>agtskg27: Agent Skill Group Historical All Fields</td>
<td>IPCC and ACD</td>
<td>All the data available from the Agent_Skill_Group_Half_Hour table for the agents within the selected skill group(s). This report is designed to be viewed online or exported to another format. It is not formatted for printing.</td>
</tr>
<tr>
<td>agtskg28: Agent Skill Group Real Time All Fields</td>
<td>IPCC and ACD</td>
<td>All the data available from the Agent_Real_Time table for agents within the selected skill group(s). This report is designed to be viewed online or exported to another format. It is not formatted for printing.</td>
</tr>
</tbody>
</table>
Agent > By Peripheral Templates

Table A-4 describes the Agent > By Peripheral templates provided in WebView and the ICM configuration to which each template applies.

<table>
<thead>
<tr>
<th>Template</th>
<th>Configuration (IPCC or ACD)</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>agtper03: Agent Peripheral Media Logout Statistics</td>
<td>IPCC and ACD</td>
<td>Logon duration and logout date-time for each agent, by peripheral.</td>
</tr>
<tr>
<td>agtper04: Agent Peripheral Task Detail Activity</td>
<td>IPCC and ACD</td>
<td>Incoming, outgoing, and internal tasks, callback messages, and wrap-up work.</td>
</tr>
<tr>
<td>agtper05: Agent Peripheral Task Detail Performance</td>
<td>IPCC and ACD</td>
<td>Agent task detail performance for abandoned, assistance, held, and conference tasks, by peripheral.</td>
</tr>
<tr>
<td>agtper20: Agent Peripheral Real Time</td>
<td>IPCC and ACD</td>
<td>Current agent states for each agent within the selected peripheral(s).</td>
</tr>
<tr>
<td>agtper21: Agent Peripheral Task Summary Half Hour</td>
<td>IPCC</td>
<td>Agent task information for each agent within the selected peripheral(s), organized by the selected half-hour(s).</td>
</tr>
<tr>
<td>agtper22: Agent Peripheral Task Summary Daily</td>
<td>IPCC</td>
<td>Agent task information for each agent within the selected peripheral(s), organized by the selected day(s).</td>
</tr>
<tr>
<td>agtper23: Agent Peripheral Performance Summary Half Hour</td>
<td>IPCC and ACD</td>
<td>Agent state information for each agent within the selected peripheral(s), organized by the selected half-hour(s).</td>
</tr>
<tr>
<td>agtper24: Agent Peripheral Agent Performance Summary Daily</td>
<td>IPCC and ACD</td>
<td>Agent state information for each agent within the selected peripheral(s), organized by the selected day(s).</td>
</tr>
<tr>
<td>agtper25: Agent Peripheral Consolidated Half Hour</td>
<td>IPCC</td>
<td>Agent half-hour activity and performance for all the agents connected to the selected peripheral(s) during the selected half-hour interval(s).</td>
</tr>
<tr>
<td>agtper26: Agent Peripheral Consolidated Daily</td>
<td>IPCC</td>
<td>Agent daily activity and performance for all the agents connected to the selected peripheral(s) during the selected day interval(s).</td>
</tr>
</tbody>
</table>
Appendix A  WebView Templates for ICM Configurations

Table A-4  Agent > By Peripheral Templates (continued)

<table>
<thead>
<tr>
<th>Template</th>
<th>Configuration (IPCC or ACD)</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>agtper27: Agent Peripheral Half Historical Fields</td>
<td>IPCC and ACD</td>
<td>All the data available from the Agent_Skill_Group_Half_Hour table. ICM software generates Agent_Half_Hour records for each agent. This report is designed to be viewed online or exported to another format. It is not formatted for printing.</td>
</tr>
<tr>
<td>agtper28: Agent Peripheral Real Time All Fields</td>
<td>IPCC and ACD</td>
<td>All the data available from the Agent_Real_Time table. ICM software generates Agent_Real_Time records for each logged on agent. This report is designed to be viewed online or exported to another format. It is not formatted for printing.</td>
</tr>
</tbody>
</table>

Application Gateway Templates

Table A-5 describes the Application Gateway templates provided in WebView and the ICM configuration to which each template applies.

Table A-5  Application Gateway Templates

<table>
<thead>
<tr>
<th>Template</th>
<th>Configuration (IPCC or ACD)</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>apgate11: Application Gateway Status Half Hour</td>
<td>IPCC and ACD</td>
<td>Data on requests made by the application gateway to a host system.</td>
</tr>
</tbody>
</table>

Application Path Templates

Table A-6 describes the Application Path templates provided in WebView and the ICM configuration to which each template applies.

Table A-6  Application Path Templates

<table>
<thead>
<tr>
<th>Template</th>
<th>Configuration (IPCC or ACD)</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>appath01: Application Path Real Time</td>
<td>IPCC and ACD</td>
<td>Current status of a single application path.</td>
</tr>
</tbody>
</table>

Call Type Templates

Table A-7 describes the Call Type templates provided in WebView and the ICM configuration to which each template applies.
### Table A-7 Call Type Templates

<table>
<thead>
<tr>
<th>Template</th>
<th>Configuration (IPCC or ACD)</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>caltyp01: Call Type Status Real Time</td>
<td>ACD</td>
<td>Routing and script data on call types defined in the ICM system.</td>
</tr>
<tr>
<td>caltyp02: Call Type Count Real Time</td>
<td>ACD</td>
<td>Busy and default routed tasks for call types for the current day.</td>
</tr>
<tr>
<td>caltyp04: Call Type Service Level Real Time</td>
<td>IPCC and ACD</td>
<td>Service levels since the end of the last 5 minute interval, half-hour interval, and since midnight.</td>
</tr>
<tr>
<td>caltyp05: Analysis of Tasks Half Hour</td>
<td>IPCC and ACD</td>
<td>Routing and queuing details for tasks during the half-hour interval.</td>
</tr>
<tr>
<td>caltyp20: Call Type Real Time</td>
<td>IPCC</td>
<td>Call type statistics for the current moment (the time of report generation).</td>
</tr>
<tr>
<td>caltyp21: Call Type Half Hour</td>
<td>IPCC</td>
<td>Call type statistics for the selected half-hour interval(s).</td>
</tr>
<tr>
<td>caltyp22: Call Type Daily</td>
<td>IPCC</td>
<td>Call type statistics for the selected day interval(s).</td>
</tr>
<tr>
<td>caltyp23: Call Type Historical All Fields</td>
<td>IPCC and ACD</td>
<td>All data applicable to IPCC calls in the Call_Type_Half_Hour table, sorted by the call type name.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>This report is designed to be viewed online or exported to another format. It is not formatted for printing.</td>
</tr>
<tr>
<td>caltyp24: Call Type Real Time All Fields</td>
<td>IPCC and ACD</td>
<td>All data applicable to IPCC calls in the Call_Type_Real_Time table, sorted by the call type name.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>This report is designed to be viewed online or exported to another format. It is not formatted for printing.</td>
</tr>
</tbody>
</table>

### Peripheral Templates

Table A-8 describes the Peripheral templates provided in WebView and the ICM configuration to which each template applies.

### Table A-8 Peripheral Templates

<table>
<thead>
<tr>
<th>Template</th>
<th>Configuration (IPCC or ACD)</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>periph01: Peripheral Real Time</td>
<td>ACD</td>
<td>Switch status, task and agent status, and service levels. For use with all peripheral types.</td>
</tr>
<tr>
<td>periph02: Switch Node Software Status Display Real Time</td>
<td>ACD</td>
<td>Trunks busy (ATB), tasks in progress, SWT TRMS, and DI Groups status. For use only with Rockwell Galaxy ACDs</td>
</tr>
</tbody>
</table>
Table A-8 Peripheral Templates (continued)

<table>
<thead>
<tr>
<th>Template</th>
<th>Configuration (IPCC or ACD)</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>periph03: Time Switch Node Hardware Status Display Real Time</td>
<td>ACD</td>
<td>Processor, data receive, control, and switch-clock status. For use only with the Rockwell Galaxy ACDs.</td>
</tr>
<tr>
<td>periph04: Peripheral Real Time All Fields</td>
<td>ACD</td>
<td>All the available peripheral real-time report data in the Peripheral_Real_Time database table.</td>
</tr>
<tr>
<td>periph05: Peripheral Historical All Fields</td>
<td>ACD</td>
<td>All the available peripheral real-time report data in the Peripheral_Half_Hour database table.</td>
</tr>
</tbody>
</table>

Route Templates

Table A-9 describes the Route templates provided in WebView and the ICM configuration to which each template applies.

Table A-9 Route Templates

<table>
<thead>
<tr>
<th>Template</th>
<th>Configuration (IPCC or ACD)</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>routes01: Route Queue Delay Status Real Time</td>
<td>ACD</td>
<td>Time (in seconds) for delays in queue, longest task in queue, and average speed of answer (ASA) over the last five minutes.</td>
</tr>
<tr>
<td>routes02: Route Status Real Time</td>
<td>ACD</td>
<td>The number of tasks in progress versus the number of tasks in queue.</td>
</tr>
<tr>
<td>routes03: Effect of Abandoned Tasks on Route Service Levels Real Time</td>
<td>ACD</td>
<td>The number of tasks offered, handled, abandoned, and the effect of abandoned tasks on service levels.</td>
</tr>
<tr>
<td>routes04: Route Tasks Trend Analysis Real Time</td>
<td>ACD</td>
<td>Task counts and service levels (since end of last 5-minute and half-hour intervals, and since midnight).</td>
</tr>
<tr>
<td>routes05: Route Tasks Offered Over Half Hour</td>
<td>ACD</td>
<td>Pie chart of the distribution (percentage) of tasks offered to routes since the end of the last half-hour interval.</td>
</tr>
<tr>
<td>routes06: Route Service Levels Real Time</td>
<td>ACD</td>
<td>Service levels of the selected routes since the end of the last five-minute interval, for the current half-hour interval, and since midnight.</td>
</tr>
<tr>
<td>routes07: Route Tasks, Averages and Service Levels Real Time</td>
<td>ACD</td>
<td>Task counts, queue status, and service level data in real time and for the last five minutes for selected routes.</td>
</tr>
<tr>
<td>routes08: Route Real Time All Fields</td>
<td>ACD</td>
<td>All the available route real-time report data in the Route_Real_Time database table.</td>
</tr>
<tr>
<td>routes11: Tasks Analysis of Routes Daily</td>
<td>ACD</td>
<td>Daily task count totals, queue delay-time totals, and service-level averages.</td>
</tr>
</tbody>
</table>
Routing Client Templates

Table A-10 describes the Routing Client templates provided in WebView and the ICM configuration to which each template applies.

<table>
<thead>
<tr>
<th>Template</th>
<th>Configuration (IPCC or ACD)</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>rtcli11: Routing Client Performance</td>
<td>ACD</td>
<td>Routing client request responses for the current five-minute interval.</td>
</tr>
<tr>
<td>rtcli12: Routing Client Historical All Fields</td>
<td>ACD</td>
<td>All the available agent route historical report data in the Routing_Client_Five_Minute database table.</td>
</tr>
</tbody>
</table>

Script Queue Templates

Table A-11 describes the Script Queue templates provided in WebView and the ICM configuration to which each template applies.

<table>
<thead>
<tr>
<th>Template</th>
<th>Configuration (IPCC or ACD)</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>scrque01: Script Queue Node Real Time</td>
<td>ACD</td>
<td>Queue statistics for a script's Queue node.</td>
</tr>
</tbody>
</table>

Service > Peripheral Templates

Table A-12 describes the Service > Peripheral templates provided in WebView and the ICM configuration to which each template applies.
<table>
<thead>
<tr>
<th>Template</th>
<th>Configuration (IPCC or ACD)</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>persvc01: Peripheral Service Queue Delay Status Real Time</td>
<td>ACD</td>
<td>Time (in seconds) for delays in queue, longest task in queue, and average speed of answer (ASA) over the last five minutes.</td>
</tr>
<tr>
<td>persvc02: Peripheral Service Status Real Time</td>
<td>ACD</td>
<td>Number of tasks on which agents are active and the number of tasks in queue.</td>
</tr>
<tr>
<td>persvc03: Effect of Abandoned Tasks on Peripheral Service Service Levels</td>
<td>ACD</td>
<td>Tasks offered, handled, abandoned, and the effect of abandoned tasks on service levels.</td>
</tr>
<tr>
<td>persvc04: Peripheral Tasks Trend Analysis Real Time</td>
<td>ACD</td>
<td>Task counts and service levels since end of last 5-minute and half-hour intervals, and since midnight.</td>
</tr>
<tr>
<td>persvc05: Peripheral Service Tasks Offered Over Half Hour</td>
<td>ACD</td>
<td>Percentage distribution of tasks offered since the end of the last half-hour interval.</td>
</tr>
<tr>
<td>persvc06: Peripheral Service Service Levels Real Time</td>
<td>ACD</td>
<td>Service levels since the end of the last five-minute interval, for the current half-hour interval, and since midnight.</td>
</tr>
<tr>
<td>persvc07: Peripheral Service Tasks, Averages and Service Levels Real Time</td>
<td>ACD</td>
<td>Task counts, queue status, and service level data in real time and for the last five-minutes.</td>
</tr>
<tr>
<td>persvc08: Agent and Task Status Real Time</td>
<td>ACD</td>
<td>Current task and queue status where service/skill group mapping is available.</td>
</tr>
<tr>
<td>persvc13: Peripheral Service Tasks Offered Daily</td>
<td>ACD</td>
<td>Number of tasks offered per day.</td>
</tr>
<tr>
<td>persvc14: Peripheral Service Tasks Handled Daily</td>
<td>ACD</td>
<td>Number of tasks handled per day.</td>
</tr>
<tr>
<td>persvc15: Peripheral Service Tasks Abandoned Daily</td>
<td>ACD</td>
<td>Number of tasks abandoned per day.</td>
</tr>
<tr>
<td>persvc16: Peripheral Service History Daily</td>
<td>ACD</td>
<td>Tasks abandoned, handled, and offered per day. For use with a single peripheral service.</td>
</tr>
<tr>
<td>persvc17: Peripheral Service Tasks Offered Half Hour</td>
<td>ACD</td>
<td>Distribution (the number) of tasks offered at a half-hour sample rate.</td>
</tr>
<tr>
<td>persvc18: Gate Analysis Half Hour</td>
<td>ACD</td>
<td>Half-hour status information for a Rockwell Galaxy gate (ICM service). A gate is the Rockwell Galaxy term for a service.</td>
</tr>
<tr>
<td>persvc20: Peripheral Service for IVR Queue Half Hour</td>
<td>IPCC</td>
<td>Half-hour IVR queue activity for the selected half-hour interval(s). This template is for IVR services that reside on IVR PGs that have both Service Control reporting and queue reporting enabled.</td>
</tr>
</tbody>
</table>
### Table A-12  Service > Peripheral Templates (continued)

<table>
<thead>
<tr>
<th>Template</th>
<th>Configuration (IPCC or ACD)</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>persvc21: Peripheral Service</td>
<td>IPCC</td>
<td>Daily IVR queue activity for the selected day interval(s).</td>
</tr>
<tr>
<td>IVR Queue Daily</td>
<td></td>
<td>This template is for IVR services that reside on IVR PGs that have both Service Control reporting and queue reporting enabled.</td>
</tr>
<tr>
<td>persvc22: Peripheral Service</td>
<td>IPCC and ACD</td>
<td>Half-hour IVR self-service activity for the selected half-hour interval(s).</td>
</tr>
<tr>
<td>IVR Self-Service Half Hour</td>
<td></td>
<td>This template is for IVR services that reside on IVR PGs that have both Service Control reporting and queue reporting enabled.</td>
</tr>
<tr>
<td>persvc23: Peripheral Service</td>
<td>IPCC and ACD</td>
<td>Daily IVR self-service activity for the selected day interval(s).</td>
</tr>
<tr>
<td>IVR Self-Service Daily</td>
<td></td>
<td>This template is for IVR services that reside on IVR PGs that have both Service Control reporting and queue reporting enabled.</td>
</tr>
<tr>
<td>persvc24: Peripheral Service</td>
<td>IPCC and ACD</td>
<td>Half-hour agent task activity in a service for the selected half-hour interval(s).</td>
</tr>
<tr>
<td>Agent Half Hour</td>
<td></td>
<td></td>
</tr>
<tr>
<td>persvc25: Peripheral Service</td>
<td>IPCC and ACD</td>
<td>Daily agent task activity in a service for the selected day interval(s).</td>
</tr>
<tr>
<td>Agent Daily</td>
<td></td>
<td></td>
</tr>
<tr>
<td>persvc26: Peripheral Service</td>
<td>IPCC and ACD</td>
<td>All the available report data from the Service_Half_Hour database table for each selected service during the selected time period.</td>
</tr>
<tr>
<td>Historical All Fields</td>
<td></td>
<td>This report is designed to be viewed online or exported to another format. It is not formatted for printing.</td>
</tr>
<tr>
<td>persvc27: Peripheral Service</td>
<td>IPCC and ACD</td>
<td>All the available report data from the Service_Real_Time database table for each selected service at the moment that the report is generated.</td>
</tr>
<tr>
<td>Real Time All Fields</td>
<td></td>
<td>This report is designed to be viewed online or exported to another format. It is not formatted for printing.</td>
</tr>
</tbody>
</table>
Service > Enterprise and Service > Array Templates

Service > Enterprise and Service > Array categories contain the same templates. Enterprise templates provide data on specific enterprise services, while Array templates provide data on groupings of VRU peripheral services on the same network trunk group. Table A-13 describes the Service > Enterprise and Service > Array templates provided in WebView and the ICM configuration to which each template applies.

**Table A-13 Service > Enterprise and Service > Array Templates**

<table>
<thead>
<tr>
<th>Template</th>
<th>Configuration (IPCC or ACD)</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>entsvc01: Enterprise Service Queue Delay Status Real Time</td>
<td>ACD</td>
<td>The time (in seconds) for delays in queue, longest task in queue and average speed of answer (ASA) over the last five minutes.</td>
</tr>
<tr>
<td>entsvc02: Enterprise Service Status Real Time</td>
<td>ACD</td>
<td>The number of tasks on which agents are active and the number of tasks in queue.</td>
</tr>
<tr>
<td>entsvc03: Effect of Abandoned Tasks on Enterprise Service Service Levels</td>
<td>ACD</td>
<td>Tasks offered, handled, abandoned, and the effect of abandoned tasks on service levels.</td>
</tr>
<tr>
<td>entsvc04: Enterprise Service Tasks Trend Analysis Real Time</td>
<td>ACD</td>
<td>Task counts and service levels since the end of last 5-minute and half-hour intervals, and since midnight.</td>
</tr>
<tr>
<td>entsvc05: Enterprise Service Tasks Offered Over Half Hour</td>
<td>ACD</td>
<td>Percentage distribution of tasks offered since the end of the last half-hour interval.</td>
</tr>
<tr>
<td>entsvc06: Enterprise Service Service Levels Real Time</td>
<td>ACD</td>
<td>Service levels since the end of the last five-minute interval, and half-hour interval, and since midnight.</td>
</tr>
<tr>
<td>entsvc07: Enterprise Service Tasks, Averages and Service Levels Real Time</td>
<td>ACD</td>
<td>Task counts, queue status, and service level data for the last five minutes.</td>
</tr>
<tr>
<td>entsvc08: Task and Agent Status Real Time</td>
<td>ACD</td>
<td>Task and queue status in real-time where service/skill group mapping is available.</td>
</tr>
<tr>
<td>entsvc09: Service Array Tasks, Averages and Service Levels Real Time</td>
<td>ACD</td>
<td>Service array task counts, queue status, and service level data for the last five minutes.</td>
</tr>
<tr>
<td>entsvc11: Tasks Analysis of Enterprise Services Daily</td>
<td>ACD</td>
<td>Daily task count totals, queue delay-time totals, and service level averages.</td>
</tr>
<tr>
<td>entsvc12: Tasks Analysis of Enterprise Services Half Hour</td>
<td>ACD</td>
<td>Half-hour task counts, queue delay-time totals, and service level totals.</td>
</tr>
<tr>
<td>entsvc13: Enterprise Service Tasks Offered Daily</td>
<td>ACD</td>
<td>The number of tasks offered per day.</td>
</tr>
<tr>
<td>entsvc14: Enterprise Service Tasks Handled Daily</td>
<td>ACD</td>
<td>The number of tasks handled per day.</td>
</tr>
<tr>
<td>entsvc15: Enterprise Service Tasks Abandoned Daily</td>
<td>ACD</td>
<td>The number of tasks abandoned per day.</td>
</tr>
<tr>
<td>entsvc16: Enterprise Service History Daily</td>
<td>ACD</td>
<td>The tasks abandoned by, handled by, and offered to a single enterprise service.</td>
</tr>
</tbody>
</table>
Table A-13  Service > Enterprise and Service > Array Templates (continued)

<table>
<thead>
<tr>
<th>Template</th>
<th>Configuration (IPCC or ACD)</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>entsvc17: Enterprise Service Tasks Offered Half Hour</td>
<td>ACD</td>
<td>The distribution (number) of tasks offered at a half-hour sample rate.</td>
</tr>
<tr>
<td>entsvc18: Enterprise Gate Analysis Half Hour</td>
<td>ACD</td>
<td>Task-handling data for a collection of gates. A gate is a Rockwell Galaxy term for a peripheral service.</td>
</tr>
<tr>
<td>entsvc23: Enterprise Service Real Time All Fields</td>
<td>IPCC and ACD</td>
<td>All the available report data from the Service_Real_Time database table at the moment that the report is generated. This report is designed to be viewed online or exported to another format. It is not formatted for printing.</td>
</tr>
<tr>
<td>entsvc24: Enterprise Service Historical All Fields</td>
<td>IPCC and ACD</td>
<td>All the available report data from the Service_Half_Hour database table for the selected time period. This report is designed to be viewed online or exported to another format. It is not formatted for printing.</td>
</tr>
</tbody>
</table>

Skill Group > Peripheral Skill Group and Skill Group > Base Only Templates

Skill Group > Peripheral Skill Group and Skill Group > Base Only subcategories contain the same templates. Peripheral Skill Group templates allow you to report on both base and subskill groups, while Base Only templates allow you to report on base skill groups only. Table A-14 describes the Skill Group > Peripheral Skill Group and Skill Group > Base Only templates provided in WebView and the ICM configuration to which each template applies.

Table A-14  Skill Group > Peripheral Skill Group and Skill Group > Base Only Templates

<table>
<thead>
<tr>
<th>Template</th>
<th>Configuration (IPCC or ACD)</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>perskg01: Peripheral Skill Group Status Real Time</td>
<td>IPCC and ACD</td>
<td>Numbers of agents in active, idle, available, and in wrap-up.</td>
</tr>
<tr>
<td>perskg03: Peripheral Skill Group Agent State Status</td>
<td>IPCC and ACD</td>
<td>Percentage of agents in available, idle, talking, and in wrap-up.</td>
</tr>
<tr>
<td>perskg04: Rolling 5-minute Peripheral Skill Group Status</td>
<td>IPCC and ACD</td>
<td>A rolling five-minute table that shows agent states in full-time equivalent (FTE) counts and in percentages.</td>
</tr>
<tr>
<td>perskg05: Peripheral Skill Group % Utilization of Ready Agents</td>
<td>IPCC and ACD</td>
<td>Percentage utilization of agents. The ratio between time logged on and time handling tasks.</td>
</tr>
</tbody>
</table>
### Table A-14  Skill Group > Peripheral Skill Group and Skill Group > Base Only Templates (continued)

<table>
<thead>
<tr>
<th>Template</th>
<th>Configuration (IPCC or ACD)</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>perskg08: FTE for Peripheral Skill Groups Half Hour</td>
<td>IPCC and ACD</td>
<td>Half-hour FTE counts for agents signed on, idle, available, talking/active, and in wrap-up.</td>
</tr>
<tr>
<td>perskg09: Peripheral Skill Group Normalized Agent State</td>
<td>IPCC and ACD</td>
<td>The normalized percentage of agent-states over a specified range of time, gathered in half-hour increments.</td>
</tr>
<tr>
<td>perskg20: Peripheral Skill Group Status Real Time</td>
<td>IPCC and ACD</td>
<td>Current peripheral skill group status.</td>
</tr>
<tr>
<td>perskg21: Peripheral Skill Group Task Summary Half Hour</td>
<td>IPCC</td>
<td>Task statistics for each skill group for the selected half-hour interval(s).</td>
</tr>
<tr>
<td>perskg22: Peripheral Skill Group Task Summary Daily</td>
<td>IPCC</td>
<td>Task statistics for each skill group for the selected day interval(s).</td>
</tr>
<tr>
<td>perskg23: Peripheral Skill Group Performance Summary Half Hour</td>
<td>IPCC</td>
<td>Agent performance for each skill group for the selected half-hour interval(s).</td>
</tr>
<tr>
<td>perskg24: Peripheral Skill Group Performance Summary Daily</td>
<td>IPCC</td>
<td>Agent performance for each skill group for the selected day interval(s).</td>
</tr>
<tr>
<td>perskg25: Peripheral Skill Group Consolidated Half Hour</td>
<td>IPCC and ACD</td>
<td>Consolidated task and skill group statistics for the selected half-hour interval(s).</td>
</tr>
<tr>
<td>perskg26: Peripheral Skill Group Consolidated Daily</td>
<td>IPCC and ACD</td>
<td>Consolidated task and skill group statistics for the selected day interval(s).</td>
</tr>
<tr>
<td>perskg27: Peripheral Skill Group Historical All Fields</td>
<td>IPCC and ACD</td>
<td>All data available from the Skill_Group_Half_Hour database table, sorted by skill group name. This report is designed to be viewed online or exported to another format. It is not formatted for printing.</td>
</tr>
<tr>
<td>perskg28: Peripheral Skill Group Real Time All Fields</td>
<td>IPCC and ACD</td>
<td>All data available from the Skill_Group_Real_Time database table, sorted by skill group name. This report is designed to be viewed online or exported to another format. It is not formatted for printing.</td>
</tr>
<tr>
<td>perskg29: Peripheral Skill Group Logout Real Time</td>
<td>IPCC and ACD</td>
<td>All the agents that are configured for the selected skill group(s) who are currently logged out. An agent can appear more than once if the agent is configured for multiple skill groups.</td>
</tr>
</tbody>
</table>
## Skill Group > Enterprise Skill Group Templates

Table A-15 describes the Skill Group > Enterprise Skill Group templates provided in WebView and the ICM configuration to which each template applies.

### Table A-15  Skill Group > Enterprise Skill Group Templates

<table>
<thead>
<tr>
<th>Template</th>
<th>Configuration (IPCC or ACD)</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>entskg01: Enterprise Skill Group Status Real Time</td>
<td>IPCC and ACD</td>
<td>Numbers of agents in talking, idle, available, and in wrap-up.</td>
</tr>
<tr>
<td>entskg03: Enterprise Skill Group Agent State Status</td>
<td>IPCC and ACD</td>
<td>Percentage of agents in available, idle, talking, and in wrap-up.</td>
</tr>
<tr>
<td>entskg04: Rolling 5-minute Enterprise Skill Group Status</td>
<td>IPCC and ACD</td>
<td>A rolling five-minute table showing agent states in full-time equivalent (FTE) counts and in percentages.</td>
</tr>
<tr>
<td>entskg05: Enterprise Skill Group % Utilization of Ready Agents</td>
<td>IPCC and ACD</td>
<td>Percent utilization of agents. The ratio between time logged on and time handling tasks.</td>
</tr>
<tr>
<td>entskg08: FTE for Enterprise Skill Groups Half Hour</td>
<td>IPCC and ACD</td>
<td>Half-hour full-time equivalent (FTE) counts for agents signed on, idle, available, talking, and in wrap-up.</td>
</tr>
<tr>
<td>entskg09: Enterprise Skill Group Normalized Agent State</td>
<td>IPCC and ACD</td>
<td>Normalized percentage of agent-states over specified range of time.</td>
</tr>
</tbody>
</table>
| entskg20: Enterprise Skill Group Status Real Time | IPCC and ACD | Current status data for enterprise skill groups.  
This report displays the same data as the persk20 report, except that this report is first organized by enterprise skill group.  
If a task is queued to an enterprise skill group, the task is queued at each peripheral skill groups.  
Therefore, one task queued to an enterprise skill group composed of 5 peripheral skill groups shows up as 5 tasks. |
| entskg21: Enterprise Skill Group Task Summary Half Hour | IPCC | Task statistics for each enterprise skill group for the selected half-hour interval(s).  
This report displays the same data as the persk21 report, except that this report is first organized by enterprise skill group. |
| entskg22: Enterprise Skill Group Task Summary Daily | IPCC | Task statistics for each enterprise skill group for the selected day interval(s).  
This report displays the same data as the persk22 report, except that this report is first organized by enterprise skill group. |
<table>
<thead>
<tr>
<th>Template</th>
<th>Configuration (IPCC or ACD)</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>entskg23: Enterprise Skill Group Performance Summary Half Hour</td>
<td>IPCC</td>
<td>Agent performance information for each enterprise skill group for the selected half-hour interval(s). This report displays the same data as the persk23 report, except that this report is first organized by enterprise skill group.</td>
</tr>
<tr>
<td>entskg24: Enterprise Skill Group Agent Performance Daily</td>
<td>IPCC</td>
<td>Agent performance information for each enterprise skill group for the selected half-hour interval(s). This report displays the same data as the persk24 report, except that this report is first organized by enterprise skill group.</td>
</tr>
<tr>
<td>entskg25: Enterprise Skill Group Consolidated Half Hour</td>
<td>IPCC and ACD</td>
<td>Agent performance information for each enterprise skill group for the selected half-hour interval(s). This report displays the same data as the persk25 report, except that this report is first organized by enterprise skill group.</td>
</tr>
<tr>
<td>entskg26: Enterprise Skill Group Consolidated Daily</td>
<td>IPCC and ACD</td>
<td>Agent performance information for each enterprise skill group for the selected day interval(s). This report displays the same data as the persk26 report, except that this report is first organized by enterprise skill group.</td>
</tr>
<tr>
<td>entskg27: Enterprise Skill Group Historical All Fields</td>
<td>IPCC and ACD</td>
<td>All data available from the Skill_Group_Half_Hour database table, sorted by enterprise skill group name. This report displays the same data as the persk27 report, except that this report is first organized by enterprise skill group. This report is designed to be viewed online or exported to another format. It is not formatted for printing.</td>
</tr>
</tbody>
</table>
Table A-15  Skill Group > Enterprise Skill Group Templates (continued)

<table>
<thead>
<tr>
<th>Template</th>
<th>Configuration (IPCC or ACD)</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>entskg28: Enterprise Skill Group Real Time All Fields</td>
<td>IPCC and ACD</td>
<td>All data available from the Skill_Group_Real_Time database table, sorted by enterprise skill group name. This report displays the same data as the persk28 report, except that this report is first organized by enterprise skill group. This report is designed to be viewed online or exported to another format. It is not formatted for printing.</td>
</tr>
<tr>
<td>entskg29: Enterprise Skill Group Logout Real Time</td>
<td>IPCC and ACD</td>
<td>All the agents that are configured for the selected enterprise skill group(s) who are currently logged out. This report displays the same data as the persk29 report, except that this report is first organized by enterprise skill group. If an agent is a member of an enterprise skill group, the agent is considered logged into each peripheral skill group. Therefore, one agent logged into one enterprise skill group composed of 5 peripheral skill groups shows up as 5 agents.</td>
</tr>
</tbody>
</table>

Trunk Group > Peripheral Templates

Table A-16 describes the Trunk Group > Peripheral templates provided in WebView and the ICM configuration to which each template applies.

Table A-16  Trunk Group > Peripheral Template

<table>
<thead>
<tr>
<th>Template</th>
<th>Configuration (IPCC or ACD)</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>trkgrp01: All Trunks Busy Real Time</td>
<td>ACD</td>
<td>The time (in seconds) that all trunks were busy since the end of the last half-hour interval.</td>
</tr>
<tr>
<td>trkgrp02: Trunks Idle &amp; In Service Real Time</td>
<td>ACD</td>
<td>The current number of idle trunks versus the current number of in-service trunks.</td>
</tr>
<tr>
<td>trkgrp03: Trunk Group Status Real Time</td>
<td>ACD</td>
<td>The current counts of trunks in-service and trunks idle, and the time in seconds that all trunks are busy.</td>
</tr>
<tr>
<td>trkgrp04: Trunks Real Time All Fields</td>
<td>IPCC and ACD</td>
<td>All the available trunk real-time data in the Trunk_Group_Real_Time database.</td>
</tr>
<tr>
<td>trkgrp11: Trunk Group Performance Half Hour</td>
<td>ACD</td>
<td>Historical status of trunk groups, gathered in half-hour increments.</td>
</tr>
<tr>
<td>trkgrp12: Trunks Historical All Fields</td>
<td>IPCC and ACD</td>
<td>All the available trunk historical data in the Trunk_Group_Half_Hour database.</td>
</tr>
</tbody>
</table>
### Table A-16 Trunk Group > Peripheral Template (continued)

<table>
<thead>
<tr>
<th>Template</th>
<th>Configuration (IPCC or ACD)</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>trkgrp20: All Ports Busy Real Time</td>
<td>IPCC</td>
<td>The number of seconds that all IVR ports in the selected IVR group(s) have been busy for the current half-hour interval.</td>
</tr>
<tr>
<td>trkgrp21: IVR Ports Idle &amp; In Service Real Time</td>
<td>IPCC</td>
<td>The number of IVR ports in the selected IVR group(s) that currently are idle and the number of IVR ports that currently are busy with a task.</td>
</tr>
<tr>
<td>trkgrp22: IVR Ports Status Real Time</td>
<td>IPCC</td>
<td>The current status of the IVR port in the selected IVR group(s).</td>
</tr>
<tr>
<td>trkgrp23: IVR Ports Performance Half Hour</td>
<td>IPCC</td>
<td>Half-hour counts of ports in-service, ports idle, and the number of seconds that all ports were busy for the selected half-hour interval(s).</td>
</tr>
</tbody>
</table>

## Trunk Group > Network Templates

Table A-17 describes the Trunk Group > Network templates provided in WebView and the ICM configuration to which each template applies.

### Table A-17 Trunk Group > Network Templates

<table>
<thead>
<tr>
<th>Template</th>
<th>Configuration (IPCC or ACD)</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>nettrk01: Network Trunk Group Status Real Time</td>
<td>ACD</td>
<td>The current status of trunks in the selected network trunk groups.</td>
</tr>
<tr>
<td>nettrk02: Network Trunk Group Performance Real Time</td>
<td>ACD</td>
<td>The current performance of trunks in the selected network trunk groups.</td>
</tr>
<tr>
<td>nettrk03: Network Trunk Group Real Time All Fields</td>
<td>ACD</td>
<td>All the available network trunk-group real-time report data in the Network_Trunk_Group_Real_Time database table.</td>
</tr>
<tr>
<td>nettrk12: Network Trunk Group Half Hour</td>
<td>ACD</td>
<td>Historical status of trunks in the selected network trunk groups, gathered in half-hour increments.</td>
</tr>
<tr>
<td>nettrk13: Network Trunk Group Historical All Fields</td>
<td>ACD</td>
<td>All the available network trunk-group historical report data in the Network_Trunk_Group_Half_Hour database table.</td>
</tr>
</tbody>
</table>
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