Cisco Contact Center
WebView ICM Reporting Help

ICM Software Version 5.0

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Glossary

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About this Guide

Objective

This manual describes all the Cisco ICM WebView report templates.

Audience

This document is intended as a reference guide for Cisco ICM WebView administrators or supervisors.

Organization

The manual is divided into the following chapters.

<table>
<thead>
<tr>
<th>Chapter</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chapter 5, “Application GateWay, Application Path, and Script Queue Reports”</td>
<td>Describes the application gateway, application path, and script queue templates.</td>
</tr>
<tr>
<td>Chapter 6, “Agent Reports”</td>
<td>Describes the agent report templates.</td>
</tr>
</tbody>
</table>
The following briefly summarizes related ICM documentation.

- **Cisco ICM Software IPCC Administrator Guide**
  Describes how to install and configure the components of the Cisco IP Contact Center (IPCC) solution. This manual includes information about both the ICM component and the agent desktop.

- **Cisco ICM Software WebView Installation Guide**
  Describes requirements for installing and how to install WebView

- **Cisco ICM Software IPCC LabGuide**
  Helps you understand and configure an IPCC system in a laboratory environment.
- **Cisco ICM Software IPCC Reporting Guide**
  Describes IPCC reporting operation and configuration and scripting recommendations to ensure accurate IPCC reporting.

- **Cisco ICM Software WebView User Guide**
  Describes how to use WebView to create, modify, and view reports

- **Cisco ICM Software Supervisor Guide**
  Describes how to monitor enterprise call center activity with the real-time and historical reporting features of the Monitor ICM software product.

For additional information about Cisco Intelligent Contact Management (ICM) software, see the [Cisco web site](http://www.cisco.com) listing ICM documentation.

**Obtaining Documentation**

The following 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 the following URL:

http://www.cisco.com

Translated documentation is available at the following 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

Cisco documentation is available in the following ways:

- Registered 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 corporate headquarters (California, USA) at 408 526-7208 or, elsewhere in North America, by calling 800 553-NETS (6387).

Documentation Feedback

If you are reading Cisco product documentation on Cisco.com, you can submit technical comments electronically. Click **Leave Feedback** at the bottom of the Cisco Documentation home page. After you complete the form, print it out and fax it to Cisco at 408 527-0730.

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

To submit your comments by mail, use the response card behind the front cover of your document, or write to the following address:
Obtaining Technical Assistance

Cisco provides Cisco.com as a starting point for all technical assistance. Customers and partners can obtain 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 to

- 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

You can self-register on Cisco.com to obtain customized information and service. To access Cisco.com, go to the following URL:

http://www.cisco.com
Technical Assistance Center

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

Inquiries to Cisco TAC 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.

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

Cisco TAC Web Site

The Cisco TAC Web Site allows you 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 the following URL:

http://www.cisco.com/tac

All customers, partners, and resellers who have a valid Cisco services 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 the following URL to register:

http://www.cisco.com/register/

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

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

If you have Internet access, it is recommended that you open P3 and P4 cases through the Cisco TAC Web Site.

Cisco TAC Escalation Center

The Cisco TAC Escalation Center addresses issues that are classified as priority level 1 or priority level 2; 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 will automatically open a case.

To obtain a directory of toll-free Cisco TAC telephone numbers for your country, go to the following 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). In addition, please have available your service agreement number and your product serial number.
Welcome to WebView

What is WebView?

WebView is a client/server web application for enterprise contact center reporting. Contact center managers can use WebView to create or view multi-channel contact center reports from the ICM database. Multi-channel means multiple ways of interacting with customers, such as through voice, email, text chat, and so on.

Contact center managers can also use WebView to create or view detail reports from applications, like the Cisco E-Mail Manager, that use the Cisco Common Reporting database (the CIR database).

Who can use WebView?

Once your ICM system administrator assigns you a WebView username and password and tells you the URL for the ICM Admin Workstation (where the data for ICM reports are collected) you are ready to go.

How can I learn to use WebView?

Just follow the instructions on each WebView page. If you have a question while you're working with a WebView page, click the Help button on that page.

Are there online manuals?

The most up-to-date online documentation on ICM WebView reporting is available from the Technical Documentation page accessed at the Cisco.com Web site.

Online documentation is also available on the installation CD that comes with this software.
New WebView Features in ICM 5.0

In ICM 5.0, WebView reporting replaces the Monitor ICM reporting tool. The following are new WebView features in ICM 5.0:

- **Multichannel Reporting.** Contact center managers can use WebView to create or view multi-channel contact center reports from the ICM database. Multi-channel means multiple ways of interacting with customers, such as through voice, email, text chat, and so on. Voice reports include those made in traditional ACD environments as well as those in an IPCC environment.

Reports that can display data about multiple channels contain a media routing domain field. Note, however, that for application specific information (text chat, e-mail contents, and other application specific details), you need to run the report from that application.

The multichannel reports in ICM WebView contain data only from the ICM database. See Media Routing Domain Reports, page 1-9.

- **Caching.** Caching of the template selection list and the template data items list for each template category is enabled if the database is not partitioned. By default the items and list are cached for 120 minutes. This greatly increases performance, especially when there are multiple WebView users. Note that reports are not cached.

- **WebView servers.** Multiple WebView servers can be grouped together as one when you need to increase performance for many users.

- **Tasks.** A task is a work item (for example, a call, an e-mail, or a text chat) that an application has requested ICM software to route and that can be assigned to an agent. Since ICM 5.0 is multichannel, the word "tasks" has replaced the word "calls" in many of the reports. When a data field is valid for voice media only, that is indicated by an asterisk next to it in the template help.

- **Template type selection.** Template type check boxes have replaced the template type selection list on the template selection page so that you can select more than one type of template to be displayed at the same time.

- **Agent states.** With multichannel reporting, come changed and additional agent states. New agent states are Active (replaces the talking state in many templates), Not Active, and Paused. See the online Glossary for agent state definitions.

- **Favorites.** This feature allows you to store frequently used report definitions in the Favorites list so that you can quickly find them. See Use Favorites, page 2-9.

- **Setting Dates.** The procedure for setting dates in historical reports has been simplified. See Change report date and time range, page 2-5.

- **Sorting.** You can change how the data is sorted in reports that do not group data. Reports that group data have summary lines for the grouped data. You can sort data by any report column with an underlined column header. Report data sorts in ascending order in the column you select. To resort the data, click on the underlined header.
• **Thresholds.** When setting thresholds for agent states and most other data fields, you no longer have to enter a code. Instead, select from the list of options.

• **Event Viewer.** The Event Viewer is a tool within WebView that lets you view event data (messages) generated by processes within ICM and used in system maintenance. You can access this feature from the opening WebView page. See About Event Viewer, page 3-1.

• **Job Scheduler.** The Job Scheduler enables you to schedule WebView reporting jobs to be done at a specified date and time. You can schedule reports to be run and printed and also to be run and saved to a file. You can access this feature from any of the WebView reporting pages. See Schedule jobs, page 2-13.

• **New, Replaced, and Deleted templates.** For a list of all the new, replaced, and deleted templates since ICM 4.6.2, see Upgrading from a previous version of ICM WebView in the online help.

• **Report icons.** Icons beside a template or report listing indicate whether it is a tabular or graphical report and whether or not it is included in your favorites list.

• **Multiple reports.** You can run and view multiple reports at the same time. See Run reports from saved report definitions, page 2-17.

• **Report format.** Every other line in a report is lightly highlighted to enable you to more easily scan the report. Report options have been moved from the side to the top of a report to increase the view area. The report subject is the name at the top of the report. The template name and the report title are now included at the bottom of the report along with the run date and time.

• **Improved help.** The WebView online help now includes a glossary and begins each template description with its purpose, the environment in which it can be used (standard ACD, IPCC, both ACD and/or IPCC), and the default sort order. The help also has an improved index listing all the ICM database fields used in the reports.
About ICM WebView reports

WebView includes a set of predefined ICM report templates that let you generate reports by using the contact center performance data stored in the central database and the Admin Workstation local database. The WebView report templates provide a convenient way to display important information about the performance of your call management activities. You can modify these predefined templates to suit your particular needs.

This section answers the following questions:
- What can I do with ICM reports when I use WebView?, page 1-1
- What do WebView ICM system reports show me?, page 1-2

This section also describes:
- Report Categories, page 1-3
- Report Sub-Categories, page 1-4
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- Reason Codes, page 1-17

What can I do with ICM reports when I use WebView?

If you have the appropriate permissions, you can view reports (real-time and historical), create new reports (based on WebView's report templates), and modify reports directly from the browser on your PC.
Example Report Uses

Using WebView ICM reports you can:
- Validate that the system is working properly.
- View the current state of the system in real-time.
- View historical information to evaluate past performance and predict future requirements.

Example Report Editing

WebView lets you choose from lots of report templates to format the data you want to monitor. That way, you can tailor your reports so that they suit the way you want to work.

You can:
- Set thresholds so that WebView reports alert you if call conditions approach or reach the critical points that you define.
- Create drilldown reports that provide you with detailed information about specific elements in the reports you monitor.
- Define start and stop date and time boundaries for your historical reports, so that you don't waste time looking at information that does not interest you.
- Save and print reports and also export data from WebView reports to other programs like spreadsheet or word processing programs.

What do WebView ICM system reports show me?

Reports are based on all the data that ICM software collects about agents, skill groups, call routes, individual contact centers (peripherals), and company-wide (enterprise) services (for example sales or maintenance).

ICM software collects all this data and stores it in database tables that it updates every five minutes, half-hour, and day. All of this accumulated information is distilled into reports that WebView displays on your browser. You can examine historical reports to analyze call routing activity that occurred in the past, or real time reports to analyze call routing activity going on right now.

When you create a WebView report, you decide what the report scope and subject will be and which template the report will use. That way, the report displays only the information that interests you.
Report Categories

When creating or viewing an ICM report, you need to choose a report category. You can select only one category on which to base a report.

You can create reports on the following logical groups, or categories, within the contact center enterprise:

- **Agent.** An agent is anyone who can answer incoming phone calls. A peripheral agent is an agent who is associated with a particular peripheral (ACD, PBX) in the contact center enterprise. A peripheral agent can be a member of one or more skill groups. (Some peripheral types limit each agent to one skill group assignment.)

  You can report on individual agents, on all the agents connected to a peripheral, on all the agents in one or more teams, and on all the agents in one or more skill groups. For more information on this, see Agent Reports.

- **Application Gateway.** You can report on several types of data related to the Application Gateways set up in the system. The Application Gateway allows ICM to query host systems that are running other contact center applications. ICM can then base routing decisions on the results obtained from the query. For Application Gateways, you can report on data such as the number of query requests issued to a host system and the delay involved in making queries.

- **Call Type.** You can report on statistics for the call types defined in the ICM system. A call type is a category of incoming calls. Calls are categorized based on dialed number (DN), caller-entered digits (CED), and calling line ID (CLID). In reports, you might want to display data such as the number of calls of a certain call type that used default routing during a specified interval.

- **Peripheral.** You can use the Peripheral category to report on switch-specific hardware and software status and some types of call and agent information.

- **Route.** For routes, you can report on data such as the number of calls in progress, calls in queue, or calls handled. A route is a value that is returned by a routing script. This value maps to a service and a specific target at a peripheral (for example, a service, skill group, agent, or translation route).

- **Routing Client.** You can report on statistics for the different routing clients defined in the ICM system. A routing client is an entity that sends routing requests to the ICM system. Routing clients typically correspond to a subsystem within the interexchange carrier (IXC) or to a peripheral (ACD or PBX) that is performing Post-Routing. Within WebView, you might want to report on the maximum delay of route responses to the routing client for a specified interval.

- **Service.** You can report on many types of data for services, such as service level, number of calls abandoned, number of calls offered, and average handle time. A service is a particular type of processing that the caller requires. For example, in a software company’s contact center, callers having questions about installing software would be directed to the Technical Support service.

- **Skill Group.** A skill group is a collection of agents who share a common set of skills, such as being able to handle Spanish-speaking callers. For skill groups, you can generate reports that cover agent activity (for example, the number of agents talking, available, or in wrap-up for a particular skill group).
For more information on skill groups, see *Skill Group Reports*.

- **Trunk Group.** A trunk group is a collection of trunks that are associated with a single peripheral. Often, the trunks in a trunk group are used for a common purpose. In Monitor ICM, you can report on trunk group (and network trunk group) data, such as the number of trunks in service, number of trunks idle, and the time during which all trunks in a trunk group were simultaneously busy (All Trunks Busy).

**Report Sub-Categories**

After you specify a report category, you need to specify its sub-category or scope. These options help you to further focus your report on specific services, skill groups, routing clients, and so on.

The Agent sub-categories include:

- **Agent by Agent.** Agents selected from throughout the enterprise regardless of the peripheral, skill group, and agent team assignments.

- **Agent by Peripheral.** Agents logged into one or more selected peripherals.

- **Agent by Skill Group.** Agents logged into one or more selected skill groups.
  
  *Important*: 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.

- **Agent By Team.** Agents within one or more selected agent teams.

The other sub-categories include:

- **Array.** Select Array to report on Service Arrays. A Service Array is a collection of peripheral services across VRUs that share a common network trunk group.

- **Base Only.** This option is available only if you select Skill Group as the Category. Base skill groups are used to organize related subgroups on some types of ACDs. For example, you might have skill groups called HelpDesk.pri and HelpDesk.sec to prioritize call routing. In a report, you can reference the .pri and .sec skill groups directly or you can refer to the base skill group.

  For more information on skill groups, see *Skill Group Reports*.

- **Enterprise.** Select Enterprise to report on enterprise services or enterprise skill groups. Enterprise services and skill groups are collections of services and skill groups that span contact centers.

- **Network.** This option is available only if you choose Trunk Group as the Category. Select Network to report on Network Trunk Groups.

- **Peripheral.** This option allows you to report on Peripheral Agents, Peripheral Services, Peripheral Skill Groups, or Peripheral Trunk Groups.
Agent Reports

- To select an agent report, you need to decide on the following:
  - What agents do you want in the report and then you need to pick an agent category for the report.
  - What type of data do you want for the agents:
- To see the current agents' status, choose the first agent real-time report in the category list.
- To see agents' activity for a specified time period, choose the "call summary" reports.
  These reports gather data by the day or by the half hour.
- To see agents' performance during a specified time period, choose the "performance" reports.
  These reports gather data by the day or by the half hour.
- To see which agents are currently logged out, choose a "logout" report.
- To see all the data available for agent reports, choose one of the "All_Fields" reports.

Agent Report Categories

Agent reports are divided into the following categories depending on how you want to select the agents included in your report.

<table>
<thead>
<tr>
<th>If you want to report on...</th>
<th>Use this report category...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Individual agents</td>
<td>Agent &gt; by Agent</td>
</tr>
<tr>
<td></td>
<td>This category displays agents selected from throughout the enterprise regardless of the peripheral, skill group, and agent team assignments.</td>
</tr>
<tr>
<td></td>
<td>For the report, you select from the displayed list of agents in your enterprise.</td>
</tr>
<tr>
<td></td>
<td>Reporting on this grouping of agents is useful to a Contact Center Administrators with global responsibility for all agents in the Contact Center, regardless of their location.</td>
</tr>
</tbody>
</table>
### Table 1-1 Agent Report Categories (continued)

<table>
<thead>
<tr>
<th>If you want to report on...</th>
<th>Use this report category...</th>
</tr>
</thead>
</table>
| Agents who reside on a particular peripheral                     | **Agent > by Peripheral**  
This category displays agents logged into one or more selected peripherals.  
For the report, you select from the displayed list of peripherals in your enterprise.  
Reporting on this grouping of agents is useful to Contact Center Administrators who have responsibility for a certain site within the enterprise. Each site is designated by one or more peripherals. When you select reporting templates to report on this type of grouping, you must select the peripherals for which you want to see agent activity. |
| Agents who work within a particular skill group                  | **Agent > by Skill Group**  
This category displays agents logged into one or more selected skill groups.  
For the report, you select from the displayed list of skill groups in your enterprise.  
**Note:** Reports on agents in skill groups are sorted by media routing domain since skill groups can belong to only one media routing domain but agents can belong to more than one skill group. This way all the data on an agent in more than one skill group remains together.  
This grouping of agents is useful for a Call Center Supervisor or team lead that is responsible for certain skill groups. You must select the desired skill groups when creating a report for this agent grouping.  
**Important:** 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. |
| Agents assigned to a particular team                             | **Agent > Team**  
This category displays agents within one or more selected agent teams.  
For the report, you select from the displayed list of agent teams in your enterprise.  
Reporting on this grouping of agents is useful to Call Center Supervisors who manage teams of agents. When you select reporting templates to report on this type of grouping, you must select the team(s) for which you want to see agent activity. |
Skill Group Reports

ICM software tracks information about the skill groups at each peripheral. A skill group is a collection of agents who share a common set of skills, such as being able to handle callers requesting account balances. You can generate reports for skill groups that cover agent activity (for example, the number of agents talking, available, or in wrap-up for a particular skill group).

A skill group is associated with a single peripheral (CallManager site) that is associated with the agents’ phones. An agent can be a member of zero, one, or more skill groups (depending on the peripheral).

This section describes:

- Peripheral and Enterprise Skill Groups, page 1-7
- Default Skill Groups, page 1-7
- Base and Sub-Skill Groups, page 1-8

Peripheral and Enterprise Skill Groups

A skill group that is associated with a single peripheral is called a peripheral skill group. Peripheral skill groups from peripherals (that is, from several CallManager sites or legacy ACD contact centers) throughout the enterprise can be combined to form an enterprise skill group.

Note: Enterprise skill group reports display the same data fields as the peripheral skill group reports with the same number in the title. However, the enterprise reports have the added sort by enterprise skill group.

Default Skill Groups

A default skill group acts as a bucket to collect call statistics for calls not routed by ICM software. It is also used when a skill group is not specified in a routing script.

In addition, for non-voice tasks, the default skill group is used when the Queue to Agent node queues a task to an agent.

Using default skill groups helps to:

- Ensure that the agent/skill group reports balance with the service and call type reports, since service and call type reports report only on ICM-routed tasks.

- Isolate/identify non-ICM-routed tasks within the agent and skill group report.

You do not have to create default skill groups. ICM software automatically assigns a default skill group to each media routing domain/peripheral pair.

In the reports, you should be able to quickly and easily identify tasks sent to the default skill group and distinguish them from tasks handled by other agent skill groups.
Base and Sub-Skill Groups

Some peripherals allow skill groups to be prioritized. In this case, skill groups can be defined as either base skill groups or sub-skill groups. The base skill group is the collection of sub-skill groups. Sub-skill groups are suffixed by .pri (for primary), .sec (for secondary), and so on. Agents in the .pri skill group would, for example, have more skill in an area while the agents in the .sec skill group would be the backup agents.

**Note:**

- Agents should be assigned to either base skill groups or sub-skill groups, but not both. When creating skill group reports, only choose skill groups to which agents are assigned. However, if agents are assigned to sub-skill groups and you want the information for all the sub-skill groups rolled up into the skill group report, then just choose base skill groups. Please follow these recommendations or there will be double counting of skill group information.

- The default skill group is not the base skill group. The base skill group is one that has sub-skill groups.

- The summary row in a report adds up all the columns within the report. It is not reflective of how many agents there are overall, but how many agents are assigned for each skill group. For example, one agent that is assigned to two skill groups shows up as two agents in the summary row.

Historical Reports

WebView includes a set of predefined ICM software historical report templates that present data about the activity that has gone on in the past.

Historical data provides information up to the most recent interval as well as by absolute or relative dates. Data is collected at 5-minute and 30-minute intervals and stored in the ICM software's central database. During each 30-minute interval, statistics accumulate in real-time tables. At the end of each 30-minute interval, the statistics are written to half-hour tables. The date and time at the start of each 30-minute interval is saved with the data. This allows you to look back at data from previous 30-minute intervals. The first 30-minute interval for each day begins at 12:00 midnight and ends at 12:30 A.M. (24 ½ hours later).

When you work with historical reports you define the date and time range for the report so that you don't waste time looking at information that doesn't interest you.

Some of these historical reports are graphical and show a pictorial view of call routing activity. Other historical reports are tables that show call routing data in a table format.
Real-Time Reports

WebView includes a set of predefined ICM real-time report templates that present data about call routing activity that is going on right now.

Data is updated continuously and includes data accumulated since the end of the last 5-minute interval. Update intervals can be selected in 15, 20, 30, or 60-second increments. Real-time report templates offer a collection of real-time data based on the report scope and subject.

Real-time records do not accumulate in the database in the way that historical records do; each update overwrites the existing record. Real-time records are stored on the Admin Workstation. Real-time report templates offer collections of real-time data based on the report category and subject.

Some of these real time reports are graphical and show a pictorial view of call routing activity. Other real-time reports are tables that show call routing data in a table format.

Media Routing Domain Reports

Many of the ICM templates can create reports across media routing domains. For example, you can create a report listing all the tasks (for example, calls and e-mails) with which an agent has been involved.

However, while ICM knows about tasks within an application, it does not know the application specific meaning of those tasks. For example: ICM does not know that the end of one E-Mail Manager task means that an agent has responded to an email and archived it, while the end of another E-Mail Manager task means that an agent has closed the email without responding to it.

Therefore, for each application X, ICM can only provide the following types of realtime and historical reporting data:

- **Termination records for all X tasks.** For example: task duration, the task group ID associated with the task, and the agent who processed the task.

- **Agent_Skill_Group_Real_Time data for all X skill groups and agents.** For example: the agent's state with respect to the skill group (the date and time the agent logged into the skill group).

- **Skill_Group_Real_Time data for all X skill groups.** For example: the number of tasks associated with an X skill group that agents began working on in the current rolling five minute interval and the number of agents that are currently logged into the skill group.

- **Service_Real_Time data for all X services.** For example: the number of tasks associated with an X service that were completed in the current rolling five minute interval and the number of tasks associated with the service that are currently being processed.

- **Agent_Skill_Group_Half_Hour data for all X skill groups and agents.** For example: the total amount of time that an agent was logged into a given skill group in the given half hour and how many tasks that were associated with the skill group the agent completed in the given half hour.
• **Skill_Group_Half_Hour data for all X skill groups.** For example: the total time spent processing tasks associated with an X skill group that were completed in the given half hour interval and the total number of tasks associated with the skill group that were begun in this half hour interval.

• **Service_Half_Hour data for all X services.** For example: the total number of tasks associated with an X service that were completed in the given half hour interval and the total time that agents spent processing tasks associated with an X service in this half hour interval.

Table 1-2 lists the reports that apply across media routing domains.

### Table 1-2  Reports that Apply Across Media Routing Domains

<table>
<thead>
<tr>
<th>Agent Reports</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>agent03</td>
<td>Agent Media Logout Status Report, page 6-11</td>
</tr>
<tr>
<td>agent04</td>
<td>Agent Task Detail Activity Report, page 6-13</td>
</tr>
<tr>
<td>agent05</td>
<td>Agent Task Detail Performance Report, page 6-17</td>
</tr>
<tr>
<td>agent06</td>
<td>Agent State Trace Detail By Events Report, page 6-22</td>
</tr>
<tr>
<td>agent20</td>
<td>Agent Real Time Report, page 6-4</td>
</tr>
<tr>
<td>agent21</td>
<td>Agent Task Summary Half Hour Report, page 6-24</td>
</tr>
<tr>
<td>agent22</td>
<td>Agent Task Summary Daily Report, page 6-28</td>
</tr>
<tr>
<td>agent23</td>
<td>Agent Performance Summary Half Hour Report, page 6-32</td>
</tr>
<tr>
<td>agent24</td>
<td>Agent Performance Summary Daily Report, page 6-36</td>
</tr>
<tr>
<td>agent25</td>
<td>Agent Consolidated Half Hour Report, page 6-40</td>
</tr>
<tr>
<td>agent26</td>
<td>Agent Consolidated Daily Report, page 6-44</td>
</tr>
</tbody>
</table>
### Table 1-2  Reports that Apply Across Media Routing Domains  (continued)

<table>
<thead>
<tr>
<th>Agent Team Reports</th>
<th>agteam02: Agent Team Status Report, page 6-181</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>agteam03: Agent Team Media Logout Status Report, page 6-192</td>
</tr>
<tr>
<td></td>
<td>agteam04: Agent Task Detail Activity Report, page 6-193</td>
</tr>
<tr>
<td></td>
<td>agteam05: Agent Task Detail Performance Report, page 6-197</td>
</tr>
<tr>
<td></td>
<td>agteam20: Agent Team Real Time Report, page 6-184</td>
</tr>
<tr>
<td></td>
<td>agteam21: Agent Team Task Summary Half Hour Report, page 6-203</td>
</tr>
<tr>
<td></td>
<td>agteam22: Agent Team Task Summary Daily Report, page 6-207</td>
</tr>
<tr>
<td></td>
<td>agteam23: Agent Team Performance Summary Half Hour Report, page 6-211</td>
</tr>
<tr>
<td></td>
<td>agteam24: Agent Team Performance Summary Daily Report, page 6-214</td>
</tr>
<tr>
<td></td>
<td>agteam25: Agent Team Consolidated Half Hour Report, page 6-218</td>
</tr>
<tr>
<td></td>
<td>agteam26: Agent Team Consolidated Daily Report, page 6-222</td>
</tr>
<tr>
<td></td>
<td>agteam27: Agent Team Historical All Fields Report, page 6-226</td>
</tr>
<tr>
<td></td>
<td>agteam28: Agent Team Real Time All Fields Report, page 6-188</td>
</tr>
<tr>
<td>Agent Peripheral Reports</td>
<td>agtper03: Agent Peripheral Media Logout Status Report, page 6-71</td>
</tr>
<tr>
<td></td>
<td>agtper04: Agent Peripheral Task Detail Activity Report, page 6-73</td>
</tr>
<tr>
<td></td>
<td>agtper05: Agent Peripheral Task Detail Performance Report, page 6-77</td>
</tr>
<tr>
<td></td>
<td>agtper20: Agent Peripheral Real Time Report, page 6-64</td>
</tr>
<tr>
<td></td>
<td>agtper21: Agent Peripheral Task Summary Half Hour Report, page 6-82</td>
</tr>
<tr>
<td></td>
<td>agtper22: Agent Peripheral Task Summary Daily Report, page 6-86</td>
</tr>
<tr>
<td></td>
<td>agtper23: Agent Peripheral Performance Summary Half Hour Report, page 6-90</td>
</tr>
<tr>
<td></td>
<td>agtper25: Agent Peripheral Consolidated Half Hour Report Template, page 6-98</td>
</tr>
<tr>
<td></td>
<td>agtper26: Agent Peripheral Consolidated Daily Report, page 6-102</td>
</tr>
</tbody>
</table>
### Table 1-2 Reports that Apply Across Media Routing Domains (continued)

<table>
<thead>
<tr>
<th>Agent Skill Group Reports</th>
<th>agtskg03: Agent Skill Group Logout Status Report, page 6-126</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>agtskg04: Agent Task Detail Activity Report, page 6-129</td>
</tr>
<tr>
<td></td>
<td>agtskg05: Agent Task Detail Performance Report, page 6-133</td>
</tr>
<tr>
<td></td>
<td>agtskg07: Agent Skill Group Task Analysis Report, page 6-138</td>
</tr>
<tr>
<td></td>
<td>agtskg20: Agent Skill Group Real Time Report, page 6-118</td>
</tr>
<tr>
<td></td>
<td>agtskg21: Agent Skill Group Task Summary Half Hour Report, page 6-141</td>
</tr>
<tr>
<td></td>
<td>agtskg23: Agent Skill Group Performance Summary Half Hour Report, page 6-149</td>
</tr>
<tr>
<td></td>
<td>agtskg24: Agent Skill Group Performance Summary Daily Report, page 6-153</td>
</tr>
<tr>
<td></td>
<td>agtskg25: Agent Skill Group Consolidated Half Hour Report, page 6-157</td>
</tr>
<tr>
<td></td>
<td>agtskg26: Agent Skill Group Consolidated Daily Report, page 6-161</td>
</tr>
<tr>
<td>Peripheral Skill Group Reports</td>
<td>perskg04: Rolling 5-minute Peripheral Skill Group Status Report, page 11-66</td>
</tr>
<tr>
<td></td>
<td>perskg08: FTE for Peripheral Skill Groups Half Hour Report, page 11-83</td>
</tr>
<tr>
<td></td>
<td>perskg20: Peripheral Skill Group Status Real Time Report, page 11-69</td>
</tr>
<tr>
<td></td>
<td>perskg21: Peripheral Skill Group Task Summary Half Hour Report, page 11-87</td>
</tr>
<tr>
<td></td>
<td>perskg23: Peripheral Skill Group Performance Summary Half Hour Report, page 11-95</td>
</tr>
<tr>
<td></td>
<td>perskg26: Peripheral Skill Group Consolidated Daily Report, page 11-105</td>
</tr>
<tr>
<td></td>
<td>perskg29: Peripheral Skill Group Logout Real Time Report, page 11-82</td>
</tr>
<tr>
<td>Peripheral Service Reports</td>
<td>persvc03: Effect of Abandoned Tasks on Peripheral Service Levels Report, page 10-74</td>
</tr>
<tr>
<td></td>
<td>persvc08: Agent and Task Status Real Time Report, page 10-83</td>
</tr>
</tbody>
</table>
Graphical Reports

WebView includes a set of predefined ICM software graphical report templates that present data in the form of a pie chart or bar graph. Use one of the graphical report templates if you want to see a graph of call routing activities.

**Note:** When you first display a graphical report, WebView needs to download an ActiveX Control from the WebView server. Respond Yes for the download when prompted. The next time you run a graphical report, it will automatically run.

All Fields Templates

A report template that ends with "All Fields" in its title contains all the information available to reports from a specific ICM database table. For example, the "Peragt27: Agent Peripheral Historical All Fields" template shows all the fields available for a report from data in the Agent_Skill_Group_Half_Hour table.

If your reporting requirements are not addressed by the system templates and you need more information or you want to create a template unique to your requirements, you can use the all fields templates provided with the system.

All fields reports are designed to be saved and exported or copied to another format. For example, you can export any all fields report to an Excel spreadsheet and modify the report to suit your needs. If that is not acceptable, you can also use a third-party tool to customize your report.

Job Scheduler

The Schedule Jobs Web page allows you to schedule WebView jobs. For a description of the Job Scheduler and how to use it, click **Schedule jobs, page 2-13**.

This section describes:
- **Schedule Jobs Option Descriptions, page 1-13**
- **Schedule Jobs Button Descriptions, page 1-15**

Schedule Jobs Option Descriptions

**Action**

Select either **Print Report, Save To File** or both.

**Note:** In the WebView Job Scheduler operation, the job is scheduled in the Microsoft Windows Scheduler, for both client and server options. For scheduling the job on the client, the user should have Administrative Rights on the client machine. In order to schedule the job on the server, the user logged onto the client machine, should have Administrative Rights on the server machine.
Print Report

In the Print To text box, select the computer from which you want to print the report. Your choices are:

**Client.** The report runs on the client machine (the computer from which you are logged onto WebView) and prints on the local or network printer that Internet Explorer on the client is configured to use for printing.

**Server.** The report runs on the server machine (the computer on which WebView is installed) and prints on the local or network printer that Internet Explorer on the server is configured to use for printing.

**Note:** For print jobs, the Job Scheduler on the Server must first be initialized by scheduling a print job on the server from the server itself before print jobs can be scheduled on it from a client.

Save To File

**Drive.** From the available list of drives, select the drive where you want the file stored.

**File Name.** In the text box, enter a file name for the scheduled report.

Note: When your report prints or is saved, it is listed with the file name you gave it appended to the template report name with a file type of the format you selected. For example, if your file name is MyReport and uses the Agent03 template with a CSV format, the name becomes MyReport_Agent03.CVS.

**File Format.** From the selection box, select the format in which you want the reports saved. The available formats are the same as those available when you export a report to a file.

For a list of the formats, click *Formats for Exported Data, page 2-12.*

Frequency

Select the frequency of the job from the Frequency section box. The choices are:

**Daily.** The report prints once each day at the time selected in the Time field.

**Weekly.** The print job executes once on the day specified.

If you select Weekly, select the day of the week on which you want the report to print. You can select more than one day. For example, if you select "Monday", the report prints every Monday.

**Monthly.** The print job executes each time the specified date of the month occurs.

If you select Monthly, select the date on which you want the report to print. You can select more than one date. For example, if you select "12", the report prints on the 12th of each month.

**Next.** The job executes once the next time the date that you specify occurs.
If you select Next, select the date on which you want the report to print. You can select more than one date. For example, if you select "12", the report prints on the next time the 12th occurs.

**Today/Tomorrow.** The job executes either today or tomorrow, depending on what time you schedule the job to run. For example, if it is currently 2:00 PM and you schedule the job for 3:00 PM, the job executes today. If it is currently 2:00 PM and you schedule the job for 1:00 PM, the job executes tomorrow. You do not select a day or date for this job.

**Day(s)**
This box displays the day of the week or the numbers 1 through 31 for the day of the month. If you select weekly, monthly, or next under Frequency, then you need to also select a day. You can select more than one day.

**Time**
In the time selection boxes, select the hour and minute when you want the job done.

**Private Reports**
Lists all the [private reports](#) on your system. Select one or more to schedule.

**Shared Reports**
Lists all the [shared reports](#) on your system. Select one or more to schedule.

**Schedule Jobs Button Descriptions**

**Schedule Report**
Click this button to schedule your report once you have selected the schedule options.

**Cancel**
Click this button to cancel the job schedule for the selected report.

**List of Jobs Scheduled**
The Job Scheduler Web page lists the WebView print or file jobs that are scheduled. From this page you can also add, edit, or delete jobs. For a description of the Job Scheduler and how to use it, click [Schedule jobs, page 2-13](#).

This section describes:

- [Jobs List Column Descriptions, page 1-16](#)
- [Jobs List Button Descriptions, page 1-16](#)
Jobs List Column Descriptions

Check box
Use the check box to select a scheduled job to edit or delete. You can select only one at a time to edit, though you can select many at a time to delete.

Report Name
The name of the report scheduled.

Frequency
How often the report is scheduled: daily, weekly, monthly, next (the job executes once the next time the date specified occurs), today, tomorrow.

Days
The days of the week or the days of the month that the job is scheduled.

Time
The time of day (in 24-hour format) that the job is scheduled.

Action
The type of job: file (save report to file) or printn (print report) job.

File Name
The report file name and directory location.

Scheduled At
The IP address of the computer on which the job is scheduled. This is the computer from which the report will be printed or the file created.

Jobs List Button Descriptions

Check All
Selects all the listed jobs.

Clear All
Unselects any and all selected jobs.

Add
Opens the Schedule Jobs Web page allowing you to create a new WebView job.

Edit
Opens the Schedule Jobs Web page with the selected job available for editing.
Delete

Deletes the selected job(s).

Refresh

Reloads the Web page listing all the currently scheduled jobs. You might want to do this to see any job changes since you opened this page.

Reason Codes

Some templates list the reason code for an agent state change. You can create reason codes in the desktop software integrated with ICM software (CTI or CAD). See the appropriate desktop application configuration manual for details.

The following is a list of default reason codes for agent states.

<table>
<thead>
<tr>
<th>Reason Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>ICM generic</strong></td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>Agent reinitialized due to peripheral reset</td>
</tr>
<tr>
<td>2</td>
<td>Agent reset due to peripheral failure. Or agent deleted due to agent removal or PG reconfiguration</td>
</tr>
<tr>
<td>3</td>
<td>Phone extension reassignment</td>
</tr>
<tr>
<td><strong>IPCC Specific</strong></td>
<td></td>
</tr>
<tr>
<td>50002</td>
<td>CTI Disconnect Log out or Missed heartbeats or agent closed desktop or CTI component failure.</td>
</tr>
<tr>
<td>50003</td>
<td>Device Failure log out. Call Manager reported that the device is out of service.</td>
</tr>
<tr>
<td>50004</td>
<td>Inactivity timer log out. Agent timer set in agent desk settings caused agent to transition from not ready to log out.</td>
</tr>
<tr>
<td>50010</td>
<td>Device Target Abort not ready. Agent failed to receive 2 consecutively routed calls so was set to not ready.</td>
</tr>
<tr>
<td><strong>CTI OS Specific</strong></td>
<td></td>
</tr>
<tr>
<td>50001</td>
<td>Agent disconnected from CTIOS server</td>
</tr>
<tr>
<td><strong>CTI OS IPCC Specific</strong></td>
<td></td>
</tr>
<tr>
<td>999</td>
<td>Forced logout, as well as supervisor forced ready. The code passed by the CTIOS supervisor application for the supervisor.</td>
</tr>
</tbody>
</table>
**Working with Reports**

This section describes how to:

- Create a new report, page 2-1
- Sort report data by column, page 2-4
- Change report items, page 2-4
- Change report date and time range, page 2-5
- Change the date range format in historical reports, page 2-6
- Run drill-down reports, page 2-6
- Set the refresh rate, page 2-7
- Set thresholds, page 2-8
- Use Favorites, page 2-9
- E-mail a report, page 2-10
- Export report data, page 2-11
- Print a report, page 2-13
- Schedule jobs, page 2-13
- Save a report definition, page 2-16
- Save report data, page 2-17
- Run reports from saved report definitions, page 2-17
- Delete a report definition, page 2-18

**Create a new report**

Creating new reports involves the following:

- Selecting templates
- Selecting report items
- Selecting the report date and time range
- Opening a report in a new window (optional)
You can create multiple reports at once by selecting multiple templates from the same report category. When you create multiple reports, the same items and time range are used for each report.

Selecting templates

**To select templates**

**Step 1** On the WebView Reporting page, use the menu on the left side to select the category of information you want. Select a sub-category if necessary.

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

**Step 3** Select to view Standard (ICM with legacy ACD) templates, IPCC templates, or both types of templates by checking or unchecking the Standard Templates and IPCC Templates checkboxes.

**Step 4** Select the checkbox next to each template that you want to use. You can select both real-time and historical report templates.

*Note:* If you select a template that uses a graph format, you must enable ActiveX Controls and plug-ins to view the report. See Troubleshooting for more information. Click **Next**. You must now select report items. See **Selecting report items** below.

Selecting report items

The report items that you select are used in each report that you are creating.

**To select report items**

**Step 1** Select the items from the **All Items** list that you want to include in the report by either:

- Clicking the items that you want to include.
- Entering the first few letters of an item into the text box at the top of the list to search for a specific item. Click the items that you want to include in the report.

**Step 2** Click the arrow pointing right to add the selected item or items to the report. To add all items to the report, click the double arrows pointing right.

**Step 3** Click **Finish** if you are creating real-time reports. Each report opens in a new window. Click **Next** if you are creating historical reports to select the report date and time range. See **Selecting the report date and time range** below.
Selecting the report date and time range

The last step in creating a historical report involves selecting the date and time range of the report. The date and time range can be either relative or fixed. Relative date and time ranges, such as Today and This Week, provide data relative to the day you run the report. Fixed date and time ranges, such as October 3, 2002, 09:00 to October 3, 2002, 12:00, are specific dates and times that do not change if you run the report again at a different time.

To select the date and time range

Step 1 Select either a relative time span or fixed date range, as follows:

- If you want to select a relative time span, open the Relative Time Span drop down menu and select the time span.
- If you want to select a fixed date range, change the From and To dates from the calendars. Select the hour and minute time entries by clicking the respective down arrows and selecting the desired hours and minutes.

Note: If you run a report on today's data and leave the To time field set to 23:59, the report displays data up to the current time.

Step 2 Click Finish. Each report opens in a new browser window.

You now can modify the report by clicking the menu options that appear on the left side of the report. You can also sort the report data by each column. If you are satisfied with your report, click the Save Report Definition menu option.

Opening a report in a new window

Once you have created a report, you can open the report in a new window.

To view a report in a separate browser window

On an open report screen, click the Open this report in a new window link. A new browser window opens, displaying the report data.

When you open a report in a new window, you can perform the following:

- Share the URL of a report open in a new window so that others can view the report. (Sharing the URL of the original report screen results in errors when you or others attempt to open the shared URL.) You can share the report by pasting the URL into an e-mail message or other applications.

  The URL for the report in the new window appears in the page source. Use your browser's menu options to view the source. The URL appears in the source after the message that begins with "Do you want to copy the URL for this report to link to it from other applications?". For more information about viewing the page source, refer to the browser's help.

  You can select and copy this URL and paste it into your e-mail message or other program. Be sure to copy the entire URL from "http://" to the end.
Note: When you select a large number of agents to report on, the length of the report URL increases. However some browsers and servers impose a limit on the size of a URL that can be pasted into the browser address bar. If the URL for your report exceeds this limit, although you will be able to copy the entire URL, you will not be able to paste all of it into the browser address bar.

- Save the report data using the browser's Save As command (saving from the original report window results in an error). For more information on saving reports from your browser, refer to the browser's help.
- Enlarge the display area by maximizing the browser window

Sort report data by column

You can change how the data is sorted in reports that do not group data. You can sort data by any column with an underlined column header. Report data sorts in ascending order in the column you selected.

To sort report data by columns

On an open report window, click the underlined column header that you want to use to sort the data.

Change report items

You can change the items that are included in both newly created and saved reports.

To change report items by selecting items from a list

Step 1 On an open report window, select the Change Items menu option. The Change Report Items page opens.

Step 2 Add items to the report from the All Items list by:

- Clicking the items you want to include in the report and clicking the arrow pointing right.
- Entering the first few letters of an item into the text box at the top of the list to search for a specific item. Click the items that you want to include in the report and click the arrow pointing right.
- Clicking the double arrows pointing right to add all items to the report.

Step 3 Remove items from the report from the Report Items list by:

- Clicking the items you want to remove from the report and clicking the arrow pointing left.
- Entering the first few letters of an item into the text box at the top of the list to search for a specific item. Click the items that you want to remove from the report and click the arrow pointing left.
- Clicking the double arrows pointing left to remove all items from the report.
Step 4  Click the **Save changes and return to report** link to view the modified report.

Step 5  Save the report definition to save your changes.

### Change report date and time range

You can change the time frame of both newly created and saved historical reports. The time frame can be either relative or fixed. The following table describes these two types of time frames:

<table>
<thead>
<tr>
<th>Time frame</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fixed</td>
<td>Specific dates that do not change if you run the report at another time. For example, if you select from Monday, June 10, 2002 from 00:00 to Monday June 10, 2002 23:59 as the fixed time span, you view data from this time range. If you save the report definition and run the report again the next day, you still view data for Monday, June 10 from 00:00 to 23:59.</td>
</tr>
<tr>
<td>Relative</td>
<td>Time frames relative to the date that you create the report. For example, if you create a report on a Monday and select &quot;Today&quot; as the time span, you view data for Monday. If you save the report definition and run the report again on Tuesday, you view data for Tuesday.</td>
</tr>
</tbody>
</table>

### To change the report date and time

**Step 1**  On an open report window, click the **Date/Time** menu option. The Change Report Date and Time page opens.

**Step 2**  Click the radio button next to either **Relative date and time range** or **Fixed date and time range**, depending on your needs.

**Step 3**  Select the date and time range, as follows:

- If you want to select a relative time span, open the Relative Time Span drop down menu and select the time span. The calendars display the actual start and end times of the report.
- If you want to select a fixed date range, change the From and To dates from the calendars. Select the hour and minute time entries by clicking the respective down arrows and selecting the desired hours and minutes.

**Note:** If you are viewing today's data and leave the **To** time field set to 23:59, the report displays data up to the current time.

**Step 4**  Click the **Save changes and return to report** link to view the modified report.
Change the date range format in historical reports

The date range you choose for historical reports appears at the top of a report. The default format is mm/dd/yyyy (month, day, year). You can change this format.

The format for the date range is controlled by your browser's language settings. WebView is currently built to detect French, Chinese, Japanese, and UK English. If WebView does not detect any of the preceding languages, it will default to US-English (mm/dd/yyyy) format.

To change the format for the date range

Step 1 Modify your browser's Language settings to select the language that uses the appropriate date format. For example, if you want the date format to be dd/mm/yyyy, select a language such as French. For more information on modifying the language setting, refer to your browser's help.

Step 2 Refresh the report page. The date now appears in the format of the selected language.

Run drill-down reports

Drill-downs allow you to launch a detailed sub-report from within the current report window. Once the new report is launched it can be saved as a separate report definition.

Drill-down reports have the same dates and times defined as the report from which they were launched. Although you can save the drill-down report as a separate report definition, the drill-down assignments remain set in the original report. You can open additional drill-downs from within the original report.

This section contains:

- Running drill-down reports
- Drill-down availability

Running drill-down reports

To run drill-down reports

Step 1 On an open report window, click the Drill Down menu option. The Choose Drill-Down page opens.
Step 2  Click the radio button next to the name of the template you want to use for your drill-down report.

Step 3  Click the **Save changes and return to report** link to view the modified report.

Step 4  Save the report definition to save your changes.

---

Drill-down availability

Drill-downs are not available in all reports. The rules for drill-downs are:

*Table 2-2  Drill Down Rules*

<table>
<thead>
<tr>
<th>Drill down from:</th>
<th>To:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Base-only skill group</td>
<td>Peripheral Skill Group templates</td>
</tr>
<tr>
<td>Enterprise Service</td>
<td>Peripheral Service templates</td>
</tr>
<tr>
<td>Enterprise Skill Group</td>
<td>Peripheral Skill Group templates</td>
</tr>
<tr>
<td>Peripheral Service</td>
<td>Routes templates</td>
</tr>
<tr>
<td>Peripheral</td>
<td>Peripheral Service templates</td>
</tr>
</tbody>
</table>

You **cannot** assign drill-downs to reports on:
- Peripherals
- Peripheral Skill Groups
- Routes

---

Set the refresh rate

You can define how often you want WebView to refresh the data displayed in real-time reports.

**Note:** You can disable automatic screen refreshes by checking the **Disable automatic screen refresh** checkbox on an open report window.

To **set the refresh rate**

Step 1  On an open report window, click the **Refresh** menu option. The Set Refresh Rate page opens.

Step 2  Select the refresh rate from the **Rate in Seconds** from the drop-down menu.

Step 3  Click the **Save changes and return to report** link to view the modified report. Save the report definition to save your changes.
Set thresholds

Once you create a report, you may be able to set threshold values on one or more data attributes in the report. Thresholds enable you to see when certain values exceed or do not meet expected levels by assigning a color to the display. You can set report thresholds of newly created and saved reports.

This section contains:
- Setting report thresholds
- Understanding thresholds

Setting report thresholds

**To set report thresholds**

1. On the open report window, click the **Set Thresholds** menu option. The Set Thresholds page opens.
2. For each attribute, select the desired relation (>=, =, or <=).
3. For each attribute, type the desired threshold value in the yellow and/or red column(s).
   - Yes and No thresholds are indicated by the numbers 1 and 0 respectively.
   - Percentage thresholds must be entered as values from 0 to 1 where 1 = 100%. For example: .60 = 60%.
4. Click the **Save changes and return to report** link to view the modified report.
5. Save the report definition to save your changes.

Understanding thresholds

Thresholds highlight values in reports that exceed or fall below expected levels. The thresholds can be set for two severity levels which are represented by the colors yellow and red. Typically, you use the yellow threshold to indicate a near-critical situation and the red threshold to indicate a critical situation.

You choose whether you want the colors to appear when the value is greater than or equal to (>=) the threshold value, equal to (=) the threshold value, or less than or equal to (<=) the threshold value.

Depending on the value that you set for the Relation column, any values for the yellow threshold attribute that are greater than or equal to (>=), equal to (=), or less than or equal to (<=) the given value are highlighted in yellow.

Depending on the value that you set for the Relation column, any values for the red threshold attribute that are greater than or equal to (>=), equal to (=), or less than or equal to (<=) the given value are highlighted in red.
If the value meets the criteria for both the red and yellow thresholds, the color red is used.

Important points to remember about setting thresholds:

- Percentage thresholds must be entered as whole numbers (for example, 60 for 60%).
- Time attributes must be entered in seconds.
- You can press the Tab key to move from field to field.
- Thresholds are enabled immediately for historical reports and after the first automatic update for real-time reports.
- When you use the Refresh button on the browser, the automatic update feature is enabled.

Use Favorites

Store frequently used report definitions in the Favorites list so that you can find them quickly.

The Favorites list feature enables you to do the following:

- Add report definitions to Favorites
- Run reports from Favorites
- Delete report definitions from Favorites

Add report definitions to Favorites

You can add report definitions to the Favorites list both while saving a report definition and after you have saved the report definition.

When saving a report definition, you can add the report to Favorites by checking the Make this report a favorite checkbox.

You also can add previously saved report definitions to the Favorites list.

**To add a saved report definition to the Favorites list**

**Step 1**
On the WebView Reporting page, use the menu on the left side to select the category of information you want. Select a sub-category if necessary.

**Step 2**
Click Saved Reports. A page opens with a list of saved Shared and Private reports for that report category.

**Step 3**
Check the checkbox next to each report that you want to add to Favorites.

**Step 4**
Click Add to Favorites. A star appears next to the name of the selected reports in the report list and the reports are added to Favorites.
Run reports from Favorites

You can run reports from the Favorites list.

**To run a report**

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>From the menu bar on the right side of any main WebView window, select <strong>Favorites</strong>. The Favorite Reports page opens, listing the reports you have stored as Favorites.</td>
</tr>
<tr>
<td>2</td>
<td>Check the checkbox next to each report that you want to run.</td>
</tr>
<tr>
<td>3</td>
<td>Click <strong>Run</strong>. Each selected report opens in a new window.</td>
</tr>
</tbody>
</table>

Delete report definitions from Favorites

**To delete a report from Favorites**

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>From the menu bar on the right side of any main WebView window, select <strong>Favorites</strong>. The Favorite Reports page opens, listing the reports you have stored as Favorites.</td>
</tr>
<tr>
<td>2</td>
<td>Click the checkbox next to each report definition that you want to delete.</td>
</tr>
<tr>
<td>3</td>
<td>Click <strong>Delete</strong>. A confirmation window opens.</td>
</tr>
<tr>
<td>4</td>
<td>Click <strong>OK</strong> to confirm the deletion. The report definition or report definitions that you deleted will no longer be available after you press the Refresh button on the browser toolbar.</td>
</tr>
</tbody>
</table>

E-mail a report

You can send a report URL through e-mail for display on another user's terminal. The report will also be updated on the user's terminal according to the defined refresh rate.

Reports extracted into another tool or saved from the browser's File > Save As menu are static ones, containing only the data that existed at the time the report was saved. You can e-mail these reports by appending them to (or copying them into) the e-mail.

The reports contained in WebView are dynamic ones that are updated according to the defined refresh rate to display data changes.

**To e-mail a report**

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Create or view the report.</td>
</tr>
</tbody>
</table>
Step 2 In the report page, use your browser's functions to view the source code. If you do not know how to view the source code, refer to your browser's help.

Step 3 About 7 lines down in the source code display, a message starts with "Do you want to copy the URL for this report to link to it from other applications?" Following this message is the URL.

Step 4 Select and copy the URL location for the report and paste the URL into your e-mail message.

**Note:** When you select a large number of agents to report on, the length of the report URL increases. However some browsers and servers impose a limit on the size of a URL that can be pasted into the browser address bar. If the URL for your report exceeds this limit, although you will be able to copy the entire URL, you will not be able to paste all of it into the browser address bar.

---

Export report data

Depending on the report displayed, you can export data from newly created or saved reports to be used in other applications such as spreadsheet or word processing programs.

When you export data to any format other than HTML or SQLInsert, the exported data consists of the database information used to generate the report. Database column names, not report column names, are used to organize the data. If you export using HTML, the actual report is exported. If you export using SQLInsert, a SQL CREATE_TABLE statement is exported that you can use to create a database table with the exported data.

**Note:** If you export a report that contains agent states, the states are listed as their numerical equivalents.

This topic explains the following:

- How to export report data
- Formats for Exported Data

---

How to export report data

**To export report data**

Step 1 On an open report window, select the **Export Report** menu option. The Export Current Data page opens.

Step 2 From the selection box, select the format for the data.

Step 3 Click the **Export Data** button.

Step 4 In the Download File dialog box, click **Save** or **Open**. If you select **Open**, the data is opened in the application on your computer that is configured to display the data format that you selected. If you select **Save**, you are prompted for a file name and directory to store the saved data.
Note: You can also copy and paste the report contents into applications such as Excel if you want the data to have the same headers and data format as the report.

Formats for Exported Data

The following table describes the formats in which you can export data.

<table>
<thead>
<tr>
<th>Format</th>
<th>Description</th>
<th>File Extension</th>
</tr>
</thead>
<tbody>
<tr>
<td>CSV</td>
<td>Comma-separated values.</td>
<td>.csv</td>
</tr>
<tr>
<td>dBASE2</td>
<td>dBASE-II format. Files exported in this format can be opened in Microsoft Excel.</td>
<td>.dbf</td>
</tr>
<tr>
<td>dBASE3</td>
<td>dBASE-III format. Files exported in this format can be opened in Microsoft Excel.</td>
<td>.dbf</td>
</tr>
<tr>
<td>DIF</td>
<td>Data Interchange Format. Files exported in this format can be opened in Microsoft Excel</td>
<td>.dif</td>
</tr>
<tr>
<td>EXCEL</td>
<td>Microsoft Excel format. Files exported in this format can be opened in Microsoft Excel</td>
<td>.xls</td>
</tr>
<tr>
<td>EXCEL5</td>
<td>Microsoft Excel5 format. Files exported in this format can be opened in Microsoft Excel</td>
<td>.xls</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>
<td>.html</td>
</tr>
<tr>
<td>PSREPORT</td>
<td>Powersoft Report format.</td>
<td>.psr</td>
</tr>
<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>
<td>.sql</td>
</tr>
<tr>
<td>SYLK</td>
<td>Microsoft Multiplan format. Files exported in this format can be opened in Microsoft Excel</td>
<td>.xls</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>
<td>.txt</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>
<td>.wks</td>
</tr>
</tbody>
</table>
Print a report

You can print reports that are displayed in your Web browser. The report prints on the default printer for your Internet Explorer, which can be a network printer.

Note: For best results, set your printer to print in landscape orientation before printing reports. Also, if your printer has a scaling option, set the scaling to 80% or 70% for a report that has many fields to ensure that the full report prints on the page.

To print a report

Step 1
On an open report window, click the **Print Report** button in the menu bar. (Do not try to print the report by using the browser's Print button.) Your browser's Print dialog box opens.

Step 2
Select print settings from the Print dialog box and print the report. A dialog box notifies you that the report is printing.

Schedule jobs

The Job Scheduler enables you to schedule WebView reporting jobs, including printing reports and saving reports to file, to execute at a specified date and time. You can schedule a task to be executed once or repeatedly. For example, you could schedule a certain report to print every Friday at 9:00 pm. You also can modify the settings of existing jobs and delete jobs that are no longer needed.

If your browser is not displaying the Job Scheduler pages correctly, see the troubleshooting section in the online help.

The Job Scheduler enables you to do the following:

- Schedule one or more reports to be run and printed at the date and time that you specify, page 2-14
- Schedule one or more reports to be run and saved to file at the date and time that you specify, page 2-15

---

**Table 2-3 Formats for Exported Data (continued)**

<table>
<thead>
<tr>
<th>Format</th>
<th>Description</th>
<th>File Extension</th>
</tr>
</thead>
<tbody>
<tr>
<td>WK1</td>
<td>Lotus 1-2-3 format. Files exported in this format can be opened in Lotus and Microsoft Excel.</td>
<td>.wk1</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>
<td>.wmf</td>
</tr>
</tbody>
</table>

---
Schedule one or more reports to be run and printed at the date and time that you specify

When you schedule print jobs, select the machine from which you want to print the report, the printer that you want to use, the frequency of the job, and the reports to include in the job.

**To schedule a new print job**

**Step 1** From the menu bar on the right side of any main WebView window, select **Job Scheduler**. The List of Scheduled Jobs page opens, listing the reports for which you have scheduled jobs.

**Step 2** Click **Add**. The Schedule Jobs screen opens.

**Step 3** Select **Print Report** in the Action section.

**Step 4** Select the machine from which you want to print the report from the Print to pull-down menu:

- **Client**. The report runs on the client machine and prints on the client-side local or network Internet Explorer printer
- **Server**. The report runs on the server machine and prints on the server-side local or network Internet Explorer printer

**Note**: For print jobs, the Job Scheduler on the Server must first be initialized by scheduling a print job on the server from the server itself before print jobs can be scheduled on it from a client.

**Step 5** Select the frequency of the job from the Frequency section:

- **Every**. The print job executes each time the specified day/date occurs. If you select Every, select the day of the week or the date on which you want the report to print. You can select more than one days/dates. For example, if you select "Monday", the report prints every Monday.
- **Next**. The print job executes once on the day/date specified. If you select Next, select the day of the week or the date on which you want the report to print. You can select more than one day/date. For example, if you select "Monday", the report prints next Monday.
- **Today/Tomorrow**. Depending on the time you select to run the report, the report prints once either today or tomorrow. For example, if it is currently 3:00 PM and you schedule the job to run at 11:00 AM, the report prints tomorrow at 11:00 AM. If it is currently 3:00 PM and you schedule the job to run at 4:30 PM, the report prints today at 4:30 PM.

**Step 6** Select the hour and minutes for the job to run from the **Time** pull-down menus.

**Step 7** Check the checkbox next to each Private and Shared report for which you want to schedule this job. The same print job will be scheduled for each selected report.

**Step 8** Click **Schedule Report**.
Schedule one or more reports to be run and saved to file at the date and time that you specify

When you schedule reports to save to file, select the drive, name, and format for the saved report file, the frequency of the job, and the reports to include in the job.

Saved files are stored on the selected drive in an automatically created top-level folder called Job_Scheduler. The file name for the saved report file is the file name you provide followed by the report name. If you schedule multiple reports to save to file using the same job, each report is saved to a separate file, using the file name you provide followed by the report name. If the Job_Scheduler folder contains a file or files with the same name, they are overwritten when the job runs.

To schedule a save to file job

Step 1 From the menu bar on the right side of any main WebView window, select Job Scheduler. The Job Scheduler page opens, listing the reports for which you have scheduled jobs.

Step 2 Click Add. The next Job Scheduler screen opens, enabling you to select the job settings.

Step 3 In the Action section, select Save to File.

Step 4 Select the Drive, File Name, and Format for the saved data.

Step 5 Select the frequency of the job from the Frequency section:

- **Every.** The save to file job executes each time the specified day/date occurs. If you select Every, also select the day of the week or the date on which you want the report to print. You can select more than one days/dates. For example, if you select "Monday", the job runs every Monday.

- **Next.** The save to file job executes once on the day/date specified. If you select Next, also select the day of the week or the date on which you want the job to run. You can select more than one days/dates. For example, if you select "Monday", the job runs next Monday.

- **Today/Tomorrow.** Depending on the time you select to run the report, the job runs once either today or tomorrow. For example, if it is currently 3:00 PM and you schedule the job to run at 11:00 AM, the job runs tomorrow at 11:00 AM. If it is currently 3:00 PM and you schedule the job to run at 4:30 PM, the job runs today at 4:30 PM.

---

**Note** If this is the first time you have scheduled a print job using the specified network printer, or you have selected to change the network printer, a dialog box opens asking you to supply your user name, password, domain, and UNC (printer name or share) for the network printer that you want to use. Enter the requested information in the dialog box and click **OK**.

If you want to verify the information you supply in this dialog box, try connecting to the printer from command line using same credentials with the `net use` command.
**Working with Reports**

**Modify the settings of an existing job**

You can modify the settings on an existing job using the Job Scheduler.

**To modify an existing job**

**Step 1** From the menu bar on the right side of any main WebView window, select **Job Scheduler**. The List of Scheduled Jobs page opens, listing the reports for which you have scheduled jobs.

**Step 2** Click the radio button next to the job that you want to modify.

**Step 3** Click **Edit**. The Schedule Job screen opens.

**Step 4** Change the job settings as needed.

**Step 5** Click **Schedule Job**. The job settings are now updated.

**Delete an existing job**

You can delete jobs that are no longer needed.

**To delete a scheduled job**

**Step 1** From the menu bar on the right side of any main WebView window, select **Job Scheduler**. The List of Scheduled Jobs page opens, listing the reports for which you have scheduled jobs.

**Step 2** Click the radio button next to the job that you want to delete.

**Step 3** Click **Delete**. A confirmation message opens asking if you want to delete the selected job. Click **Yes**. The job no longer appears in the job list.

**Save a report definition**

A report definition specifies the template that the report uses to retrieve data and any data retrieval arguments that the report includes (for example, dates, times, services, skill groups, etc.). A report definition does not store actual report data.
You can save a report as a report definition, and use it again as a template for other reports.

**Note:** To save the data stored in a report, use the **Export Report** feature to export the report data to various formats for use in other applications. You can also open the report in a new window and use your browser’s Save As feature to save the report data.

### To save a report as a report definition

1. **Step 1** On an open report window, select the **Save Report Definition** menu option. The Save Current Report page appears.
2. **Step 2** Enter a name and optional description for the report.
3. **Step 3** From the Security pull-down menu, select either **Shared** or **Private**. If you select Shared, all WebView users can access the report. If you select Private, only you can access the report.
4. **Step 4** Check the **Make this report a favorite** checkbox if you want to add this report to the Favorites list.
5. **Step 5** Click the **Save Report** button. A message appears, indicating that your report was successfully saved. The report now appears in the appropriate Saved Reports list.

### Save report data

To save the data stored in a report, open the report in a new window and use your browser’s **Save As** feature. Refer to the browser’s help for more information.

You can also use the **Export Report** feature to export report data to various formats for use in other applications.

### Run reports from saved report definitions

From the WebView Reporting main menu, you can select to run reports by using a previously defined report definitions as templates. You can run multiple reports at the same time. Each report opens in a separate window.

### To run reports from saved report definitions

1. **Step 1** From the main WebView Reporting window, select a report category. Select a sub-category if necessary.
2. **Step 2** Click **Saved Reports**. A page listing all associated report definitions opens.
3. **Step 3** Click the checkbox next to each report definition that you want to run.
4. **Step 4** Click **Run**. The report opens in a new window. If you run multiple reports, each report opens in a separate window.
You can modify the report definition by changing the report items and date/time range. You can also sort report data by each column. Save the report definition to save any changes that you make.

Delete a report definition

Deleting a report definition permanently removes the report from WebView. Report definitions are either Shared or Private. Shared report definitions can be used by all WebView users, and Private report definitions can be used only by you. Do not delete Shared reports created by another user; only delete reports that you created.

To delete a report definition

Step 1  From the WebView reporting window, select a report category from the menu. Select a sub-category if necessary.

Step 2  Click Saved Reports. A page listing all associated report definitions appears.

Step 3  Click the check box next to each report definition that you want to delete.

Step 4  Click Delete. A confirmation window opens.

Step 5  Click OK to confirm the deletion. The report definition or report definitions that you deleted will no longer be available after you press the Refresh button on the browser toolbar.

Log out of WebView

When you have finished using WebView, log out. If you close your browser without logging out, you may experience difficulty when attempting to log back in.

To log out of WebView

Step 1  On the WebView Reporting screen, click the Log Out button at the bottom of the menu. The WebView Reporting- Log Out window opens.

Step 2  Click close to close your browser or home to return to the log in page.
Troubleshooting

This section provides troubleshooting for:

- Viewing graphical reports and using the Job Scheduler, page 2-19
- Using the Job Scheduler to Print or Save Reports, page 2-20
- Missing call in queue information in the service real time and half hour report data fields, page 2-20
- Scheduled job does not run, page 2-21
- Scheduled print job on server does not run, page 2-21

Viewing graphical reports and using the Job Scheduler

In order to view graphical reports and use the Job Scheduler in a Microsoft Internet Explorer browser, all ActiveX Controls and plug-ins must be enabled in the browser's Security Settings.

If the graphical reports are displaying incorrectly or the Job Scheduler is not functioning correctly, you should check the Security settings and modify them if necessary.

The following directions apply to Microsoft Internet Explorer 5.5 SP2.

To ensure that the Microsoft Internet Explorer Security settings are set correctly

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 1</td>
<td>Click <strong>Tools&gt;Internet Options</strong> in the browser's menu. The Internet Options window opens.</td>
</tr>
<tr>
<td>Step 2</td>
<td>Click the <strong>Security</strong> tab.</td>
</tr>
<tr>
<td>Step 3</td>
<td>Click <strong>Local Intranet</strong>.</td>
</tr>
<tr>
<td>Step 4</td>
<td>Click <strong>Custom Level</strong> in the Security level for this zone section. The Security Settings window opens.</td>
</tr>
<tr>
<td>Step 5</td>
<td>In the Activex Controls and Plugins section, ensure that the <strong>Enable</strong> radio button is selected for the following options:</td>
</tr>
<tr>
<td></td>
<td>- Download signed ActiveX Controls.</td>
</tr>
<tr>
<td></td>
<td>- Initialize and script ActiveX Controls not marked as safe.</td>
</tr>
<tr>
<td></td>
<td>- Run ActiveX Controls and Plugins.</td>
</tr>
<tr>
<td></td>
<td>- Script ActiveX Controls marked safe for scripting.</td>
</tr>
<tr>
<td>Step 6</td>
<td>Click <strong>OK</strong> to apply the settings and close the Security Settings window. If a dialog box opens, asking &quot;Are you sure you want to change the security settings for this zone&quot;, click <strong>Yes</strong>.</td>
</tr>
<tr>
<td>Step 7</td>
<td>Click <strong>OK</strong> to close the Internet Options dialog box. The Job Scheduler and graphical reports now function correctly.</td>
</tr>
</tbody>
</table>
Using the Job Scheduler to Print or Save Reports

If you schedule a print job on the client or server machine and the job does not print, check whether a proxy server is being used for the client or server machine. The proxy server may cause the job to fail. If a proxy server is specified, turn off the proxy server settings and reschedule the job.

**To turn off the proxy server settings**

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 1</td>
<td>Click <strong>Tools&gt;Internet Options</strong> in the browser's menu.</td>
</tr>
<tr>
<td>Step 2</td>
<td>Select the <strong>Connections</strong> tab.</td>
</tr>
<tr>
<td>Step 3</td>
<td>Click <strong>LAN Settings</strong>. The Local Area Network (LAN) Settings dialog box opens.</td>
</tr>
<tr>
<td>Step 4</td>
<td>Ensure that the <strong>Use a proxy server</strong> checkbox is not checked.</td>
</tr>
<tr>
<td>Step 5</td>
<td>Click <strong>OK</strong>. The Local Area Network (LAN) Settings dialog box closes.</td>
</tr>
<tr>
<td>Step 6</td>
<td>Click <strong>OK</strong> to close the Internet Options dialog box.</td>
</tr>
</tbody>
</table>

Missing call in queue information in the service real time and half hour report data fields

**Problem:**

In the service templates, the value of "Calls Q Now" and "Calls Q Now Time" are 0 for the service when the skill group is linked to by the route. This generates the lack of visibility on "Longest Call Queued" values.

**Workaround:**

In the skill group templates, the "Calls Q Now" and "Calls Q Now Time" data fields are correctly incremented on every call in the Queue.

Therefore, do not use the queue data in the service templates. Instead, use the Call Type or Skill Group templates for call in queue report data. The Call Type reporting tables have been enhanced in an attempt to replace the service tables.
Scheduled job does not run

**Problem:**

When a job is scheduled, a Scheduled Task is created in the Windows OS Scheduled Tasks Control Panel on the client computer on which the job is scheduled. If, outside of WebView, this task is deleted from the client computer, then the Job will not activate even though WebView still thinks the job is scheduled.

**Solution:**

Scheduled WebView jobs should not be deleted outside of WebView. Use the WebView Job Scheduler to delete jobs.

Scheduled print job on server does not run

**Problem:**

The first print job scheduled on a server from a client does not run.

**Solution:**

For print jobs, the Job Scheduler on the Server must first be initialized by scheduling a print job on the server from the server itself before print jobs can be scheduled on it from a client.

Upgrading from a previous version of ICM WebView

Several major differences between WebView 4.6.2 and WebView 5.0 affect existing saved report files. The first major difference concerns the templates supplied and the second difference concerns the storage of saved report files.

In WebView 5.0, new templates have been added and several existing templates were deleted. The deleted templates were either replaced by templates in the same reporting category, replaced by templates in different reporting categories, or not replaced.

In WebView 4.6.2, saved reports were stored in a directory on the WebView server. In WebView 5.0, a WebView database is used to store saved reports. During WebView installation, most saved report files were migrated to the WebView database, with two exceptions:

- Saved reports created with templates that have been deleted and replaced by templates in different reporting categories were not migrated to the database
- Saved reports created with templates that have been deleted and not replaced were not migrated to the database

Only saved reports stored in the database can be accessed and used in WebView.
This section discusses:

- **Differences between ICM WebView 4.6.2 and ICM WebView 5.0**, page 2-22
- **Templates that have been deleted and replaced by templates in the same reporting category**, page 2-22
- **Templates that were deleted and replaced by templates in different reporting categories**, page 2-24
- **How to view saved report files that were not migrated to the WebView database**, page 2-25
- **Templates that were deleted and not replaced**, page 2-26

### Differences between ICM WebView 4.6.2 and ICM WebView 5.0

Several major differences between WebView 4.6.2 and WebView 5.0 affect existing saved report files. The first major difference concerns the templates supplied and the second difference concerns the storage of saved report files.

In WebView 5.0, new templates have been added and several existing templates were deleted. The deleted templates were either replaced by templates in the same reporting category, replaced by templates in different reporting categories, or not replaced.

In WebView 4.6.2, saved reports were stored in a directory on the WebView server. In WebView 5.0, a WebView database is used to store saved reports. During WebView installation, most saved report files were migrated to the WebView database, with two exceptions:

- Saved reports created with templates that have been deleted and replaced by templates in different reporting categories were not migrated to the database
- Saved reports created with templates that have been deleted and not replaced were not migrated to the database

Only saved reports stored in the database can be accessed and used in WebView.

### Templates that have been deleted and replaced by templates in the same reporting category

Most deleted templates were replaced by templates in the same reporting category. For example, agteam01 was replaced by agteam20. During WebView installation, saved reports made using these deleted templates were moved automatically to the WebView database and updated to use the replacement template.

You can access existing saved reports created with these deleted templates as usual in WebView. When you run the report, the report uses the replacement template.

The following table contains the list of WebView 4.6.2 templates deleted and replaced by other templates in the same reporting category.
<table>
<thead>
<tr>
<th>Deleted Template</th>
<th>Replacement Template</th>
<th>Note</th>
</tr>
</thead>
<tbody>
<tr>
<td>agteam01_agent_status_by_position</td>
<td>agteam20: Agent Team Real Time</td>
<td>The Last State Change field has been replaced with a Duration in Current State field.</td>
</tr>
<tr>
<td>agtper01_agent_status_by_position</td>
<td>agtper20: Agent Peripheral Real Time</td>
<td>The Last State Change field has been replaced with a Duration in Current State field.</td>
</tr>
<tr>
<td>agtskg01_agent_status_by_position</td>
<td>agtskg20: Agent Skill Group Real Time</td>
<td>The Last State Change field has been replaced with a Duration in Current State field.</td>
</tr>
<tr>
<td>agtskg02_agent_status_by_skill_group</td>
<td>agtskg20: Agent Skill Group Real Time</td>
<td>The Last State Change field has been replaced with a Duration in Current State field.</td>
</tr>
<tr>
<td>caltyp07_calls_statistics_real_time</td>
<td>caltyp20: Call Type Real Time</td>
<td></td>
</tr>
<tr>
<td>caltyp03_effect_of_aban_on_servicelevel</td>
<td>caltyp20: Call Type Real Time</td>
<td></td>
</tr>
<tr>
<td>caltyp06_calls_statistics_half_hour</td>
<td>caltyp21: Call Type Half Hour</td>
<td>The Call Errors field does not appear in the replacement template.</td>
</tr>
<tr>
<td>entskg02_status_grid</td>
<td>entskg20: Enterprise Skill Group Status Real Time</td>
<td>The %Idle, %Avail, %Talking, %Wrap Up, and %BusyOther fields do not appear in the replacement template.</td>
</tr>
<tr>
<td>entskg06_halfhour_aht_grid</td>
<td>entskg23: Enterprise Skill Group Performance Summary Half Hour</td>
<td>The FTE # of Agents field does not appear in the replacement template. You can use the entskg08: FTE for Enterprise Skill Groups Half Hour template to view FTE data.</td>
</tr>
<tr>
<td>entskg07_daily_aht_grid</td>
<td>entskg24: Enterprise Skill Group Agent Performance Daily</td>
<td>The FTE # of Agents field does not appear in the replacement template. You can use the entskg08: FTE for Enterprise Skill Groups Half Hour template to view FTE data.</td>
</tr>
</tbody>
</table>
### Table 2-4 Replacement Templates in the Same Reporting Category (continued)

<table>
<thead>
<tr>
<th>Deleted Template</th>
<th>Replacement Template</th>
</tr>
</thead>
<tbody>
<tr>
<td>entskg13_skill_group_call_analysis</td>
<td>entskg21: Enterprise Skill Group Task Summary Half Hour</td>
</tr>
<tr>
<td></td>
<td><strong>Note</strong>: The Monitored Calls and Whispered Calls fields do not appear in the replacement template because they are not supported for IPCC configurations.</td>
</tr>
<tr>
<td>peragt01_agent_status_by_position</td>
<td>agent20: Agent Real Time</td>
</tr>
<tr>
<td>perskg02_status_grid</td>
<td>perskg20: Peripheral Skill Group Status Real Time</td>
</tr>
<tr>
<td></td>
<td><strong>Note</strong>: the %Idle, %Avail, %Talking, %Wrap Up, and %BusyOther fields do not appear in the replacement template.</td>
</tr>
<tr>
<td>perskg06_halfhour_aht_grid</td>
<td>perskg23: Peripheral Skill Group Performance Summary Half Hour</td>
</tr>
<tr>
<td></td>
<td><strong>Note</strong>: The FTE # of Agents field does not appear in the replacement template. You can use the perskg08: FTE for Enterprise Skill Groups Half Hour template to view FTE data.</td>
</tr>
<tr>
<td>perskg07_daily_aht_grid</td>
<td>perskg24: Peripheral Skill Group Performance Summary Daily</td>
</tr>
<tr>
<td></td>
<td><strong>Note</strong>: The FTE # of Agents field does not appear in the replacement template. You can use the perskg08: FTE for Enterprise Skill Groups Half Hour template to view FTE data.</td>
</tr>
<tr>
<td>perskg13_skill_group_call_analysis</td>
<td>perskg21: Peripheral Skill Group Task Summary Half Hour</td>
</tr>
<tr>
<td></td>
<td><strong>Note</strong>: The Monitored Calls and Whispered Calls fields do not appear in the replacement template because they are not supported for IPCC configurations.</td>
</tr>
<tr>
<td>persvc11_calls_analysis_daywise</td>
<td>persvc25: Peripheral Service Agent Daily</td>
</tr>
<tr>
<td>persvc12_calls_analysis_half_hour</td>
<td>persvc24: Peripheral Service Agent Half Hour</td>
</tr>
</tbody>
</table>

### Templates that were deleted and replaced by templates in different reporting categories

Several templates were deleted and replaced by templates in a **different** reporting category. Existing saved reports made using the deleted templates were not migrated to the WebView database during installation and therefore cannot be viewed in WebView.
The following table lists deleted templates and their replacements in different reporting categories.

<table>
<thead>
<tr>
<th>Deleted Template</th>
<th>Replacement Template</th>
<th>Note</th>
</tr>
</thead>
<tbody>
<tr>
<td>agtper02_agent_status_by_skill_group</td>
<td>agtskg20: Agent Skill Group Real Time</td>
<td></td>
</tr>
<tr>
<td>entsvc10_queue_point_service_level</td>
<td>caltyp20: Call Type Real Time</td>
<td></td>
</tr>
<tr>
<td>entsvc19_queue_point_service_level</td>
<td>caltyp21: Call Type Half Hour</td>
<td></td>
</tr>
<tr>
<td>ipcc_entsvc20_hh_grid</td>
<td>caltyp21: Call Type Half Hour</td>
<td></td>
</tr>
<tr>
<td>ipcc_entsvc21_day_grid</td>
<td>caltyp22: Call Type Daily</td>
<td></td>
</tr>
<tr>
<td>peragt02_agent_status_by_skill_group</td>
<td>agtskg20: Agent Skill Group Real Time</td>
<td></td>
</tr>
</tbody>
</table>

Note: The Last State Change field has been replaced with a Duration in Current State field.

If you want to recreate a deleted report in WebView, use the replacement template to create the report and follow the wizard to add items to the report and, if necessary, date and time range. If you do not remember the parameters of the deleted report, follow the directions below to open the text version of the report file stored on the WebView server and view the parameters.

How to view saved report files that were not migrated to the WebView database

Although you cannot use WebView to view saved reports that were not migrated to the WebView database, you can open the saved report files in a text editor to view the parameters used when you created the report. Parameter examples include date and time range, agents, and peripherals. You can use these parameters when running a new report in WebView.

To view saved report files that were not migrated to the WebView database

Step 1 Navigate to the directory in which saved report files are stored. After you install WebView 5.0, back-up files of existing saved reports are located in the following directories:
  - `<drive>:\icm\<instance>\dis\web\userdata\"private" or "shared"\<username>\wv_converted`
  - `<drive>:\icm\<instance>\dis\web\userdata\shared\all\wv_converted`

Step 2 Open the saved report file in a text editor.
Templates that were deleted and not replaced

The following templates have been deleted and not replaced:
  perskg10_normalized_agt_state
  persvc09_forecast_aht_offer_grid
  schimp01_name_time_numbers

Saved reports made using these templates were not moved to the WebView database during installation, and cannot be accessed through WebView.
About Event Viewer

The Event Viewer is a tool within WebView that lets you view event data (messages) generated by processes within ICM and used in system maintenance. 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.

This section describes:
- Accessing the Event Viewer, page 3-1
- Event Viewer options, page 3-1

Accessing the Event Viewer

To open the Event Viewer, click the Event Viewer option in the opening WebView window. On initial display, the Event Viewer retrieves data from the start of the previous hour up to the current time. For example, if it is 3:45 P.M., the Event Viewer displays data from 2 P.M. to 3:45 P.M. To see event data for a previous period of time, specify your own start and end dates and times by using the Date/Time menu option.

Event Viewer options

Several options are available for manipulating the events list. You can filter events, sort events, and export event data.

<table>
<thead>
<tr>
<th>Menu options</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date/Time</td>
<td>Enables you to retrieve event data for a range of dates and times. This option allows you to enter Start and End Date/Time or to select relative times like today, yesterday, this week, and so on.</td>
</tr>
<tr>
<td>Set Refresh</td>
<td>You cannot set the refresh rate for Event Viewer reports.</td>
</tr>
</tbody>
</table>
**Filter**
Enables you to select the events that you want to monitor.

**Export Data**
Enables you to save the events listed to a file. WebView allows you to export event data to several different file formats.
How to work with Event Viewer

This section describes how to:

- View system events, page 4-1
- View event detail, page 4-1
- Filter events, page 4-4
- Set event date and time range, page 4-4
- Export event data, page 4-5

View system events

You can view system events to check for potential hardware, application, or communication problems in the system.

**Important:** Before you begin viewing events, verify that the desired network or customer Distributor AW instance is running. You can start, stop, and view ICM AW instances by using the AW Select tool.

**To view system events**

In the WebView main window, choose Event Viewer.

The Event Viewer window displays the last one hour's worth of event data. You can view detailed information about each event listed, filter events, change the date and time range, and export report data.

View event detail

You can view detailed information for the events listed in the Event Viewer.

**To view event detail**

Click the name of an event in the Event Viewer window.

The following table describes the information displayed for each event:
### Table 4-1 Event Detail Descriptions

<table>
<thead>
<tr>
<th>Event Detail</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>DateTime</td>
<td>The date and time on which the event occurred. This date and time is the current date and time at the Central Controller.</td>
</tr>
<tr>
<td>Source Date</td>
<td>The date and time from the perspective of the physical computer that generated the event. The ICM system date and time at which the event was logged by the Logger.</td>
</tr>
<tr>
<td>System</td>
<td>The physical unit that generated the event. Machines within the ICM are paired to ensure continuous operation. A component identifier (for example, PG), followed by an A or B indicate one side of a duplexed system.</td>
</tr>
<tr>
<td>Side</td>
<td>The side of the system that generated the event: Side A or Side B. To ensure continuous operation, components in the ICM system are paired. One complete set of elements composes Side A and the others compose Side B.</td>
</tr>
<tr>
<td>System Type</td>
<td>The role of the computer that generated the event. Examples are Router CallRouter, Logger, PG Peripheral Gateway, AW Admin Workstation, and NIC Network Interface Controller.</td>
</tr>
<tr>
<td>Process</td>
<td>The specific process that generated the event. Examples include: ccag Central Controller Agent, nic Network Interface Controller, nm Node Manager, opc Open Peripheral Controller, pgag Peripheral Gateway Agent, pim Peripheral Interface Manager, and rtr CallRouter.</td>
</tr>
</tbody>
</table>
| Event Type   | **Errors.** Indicate significant problems, such as a loss of data, incorrect configuration data, or a loss of functions. For example, an error would be logged if a Peripheral Gateway were to become disconnected.  

**Warnings.** Indicate potential problems in the ICM system. Warnings need to be noted, but not necessarily acted upon immediately. For example, a warning event might be logged if an operator initiated a Node Manager shutdown. Although an event such as this does not cause a loss of functions, it is something that should be noted.  

**Informational.** Document successful operations for major processes and applications in the system. For example, an informational event might indicate that the peripheral data service was activated on a specific Peripheral Gateway in the system. |
Table 4-1 Event Detail Descriptions  (continued)

<table>
<thead>
<tr>
<th>Event Detail</th>
<th>Description</th>
</tr>
</thead>
</table>
| Category     | The category specifies the logical part of the system that generated the event. Some categories might be specific to an interexchange service provider or switch manufacturer's product. General categories include:  
Admin Workstation  
MCI NIC  
App Bridge Server  
Message Delivery  
CallRouter  
NIC  
CSC Listener  
Node Manager  
DB Agent  
Peripheral Controller  
Device Management  
Peripheral Interface  
Diagnostic  
Peripheral Library  
EMS Test Message  
Process Synchronization  
EMT Protocol  
RC Engine  
Galaxy Demand Command Server  
Real-Time Feed  
Generic NIC  
Sprint NIC  
ICP NIC  
Windows sockets  
Logger  
x25LIB |
| Virtual Time | The ICM internal time at which the event occurred. Virtual time is used by ICM processes to coordinate activity between the two sides of the system. |
| Message      | A textual message that briefly describes the specific event. For example, an Informational message from a Peripheral Gateway might be "Path to Central Controller Side B established." |
| Status       | A status message received from the system that generated the event. For example, a PG might generate a Windows NT message that indicates a TCP/IP communications problem. |
Filter events

You can filter events so that only specific event types are displayed in the Event Viewer. For example, you might want to view only Errors and Warnings generated by Peripheral Gateways. Event data for all ICM system components is still logged to the central database, but only the specified event data is retrieved from the central database and displayed at the Admin Workstation.

To filter events

**Step 1** On the Event Viewer window, click the **Event Filter** menu option.

**Step 2** Select the **Event Categories** you want displayed in the Event Viewer report from the Event Categories list. Click **Highlight All** to select all Events Categories.

**Step 3** Check the checkbox next to each **System Type** that you want to include in the Event Viewer report. Uncheck System Types that you do not want to include.

**Step 4** For each System Type that you are including in the report, check the checkbox next to each **Severity Type** that you want to include in the report. Uncheck Severity Types that you do not want to include.

**Step 5** **Optional**: Check the **Make Default** checkbox to save the filter settings as default filter settings.

**Step 6** Click the **Save changes and return to report** link to apply the filter settings and view the results.

If you made the filter settings the default, the filter settings remain set for subsequent WebView ICM sessions until you change them again. If you did not make the filter settings the default, the filter settings remain in effect only for the current WebView ICM session.

Set event date and time range

You can set and change the date and time range so that only events that occurred during that time range display in the Event Viewer.

To select or modify the date and time range for events in the Event Viewer

**Step 1** On the Event Viewer window, click the **Date/Time** menu option. The Set Report Date and Time page opens.

**Step 2** Click the radio button next to either **Relative date and time range** or **Fixed date and time range**, depending on your needs.

**Step 3** Select either the relative time span or fixed date range, as follows:

- If you want to select a relative time span, open the Relative Time Span drop down menu and select the time span.
Export event data

You can export event data to be used in other applications such as spreadsheet or word processing programs.

When you export data to any format other than HTML or SQLInsert, the exported data consists of the database information used to generate the report, not the report itself. Database column names, not report column names, are used to organize the data. If you export using HTML, the actual report is exported. If you export using SQLInsert, a SQL CREATE_TABLE statement is exported that you can use to create a database table with the exported data.

This topic explains the following:

- How to export event data
- Formats for Exported Data

How to export event data

To export event data

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 1</td>
<td>On the Event Viewer window, click the Export Data menu option. The Export Current Data page opens.</td>
</tr>
<tr>
<td>Step 2</td>
<td>From the selection box, select the format for the data.</td>
</tr>
<tr>
<td>Step 3</td>
<td>Click the Export Data button.</td>
</tr>
<tr>
<td>Step 4</td>
<td>In the Download File dialog box, click Save or Open. If you select Open, the data is opened in the application on your computer that is configured to display the data format that you selected. If you select Save, you are prompted for a file name and directory to store the saved data.</td>
</tr>
</tbody>
</table>

Note: If you are viewing data for the same day that you run the report and leave the To time field set to 23:59, the report displays data up to the current time.
**Formats for Exported Data**

The following table describes the formats in which you can export data.

<table>
<thead>
<tr>
<th>Format</th>
<th>Description</th>
<th>File Extension</th>
</tr>
</thead>
<tbody>
<tr>
<td>CSV</td>
<td>Comma-separated values.</td>
<td>.csv</td>
</tr>
<tr>
<td>dBASE2</td>
<td>dBASE-II format. Files exported in this format can be opened in Microsoft Excel.</td>
<td>.dbf</td>
</tr>
<tr>
<td>dBASE3</td>
<td>dBASE-III format. Files exported in this format can be opened in Microsoft Excel.</td>
<td>.dbf</td>
</tr>
<tr>
<td>DIF</td>
<td>Data Interchange Format. Files exported in this format can be opened in Microsoft Excel</td>
<td>.dif</td>
</tr>
<tr>
<td>EXCEL</td>
<td>Microsoft Excel format. Files exported in this format can be opened in Microsoft Excel</td>
<td>.xls</td>
</tr>
<tr>
<td>EXCEL5</td>
<td>Microsoft Excel5 format. Files exported in this format can be opened in Microsoft Excel</td>
<td>.xls</td>
</tr>
<tr>
<td>HTML TABLE</td>
<td>HTML table format with <code>&lt;table&gt;</code>, <code>&lt;tr&gt;</code>, and <code>&lt;td&gt;</code> elements. Files exported in this format can be opened in a text or HTML editor.</td>
<td>.html</td>
</tr>
<tr>
<td>PSREPORT</td>
<td>Powersoft Report format.</td>
<td>.psr</td>
</tr>
<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>
<td>.sql</td>
</tr>
<tr>
<td>SYLK</td>
<td>Microsoft Multiplan format. Files exported in this format can be opened in Microsoft Excel.</td>
<td>.xls</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>
<td>.txt</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>
<td>.wks</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>
<td>.wk1</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>
<td>.wmf</td>
</tr>
</tbody>
</table>
All Report Template Descriptions

The following sections describe ICM WebView report templates. The sections include:

- Application GateWay, Application Path, and Script Queue Reports
- Agent Reports
- Blended Agent Reports
- Call Type Reports
- Peripheral, Route, and Routing Client Reports
- Service Reports
- Skill Group Reports
- Trunk Group and IVR IPCC Reports
- About IPCC Reports
Application GateWay, Application Path, and Script Queue Reports

This section describes:

- Application GateWay and Path Database Tables, page 5-1
- Application gateway, application path, and script queue report templates, page 5-1

Application GateWay and Path Database Tables

The application gateway, application path and script queue templates take data from the Application_Gateway, the Application_Gateway_Half_Hour, and the Application_Path_Real_Time Script Script_Queue_Real_Time database tables.

Application gateway, application path, and script queue report templates

WebView includes the following ICM application gateway and path report templates. You can click on the name of the report in the following table to see more detailed information about the data in that report, and how the data is derived from the ICM software's database.

<table>
<thead>
<tr>
<th>Template Name</th>
<th>Applicable Environment</th>
<th>Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>apgate11: Application Gateway Status Half Hour Report, page 5-2</td>
<td>IPCC and Standard ACD</td>
<td>historical table</td>
<td>Data on requests made by the application gateway to a host system.</td>
</tr>
<tr>
<td>appath01: Application Path Real Time Report, page 5-4</td>
<td>IPCC and Standard ACD</td>
<td>real-time table</td>
<td>Current status of a single application path.</td>
</tr>
</tbody>
</table>
apgate11: Application Gateway Status Half Hour Report

<table>
<thead>
<tr>
<th><strong>Overview:</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Title</strong></td>
<td>The name you give it when you save the report</td>
</tr>
<tr>
<td><strong>Subject</strong></td>
<td>Data on requests made by the application gateway to a host system, gathered in half-hour increments.</td>
</tr>
<tr>
<td><strong>Purpose</strong></td>
<td>To show application gateway half-hour status for the selected time period.</td>
</tr>
<tr>
<td><strong>Applicable environment</strong></td>
<td>IPCC and/or standard ACD</td>
</tr>
<tr>
<td><strong>Template type</strong></td>
<td>Historical table</td>
</tr>
<tr>
<td><strong>Default sort order</strong></td>
<td>By requests and then by rejects</td>
</tr>
<tr>
<td><strong>Drilldowns available</strong></td>
<td>No</td>
</tr>
<tr>
<td><strong>Schema database table</strong></td>
<td>Application_Gateway&lt;br&gt;Application_Gateway_Half_Hour</td>
</tr>
</tbody>
</table>

**Data:**

**Application Gateway**

The enterprise name of the application gateway

Derived from: Application_Gateway.EnterpriseName

**DateTime**

The date and time of the selected row's data in MM/DD/YYYY (month, day, year) and HH:MM:SS (hour, minute, second) format.

Derived from: Application_Gateway_Half_Hour.DateTime

**Requests**

The number of query requests the CallRouter has sent to the host system during the half-hour interval.

Derived by: Application_Gateway_Half_Hour.RequestsToHalf

**Rejects**

The number of query requests that were rejected by the host system during the half-hour interval.

Derived by: Application_Gateway_Half_Hour.RejectsToHalf
Max Delay
The longest response time, in milliseconds, for any request to the host system during the half-hour interval.
Derived by: Application_Gateway_Half_Hour.MaxDelayToHalf

Avg Delay
The average response time, in milliseconds, for all requests to the host system during the half-hour interval.
Derived by: Application_Gateway_Half_Hour.AvgDelayToHalf

Unavailable
The number of requests attempted while no host system was available during the half-hour interval.
Derived by: Application_Gateway_Half_Hour.UnavailableToHalf

Errors
The number of errors that occurred for requests to the host system during the half-hour interval.
Derived by: Application_Gateway_Half_Hour.ErrorsToHalf

Timeouts
The number of requests to the host system that timed out during the half-hour interval.
Derived by: Application_Gateway_Half_Hour.TimeoutsToHalf

Summary
A summary of each field for all the application gateways.
appath01: Application Path Real Time Report

<table>
<thead>
<tr>
<th><strong>Overview:</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Title</td>
<td>The name you give it when you save the report</td>
</tr>
<tr>
<td>Subject</td>
<td>The current status of a single application path in an Application gateway.</td>
</tr>
<tr>
<td>Purpose</td>
<td>To show the current status of an application path.</td>
</tr>
<tr>
<td>Applicable environment</td>
<td>IPCC and/or standard ACD</td>
</tr>
<tr>
<td>Template type</td>
<td>Real-time table</td>
</tr>
<tr>
<td>Default sort order</td>
<td>By application path name and then by the date and time last updated</td>
</tr>
<tr>
<td>Drilldowns available</td>
<td>No</td>
</tr>
<tr>
<td>Schema database table</td>
<td>Application_Path_Real_Time</td>
</tr>
</tbody>
</table>

**Data:**

**Application Path Name**

Derived from: Application_Path_Real_Time.AppPathID

The ICM ID of the application path for the associated data row.

**DateTime Last Updated**

Derived from: Application_Path_Real_Time.DateTime

The date and time the application path was last updated.

**Online DateTime**

Derived from: Application_Path_Real_Time.OnLineDateTime

The date and time at which the application instance associated with this application path established a connection with the CTI Server.

**Application Online**

Derived from: Application_Path_Real_Time.AppOnLine

Whether or not the application path is currently online.
scrque01: Script Queue Node Real Time Report

<table>
<thead>
<tr>
<th><strong>Overview:</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Title</strong></td>
</tr>
<tr>
<td><strong>Subject</strong></td>
</tr>
<tr>
<td><strong>Purpose</strong></td>
</tr>
<tr>
<td><strong>Applicable environment</strong></td>
</tr>
<tr>
<td><strong>Template type</strong></td>
</tr>
<tr>
<td><strong>Default sort order</strong></td>
</tr>
<tr>
<td><strong>Drilldowns available</strong></td>
</tr>
<tr>
<td><strong>Schema database table</strong></td>
</tr>
</tbody>
</table>

**Data:**

**Script ID**

The ICM ID for the script whose data is in the associated row.

Derived from: Script_Queue_Real_Time.ScriptID

**DateTime**

The date and time the physical controller is used, measured in MM/DD/YY (month, day, year) and HH:MM:SS (hours, minutes, seconds) format.

Derived from: Peripheral_Real_Time.DateTime

**Version**

The script version.

Derived from: Script.ScriptVersion

**Queue Node**

The Queue Node ID for the script.

Derived from: Script_Queue_Real_Time.QueueNodeID
**Time in Queue**

The waiting time for the first element in the queue.

Derived from: `Script_Queue_Real_Time.LongestTimeInQueue`

**Tasks Queued**

The number of tasks currently queued at this node.

Derived from: `Script_Queue_Real_Time.NumTasks`
Agent Reports

The agent report templates are divided into the following four categories:

- Agent By Agent — report templates on selected individual agents
- Agent By Peripheral — report templates on all agents on selected peripherals
- Agent By Skill Group — report templates on agents in selected skill groups
- Agent By Team — report templates on agents within selected agent teams

This section describes:

- Agent Database Tables, page 6-1
- Agent By Agent Report Templates, page 6-1
- Agents By Peripheral Report Templates, page 6-62
- Agents By Skill Group Report Templates, page 6-116
- Agent By Team Report Templates, page 6-179

Agent Database Tables

Agent real-time data is stored in the Agent_Real_Time and Agent_Skill_Group_Real_Time tables of the Distributor AW local database. Agent historical data is stored in the following tables of the ICM central database:

- Agent_Half_Hour
- Agent_Skill_Group_Half_Hour
- Agent_Logout
- Agent_State_Trace

Agent state reports also use data from the Termination_Call_Detail table.

Agent By Agent Report Templates

Reporting on this grouping of agents is useful to a Contact Center Administrators with global responsibility of all agents in the Contact Center, regardless of their location. For the report, select from the displayed list of agents in your enterprise.
The following table lists all the ICM Agents by Agent report templates that WebView provides. Each of these templates can be used in an IPCC environment, a few of them can be used only in an IPCC environment, and most of them can be used in either an IPCC or a standard ACD environment. Click the template name for a detailed description.

### Table 6-1  Agent By Agent Templates

<table>
<thead>
<tr>
<th>Template Name</th>
<th>Applicable Environment</th>
<th>Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>agent03: Agent Media Logout Status Report, page 6-11</td>
<td>IPCC and/or standard ACD</td>
<td>historical table</td>
<td>Logon duration, and logout date and time for each agent.</td>
</tr>
<tr>
<td>agent04: Agent Task Detail Activity Report, page 6-13</td>
<td>IPCC and/or standard ACD</td>
<td>historical table</td>
<td>Agent task detail activity on incoming, outgoing, and internal tasks, callback messages, and wrap-up work.</td>
</tr>
<tr>
<td>agent05: Agent Task Detail Performance Report, page 6-17</td>
<td>IPCC and/or standard ACD</td>
<td>historical table</td>
<td>Agent task detail performance on abandoned, assistance, hold, and conference tasks.</td>
</tr>
<tr>
<td>agent06: Agent State Trace Detail By Events Report, page 6-22</td>
<td>IPCC and/or standard ACD</td>
<td>historical table</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>agent20: Agent Real Time Report, page 6-4</td>
<td>IPCC and/or standard ACD</td>
<td>real-time table</td>
<td>Current agent states for selected agents.</td>
</tr>
<tr>
<td>agent21: Agent Task Summary Half Hour Report, page 6-24</td>
<td>IPCC</td>
<td>historical table</td>
<td>Agent task summary for selected agents, organized by the selected half hour(s).</td>
</tr>
<tr>
<td>agent22: Agent Task Summary Daily Report, page 6-28</td>
<td>IPCC</td>
<td>historical table</td>
<td>Agent task summary for selected agents, organized by the selected day(s).</td>
</tr>
<tr>
<td>agent23: Agent Performance Summary Half Hour Report, page 6-32</td>
<td>IPCC and/or standard ACD</td>
<td>historical table</td>
<td>Agent state summary for selected agents, organized by the selected half hour(s).</td>
</tr>
<tr>
<td>agent24: Agent Performance Summary Daily Report, page 6-36</td>
<td>IPCC and/or standard ACD</td>
<td>historical table</td>
<td>Agent state summary for selected agents, organized by the selected day(s).</td>
</tr>
<tr>
<td>agent25: Agent Consolidated Half Hour Report, page 6-40</td>
<td>IPCC</td>
<td>historical table</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>
</tbody>
</table>
Table 6-1  Agent By Agent Templates (continued)

<table>
<thead>
<tr>
<th>Template Name</th>
<th>Applicable Environment</th>
<th>Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>agent26: Agent Consolidated Daily Report, page 6-44</td>
<td>IPCC</td>
<td>historical table</td>
<td>Agent half-hour activity and performance for all the agents connected to the selected peripheral(s) during the selected day interval(s).</td>
</tr>
<tr>
<td>agent27: Agent Historical All Fields Report, page 6-48</td>
<td>IPCC and/or standard ACD</td>
<td>historical table</td>
<td>All the report data available from the Agent_Skill_Group_Half.Hour table. ICM software generates Agent_Skill_Group_Half.Hour records for each logged on agent. This report is for online viewing or for exporting to Excel. It is not formatted for printing.</td>
</tr>
<tr>
<td>agent28: Agent Real Time All Fields Report, page 6-7</td>
<td>IPCC and/or standard ACD</td>
<td>real-time table</td>
<td>All the report data available from the Agent_Real_Time table. ICM software generates Agent_Real_Time records for each agent. This report is for online viewing or for exporting to Excel. It is not formatted for printing.</td>
</tr>
</tbody>
</table>
Agent by agent real-time reports

This section describes the following real-time templates:
- agent20: Agent Real Time Report, page 6-4
- agent28: Agent Real Time All Fields Report, page 6-7

agent20: Agent Real Time Report

<table>
<thead>
<tr>
<th>Overview:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Title</td>
</tr>
<tr>
<td>The name you give it when you save the report</td>
</tr>
<tr>
<td>Subject</td>
</tr>
<tr>
<td>A table of selected agents showing each agent's currently active skill group, state, and call direction within each media routing domain into which the agent is logged. Fields applicable to a voice domain only are prefixed with an asterisk (*). Such fields are not applicable for e-mail or collaboration media.</td>
</tr>
<tr>
<td>Purpose</td>
</tr>
<tr>
<td>To show current agent status</td>
</tr>
<tr>
<td>Applicable environment</td>
</tr>
<tr>
<td>IPCC and/or standard ACD</td>
</tr>
<tr>
<td>Template type</td>
</tr>
<tr>
<td>Real-time table</td>
</tr>
<tr>
<td>Default sort order</td>
</tr>
<tr>
<td>By agent last name, first name, media routing domain, phone extension, logon date and time, and skill group</td>
</tr>
<tr>
<td>Drilldowns available</td>
</tr>
<tr>
<td>No</td>
</tr>
<tr>
<td>Schema database tables</td>
</tr>
<tr>
<td>Agent</td>
</tr>
<tr>
<td>Agent_Real_Time</td>
</tr>
<tr>
<td>Media_Routing_Domain</td>
</tr>
<tr>
<td>Person</td>
</tr>
<tr>
<td>Skill_Group</td>
</tr>
<tr>
<td>Controller_Time</td>
</tr>
</tbody>
</table>

Data:

Agent Name

The last and first name of the agent.

Derived from: Person.LastName + "," + Person.FirstName

Media

The media routing domain into which the agent is logged for doing this type of task. This is the media routing domain associated with the Skill Group in which the agent is currently working.
Each media routing domain has its own skill groups. If an agent is logged into more than one media routing domain, then that agent also belongs to more than one skill group.

Derived from: Media_Routing_Domain.EnterpriseName

**Extension**

The phone extension into which the agent is logged.

Derived from: Agent_Real_Time.Extension

**Log on Date-Time**

The date and time that the agent logged in. The format is MM/DD/YYYY (month, day, year) and HH:MM:SS (hour, minute, second) format.

Derived from: Agent_Real_Time.DateTimeLogin

**Agent State**

The current state of the agent. The following states can appear in this report:

*Talking state*

Active state

Work Ready state

Work Not Ready state

*Hold state*

Paused state

Interrupted state

The state with an asterisk (*) is a voice media only state.

**Note:** This template can display agent status data only when the agent is in the talking or active state. If the agent is not involved in a task in some way, this template does not display the agent state for that agent.

An agent doing wrap-up work (post-call activities, such as completing paperwork or consulting with associates) is in either the Work Ready or the Work Not Ready state.

Derived from: Agent_Real_Time.AgentState

**Active Skill Group**

The skill group associated with the task on which the agent is currently working. If the agent is not involved in any task in the media routing domain, this field shows Not Applicable. Since an agent can be logged into multiple skill groups, this field is not filled until the agent is assigned a task.

Derived from: Skill_Group.EnterpriseName
*Supv Assist Reqstd*

Whether or not the agent requested supervisor assistance:
- No
- Yes

Derived from: `Agent_Real_Time.RequestedSupervisorAssist`

**Duration in Current State**

The time spent in the current agent state in HH:MM:SS (hours, minutes, seconds) format.

Derived from: `DATEDIFF(seconds, Agent_Real_Time.DateTimeLastStateChange, getdate())`

**Reason Code**

A code received from the peripheral that indicates the reason for the agent's last state change. If not defined, this shows NONE.

**Note:** The agent's desk settings need to be configured to display the reason code. You can do this in the ICM Configuration Manager's Agent Desk Settings List tool. For a list of default reason codes, see Reason Codes.

Derived from: `Agent_Real_Time.ReasonCode`

**Available in MRD**

Whether or not the agent is available to accept a task, or if involved in a task, available to accept more tasks:
- NO (Not available)
- YES-ICM (ICM available in media routing domain)
- YES-APP (Application available in media routing domain)

An agent is available for a task in a media routing domain if the agent has not reached the agent's maximum task limit for that task type or if the agent is not working on an interruptible task in another media routing domain.

If an agent is available in ICM, then ICM can assign and route the task. If an agent is available in an application, then the application can assign and route the task. In the former case, only ICM can assign tasks to the agent. In the latter, only the application can assign tasks to the agent.

Derived from: `Agent_Real_Time.AvailableInMRD`

**Direction**

The direction of active task:
- In (inbound task - non voice tasks are always inbound)
- Out (outgoing external task)
- Other (outgoing internal task)

If there is no task, then this displays Not Applicable.

Derived from: `Agent_Real_Time.Direction`
**Destination**
The type of outbound task on which the agent is currently working:
- None (Not Applicable)
- ACD destination
- direct task
- auto out call
- reserve call
- preview call

Derived from: Agent_Real_Time.Destination

### agent28: Agent Real Time All Fields Report

<table>
<thead>
<tr>
<th><strong>Overview:</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Title</strong></td>
<td>The name you give it when you save the report.</td>
</tr>
<tr>
<td><strong>Subject</strong></td>
<td>A table of all the selected agents listing all the available agent real-time report data. <strong>Note:</strong> This report is the same report as Agtskg28 report except that this report is first sorted by agent rather than by skill group. Fields applicable to a voice domain only are prefixed with an asterisk (*). Such fields are not applicable for e-mail or collaboration media.</td>
</tr>
<tr>
<td><strong>Purpose</strong></td>
<td>To show all the available agent real-time data in the Agent_Real_Time database table so that you can select which data you want for a customized agent real-time report. <strong>Note:</strong> This report is designed to be saved and exported or copied to another format. For example, you can export the report to an Excel spreadsheet and modify the report to suit your needs. If that is not acceptable, you can also use a third-party tool to customize your report.</td>
</tr>
<tr>
<td><strong>Applicable environment</strong></td>
<td>IPCC and/or standard ACD</td>
</tr>
<tr>
<td><strong>Template type</strong></td>
<td>Real-time table</td>
</tr>
<tr>
<td><strong>Default sort order</strong></td>
<td>By agent last name, first name, media, date, time, and skill group</td>
</tr>
<tr>
<td><strong>Drilldowns available</strong></td>
<td>No</td>
</tr>
<tr>
<td><strong>Schema database table</strong></td>
<td>Agent Skill Group Agent_Real_Time</td>
</tr>
</tbody>
</table>
Data:

Agent Name
The agent's last and first name.
Derived from: Person.LastName + ', ' + Person.FirstName

Skill Group
The skill group associated with the task on which the agent is working. If the agent is not involved in any task in the media routing domain, this field shows Not Applicable. Since an agent can be logged into multiple skill groups, this field is not filled until the agent is assigned a task.
Derived from: Skill_Group.EnterpriseName

DateTime
The date and time when the row was generated.
Derived from: Agent_Real_Time.DateTime

Service
Identifies the service for the task on which the agent is currently working.
Derived from: Agent_Real_Time.ServiceSkillTargetID

Agent State
The current state of the agent. The following states can appear in this report:
* Talking state
Active state
Work Ready state
Work Not Ready state
* Hold state
Paused state
Interrupted state
The state with an asterisk (*) is a voice media only state.

Note: This template can display agent status data only when the agent is in the talking or active state. If the agent is not involved in a task in some way, this template does not display the agent state for that agent.

An agent doing wrap-up work (post-call activities, such as completing paperwork or consulting with associates) is in either the Work Ready or the Work Not Ready state.
Derived from: Agent_Skill_Group_Real_Time.AgentState

Reason Code
A code received from the peripheral that indicates the reason for the agent's last state change. If not defined, this shows NONE.
**Note:** The agent's desk settings need to be configured to display the reason code. You can do this in the ICM Configuration Manager's Agent Desk Settings List tool. For a list of default reason codes, see Reason Codes. Derived from: Agent_Real_Time.ReasonCode

**Extension**
The phone extension on which the agent is currently working. Derived from: Agent_Real_Time.Extension

**Log on DateTime**
The date and time the agent logged in. Derived from: Agent_Real_Time.DateTimePicker

**Supv Assist**
Whether or not the agent requested supervisor assistance:
No
Yes
Derived from: Agent_Real_Time.RequestedSupervisorAssist

**Destination**
The type of outbound task on which the agent is currently working:
None (Not Applicable)
ACD
Direct
Auto out
Reserve
Preview
Derived from: Agent_Real_Time.Destination

**Direction**
The direction of the active task:
In (inbound task - non voice tasks are always inbound)
Out (outgoing external task)
Other (outgoing internal task)
If there is no task, then this displays Not Applicable.
Derived from: Agent_Real_Time.Direction

**On Hold**
Indicates whether the call is currently on hold: Yes; No.
Derived from: Agent_Real_Time.OnHold
**Network TargetID**
The device target onto which the agent is logged. This applies only to IPCC agents.
Derived from: Agent_Real_Time.NetworkTargetID

**Agent Status**
Reserved for future use.
Derived from: Agent_Real_Time.AgentStatus

**Customer Phone**
The phone number of the caller with whom the agent is speaking.
Derived from: Agent_Real_Time.CustomerPhoneNumber

**Customer Account**
The account number of the caller with whom the agent is speaking.
Derived from: Agent_Real_Time.CustomerAccountNumber

**Campaign**
The campaign ID for the campaign associated with this call.
Derived from: Agent_Real_Time.CampaignID

**Query Rule**
The query rule belonging to the campaign identified by the CampaignID.
Derived from: Agent_Real_Time.QueryRuleID

**Duration In Current State**
The time spent in the current agent state in HH:MM:SS (hours, minutes, seconds) format.
Derived from: DATEDIFF(seconds, Agent_Real_Time.DateTimeLastStateChange, getdate())

Agent by agent historical reports

This section describes:
- agent03: Agent Media Logout Status Report, page 6-11
- agent04: Agent Task Detail Activity Report, page 6-13
- agent05: Agent Task Detail Performance Report, page 6-17
- agent06: Agent State Trace Detail By Events Report, page 6-22
- agent23: Agent Performance Summary Half Hour Report, page 6-32
agent03: Agent Media Logout Status Report

Overview:

<table>
<thead>
<tr>
<th>Title</th>
<th>The name you give it when you save the report</th>
</tr>
</thead>
<tbody>
<tr>
<td>Subject</td>
<td>A table of selected agents' logout data including each agent's logon time, logon duration, and logout date and time.</td>
</tr>
<tr>
<td>Purpose</td>
<td>To show agent logout status from the media routing domain for the selected time period.</td>
</tr>
<tr>
<td>Applicable environment</td>
<td>IPCC and/or standard ACD</td>
</tr>
<tr>
<td>Template type</td>
<td>Historical table</td>
</tr>
<tr>
<td>Default sort order</td>
<td>By agent last name, first name, media routing domain, and logout date and time</td>
</tr>
<tr>
<td>Drilldowns available</td>
<td>No</td>
</tr>
<tr>
<td>Schema database tables</td>
<td>Agent, Agent Logout, Media Routing Domain, Person</td>
</tr>
</tbody>
</table>

Data:

**Agent Name**

The last and first name of the agent.

Derived from: Person.LastName + "," + Person.FirstName

**Media**

The media routing domain from which the agent is logged off.

Derived from: Media_Routing_Domain.EnterpriseName

**Agent Enterprise Name**

The last name and first initial of the agent and the peripheral with which the agent is associated. One agent can be logged into more than one peripheral if they are working in more than one media routing domain.

Derived from: Agent.Enterprisename
Log On Date Time
The date and time the agent logged on, measured in YY:MM:DD (month, day, year) and HH:MM:SS (hours, minutes, seconds) format.
Derived from: (Agent_Logout.LogoutDateTime - Agent_Logout.LoginDuration)

Log On Duration
The time in HH:MM:SS (hours, minutes, seconds) format that the agent was logged on for the specified interval of the report.
Derived from: Agent_Logout.LoginDuration

Logout Date Time
The ICM central controller's date and time when the agent logged out.
Derived from: Agent_Logout.LogoutDateTime

Reason Code
A code received from the peripheral that indicates the reason for the agent's last state change. If not defined, this shows NONE.

Note: The agent's desk settings and CTIOS registry settings need to be configured to display the reason code. You can do this in the ICM Configuration Manager's Agent Desk Settings List tool.
For a list of default reason codes, see Reason Codes.
Derived from: Agent_Real_Time.ReasonCode
agent04: Agent Task Detail Activity Report

**Overview:**

<table>
<thead>
<tr>
<th><strong>Title</strong></th>
<th>The name you give it when you save the report</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Subject</strong></td>
<td>A table of selected agents' activity on incoming tasks, outgoing tasks, internal tasks, callback messages, and wrap-up work, gathered in half-hour increments. Callback messages are relevant only for the Aspect ACD. Fields applicable to a voice domain only are prefixed with an asterisk (*). Such fields are not applicable for e-mail or collaboration media.</td>
</tr>
<tr>
<td><strong>Purpose</strong></td>
<td>To show all the task activity for an agent(s) during a given interval.</td>
</tr>
<tr>
<td><strong>Applicable environment</strong></td>
<td>IPCC and/or standard ACD</td>
</tr>
<tr>
<td><strong>Template type</strong></td>
<td>Historical Table</td>
</tr>
<tr>
<td><strong>Default sort order</strong></td>
<td>By agent last name, first name, and media routing domain</td>
</tr>
<tr>
<td><strong>Drilldowns available</strong></td>
<td>No</td>
</tr>
<tr>
<td><strong>Schema database tables</strong></td>
<td>Agent, Person, Media_Routing_Domain, Agent_Skill_Group_Half_Hour, Skill_Group, Skill_Group_Member, Agent_Half_Hour</td>
</tr>
</tbody>
</table>

**Data:**

**Agent Name**

The last and first name of the agent.

Derived from: Person.LastName + Person.FirstName

**Media**

The media routing domain into which the agent is logged for doing this type of task. This is the media routing domain associated with the Skill Group in which the agent worked when doing this task.

Each media routing domain has its own skill groups. If an agent is logged into more than one media routing domain, then that agent also belongs to more than one skill group.

Derived from: Media_Routing_Domain.EnterpriseName
**Log On Duration**

The total time in hours, minutes, and seconds (HH:MM:SS format) that the agent was logged on during the selected interval.

Derived from: \( \text{sum}(	ext{Agent\_Half\_Hour.LoggedOnTimeToHalf}) \)

**Available In MRD**

The time in hours, minutes, seconds (HH:MM:SS) format that the agent was available in this media routing domain.

Derived from: \( \text{Agent\_Half\_Hour.AvailableInMRDTimeToHalf} \)

**Tasks Handled**

**Total Tasks**

The total number of inbound tasks handled by the agent during the selected interval. This value is updated when the after-task work associated with the task is completed.

Derived from: \( \text{sum}(	ext{Agent\_Skill\_Group\_Half\_Hour.CallsHandledToHalf}) \)

**Tasks Handled**

**Avg Time**

Average Handle Time. The average length of an incoming task handled by the agent during the selected interval.

Derived from: \( \frac{\text{sum}(	ext{Agent\_Skill\_Group\_Half\_Hour.HandledCallsTimeToHalf})}{\text{sum}(	ext{Agent\_Skill\_Group\_Half\_Hour.CallsHandledToHalf})} \)

**Tasks Handled**

**% Time**

The percentage of time spent by the agent on processing incoming tasks during the selected interval.

Derived from: \( \frac{\text{sum}(	ext{Agent\_Skill\_Group\_Half\_Hour.HandledCallsTimeToHalf})}{\text{sum}(	ext{Agent\_Skill\_Group\_Half\_Hour.LoggedOnTimeToHalf})} \times 1.0 \)

**External Out Tasks**

**Total Tasks**

The total number of completed outbound tasks made by the agent during the selected interval. The value is updated when the after-task work associated with the task is completed.

Derived from: \( \text{sum}(	ext{Agent\_Skill\_Group\_Half\_Hour.AgentOutCallsToHalf}) \)
**External Out Tasks**

*Avg Time*

The average length in seconds for outgoing tasks made by the agent for the selected interval.

Derived from: \( \frac{\text{sum}(\text{Agent\_Skill\_Group\_Half\_Hour.AgentOutCallsTimeToHalf}) \times 1.0}{\text{sum}(\text{Agent\_Skill\_Group\_Half\_Hour.AgentOutCallsToHalf})} \)

*External Out Tasks*

*% Time*

The percentage of time spent by the agent on processing outgoing tasks during the selected interval.

Derived from: \( \frac{\text{sum}(\text{Agent\_Skill\_Group\_Half\_Hour.AgentOutCallsTimeToHalf})}{\text{sum}(\text{Agent\_Skill\_Group\_Half\_Hour.LoggedOnTimeToHalf})} \)

**Internal Out Tasks**

*Total Tasks*

The total number of internal tasks initiated by the agent during the selected interval. The value is updated when the after-task work associated with the task is completed.

Derived from: \( \text{sum}(\text{Agent\_Skill\_Group\_Half\_Hour.InternalCallsToHalf}) \)

*Internal Out Tasks*

*Avg Time*

The average length of time for completed internal tasks made by the agent for the selected interval.

Derived from: \( \frac{\text{sum}(\text{Agent\_Skill\_Group\_Half\_Hour.InternalCallsTimeToHalf})}{\text{sum}(\text{Agent\_Skill\_Group\_Half\_Hour.InternalCallsToHalf})} \)

*Internal Out Tasks*

*% Time*

The percentage of time spent by the agent on processing internal tasks during the selected interval.

Derived from: \( \frac{\text{sum}(\text{Agent\_Skill\_Group\_Half\_Hour.InternalCallsTimeToHalf}) \times 1.0}{\text{sum}(\text{Agent\_Skill\_Group\_Half\_Hour.LoggedOnTimeToHalf})} \)

**CB Messages**

*Total Tasks*

The total number of callback messages that were processed by the agent during the selected interval. Callback (CB) Messages are relevant only for the Aspect ACD.

Derived from: \( \text{sum}(\text{Agent\_Skill\_Group\_Half\_Hour.CallbackMessagesToHalf}) \)
**CB Messages**

**Avg Time**

The average length in seconds for callback messages that were processed by the agent during the selected interval. Callback (CB) Messages are relevant only for the Aspect ACD.

Derived from:

\[ \frac{\text{sum(Agent_Skill_Group_Half_Hour.CallbackMessagesTimeToHalf)}}{\text{sum(Agent_Skill_Group_Half_Hour.CallbackMessagesToHalf)}} \]

**CB Messages**

**% Time**

The percentage of time spent by the agent on processing callback messages. Callback (CB) Messages are relevant only for the Aspect ACD.

Derived from:

\[ \frac{\text{sum(Agent_Skill_Group_Half_Hour.CallbackMessagesTimeToHalf)}}{\text{sum(Agent_Skill_Group_Half_Hour.LoggedOnTimeToHalf)}} \]

**% Wrap Up Time**

The percentage of time that the agent spent in wrap-up on all tasks counted as handled during the interval. An agent doing wrap-up work is either in the Work Ready or Work Not Ready state. This value is measured against the total time the agent was logged on during the half-hour interval.

Derived from:

\[ \frac{\text{sum(Agent_Skill_Group_Half_Hour.HandledCallsTimeToHalf - Agent_Skill_Group_Half_Hour.HandledCallsTalkTimeToHalf)}}{\text{sum(Agent_Skill_Group_Half_Hour.LoggedOnTimeToHalf)}} \]

**Agent Summary**

Total data for agent.

**Report Summary**

Total data for all agents in report.
agent05: Agent Task Detail Performance Report

<table>
<thead>
<tr>
<th>Overview:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Title</strong></td>
<td>The name you give it when you save the report</td>
</tr>
<tr>
<td><strong>Subject</strong></td>
<td>A table of selected agents' performance relating to abandoned, held, assistance, and conference calls/tasks, gathered in half-hour increments. Fields applicable to a voice domain only are prefixed with an asterisk (*). Such fields are not applicable for e-mail or collaboration media.</td>
</tr>
<tr>
<td><strong>Purpose</strong></td>
<td>To show agent performance details for the selected time period.</td>
</tr>
<tr>
<td><strong>Applicable environment</strong></td>
<td>IPCC and/or standard ACD</td>
</tr>
<tr>
<td><strong>Template type</strong></td>
<td>Historical table</td>
</tr>
<tr>
<td><strong>Default sort order</strong></td>
<td>By agent last name, by first name, and by duration</td>
</tr>
<tr>
<td><strong>Drilldowns available</strong></td>
<td>No</td>
</tr>
<tr>
<td><strong>Schema database tables</strong></td>
<td>Agent, Person, Media_Routing_Domain, Agent_Skill_Group_Half_Hour, Skill_Group, Skill_Group_Member, Agent_Half_Hour</td>
</tr>
</tbody>
</table>

**Data:**

**Agent Name**

The last and first name of the agent.

Derived from: Person.LastName + ' ' + Person.FirstName

**Media**

The media routing domain into which the agent is logged for doing this type of task. This is the media routing domain associated with the Skill Group in which the agent worked when doing this task.

Each media routing domain has its own skill groups. If an agent is logged into more than one media routing domain, then that agent also belongs to more than one skill group.

Derived from: Media_Routing_Domain.EnterpriseName
**Aban Hold**

The total number of Hold and Paused tasks associated with the agent that were abandoned in the given interval.

Derived from: \( \text{sum(Agent\_Skill\_Group\_Half\_Hour.AbandonRingCallsToHalf)} \)

**Abandon While Offered Tasks**

**Total Tasks**

The total number of calls that were abandoned while being held at the agent's extension and/or the paused tasks that the agent ended during the given interval.

Derived from: \( \text{sum(Agent\_Skill\_Group\_Half\_Hour.AbandonHoldCallsToHalf)} \)

**Abandon While Offered Tasks**

**Avg Time**

The average length of time associated with offered tasks that were abandoned and/or the paused tasks that the agent ended during the given interval.

Derived from:

\[
\frac{\text{sum(Agent\_Skill\_Group\_Half\_Hour.AbandonRingTimeToHalf)}}{\text{sum(Agent\_Skill\_Group\_Half\_Hour.AbandonRingCallsToHalf)}}
\]

**Abandon While Offered Tasks**

**% Time**

The percentage of time associated with the calls that were abandoned while being held at the agent's extension and/or the paused tasks that the agent ended during the given interval.

This value is measured against the total time the agent was logged on during the given interval.

Derived from:

\[
\frac{\text{sum(Agent\_Skill\_Group\_Half\_Hour.AbandonRingTimeToHalf) \times 1.0}}{\text{sum(Agent\_Skill\_Group\_Half\_Hour.LoggedOnTimeToHalf)}}
\]

**Incoming Hold Tasks**

**Total Tasks**

The total number of completed tasks the agent placed on hold or paused. The value is incremented when the after-task work associated with the task is completed.

Derived from: \( \text{sum(Agent\_Skill\_Group\_Half\_Hour.IncomingCallsOnHoldToHalf)} \)

**Incoming Hold Tasks**

**Avg Time**

The average on hold time associated with tasks the agent placed on hold or paused.

Derived from:

\[
\frac{\text{sum(Agent\_Skill\_Group\_Half\_Hour.IncomingHoldTimeToHalf) \times 1.0}}{\text{sum(Agent\_Skill\_Group\_Half\_Hour.IncomingCallsOnHoldToHalf)}}
\]
Incoming Hold Tasks

% Time
The percentage of hold time associated with inbound tasks the agent placed on hold or paused. This value is measured against the total time the agent was logged on during the interval.

Derived from:
\[
\frac{\text{sum(Agent\_Skill\_Group\_Half\_Hour.IncomingCallsOnHoldTimeToHalf)}}{\text{sum(Agent\_Skill\_Group\_Half\_Hour.LoggedOnTimeToHalf)}} \times 1.0
\]

*Outgoing Hold Tasks

Total Tasks
The total number of completed outbound tasks the agent placed on hold at least once. The value is incremented when the after-call work associated with the call is completed.

Derived from:
\[
\text{sum(Agent\_Skill\_Group\_Half\_Hour.AgentOutCallsOnHoldToHalf)}
\]

*Outgoing Hold Tasks

Avg Time
The average on hold time in seconds associated with outbound tasks the agent placed on hold.

Derived from:
\[
\frac{\text{sum(Agent\_Skill\_Group\_Half\_Hour.AgentOutCallsOnHoldTimeToHalf)}}{\text{sum(Agent\_Skill\_Group\_Half\_Hour.AgentOutCallsOnHoldToHalf)}}
\]

*Outgoing Hold Tasks

% Time
The percentage of hold time associated with outbound tasks the agent placed on hold. This value is measured against the total time the agent was logged on during the interval.

Derived from:
\[
\frac{\text{sum(Agent\_Skill\_Group\_Half\_Hour.AgentOutCallsOnHoldTimeToHalf)}}{\text{sum(Agent\_Skill\_Group\_Half\_Hour.LoggedOnTimeToHalf)}} \times 1.0
\]

*Internal Hold Tasks

Total Tasks
The total number of completed internal tasks the agent placed on hold for the interval. The value is incremented when the after-call work associated with the call is completed.

Derived from: \text{sum(Agent\_Skill\_Group\_Half\_Hour.InternalCallsOnHoldToHalf)}

*Internal Hold Tasks

Avg Time
The average on hold time associated with internal tasks the agent placed on hold.

Derived from:
\[
\frac{\text{sum(Agent\_Skill\_Group\_Half\_Hour.InternalCallsOnHoldTimeToHalf)}}{\text{sum(Agent\_Skill\_Group\_Half\_Hour.InternalCallsOnHoldToHalf)}}
\]
**Internal Hold Tasks**

**% Time**

The percentage of hold time associated with internal calls the agent placed on hold. This value is measured against the total time the agent was logged on during the interval.

Derived from:
\[
\frac{\text{sum(Agent\_Skill\_Group\_Half\_Hour.InternalCallsOnHoldTimeToHalf)} \times 1.0}{\text{sum(Agent\_Skill\_Group\_Half\_Hour.LoggedOnTimeToHalf)}}
\]

**Sup Assist Tasks**

**Total Tasks**

The total number of tasks for which the agent received supervisor assistance during the interval. The value is incremented when the supervisor assistance call completes.

Derived from: \( \text{sum(Agent\_Skill\_Group\_Half\_Hour.SupervAssistCallsToHalf)} \)

**Sup Assist Tasks**

**Avg Time**

The average time in seconds that the agent received assistance for all supervisor-assisted tasks during the interval.

Derived from:
\[
\frac{\text{sum(Agent\_Skill\_Group\_Half\_Hour.SupervAssistCallsTimeToHalf)}}{\text{sum(Agent\_Skill\_Group\_Half\_Hour.SupervAssistCallsToHalf)}}
\]

**Sup Assist Tasks**

**% Time**

The percentage of time that the agent spent during the interval on supervisor-assisted tasks. This value is measured against the total time the agent was logged on during the interval.

Derived from:
\[
\frac{\text{sum(Agent\_Skill\_Group\_Half\_Hour.SupervAssistCallsTimeToHalf)} \times 1.0}{\text{sum(Agent\_Skill\_Group\_Half\_Hour.LoggedOnTimeToHalf)}}
\]

**Conference In Tasks**

**Total Tasks**

The number of incoming tasks on which the agent was in conference. Incoming tasks include ACD and non-ACD tasks. The value is incremented with the agent drops off the call and the call becomes a simple two-party call.

Derived from: \( \text{sum(Agent\_Skill\_Group\_Half\_Hour.ConferencedInCallsToHalf)} \)

**Conference In Tasks**

**Avg Time**

The average time in seconds that the agent spent in conference with tasks during the interval. This value includes hold time associated with the conference tasks.

Derived from:
\[
\frac{\text{sum(Agent\_Skill\_Group\_Half\_Hour.ConferencedInCallsTimeToHalf)}}{\text{sum(Agent\_Skill\_Group\_Half\_Hour.ConferencedInCallsToHalf)}}
\]
**Conference In Tasks**

**% Time**

The percentage of time that the agent spent during the interval on conference tasks. The percentage includes hold time associated with the conference tasks. This value is measured against the total time the agent was logged on during the interval.

Derived from:

\[
\frac{\text{sum}(\text{Agent\_Skill\_Group\_Half\_Hour.ConferencedInCallsTimeToHalf}) \times 1.0}{\text{sum}(\text{Agent\_Skill\_Group\_Half\_Hour.LoggedOnTimeToHalf})}
\]

**Conference Out Tasks**

**Total Tasks**

The number of conference calls the agent initiated. Initiated tasks include ACD and non-ACD tasks. The value is incremented when the agent drops off the call and the call becomes a simple two-party call.

Derived from:

\[
\text{sum}(\text{Agent\_Skill\_Group\_Half\_Hour.ConferencedOutCallsToHalf})
\]

**Conference Out Tasks**

**Avg Time**

The average time in seconds that the agent spent in conference on agent-initiated tasks during the interval. This value includes hold time associated with the conference tasks.

Derived from:

\[
\frac{\text{sum}(\text{Agent\_Skill\_Group\_Half\_Hour.ConferencedOutCallsTimeToHalf})}{\text{sum}(\text{Agent\_Skill\_Group\_Half\_Hour.ConferencedOutCallsToHalf})}
\]

**Conference Out Tasks**

**% Time**

The percentage of time that the agent spent during the half-hour interval on agent-initiated conference tasks. This percentage includes hold time associated with the conference tasks. This value is measured against the total time the agent was logged on during the interval.

Derived from:

\[
\frac{\text{sum}(\text{Agent\_Skill\_Group\_Half\_Hour.ConferencedOutCallsTimeToHalf}) \times 1.0}{\text{sum}(\text{Agent\_Skill\_Group\_Half\_Hour.LoggedOnTimeToHalf})}
\]

**Agent Summary**

The total data for each agent.

**Report Summary**

The total data for all agents in report.
Overview:

<table>
<thead>
<tr>
<th>Title</th>
<th>The name you give it when you save the report</th>
</tr>
</thead>
<tbody>
<tr>
<td>Subject</td>
<td>A table of 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>Purpose</td>
<td>To show detail on agent state changes for the selected time period.</td>
</tr>
<tr>
<td>Applicable environment</td>
<td>IPCC and/or standard ACD</td>
</tr>
<tr>
<td>Template type</td>
<td>Historical table</td>
</tr>
<tr>
<td>Default sort order</td>
<td>By media, then by last name, and by first name</td>
</tr>
<tr>
<td>Drilldowns available</td>
<td>No</td>
</tr>
<tr>
<td>Schema database tables</td>
<td>Agent, Person, Media_Routing_Domain, Agent_State_Trace</td>
</tr>
</tbody>
</table>

Data:

Agent Name

The last and first name of the agent.
Derived from: Person.LastName + ' ' + Person.FirstName

Media

The media routing domain into which the agent is logged for doing this type of task. This is the media routing domain associated with the Skill Group in which the agent worked when doing this task.

Each media routing domain has its own skill groups. If an agent is logged into more than one media routing domain, then that agent also belongs to more than one skill group.
Derived from: Media_Routing_Domain.EnterpriseName

Date Time

The date and time at which the state change occurred.
Derived from: Agent_State_Trace.DateTime
**Event Name**

A code indicating the event that caused the agent's last state change.

Derived from: Agent_State_Trace.EventName

**Agent State**

The current state of the agent. The following states can appear in this report:

*Not Ready
*Ready
*Talking
*Work Not Ready
*Work Ready
*Busy Other
*Reserved
*Hold
Active
Paused
Interrupted
Avail
Logged On (displayed if Agent State Trace is enabled)
Logged Off (displayed if Agent State Trace is enabled)

States with an asterisk (*) are voice media only states.

An agent doing wrap-up work (post-call activities, such as completing paperwork or consulting with associates) is in either the Work Ready or the Work Not Ready state.

Derived from: Agent_State_Trace.AgentState

**ICM Task Key**

A unique number generated at the PG. Values are reused after about 250 million calls.

Derived from: Agent_State_Trace.ICMCallKey

**Task ID**

An ID assigned by the peripheral to the task associated with the event.

Derived from: Agent_State_Trace.PeripheralCallKey

**Reason Code**

A code received from the peripheral indicating the reason for the state change.

**Note:** The agent's desk settings and CTIOS registry settings need to be configured to display the reason code. You can do this in the ICM Configuration Manager's Agent Desk Settings List tool.

For a list of default reason codes, see Reason Codes.

Derived from: Agent_State_Trace.ReasonCode
agent21: Agent Task Summary Half Hour Report

### Overview:

<table>
<thead>
<tr>
<th>Title</th>
<th>The name you give it when you save the report.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Subject</td>
<td>A table of selected agents showing incoming and outgoing call/task counts and call/task treatments, gathered in half-hour increments. Fields applicable to a voice domain only are prefixed with an asterisk (*). Such fields are not applicable for e-mail or collaboration media.</td>
</tr>
<tr>
<td>Purpose</td>
<td>To show agent half-hour activity for the selected time period.</td>
</tr>
<tr>
<td>Applicable environment</td>
<td>IPCC</td>
</tr>
<tr>
<td>Template type</td>
<td>Historical table</td>
</tr>
<tr>
<td>Default sort order</td>
<td>By agent last name, first name, media, date, time, and skill group</td>
</tr>
<tr>
<td>Drilldowns available</td>
<td>No</td>
</tr>
<tr>
<td>Schema database tables</td>
<td>Agent Person Media_Routing_Domain Agent_Skill_Group_Half_Hour Skill_Group Skill_Group_Member Agent_Half_Hour</td>
</tr>
</tbody>
</table>

### Data:

**Agent Name**

The last and first name of the agent.

Derived from: Person.LastName + "," + Person.FirstName

**Media**

The media routing domain into which the agent is logged for doing this type of task. This is the media routing domain associated with the Skill Group in which the agent worked when doing this task.

Each media routing domain has its own skill groups. If an agent is logged into more than one media routing domain, then that agent also belongs to more than one skill group.

Derived from: Media_Routing_Domain.EnterpriseName
**Skill Group**

The agent's skill group's enterprise name and skill target ID of the skill group associated with the task.

Derived from: Skill_Group.EnterpriseName and Skill_Group.SkillTargetID

**DateTime**

The date and time when the record was generated in MM/DD/YY (month, day, year) and HH:MM:SS (hours, minutes, seconds) format.

Derived from: Skill_Group_Half_Hour.DateTime

**Handled**

The tasks handled by the skill group during the given interval. The count for handled tasks associated with a skill group is updated when the after-task work time associated with the task (if any) has completed.

Derived from: Skill_Group_Half_Hour.CallsHandledToHalf

**Internal In**

The number of internal tasks received by skill group agents during the given interval. The value is updated in the database when the after-task work time associated with the task (if any) is completed.

Derived from: Skill_Group_Half_Hour.InternalCallsRcvdToHalf

**Transfer In**

The number of tasks transferred into the skill group during the given interval. The value is updated in the database when the after-task work time associated with the task (if any) is completed.

Derived from: Skill_Group_Half_Hour.TransferInCallsToHalf

**Conf In**

The number of incoming tasks into which skill group agents were conferenced. Incoming tasks include ACD and non-ACD tasks. The value is updated in the database when the agent drops off the task or the task becomes a simple two-party task.

Derived from: Skill_Group_Half_Hour.ConferencedInCallsToHalf

**Redirect No Answer**

The number of tasks offered at the agents terminal or phone that were redirected to another location because of the agent's failure to respond.

Derived from: Skill_Group_Half_Hour.RedirectNoAnsCallsToHalf

**Aban While Offer**

The total number of ICM routed tasks to the skill group that were abandoned while offered at an agent’s extension. The value is updated in the database at the time the task disconnects.

Derived from: Skill_Group_Half_Hour.AbandonRingCallsToHalf
**Hold**

The number of tasks completed by the agent in the given interval that were put on hold or paused.

Derived from: Skill_Group_Half_Hour.IncomingCallsOnHoldToHalf

**Aban Hold**

The number of ICM routed calls to the agent that abandoned while the call was on hold and/or the number of paused tasks that the agent ended during the interval.

Derived from: Skill_Group_Half_Hour.AnandonHoldCallsToHalf

**External Out**

The total number of completed outbound tasks made by agents in the skill group. The value is updated in the database when any after-task work time associated with the task is completed.

Derived from: Skill_Group_Half_Hour.AgentOutCallsToHalf

**Internal Out**

The number of internal outgoing tasks that the agent made from the ACD extension. The value is updated in the database when the after-task work time associated with the task (if any) is completed.

Derived from: Skill_Group_Half_Hour.InternalCallsToHalf

**Transfer Out**

The number of tasks this agent transferred out to another agent or skill group. This includes Consultative Tasks if this transfer was consultative - not blind. The value is updated in the database when the after-task work time associated with the task (if any) is completed.

Derived from: Skill_Group_Half_Hour.TransferOutCallsToHalf

**Internal Hold**

The number of outgoing internal tasks that have been held.

Derived from: Skill_Group_Half_Hour.InternalCallsOnHoldToHalf

**Conf Out**

The number of tasks that the skill group agent conferenced out to another agent or skill group. This includes consultative Calls. The value is updated in the database when the agent drops off the task or the task becomes a simple two-party task.

Derived from: Skill_Group_Half_Hour.ConferencedOutCallsToHalf

**Consult**

The number of times an agent consulted with another agent or supervisor by the conference or transfer key. This includes consulted assisted tasks.

Derived from: Skill_Group_Half_Hour.ConsultativeCallsToHalf
**Supv Assist**
The number of tasks for which agents received supervisor assistance during the given interval. The value is updated in the database when the supervisor-assisted task completes.
Derived from: Skill_Group_Half_Hour.SupervAssistCallsToHalf

**Emerg Assist**
The number of emergency assist requests by the agent.
Derived from: Skill_Group_Half_Hour.EmergencyAssistsToHalf

**Barge In**
The number of tasks barged in on by the supervisor.
Derived from: Skill_Group_Half_Hour.BargeInCallsToHalf

**Intercept**
The number of tasks intercepted by the supervisor.
Derived from: Skill_Group_Half_Hour.InterceptCallsToHalf

**Skill Group Summary**
The total for each field for each skill group.

**Media Summary**
The totals for the agent data for all skill groups in the media routing domain into which the agents were logged during the given interval.

**Agent Summary**
The total for each field for each agent.

**Report Summary**
The total for all fields for all agents in the report.
Overview:

<table>
<thead>
<tr>
<th>Title</th>
<th>The name you give it when you save the report.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Subject</td>
<td>A table showing totals for incoming and outgoing call/task counts and call/task treatments, gathered in day increments.</td>
</tr>
<tr>
<td></td>
<td><strong>Note:</strong> This report displays the same information as the Agent21 report except that the data here is by day.</td>
</tr>
<tr>
<td></td>
<td>Fields applicable to a voice domain only are prefixed with an asterisk (*). Such fields are not applicable for e-mail or collaboration media.</td>
</tr>
<tr>
<td>Purpose</td>
<td>To show agent daily activity for the selected time period.</td>
</tr>
<tr>
<td>Applicable environment</td>
<td>IPCC</td>
</tr>
<tr>
<td>Template type</td>
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<tr>
<td>Default sort order</td>
<td>By agent last name, first name, media, date and time, and skill group</td>
</tr>
<tr>
<td>Drilldowns available</td>
<td>No</td>
</tr>
<tr>
<td>Schema database tables</td>
<td>Agent Person Media_Routing_Domain Agent_Skill_Group_Half_Hour Skill_Group Skill_Group_Member Agent_Half_Hour</td>
</tr>
</tbody>
</table>

Data:

**Agent Name**

The last and first name of the agent.

Derived from: Person.LastName + "," + Person.FirstName

**Media**

The media routing domain into which the agent is logged for doing this type of task. This is the media routing domain associated with the Skill Group in which the agent worked when doing this task.

Each media routing domain has its own skill groups. If an agent is logged into more than one media routing domain, then that agent also belongs to more than one skill group.

Derived from: Media_Routing_Domain_EnterpriseName
### Skill Group
The agent's skill group's enterprise name and skill target ID of the skill group associated with the task.
Derived from: Skill_Group.EnterpriseName and Skill_Group.SkillTargetID

### Date
The date when the record was generated in MM/DD/YY (month, day, year) format.
Derived from: Skill_Group_Half_Hour.DateTime

### Handled
The tasks handled by the skill group during the given interval. The count for handled tasks associated with a skill group is updated when the after-task work time associated with the task (if any) has completed.
Derived from: Skill_Group_Half_Hour.CallsHandledToHalf

### *Internal In*
The number of internal tasks received by skill group agents during the given interval. The value is updated in the database when the after-task work time associated with the task (if any) is completed.
Derived from: Skill_Group_Half_Hour.InternalCallsRcvdToHalf

### *Transfer In*
The number of tasks transferred into the skill group during the given interval. The value is updated in the database when the after-task work time associated with the task (if any) is completed.
Derived from: Skill_Group_Half_Hour.TransferInCallsToHalf

### Conf In
The number of incoming tasks into which skill group agents were conferenced. Incoming tasks include ACD and non-ACD tasks. The value is updated in the database when the agent drops off the task or the task becomes a simple two-party task.
Derived from: Skill_Group_Half_Hour.ConferencedInCallsToHalf

### Redirect No Answer
The number of tasks offered at the agents terminal or phone that were redirected to another location because of the agent’s failure to respond.
Derived from: Skill_Group_Half_Hour.RedirectNoAnsCallsToHalf

### Aban While Offer
The total number of ICM routed tasks to the skill group that were abandoned while offered at an agent’s extension. The value is updated in the database at the time the task disconnects.
Derived from: Skill_Group_Half_Hour.AbandonRingCallsToHalf
**Hold**

The number of tasks completed by the agent in the given interval that were put on hold or paused.

Derived from: Skill_Group_Half_Hour.IncomingCallsOnHoldToHalf

**Aban Hold**

The number of ICM routed calls to the agent that abandoned while the call was on hold and/or the number of paused tasks that the agent ended during the interval.

Derived from: Skill_Group_Half_Hour.AnandonHoldCallsToHalf

**External Out**

The total number of completed outbound tasks made by agents in the skill group. The value is updated in the database when any after-task work time associated with the task is completed.

Derived from: Skill_Group_Half_Hour.AgentOutCallsToHalf

**Internal Out**

The number of internal outgoing tasks that the agent made from the ACD extension. The value is updated in the database when the after-task work time associated with the task (if any) is completed.

Derived from: Skill_Group_Half_Hour.InternalCallsToHalf

**Transfer Out**

The number of tasks this agent transferred out to another agent or skill group. This includes Consultative Tasks if this transfer was consultative - not blind. The value is updated in the database when the after-task work time associated with the task (if any) is completed.

Derived from: Skill_Group_Half_Hour.TransferOutCallsToHalf

**Internal Hold**

The number of outgoing internal tasks that have been held.

Derived from: Skill_Group_Half_Hour.InternalCallsOnHoldToHalf

**Conf Out**

The number of tasks that the skill group agent conferenced out to another agent or skill group. This includes Consultative Calls. The value is updated in the database when the agent drops off the task or the task becomes a simple two-party task.

Derived from: Skill_Group_Half_Hour.ConferencedOutCallsToHalf

**Consult**

The number of times an agent consulted with another agent or supervisor by the conference or transfer key. This includes consulted assisted tasks.

Derived from: Skill_Group_Half_Hour.ConsultativeCallsToHalf
**Supv Assist**

The number of tasks for which agents received supervisor assistance during the given interval. The value is updated in the database when the supervisor-assisted task completes.

Derived from: Skill_Group_Half_Hour.SupervAssistCallsToHalf

**Emerg Assist**

The number of emergency assist requests by the agent.

Derived from: Skill_Group_Half_Hour.EmergencyAssistsToHalf

**Barge In**

The number of tasks barged in on by the supervisor.

Derived from: Skill_Group_Half_Hour.BargeInCallsToHalf

**Intercept**

The number of tasks intercepted by the supervisor.

Derived from: Skill_Group_Half_Hour.InterceptCallsToHalf

**Skill Group Summary**

The total for each field for each skill group.

**Media Summary**

The totals for the agent data for all skill groups in the media routing domain into which the agents were logged during the given interval.

**Agent Summary**

The total for each field for each agent.

**Report Summary**

The total for all fields for all agents in the report.
agent23: Agent Performance Summary Half Hour Report

### Overview:

<table>
<thead>
<tr>
<th>Title</th>
<th>The name you give it when you save the report.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Subject</td>
<td>A table of selected agents showing logged on time, ASA, and time allocations across all agent states, gathered in half-hour increments. Fields applicable to a voice domain only are prefixed with an asterisk (*). Such fields are not applicable for e-mail or collaboration media.</td>
</tr>
<tr>
<td>Purpose</td>
<td>To show agent half-hour performance for the selected time period.</td>
</tr>
<tr>
<td>Applicable environment</td>
<td>IPCC and/or standard ACD</td>
</tr>
<tr>
<td>Template type</td>
<td>Historical table</td>
</tr>
<tr>
<td>Default sort order</td>
<td>By agent last name, first name, media routing domain, date, time, and skill group</td>
</tr>
</tbody>
</table>

### Drilldowns available

- No

### Schema database tables

- Agent
- Person
- Media_Routing_Domain
- Agent_Skill_Group_Half_Hour
- Skill_Group
- Skill_Group_Member
- Agent_Half_Hour

### Data:

#### Agent Name

The last and first name of the agent and the agent’s ID (in parentheses) in the skill group in which agent resides.

Derived from:

- Person.LastName ", " Person.FirstName
- Agent_Skill_Group_Half_Hour.SkillTargetID

#### Media

The media routing domain into which the agent is logged for doing this type of task. This is the media routing domain associated with the Skill Group in which the agent worked when doing this task.

Each media routing domain has its own skill groups. If an agent is logged into more than one media routing domain, then that agent also belongs to more than one skill group.

Derived from: Media_Routing_Domain.EnterpriseName
**Skill Group**

The agent's skill group's enterprise name and skill target ID associated with the task. The ID of the skill group of the skill group from which the agent is currently working.

Derived from: `Skill_Group.EnterpriseName Skill_Group.SkillTargetID`

**DateTime**

The date and time of the selected row's data in MM/DD/YYYY and HH:MM:SS (month, day, year, hour, minute, second) format.

Derived from: `Agent_Skill_Group_Half_Hour.DateTime`

**Log On Duration**

The total time that the agent was logged in, measured in HH:MM:SS (hours, minutes, seconds) format.

Derived from: `Agent_Skill_Group_Half_Hour.LoggedOnTimeToHalf`

**ASA**

The Average Speed of Answer (ASA) for tasks to this agent during the time period.

Derived from: `(Agent_Skill_Group_Half_Hour.AnswerWaitTimetoHalf / Agent_Skill_Group_Half_Hour.CallsAnsweredToHalf)`

**Avail Time**

The total time that the agent spent in the Available or Ready state with respect to this skill group. Measured in HH:MM:SS (hours, minutes, seconds).

Derived from: `Agent_Skill_Group_Half_Hour.AvailTimeToHalf`

**% Avail**

The percentage of time that the agent spent in the Available or Ready state with respect to this skill group in relation to LoggedOnTime or interval, whichever is less.

Derived from: `(Agent_Skill_Group_Half_Hour.AvailTimeToHalf / Agent_Skill_Group_Half_Hour.LoggedOnTimeToHalf)`

**%Not Ready Time**

The total time the agent spent in the Not Ready State measured in HH:MM:SS (hours, minutes, seconds).

Derived from: `Agent_Skill_Group_Half_Hour.NotReadyTimeToHalf`

**% % Not Ready**

The percentage of time that the agent has spent in the Not Ready state in relation to LoggedOnTime or interval, whichever is less.

Derived from: `(Agent_Skill_Group_Half_Hour.NotReadyTimeToHalf / Agent_Skill_Group_Half_Hour.LoggedOnTimeToHalf)`
**AHT (Average Handle Time)**

The average time, measured in HH:MM:SS (hours, minutes, seconds), spent by the agent in handling a task.

Derived from: \( \frac{\text{Agent\_Skill\_Group\_Half\_Hour\_HandledCallsTimeToHalf}}{\text{Agent\_Skill\_Group\_Half\_Hour\_CallsHandledToHalf}} \)

---

**% Active**

The percentage of time that the agent has spent in the Active state in relation to LoggedOnTime or the selected interval, whichever is less.

Derived from: \( \frac{(\text{Agent\_Skill\_Group\_Half\_Hour\_TalkInTimeToHalf} + \text{Agent\_Skill\_Group\_Half\_Hour\_TalkOutTimeToHalf} + \text{Agent\_Skill\_Group\_Half\_Hour\_TalkOtherTimeToHalf})}{\text{Agent\_Skill\_Group\_Half\_Hour\_LoggedOnTimeToHalf}} \)

---

**Avg Hold Time**

The average hold and paused time of a task handled by an agent. Measured in HH:MM:SS (hours, minutes, seconds) format.

Derived from: \( \frac{\text{Agent\_Skill\_Group\_Half\_Hour\_HoldTimeToHalf}}{\text{Agent\_Skill\_Group\_Half\_Hour\_LoggedOnTimeToHalf}} \)

---

**% Hold**

The percentage of time that the agent was in the Hold/paused state in relation to LoggedOnTime or interval, whichever is less, during the given interval.

Derived from: \( \frac{\text{Agent\_Skill\_Group\_Half\_Hour\_HoldTimeToHalf}}{\text{Agent\_Skill\_Group\_Half\_Hour\_LoggedOnTimeToHalf}} \)

---

**Reserved Time**

The total time that the agent spent in the reserved state waiting for ICM routed task to arrive measured in HH:MM:SS (hours, minutes, seconds) format.

Derived from: \( \text{Agent\_Skill\_Group\_Half\_Hour\_ReserveStateTimetoHalf} \)

---

**% Reserved**

The percentage of time that the agent spent in Reserved state in relation to LoggedOnTime or interval, whichever is less.

Derived from: \( \frac{\text{Agent\_Skill\_Group\_Half\_Hour\_ReserveStateTimeToHalf}}{\text{Agent\_Skill\_Group\_Half\_Hour\_LoggedOnTimeToHalf}} \)

---

**Wrap Up Time**

The total time that the agent spent in wrap-up on incoming and outgoing tasks measured in HH:MM:SS (hours, minutes, seconds).

Derived from: \( \frac{(\text{Agent\_Skill\_Group\_Half\_Hour\_WorkNotReadyTimetoHalf} + \text{Agent\_Skill\_Group\_Half\_Hour\_WorkReadyTimetoHalf})}{\text{Agent\_Skill\_Group\_Half\_Hour\_LoggedOnTimeToHalf}} \)
*% Wrap Up

The percentage of time that the agent has spent in Wrap-up state after an incoming or outgoing calls in relation to LoggedOnTime or interval, whichever is less.

Derived from: \( ((\text{Agent\_Skill\_Group\_Half\_Hour.WorkReadyTimeToHalf} + \text{Agent\_Skill\_Group\_Half\_Hour.WorkNotReadyTimeToHalf}) / \text{Agent\_Skill\_Group\_Half\_Hour.LoggedOnTimeToHalf}) \)

Busy Other Time

The time the agent spent in the BusyOther State measured in HH:MM:SS (hours, minutes, seconds) format.

Derived from: \( \text{Agent\_Skill\_Group\_Half\_Hour.BusyOtherTimeToHalf} \)

% Busy Other

The percentage of time that the agent has spent in the BusyOther state in relation to LoggedOnTime or interval, whichever is less.

Derived from: \( (\text{Agent\_Skill\_Group\_Half\_Hour.BusyOtherTimeToHalf} / \text{Agent\_Skill\_Group\_Half\_Hour.LoggedOnTimeToHalf}) \)

Interrupt Time

The time in HH:MM:SS (hours, minutes, seconds) format that the agent spent in the interrupted state.

Derived from: \( \text{Agent\_Skill\_Group\_Half\_Hour.InterruptedTimeToHalf} \)

% Interrupt

The percentage of time that the agent spent in the interrupted state in relation to LoggedOnTime or the selected interval, whichever is less.

Derived from: \( (\text{Agent\_Skill\_Group\_Half\_Hour.InterruptedTimeToHalf} / \text{Agent\_Skill\_Group\_Half\_Hour.LoggedOnTimeToHalf}) \)

Skill Group Summary

The total for each field for each skill group.

Media Summary

The totals for the agent data for all skill groups in the media routing domain into which the agents were logged during the given interval.

Agent Summary

The total for each field for each agent.
agent24: Agent Performance Summary Daily Report

Overview:

<table>
<thead>
<tr>
<th>Title</th>
<th>The name you give it when you save the report</th>
</tr>
</thead>
<tbody>
<tr>
<td>Subject</td>
<td>A table of selected agents showing logged on time, ASA, and time allocations across all agent states, gathered in day increments. Fields applicable to a voice domain only are prefixed with an asterisk (*). Such fields are not applicable for e-mail or collaboration media. <strong>Note</strong>: This report contains the same data as the Agent23 report except that the data is ordered by day rather than by half hour.</td>
</tr>
<tr>
<td>Purpose</td>
<td>To show agent daily performance for the selected time period.</td>
</tr>
<tr>
<td>Applicable environment</td>
<td>IPCC and/or standard ACD</td>
</tr>
<tr>
<td>Template type</td>
<td>Historical table</td>
</tr>
<tr>
<td>Default sort order</td>
<td>By agent last name, first name, media, date, time, and skill group</td>
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<tr>
<td>Drilldowns available</td>
<td>No</td>
</tr>
<tr>
<td>Schema database tables</td>
<td>Agent Person Media_Routing_Domain Agent_Skill_Group_Half_Hour Skill_Group Skill_Group_Member Agent_Half_Hour</td>
</tr>
</tbody>
</table>

Data:

**Agent Name**

The last and first name of the agent and the agent's ID (in parentheses) in the skill group in which agent resides.

Derived from:
Person.LastName ", " Person.FirstName Agent_Skill_Group_Half_Hour.SkillTargetID

**Media**

The media routing domain into which the agent is logged for doing this type of task. This is the media routing domain associated with the Skill Group in which the agent worked when doing this task.
Each media routing domain has its own skill groups. If an agent is logged into more than one media routing domain, then that agent also belongs to more than one skill group.

Derived from: Media_Routing_Domain.EnterpriseName

**Skill Group**

The agent's skill group's enterprise name and skill target ID associated with the task. The ID of the skill group of the skill group from which the agent is currently working.

Derived from: Skill_Group.EnterpriseName Skill_Group.SkillTargetID

**Date**

The date when the record was generated in MM/DD/YY (month, day, year) format.

Derived from: Agent_Skill_Group_Half_Hour.DateTime

**Log On Duration**

The total time that the agent was logged in, measured in HH:MM:SS (hours, minutes, seconds) format.

Derived from: Agent_Skill_Group_Half_Hour.LoggedOnTimeToHalf

**ASA**

The Average Speed of Answer (ASA) for tasks to this agent during the time period.

Derived from: (Agent_Skill_Group_Half_Hour.AnswerWaitTimetoHalf / Agent_Skill_Group_Half_Hour.CallsAnsweredToHalf)

**Avail Time**

The total time that the agent spent in the Available or Ready state with respect to this skill group. Measured in HH:MM:SS (hours, minutes, seconds).

Derived from: Agent_Skill_Group_Half_Hour.AvailTimeToHalf

**% Avail**

The percentage of time that the agent spent in the Available or Ready state with respect to this skill group in relation to LoggedOnTime or interval, whichever is less.

Derived from: (Agent_Skill_Group_Half_Hour.AvailTimeToHalf / Agent_Skill_Group_Half_Hour.LoggedOnTimeToHalf)

**Not Ready Time**

The total time the agent spent in the Not Ready State measured in HH:MM:SS (hours, minutes, seconds).

Derived from: Agent_Skill_Group_Half_Hour.NotReadyTimeToHalf
**% Not Ready**

The percentage of time that the agent has spent in the Not Ready state in relation to LoggedOnTime or interval, whichever is less.

Derived from: \( \frac{\text{Agent\_Skill\_Group\_Half\_Hour.NotReadyTimeToHalf}}{\text{Agent\_Skill\_Group\_Half\_Hour.LoggedOnTimeToHalf}} \)

**AHT (Average Handle Time)**

The average time, measured in HH:MM:SS (hours, minutes, seconds), spent by the agent in handling a task.

Derived from: \( \frac{\text{Agent\_Skill\_Group\_Half\_Hour.HandledCallsTimeToHalf}}{\text{Agent\_Skill\_Group\_Half\_Hour.CallsHandledToHalf}} \)

**% Active**

The percentage of time that the agent has spent in the Active state in relation to LoggedOnTime or the selected interval, whichever is less.

Derived from: \( \frac{\text{Agent\_Skill\_Group\_Half\_Hour.TalkInTimeToHalf} + \text{Agent\_Skill\_Group\_Half\_Hour.TalkOutTimeToHalf} + \text{Agent\_Skill\_Group\_Half\_Hour.TalkOtherTimeToHalf}}{\text{Agent\_Skill\_Group\_Half\_Hour.LoggedOnTimeToHalf}} \)

**Avg Hold Time**

The average hold and paused time of a task handled by an agent. Measured in HH:MM:SS (hours, minutes, seconds) format.

Derived from: \( \frac{\text{Agent\_Skill\_Group\_Half\_Hour.HoldTimeToHalf}}{\text{Agent\_Skill\_Group\_Half\_Hour.LoggedOnTimeToHalf}} \)

**% Hold**

The percentage of time that the agent was in the Hold/paused state in relation to LoggedOnTime or interval, whichever is less, during the given interval.

Derived from: \( \frac{\text{Agent\_Skill\_Group\_Half\_Hour.HoldTimeToHalf}}{\text{Agent\_Skill\_Group\_Half\_Hour.LoggedOnTimeToHalf}} \)

**Reserved Time**

The total time that the agent spent in the reserved state waiting for ICM routed task to arrive measured in HH:MM:SS (hours, minutes, seconds) format.

Derived from: \( \text{Agent\_Skill\_Group\_Half\_Hour.ReserveStateTimetoHalf} \)

**% Reserved**

The percentage of time that the agent spent in Reserved state in relation to LoggedOnTime or interval, whichever is less.

Derived from: \( \frac{\text{Agent\_Skill\_Group\_Half\_Hour.ReservedStateTimeToHalf}}{\text{Agent\_Skill\_Group\_Half\_Hour.LoggedOnTimeToHalf}} \)
**Wrap Up Time**
The total time that the agent spent in wrap-up on incoming and outgoing tasks measured in HH:MM:SS (hours, minutes, seconds).
Derived from: (Agent_Skill_Group_Half_Hour.WorkNotReadyTimetoHalf + Agent_Skill_Group_Half_Hour.WorkReadyTimetoHalf)

**% Wrap Up**
The percentage of time that the agent has spent in Wrap-up state after an incoming or outgoing calls in relation to LoggedOnTime or interval, whichever is less.
Derived from: ((Agent_Skill_Group_Half_Hour.WorkReadyTimeToHalf + Agent_Skill_Group_Half_Hour.WorkNotReadyTimeToHalf) / Agent_Skill_Group_Half_Hour.LoggedOnTimeToHalf)

**Busy Other Time**
The time the agent spent in the BusyOther State measured in HH:MM:SS (hours, minutes, seconds) format.
Derived from: Agent_Skill_Group_Half_Hour.BusyOtherTimeToHalf

**% Busy Other**
The percentage of time that the agent has spent in the BusyOther state in relation to LoggedOnTime or interval, whichever is less.
Derived from: (Agent_Skill_Group_Half_Hour.BusyOtherTimeToHalf / Agent_Skill_Group_Half_Hour.LoggedOnTimeToHalf)

**Interrupt Time**
The time in HH:MM:SS (hours, minutes, seconds) format that the agent spent in the interrupted state.
Derived from: Agent_Skill_Group_Half_Hour.InterruptedTimeToHalf

**% Interrupt**
The percentage of time that the agent spent in the interrupted state in relation to LoggedOnTime or the selected interval, whichever is less.
Derived from: (Agent_Skill_Group_Half_Hour.InterruptedTimeToHalf / Agent_Skill_Group_Half_Hour.LoggedOnTimeToHalf)

**Skill Group Summary**
The total for each field for each skill group.

**Media Summary**
The totals for the agent data for all skill groups in the media routing domain into which the agents were logged during the given interval.

**Agent Summary**
The total for each field for each agent.
agent25: Agent Consolidated Half Hour Report

<table>
<thead>
<tr>
<th>Overview:</th>
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<tbody>
<tr>
<td>Title</td>
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<tr>
<td>Subject</td>
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<td>Purpose</td>
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<tr>
<td>Applicable environment</td>
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<tr>
<td>Template type</td>
</tr>
<tr>
<td>Default sort order</td>
</tr>
<tr>
<td>Drilldowns available</td>
</tr>
<tr>
<td>Schema database tables</td>
</tr>
</tbody>
</table>

Data:

**Agent Name**

The last and first name of the agent and the agent’s ID (in parentheses) in the skill group in which agent resides.

Derived from:
Person.LastName "", " Person.FirstName
Agent_Skill_Group_Half_Hour.SkillTargetID

**Media**

The media routing domain into which the agent is logged for doing this type of task. This is the media routing domain associated with the Skill Group in which the agent worked when doing this task.
Each media routing domain has its own skill groups. If an agent is logged into more than one media routing domain, then that agent also belongs to more than one skill group.

Derived from: Media_Routing_Domain.EnterpriseName

**Skill Group**

The agent's skill group's enterprise name and skill target ID associated with the task.

Derived from: Skill_Group.EnterpriseName Skill_Group.SkillTargetID

**DateTime**

The date and time of the selected row's data in MM/DD/YYYY (month, day, year) and HH:MM:SS (hour, minute, second) format.

Derived from: Agent_Skill_Group_Half_Hour<DateTime

**Handled**

The number of tasks this agent has handled.

Derived from: Agent_Skill_Group_Half_Hour.CallsHandledtoHalf

**Aban While Offer**

The number of tasks that abandoned while being offered to the agent.

Derived from: Agent_Skill_Group_Half_Hour.AbandonRingCallsToHalf

**Redirect No Answer**

The number of tasks that were offered to the agent that were redirected because of no answer.

Derived from: Agent_Skill_Group_Half_Hour.RedirectNoAnsCallsToHalf

**Aban While Hold**

The number of ICM routed calls to the agent that abandoned while the call was on hold and/or the number of paused tasks that the agent ended during the interval.

Derived from: Agent_Skill_Group_Half_Hour.AbandonHoldCallsToHalf

**Transfer In**

The number of incoming tasks that were transferred to this agent from other agents within the same peripheral that did not go to IVR for queuing.

Derived from: Agent_Skill_Group_Half_Hour.TransferredInCallsToHalf

**Transfer Out**

The number of tasks this agent transferred to another agent or skill group. This includes Consultative Calls if this transfer was consultative-not blind.

Derived from: Agent_Skill_Group_Half_Hour.TransferredOutCallsToHalf
**Exteral Out**
The number of Outgoing external tasks that this agent made during this interval.
Derived from: Agent_Skill_Group_Half_Hour.AgentOutCallsToHalf

**Log On Duration**
The total time during the interval that the agent was logged on, measured in HH:MM:SS (hours, minutes, seconds) format.
Derived from: Agent_Skill_Group_Half_Hour.LoggedOnTimeToHalf

**AHT**
The average time spent by an agent in handling a task, measured in HH:MM:SS (hours, minutes, and seconds) format.
Derived from: (Agent_Skill_Group_Half_Hour.HandledCallsTimeToHalf / Agent_Skill_Group_Half_Hour.CallsHandledToHalf)

**% Active Time**
The percentage of time that the agent has spent in Active on tasks in this skill group in relation to LoggedOnTime.
Derived from: ((Agent_Skill_Group_Half_Hour.TalkInTimeToHalf + Agent_Skill_Group_Half_Hour.TalkOutTimeToHalf + Agent_Skill_Group_Half_Hour.TalkOtherTimeToHalf) / Agent_Skill_Group_Half_Hour.LoggedOnTimeToHalf)

**Avg Hold Time**
The average hold or paused time of a task handled by the agent, measured in HH:MM:SS (hours, minutes, and seconds) format. Includes hold time associated with transfer and conference operations.
Derived from: Agent_Skill_Group_Half_Hour.HoldTimeToHalf / Agent_Skill_Group_Half_Hour.LoggedOnTimeToHalf

**% Hold Time**
The percentage of time that the agent has put a task on hold or in the paused state in relation to LoggedOnTime or interval, whichever is less.
Derived from: (Agent_Skill_Group_Half_Hour.HoldTimeToHalf / Agent_Skill_Group_Half_Hour.LoggedOnTimeToHalf)

**% Avail Time**
The percentage of time that the agent has spent in the Available state in relation to LoggedOnTime. Applies to all skill groups.
Derived from: (Agent_Skill_Group_Half_Hour.AvailTimeToHalf / Agent_Skill_Group_Half_Hour.LoggedOnTimeToHalf)
% Not Ready

The percentage of time that the agent has spent in the Not Ready state in relation to LoggedOnTime or interval, whichever is less. Applies to all skill groups.

Derived from: (Agent_Skill_Group_Half_Hour.NotReadyTimeToHalf / Agent_Skill_Group_Half_Hour.LoggedOnTimeToHalf)

*% Reserved

The percentage of time that the agent has spent in Reserved state waiting for an ICM routed task from this skill group in relation to LoggedOnTime.

Derived from: (Agent_Skill_Group_Half_Hour.ReservedStateTimeToHalf / Agent_Skill_Group_Half_Hour.LoggedOnTimeToHalf)

*% Wrap Up

The percentage of time that the agent has spent in Wrap-up state after an incoming or outgoing tasks to or from this skill group in relation to LoggedOnTime.


% Busy Other

The percentage of time that the agent has spent in BusyOther state in relation to LoggedOnTime.

Derived from: (Agent_Skill_Group_Half_Hour.BusyOtherTimeToHalf / Agent_Skill_Group_Half_Hour.LoggedOnTimeToHalf)

Skill Group Summary

The total for each field for each skill group.

Media Summary

The totals for the agent data for all skill groups in the media routing domain into which the agents were logged during the given interval.

Agent Summary

The total for each field for each agent.
agent26: Agent Consolidated Daily Report

<table>
<thead>
<tr>
<th><strong>Overview:</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Title</strong></td>
<td>The name you give it when you save the report.</td>
</tr>
</tbody>
</table>
| **Subject** | A table of selected agents showing agent call statistics and agent time allocations, gathered in day increments.  
**Note:** This is the same report as the Agent25 report except that the data here is by day rather than by half-hour.  
Fields applicable to a voice domain only are prefixed with an asterisk (*). Such fields are not applicable for e-mail or collaboration media. |
| **Purpose** | To show daily agent activity and performance for the selected time period.  
**Note:** This report includes columns from both the Agent22 and the Agent24 reports for those supervisors that would prefer all the information on one report and do not need the details provided by the separate Call Summary and Performance Summary reports. |
| **Applicable environment** | IPCC |
| **Template type** | Historical table |
| **Default sort order** | By agent last name, first name, media, date, time, and skill group |
| **Drilldowns available** | No |
| **Schema database tables** | Agent  
Person  
Media_Routing_Domain  
Agent_Skill_Group_Half_Hour  
Skill_Group  
Skill_Group_Member  
Agent_Half_Hour |

| **Data:** |

<table>
<thead>
<tr>
<th><strong>Agent Name</strong></th>
</tr>
</thead>
</table>
| The last and first name of the agent and the agent's ID (in parentheses) in the skill group in which agent resides.  
Derived from:  
Person.LastName ", " Person.FirstName  
Agent_Skill_Group_Half_Hour.SkillTargetID |
Media
The media routing domain into which the agent is logged for doing this type of task. This is the media routing domain associated with the Skill Group in which the agent worked when doing this task.
Each media routing domain has its own skill groups. If an agent is logged into more than one media routing domain, then that agent also belongs to more than one skill group.
Derived from: Media_Routing_Domain.EnterpriseName

Skill Group
The agent's skill group's enterprise name and skill target ID associated with the task.
Derived from: Skill_Group.EnterpriseName Skill_Group.SkillTargetID

Date
The date when the record was generated in MM/DD/YY (month, day, year) format.
Derived from: Agent_Skill_Group_Half_Hour.DateTime

Handled
The number of tasks this agent has handled.
Derived from: Agent_Skill_Group_Half_Hour.CallsHandledtoHalf

Aban While Offer
The number of tasks that abandoned while being offered to the agent.
Derived from: Agent_Skill_Group_Half_Hour.AbandonRingCallsToHalf

Redirect No Answer
The number of tasks that were offered to the agent that were redirected because of no answer.
Derived from: Agent_Skill_Group_Half_Hour.RedirectNoAnsCallsToHalf

Aban While Hold
The number of ICM routed calls to the agent that abandoned while the call was on hold and/or the number of paused tasks that the agent ended during the interval.
Derived from: Agent_Skill_Group_Half_Hour.AbandonHoldCallsToHalf

*Transfer In
The number of incoming tasks that were transferred to this agent from other agents within the same peripheral that did not go to IVR for queuing.
Derived from: Agent_Skill_Group_Half_Hour.TransferredInCallsToHalf
**Transfer Out**
The number of tasks this agent transferred to another agent or skill group. This includes Consultative Calls if this transfer was consultative-not blind.
Derived from: Agent_Skill_Group_Half_Hour.TransferredOutCallsToHalf

**External Out**
The number of Outgoing external tasks that this agent made during this interval.
Derived from: Agent_Skill_Group_Half_Hour.AgentOutCallsToHalf

**Log On Duration**
The total time during the interval that the agent was logged on, measured in HH:MM:SS (hours, minutes, seconds) format.
Derived from: Agent_Skill_Group_Half_Hour.LoggedOnTimeToHalf

**AHT**
The average time spent by an agent in handling a task, measured in HH:MM:SS (hours, minutes, and seconds) format.
Derived from: (Agent_Skill_Group_Half_Hour.HandledCallsTimeToHalf / Agent_Skill_Group_Half_Hour.CallsHandledToHalf)

**% Active Time**
The percentage of time that the agent has spent in Active on tasks in this skill group in relation to LoggedOnTime.
Derived from: ((Agent_Skill_Group_Half_Hour.TalkInTimeToHalf + Agent_Skill_Group_Half_Hour.TalkOutTimeToHalf + Agent_Skill_Group_Half_Hour.TalkOtherTimeToHalf) / Agent_Skill_Group_Half_Hour.LoggedOnTimeToHalf)

**Avg Hold Time**
The average hold or paused time of a task handled by the agent, measured in HH:MM:SS (hours, minutes, and seconds) format. Includes hold time associated with transfer and conference operations.
Derived from: Agent_Skill_Group_Half_Hour.HoldTimeToHalf / Agent_Skill_Group_Half_Hour.LoggedOnTimeToHalf

**% Hold Time**
The percentage of time that the agent has put a task on hold or in the paused state in relation to LoggedOnTime or interval, whichever is less.
Derived from: (Agent_Skill_Group_Half_Hour.HoldTimeToHalf / Agent_Skill_Group_Half_Hour.LoggedOnTimeToHalf)
% Avail Time

The percentage of time that the agent has spent in the Available state in relation to LoggedOnTime. Applies to all skill groups.

Derived from: (Agent_Skill_Group_Half_Hour.AvailTimeToHalf / Agent_Skill_Group_Half_Hour.LoggedOnTimeToHalf)

% Not Ready

The percentage of time that the agent has spent in the Not Ready state in relation to LoggedOnTime or interval, whichever is less. Applies to all skill groups.

Derived from: (Agent_Skill_Group_Half_Hour.NotReadyTimeToHalf / Agent_Skill_Group_Half_Hour.LoggedOnTimeToHalf)

**% Reserved**

The percentage of time that the agent has spent in Reserved state waiting for an ICM routed task from this skill group in relation to LoggedOnTime.

Derived from: (Agent_Skill_Group_Half_Hour.ReservedStateTimeToHalf / Agent_Skill_Group_Half_Hour.LoggedOnTimeToHalf)

**% Wrap Up**

The percentage of time that the agent has spent in Wrap-up state after an incoming or outgoing tasks to or from this skill group in relation to LoggedOnTime.


% Busy Other

The percentage of time that the agent has spent in the BusyOther state in relation to LoggedOnTime.

Derived from: (Agent_Skill_Group_Half_Hour.BusyOtherTimeToHalf / Agent_Skill_Group_Half_Hour.LoggedOnTimeToHalf)

Skill Group Summary

The total for each field for each skill group.

Media Summary

The totals for the agent data for all skill groups in the media routing domain into which the agents were logged during the given interval.

Agent Summary

The total for each field for each agent.
agent27: Agent Historical All Fields Report

### Overview:

<table>
<thead>
<tr>
<th>Title</th>
<th>The name you give it when you save the report.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Subject</td>
<td>A table of all the selected agents listing all the available agent historical report data for the selected interval. <strong>Note:</strong> This report is the same report as the Agtskg27 report except that this report is first sorted by agent rather than by skill group. Fields applicable to a voice domain only are prefixed with an asterisk (*). Such fields are not applicable for e-mail or collaboration media.</td>
</tr>
<tr>
<td>Purpose</td>
<td>To show all the available agent historical report data in the Agent_Skill_Group_Half_Hour database table so that you can select which data you want for a customized agent historical report. <strong>Note:</strong> This report is designed to be saved and exported or copied to another format. For example, you can export the report to an Excel spreadsheet and modify the report to suit your needs. If that is not acceptable, you can also use a third-party tool to customize your report.</td>
</tr>
<tr>
<td>Applicable environment</td>
<td>IPCC and/or standard ACD</td>
</tr>
<tr>
<td>Template type</td>
<td>Historical table</td>
</tr>
<tr>
<td>Default sort order</td>
<td>By agent last name, first name, media, date, time, and skill group</td>
</tr>
<tr>
<td>Drilldowns available</td>
<td>No</td>
</tr>
<tr>
<td>Schema database table</td>
<td>Agent, Person, Media_Routing_Domain, Agent_Skill_Group_Half_Hour, Skill_Group, Skill_Group_Member, Agent_Half_Hour</td>
</tr>
</tbody>
</table>

### Data:

#### Agent

The agent's last and first name.

Derived from: `Person.LastName + ', ' + Person.FirstName`
Skill Group
The agent's skill group's enterprise name and skill target ID associated with the task.
Derived from: Skill_Group.EnterpriseName

DateTime
The date and time at the start of the half-hour interval.
Derived from: Agent_Skill_Group_Half_Hour.DateTime

Incoming Tasks
Ans
The number of tasks begun during the half-hour interval. The number of tasks begun includes only handled tasks and internal calls received, which are tracked in the CallsHandledToHalf and InternalCallsReceivedToHalf fields, respectively. The count for CallsAnswered is updated in the database at the time the task is begun.
Derived from: Agent_Skill_Group_Half_Hour.CallsAnsweredToHalf

Incoming Tasks
AnsWait Time
The sum of answer wait time in seconds for all tasks begun for the call type during the half-hour interval.
Derived from: Agent_Skill_Group_Half_Hour.AnswerWaitTimeToHalf

Incoming Tasks
Handle
The total number of tasks handled for the call type during the half-hour interval.
Derived from: Agent_Skill_Group_Half_Hour.CallsHandledToHalf

Incoming Tasks
Handle Time
The total handle time, in seconds, for inbound ACD tasks counted as handled by the agent in the skill group during the half-hour interval. Handle time includes the time spent from the call being answered by the agent to the time the agent completed after task work time for the task.
HandledCallsTime is calculated from HandleCallsTalkTimeToHalf + IncomingCallsOnHoldTimeToHalf + HandledWorkReadyTimeToHalf
This is taken from the Termination_Call_Detail records. The value for HandledCallsTime is updated in the database when the after-task work time associated with the task (if any) has completed.
Derived from: Agent_Skill_Group_Half_Hour.HandledCallsTimeToHalf
Incoming Tasks
Handle Talk Time
The total time in seconds that the agent spent in the Active state for tasks associated with the skill group during the half-hour interval. The value is based on TalkTime from the Termination_Call_Detail table. It is updated in the database when the after-task work time associated with the task (if any) has completed.
Derived from: Agent_Skill_Group_Half_Hour.HandledCallsTalkTimeToHalf

Incoming Tasks
Talk In Time
The number of seconds that agents in the skill group spent talking on inbound tasks (neither outbound nor internal) during the half-hour interval. TalkInTime is included in the calculation of TalkTime and LoggedOnTime.
Derived from: Agent_Skill_Group_Half_Hour.TalkInTimeToHalf

Incoming Tasks
Aban While Offer
The total number of tasks that were abandoned while offered at the agent's phone or terminal. The value is updated in the database at the time the task disconnects.
Derived from: Agent_Skill_Group_Half_Hour.AbandonRingCallsToHalf

Incoming Tasks
Aban Hold
The total number of calls that were abandoned while being held by the agent and/or the number of paused tasks the agent ended. This value is updated in the database at the time the held call disconnects or the paused task ends.
Derived from: Agent_Skill_Group_Half_Hour.AbandonHoldCallsToHalf

Incoming Tasks
Redirect No Answer
The number of tasks offered at the agent's terminal or phone that were redirected on failure to respond. The value is updated in the database at the time the call is diverted to another device.
Derived from: Agent_Skill_Group_Half_Hour.RedirectNoAnsCallsToHalf

*Incoming Tasks
Trans In
The number of calls transferred to agents in the skill group during the half-hour interval. The value is updated in the database when the after-call work time associated with the call (if any) is completed.
Derived from: Agent_Skill_Group_Half_Hour.TransferredInCallsToHalf
**Incoming Tasks**

**Conf In**

The number of incoming calls the agent was conferenced into. Incoming calls include ACD and non-ACD calls. The value is updated in the database when the agent drops off the call or the call becomes a simple two-party call.

Derived from: Agent_Skill_Group_Half_Hour.ConferencedInCallsToHalf

**Incoming Tasks**

**Short Tasks**

The number of calls answered by the agent where the duration of the call fell short of the peripherals Answered Short Calls threshold. These calls are counted in the CallsOffered and CallsHandled statistics. The purpose of the ShortCallsToHalf statistic is to track calls that agents hang up on before they can possibly be handled in order to improve their performance statistics.

Derived from: Agent_Skill_Group_Half_Hour.ShortCallsToHalf

**Incoming Tasks**

**Hold**

The total number of completed inbound tasks the agent placed on hold or paused at least once. The value is updated in the database when the after-task work time associated with the task (if any) has completed.

Derived from: Agent_Skill_Group_Half_Hour.IncomingCallsOnHoldToHalf

**Incoming Tasks**

**Hold Time**

The total number of seconds that completed inbound tasks were placed on hold or paused during the half-hour interval. The value is based on HoldTime from the Termination_Call_Detail records. The value is updated in the database when the after-call work time associated with the call (if any) has completed.

Derived from: Agent_Skill_Group_Half_Hour.IncomingCallsOnHoldTimeToHalf

**Incoming Tasks**

**Aban While Offer Time**

The time that tasks were offered at an agent's phone or terminal before abandoning. RingTime includes the seconds that the task spent ringing at an agent's phone before being answered. RingTime for this data element is based on data from the Termination_Call_Detail record. The value is updated in the database at the time the task disconnects.

Derived from: Agent_Skill_Group_Half_Hour.AbandonRingTimeToHalf

**Incoming Tasks**

**Redirect No Answer Time**

The number of seconds that tasks were offered at the agents terminal or phone before being redirected to another location because of the agent's failure to respond.

The value is updated in the database at the time the task is diverted to another location.
Derived from: Agent_Skill_Group_Half_Hour.RedirectNoAnsCallsTimeToHalf

**Incoming Tasks**

*Trans In Time*

The number of seconds that agents in the skill group spent handling calls transferred to them during the half-hour interval. The value is updated in the database when the after-call work time associated with the call (if any) is completed.

Derived from: Agent_Skill_Group_Half_Hour.TransferredInCallsTimeToHalf

**Incoming Tasks**

*Conf In Time*

The number of seconds the agent was involved in an incoming conference calls. This value includes time spent on both ACD and non-ACD conference calls initiated by the agent. This database element uses ConferenceTime from the Termination_Call_Detail table. The value is updated in the database when the agent drops off the call or the call becomes a simple two-party call.

Derived from: Agent_Skill_Group_Half_Hour.ConferencedInCallsTimeToHalf

**Agent Term Tasks**

The total number of ACD calls that were terminated by agents before the far end released. The value is updated in the database at the time the call disconnects. The value includes AgentOutCalls and CallsHandled for the agents in the skill group.

Derived from: Agent_Skill_Group_Half_Hour.AgentTerminatedCallsToHalf

**OutBound Tasks**

*Trans Out*

The number of calls transferred out by the agent during the half-hour interval. The value is updated at the time the agent completes the transfer of the call.

Derived from: Agent_Skill_Group_Half_Hour_TransferredOutCallsToHalf

**OutBound Tasks**

*Conf Out*

The number of conference calls the agent initiated. The confraced out calls include ACD and non-ACD calls. The count of ConferencedOutCalls is updated in the database when the agent drops off the call or the call becomes a simple two-party call.

Derived from: Agent_Skill_Group_Half_Hour.ConferencedOutCallsToHalf
**OutBound Tasks**

**Conf Out Time**

The number of seconds the agent spent in conference calls that they initiated. The conferenced out calls include ACD and non-ACD calls. The value includes any HoldTime for the call. This database element uses ConferenceTime from the Termination_Call_Detail records. The value is updated in the database when the agent drops off the call or the call becomes a simple two-party call.

Derived from: Agent_Skill_Group_Half_Hour.ConferencedOutCallsTimeToHalf

**OutBound Tasks**

**Cons Out**

The number of consultative calls completed by agents with at least one ACD call on hold. The count is updated in the database when the after-call work time associated with the consultative call (if any) has completed.

Derived from: Agent_Skill_Group_Half_Hour.ConsultativeCallsToHalf

**OutBound Tasks**

**Cons Out Time**

The number of seconds agents spent handling consultative calls with at least one ACD call on hold. The value is updated in the database when the after-call work time associated with the consultative call (if any) has completed.

Derived from: Agent_Skill_Group_Half_Hour.ConsultativeCallsTimeToHalf

**OutBound Tasks**

**Ext Out**

The total number of completed outbound tasks made by agents in the skill group during the half-hour interval. The value is updated in the database when the after-task work time associated with the task (if any) has completed.

Derived from: Agent_Skill_Group_Half_Hour.AgentOutCallsToHalf

**OutBound Tasks**

**Hand Time**

The total handle time, in seconds, for completed outbound tasks handled by the agent in the skill group during the half-hour interval. Handle time includes WorkTime, TalkTime, and HoldTime, all of which are taken from the Termination_Call_Detail records. The AgentOutCallsTime value includes the time spent from the call being initiated by the agent to the time the agent completes after-task work time for the task. The value is updated in the database when the after-task-work time associated with the task (if any) has completed.

Derived from: Agent_Skill_Group_Half_Hour.AgentOutCallsTimeToHalf

**OutBound Tasks**

**Talk + Hold Time**

The total talk time, in seconds, for completed outbound ACD calls handled by the agent in the skill group during the half-hour interval. This value includes the time spent from the call being initiated by the agent to the time the agent
begins after-call work for the call. It is based on TalkTime from Termination_Call_Detail. It therefore includes the HoldTime associated with the call. AgentOutCallsTalkTime is updated in the database when the after-call-work time associated with the call (if any) has completed.

Derived from: Agent_Skill_Group_Half_Hour.AgentOutCallsTalkTimeToHalf

*OutBound Tasks
Talk Out Time

The number of seconds that agents in the skill group spent talking on outbound calls during the half-hour interval. TalkOutTime is included in the calculation of TalkTime and LoggedOnTime.

Derived from: Agent_Skill_Group_Half_Hour.TalkOutTimeToHalf

*OutBound Tasks
Hold Tasks

The total number of completed outbound ACD calls that agents in the skill group have placed on hold at least once. The value is updated in the database when the after-call work time associated with the call (if any) has completed.

Derived from: Agent_Skill_Group_Half_Hour.AgentOutCallsOnHoldToHalf

*OutBound Tasks
Hold Time

The total number of seconds that outbound ACD calls were placed on hold by agents in the skill group during the half-hour interval. This data element is based on HoldTime from the Termination_Call_Detail record. The value is updated in the database when the after-call work associated with the call (if any) has complete.

Derived from: Agent_Skill_Group_Half_Hour.AgentOutCallsOnHoldTimeToHalf

*Other Tasks
TalkTime

The number of seconds that agents in the skill group spent talking on other calls (neither inbound nor outbound) during the half-hour interval. Examples of other calls include agent-to-agent transfers and supervisor calls. TalkOtherTime is included in the calculation of TalkTime and LoggedOnTime.

Derived from: Agent_Skill_Group_Half_Hour.TalkOtherTimeToHalf

*Internal Tasks
Int Tasks

The number of internal calls initiated by the agent during the half-hour interval. The value is updated in the database when the after-call work time associated with the call (if any) is completed.

Derived from: Agent_Skill_Group_Half_Hour.InternalCallsToHalf
*Internal Tasks

Int Tasks Time
The number of seconds spent on internal calls initiated by the agent during the half-hour interval. The value is updated in the database when the after-call work time associated with the call (if any) is completed.
Derived from: Agent_Skill_Group_Half_Hour.InternalCallsTimeToHalf

*Internal Tasks

Int Rcvd
The number of internal calls received by the agent during the half-hour interval. The value is updated in the database when the after-call work time associated with the call (if any) is completed.
Derived from: Agent_Skill_Group_Half_Hour.InternalCallsRcvdToHalf

*Internal Tasks

Int Rcvd Time
The number of seconds spent on internal calls received by the agent during the half-hour interval. The value is updated in the database when the after-call work time associated with the call (if any) is completed.
Derived from: Agent_Skill_Group_Half_Hour.InternalCallsRcvdTimeToHalf

*Internal Tasks

Hold
The total number of internal calls the agent placed on hold at least once. The value is updated in the database when the after-call work time associated with the call (if any) is completed.
Derived from: Agent_Skill_Group_Half_Hour.InternalCallsOnHoldToHalf

*Internal Tasks

Hold Time
The total number of seconds completed internal calls were placed on hold during the half-hour interval. The value is updated in the database when the after-call work time associated with the call (if any) is completed.
Derived from: Agent_Skill_Group_Half_Hour.InternalCallsOnHoldTimeToHalf

*Task Treatment

Supv Assist
The number of calls for which agents received supervisor assistance during the half-hour interval. The value is updated in the database when the supervisor assist call completes.
Derived from: Agent_Skill_Group_Half_Hour.SupervAssistCallsToHalf
**Task Treatment**  
**Supv Assist Time**  
The number of seconds that agents in the skill group spent on supervisor-assisted calls during the half-hour interval. The value is updated in the database when the supervisor assist call completes.  
Derived from: Agent_Skill_Group_Half_Hour.SupervAssistCallsTimeToHalf

**Task Treatment**  
**Barge In**  
The number of calls barged in on either by the supervisor or by the agent.  
Derived from: Agent_Skill_Group_Half_Hour.BargeInCallsToHalf

**Task Treatment**  
**Intercept**  
The number of calls intercepted by the supervisor.  
Derived from: Agent_Skill_Group_Half_Hour.InterceptCallsToHalf

**Task Treatment**  
**Monitor**  
The number of calls monitored by the supervisor.  
Derived from: Agent_Skill_Group_Half_Hour.MonitorCallsToHalf

**Task Treatment**  
**Whisper**  
The number of calls coached by the supervisor (not supported in ICM 5.0).  
Derived from: Agent_Skill_Group_Half_Hour.WhisperCallsToHalf

**Task Treatment**  
**Emergency**  
The number of emergency assist requests made either by the agent or by the supervisor.  
Derived from: Agent_Skill_Group_Half_Hour.EmergencyAssistsToHalf

**Agent Performance**  
**Log On Time**  
The total time, in seconds, the agent in the skill group was logged on during the half-hour interval. This value is calculated as follows: TalkTimeToHalf + WorkReadyTimeToHalf + HoldTimeToHalf + ReservedStateTimeToHalf + InterruptedTimeToHalf + BusyOtherTimeToHalf + NotActiveTimeToHalf + NotReadyTimeToHalf  
Derived from: Agent_Skill_Group_Half_Hour.LoggedOnTimeToHalf
Agent Performance

Hold Time

The number of seconds that all tasks to the agent were on hold or paused during the half-hour interval. HoldTime is counted only while the agent is doing no other task-related activity. HoldTime is included in the calculation of LoggedOnTime.

Derived from: Agent_Skill_Group_Half_Hour.HoldTimeToHalf

Agent Performance

Avail Time

The total time, in seconds, that agents were in the Available state for any skill group during the half-hour interval. AvailTime is included in the calculation of LoggedOnTime.

Derived from: Agent_Skill_Group_Half_Hour.AvailTimeToHalf

*Agent Performance

Not Ready

The total seconds the agent in the skill group was in the Not Ready state during the half-hour interval. NotReadyTime is included in the calculation of LoggedOnTime.

Derived from: Agent_Skill_Group_Half_Hour.NotReadyTimeToHalf

*Agent Performance

Resvd Time

The total seconds the agent in the skill group was in the Reserved state during the half-hour interval. ReservedStateTime is included in the calculation of LoggedOnTime.

Derived from: Agent_Skill_Group_Half_Hour.ReservedStateTimeToHalf

*Agent Performance

Work Ready Time

The number of seconds that agents in the skill group spent in the Work Ready state during the half-hour interval. WorkReadyTime is included in the calculation of LoggedOnTime.

Derived from: Agent_Skill_Group_Half_Hour.WorkReadyTimeToHalf

*Agent Performance

Work Not Ready Time

The number of seconds that agents in the skill group spent in the Work Not Ready state during the half-hour interval. WorkNotReadyTime is included in the calculation of LoggedOnTime.

Derived from: Agent_Skill_Group_Half_Hour.WorkNotReadyTimeToHalf
Agent Performance
Busy Other
The number of seconds that agents in the skill group spent in the BusyOther state. BusyOtherTime is included in the calculation of LoggedOnTime.
Derived from: Agent_Skill_Group_Half_Hour.BusyOtherTimeToHalf

*Callback
Msgs
The number of callback messages processed by the agent during the half-hour interval.
Derived from: Agent_Skill_Group_Half_Hour.CallbackMessagesToHalf

*Callback
Time
The number of seconds the agent spent processing callback messages during the half-hour interval.
Derived from: Agent_Skill_Group_Half_Hour.CallbackMessagesTimeToHalf

*Auto Out
Tasks
The total number of completed AutoOut (predictive) calls made by the agent in the skill group during the half-hour interval. The value is updated in the database when the after-call work time associated with the call (if any) has completed.
Derived from: Agent_Skill_Group_Half_Hour.AutoOutCallsToHalf

*Auto Out
Handle Time
The total handle time, in seconds, for completed AutoOut (predictive) calls handled by the agent in the skill group during the half-hour interval.
Handle time includes WorkTime, TalkTime, and HoldTime, all of which are taken from the Termination_Call_Detail records. The AutoOutCallsTimeToHalf value includes the time spent from the call being initiated to the time the agent completes any after-call work for the call. The value is updated in the database when the after-call work time associated with the call (if any) has completed.
Derived from: Agent_Skill_Group_Half_Hour.AutoOutCallsTimeToHalf

*Auto Out
Talk + Hold Time
The total talk time, in seconds, for completed AutoOut (predictive) calls handled by the agent in the skill group during the half-hour interval.
This value includes the time spent from the call being initiated to the time the agent begins after-call work for the call. It is based on TalkTime from Termination_Call_Detail. It therefore includes the HoldTime associated with the call. AutoOutCallsTalkTime is updated in the database when the after-call work time associated with the call (if any) has completed.
Derived from: Agent_Skill_Group_Half_Hour.AutoOutCallsTalkTimeToHalf

*Auto Out
Talk Time
The number of seconds the agent spent talking on AutoOut (predictive) calls during the half-hour interval. TalkAutoOutTime is included in the calculation of LoggedOnTime.

Derived from: Agent_Skill_Group_Half_Hour.TalkAutoOutTimeToHalf

*Auto Out
Hold
The total number of completed AutoOut (predictive) calls that the agent in the skill group has placed on hold at least once. The value is updated in the database when the after-call work time associated with the call (if any) has completed.

Derived from: Agent_Skill_Group_Half_Hour.AutoOutCallsOnHoldToHalf

*Auto Out
Hold Time
The total number of seconds that AutoOut (predictive) calls were placed on hold by the agent in the skill group during the half-hour interval. This data element is based on HoldTime from the Termination_Call_Detail record. The value is updated in the database when the after-call work associated with the call (if any) has completed.

Derived from: Agent_Skill_Group_Half_Hour.AutoOutCallsOnHoldTimeToHalf

*Preview
Tasks
The total number of completed outbound Preview calls made by the agent in the skill group during the half-hour interval. The value is updated in the database when the after-call work time associated with the call (if any) has completed.

Derived from: Agent_Skill_Group_Half_Hour.PreviewCallsToHalf

*Preview
Handle Time
The total handle time, in seconds, for completed outbound Preview calls handled by the agent in the skill group during the half-hour interval.

Handle time includes WorkTime, TalkTime, and HoldTime, all of which are taken from the Termination_Call_Detail records. The PreviewCallsTime value includes the time spent from the call being initiated to the time the agent completes after-call work time for the call. The value is updated in the database when the after-call work time associated with the call (if any) has completed.

Derived from: Agent_Skill_Group_Half_Hour.PreviewCallsTimeToHalf
*Preview
Talk + Hold Time
The total talk time, in seconds, for completed outbound Preview calls handled by the agent in the skill group during the half-hour interval.

This value includes the time spent from the call being initiated to the time the agent begins after-call work for the call. It is based on TalkTime from Termination_Call_Detail. It therefore includes the HoldTime associated with the call. PreviewCallsTalkTime is updated in the database when the after-call work time associated with the call (if any) has completed.

Derived from: Agent_Skill_Group_Half_Hour.PreviewCallsTalkTimeToHalf

*Preview
Talk Time
The number of seconds the agent spent talking on outbound Preview calls during the half-hour interval. TalkPreviewTime is included in the calculation of LoggedOnTime.

Derived from: Agent_Skill_Group_Half_Hour.TalkPreviewTimeToHalf

*Preview
Hold
The total number of completed outbound Preview calls that the agent in the skill group placed on hold at least once. The value is updated in the database when the after-call work time associated with the call (if any) has completed.

Derived from: Agent_Skill_Group_Half_Hour.PreviewCallsOnHoldToHalf

*Preview
Hold Time
The total number of seconds that outbound Preview calls were placed on hold by the agent in the skill group during the half-hour interval. This data element is based on HoldTime from the Termination_Call_Detail record. The value is updated in the database when the after-call work associated with the call (if any) has completed.

Derived from: Agent_Skill_Group_Half_Hour.PreviewCallsOnHoldTimeToHalf

*Reserve
Tasks
The total number of completed agent reservation tasks made by the agent in the skill group during the half-hour interval. The value is updated in the database when the after-task work time associated with the task (if any) has completed.

Derived from: Agent_Skill_Group_Half_Hour.ReserveCallsToHalf

*Reserve
Handle Time
The total handle time, in seconds, for completed agent reservation tasks handled by the agent in the skill group during the half-hour interval.
Handle time includes WorkTime, TalkTime, and HoldTime, all of which are taken from the Termination_Call_Detail records. The ReserveCallsTime value includes the time spent from the call being initiated to the time the agent completes after-call work time for the call. The value is updated in the database when the after-call work time associated with the call (if any) has completed.

Derived from: Agent_Skill_Group_Half_Hour.ReserveCallsTimeToHalf

*Reserve
Talk + Hold Time

The total time, in seconds, for completed agent reservation tasks handled by the agent in the skill group during the half-hour interval.

This value includes the time spent from the task being initiated to the time the agent begins after-task work for the task. It is based on TalkTime from Termination_Call_Detail. It therefore includes the HoldTime associated with the call. ReserveCallsTalkTime is updated in the database when the after-call work time associated with the call (if any) has completed.

Derived from: Agent_Skill_Group_Half_Hour.ReserveCallsTalkTimeToHalf

*Reserve
Talk Time

The number of seconds that the agent spent talking on agent reservation calls during the half-hour interval. TalkReserveTime is included in the calculation of LoggedOnTime.

Derived from: Agent_Skill_Group_Half_Hour.TalkReserveTimeToHalf

*Reserve
Hold

The total number of completed agent reservation calls that the agent in the skill group placed on hold at least once. The value is updated in the database when the after-call work time associated with the call (if any) has completed.

Derived from: Agent_Skill_Group_Half_Hour.ReserveCallsOnHoldToHalf

*Reserve
Hold Time

The total number of seconds agent reservation calls were placed on hold by the agent in the skill group during the half-hour interval.

This data element is based on HoldTime from the Termination_Call_Detail record. The value is updated in the database when the after-call work associated with the call (if any) has completed.

Derived from: Agent_Skill_Group_Half_Hour.ReserveCallsOnHoldTimeToHalf
Agents By Peripheral Report Templates

Reporting on this grouping of agents is useful to Contact Center Administrators who have responsibility for a certain site within the enterprise. Each site is designated by one or more peripherals. For the report, select from the displayed list of peripherals in your enterprise.

The following table lists all the ICM Agents by Peripheral report templates that WebView provides. Each of these templates can be used in an IPCC environment, a few of them can be used only in an IPCC environment, and most of them can be used in either an IPCC or a standard ACD environment. Click the template name for a detailed description.

**Table 6-2 Agent By Peripheral Templates**

<table>
<thead>
<tr>
<th>Template Name</th>
<th>Applicable Environment</th>
<th>Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>agtper03: Agent Peripheral Media Logout Status Report, page 6-71</td>
<td>IPCC and/or standard ACD</td>
<td>historical table</td>
<td>Logon duration and logout date-time for each agent, by peripheral.</td>
</tr>
<tr>
<td>agtper04: Agent Peripheral Task Detail Activity Report, page 6-73</td>
<td>IPCC and/or standard ACD</td>
<td>historical table</td>
<td>Incoming, outgoing, and internal tasks, callback messages, and wrap-up work.</td>
</tr>
<tr>
<td>agtper05: Agent Peripheral Task Detail Performance Report, page 6-77</td>
<td>IPCC and/or standard ACD</td>
<td>historical table</td>
<td>Agent task detail performance for abandoned, assistance, held, and conference tasks, by peripheral.</td>
</tr>
<tr>
<td>agtper20: Agent Peripheral Real Time Report, page 6-64</td>
<td>IPCC and/or standard ACD</td>
<td>real-time table</td>
<td>Current agent states for each agent within the selected peripheral(s).</td>
</tr>
<tr>
<td>agtper21: Agent Peripheral Task Summary Half Hour Report, page 6-82</td>
<td>IPCC</td>
<td>historical table</td>
<td>Task summary 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 Report, page 6-86</td>
<td>IPCC</td>
<td>historical table</td>
<td>Task summary 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 Report, page 6-90</td>
<td>IPCC and/or standard ACD</td>
<td>historical table</td>
<td>Agent state summary for each agent within the selected peripheral(s), organized by the selected half hour(s).</td>
</tr>
<tr>
<td>agtper24: Agent Peripheral Performance Summary Daily Report, page 6-94</td>
<td>IPCC and/or standard ACD</td>
<td>historical table</td>
<td>Agent state summary for each agent within the selected peripheral(s), organized by the selected day(s).</td>
</tr>
<tr>
<td>agtper25: Agent Peripheral Consolidated Half Hour Report Template, page 6-98</td>
<td>IPCC</td>
<td>historical table</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>Template Name</td>
<td>Applicable Environment</td>
<td>Type</td>
<td>Description</td>
</tr>
<tr>
<td>---------------</td>
<td>------------------------</td>
<td>------</td>
<td>-------------</td>
</tr>
<tr>
<td>agtper26: Agent Peripheral Consolidated Daily Report, page 6-102</td>
<td>IPCC</td>
<td>historical table</td>
<td>Agent half-hour activity and performance for all the agents connected to the selected peripheral(s) during the selected day interval(s).</td>
</tr>
<tr>
<td>agtper27: Agent Peripheral Historical All Fields Report, page 6-106</td>
<td>IPCC and/or standard ACD</td>
<td>historical table</td>
<td>All the report data available from the Agent_Skill_Group_Half_Hour table for all the agents on the selected peripheral(s). ICM software generates Agent_Half.Hour records for each agent. This report is for online viewing or for exporting to Excel. It is not formatted for printing.</td>
</tr>
<tr>
<td>agtper28: Agent Peripheral Real Time All Fields Report, page 6-68</td>
<td>IPCC and/or standard ACD</td>
<td>real-time table</td>
<td>All the report data available from the Agent_Real_Time table for all the agents on the selected peripheral(s). ICM software generates Agent_Real_Time records for each agent. This report is for online viewing or for exporting to Excel. It is not formatted for printing.</td>
</tr>
</tbody>
</table>
Agent by peripheral real-time reports

This section describes the following real-time reports:
- **agtper20: Agent Peripheral Real Time Report, page 6-64**
- **agtper28: Agent Peripheral Real Time All Fields Report, page 6-68**

**agtper20: Agent Peripheral Real Time Report**

<table>
<thead>
<tr>
<th>Overview:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Report title</td>
<td>The name you give it when you save the report.</td>
</tr>
<tr>
<td>Report subject</td>
<td>A table of all agents on the selected peripheral(s) showing</td>
</tr>
<tr>
<td></td>
<td>each agent's current skill group, state, and call direction.</td>
</tr>
<tr>
<td>Fields applicable to a voice</td>
<td>Fields applicable to a voice domain only are prefixed with an</td>
</tr>
<tr>
<td>domain only are prefixed</td>
<td>asterisk (*). Such fields are not applicable for e-mail or</td>
</tr>
<tr>
<td>with an asterisk (*)</td>
<td>collaboration media.</td>
</tr>
<tr>
<td>Report purpose</td>
<td>To show the current agent status for all the agents</td>
</tr>
<tr>
<td></td>
<td>connected to the selected peripheral(s).</td>
</tr>
<tr>
<td>Applicable environment</td>
<td>IPCC and/or standard ACD</td>
</tr>
<tr>
<td>Template type</td>
<td>Real-time table</td>
</tr>
<tr>
<td>Sort order</td>
<td>By peripheral, agent's last name, first name, media routing</td>
</tr>
<tr>
<td></td>
<td>domain, and log on date and time.</td>
</tr>
<tr>
<td>Drilldowns available</td>
<td>No</td>
</tr>
<tr>
<td>Schema database tables</td>
<td>Agent</td>
</tr>
<tr>
<td></td>
<td>Agent_Real_Time</td>
</tr>
<tr>
<td></td>
<td>Media_Routing_Domain</td>
</tr>
<tr>
<td></td>
<td>Peripheral</td>
</tr>
<tr>
<td></td>
<td>Person</td>
</tr>
<tr>
<td></td>
<td>Skill_Group</td>
</tr>
</tbody>
</table>

**Data:**

**Peripheral**

The enterprise name and ID number of the peripheral on which the agent is working.

Derived from: Peripheral_EnterpriseName and Peripheral_PeripheralID

**Agent Name**

The last and first name of the agent

Derived from: Person_LastName + "," + Person_FirstName
**Media**

The media routing domain into which the agent is logged for doing this type of task. This is the media routing domain associated with the Skill Group in which the agent is currently working.

Each media routing domain has its own skill groups. If an agent is logged into more than one media routing domain, then that agent also belongs to more than one skill group.

Derived from: Media_Routing_Domain.EnterpriseName

**Extension**

The current phone extension number on which the agent is working.

Derived from: Agent_Real_Time.Extension

**Log On Date/Time**

The date and time that the agent logged in, measured in MM/DD/YYYY (month, day, year) and HH:MM:SS (hour, minute, second) format.

Derived from: Agent_Real_Time.DateTimeLogin

**Active Skill Group**

The skill group associated with the task on which the agent is currently working. If the agent is not involved in any task in the media routing domain, this field shows Not Applicable. Since an agent can be logged into multiple skill groups, this field is not filled until the agent is assigned a task.

Derived from: Skill_Group.EnterpriseName

**Agent State**

The current state of the agent. The following states can appear in this report:

*Talking state
Active state
Work Ready state
Work Not Ready state
*Hold state
Paused state
Interrupted state

States with an asterisk (*) are voice media only states.

**Note:** This template can display agent status data only when the agent is in the talking or active state. If the agent is not involved in a task in some way, this template does not display the agent state for that agent.

An agent doing wrap-up work (post-call activities, such as completing paperwork or consulting with associates) is in either the Work Ready or the Work Not Ready state.

Derived from: Agent_Real_Time.AgentState
**Duration In Current State**

The time spent in the current agent state in HH:MM:SS (hours, minutes, seconds) format.

Derived from: DATEDIFF(seconds, Agent_Real_Time.DateTimeLastStateChange, getdate())

**Reason Code**

A code received from the peripheral that indicates the reason for the agent's last state change. If not defined, this shows NONE.

*Note:* The agent's desk settings and CTIOS registry settings need to be configured to display the reason code. You can do this in the ICM Configuration Manager's Agent Desk Settings List tool.

For a list of default reason codes, see Reason Codes.

Derived from: Agent_Real_Time.ReasonCode

**Available in MRD**

Whether or not the agent is available to accept a task, or if involved in a task, available to accept more tasks:

NO (Not available)
YES-ICM (ICM available in media routing domain)
YES-APP (Application available in media routing domain)

An agent is available for a task in a media routing domain if the agent has not reached the agent's maximum task limit for that task type or if the agent is not working on an interruptible task in another media routing domain.

If an agent is available in ICM, then ICM can assign and route the task. If an agent is available in an application, then the application can assign and route the task. In the former case, only ICM can assign tasks to the agent. In the latter, only the application can assign tasks to the agent.

Derived from: Agent_Real_Time.AvailableInMRD

**Direction**

The direction of the active call:

In (inbound task - non voice tasks are always inbound)
Out (outgoing external call)
Other (outgoing internal call)

If there is no call, then this displays Not Applicable.

Derived from: Agent_Real_Time.Direction

**Destination**

The type of outbound task on which the agent is currently working:

None (Not Applicable)
ACD
Direct
Auto out
Reserve
Preview
Derived from: Agent_Real_Time.Destination

**Supv Assist Reqstd**

Whether or not the agent requested supervisor assistance:
No
Yes

Derived from: Agent_Real_Time-RequestedSupervisorAssist
agtper28: Agent Peripheral Real Time All Fields Report

<table>
<thead>
<tr>
<th>Overview:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Title</strong></td>
<td>The name you give it when you save the report.</td>
</tr>
<tr>
<td><strong>Subject</strong></td>
<td>A table of all the agents on the selected peripherals listing all the available agent real-time report data. Fields applicable to a voice domain only are prefixed with an asterisk (*). Such fields are not applicable for e-mail or collaboration media.</td>
</tr>
<tr>
<td><strong>Purpose</strong></td>
<td>To show all the available agent-peripheral real-time data in the Agent_Real_Time database table so that you can select which data you want for a customized agent-peripheral real-time report. <strong>Note:</strong> This report is designed to be saved and exported or copied to another format. For example, you can export the report to an Excel spreadsheet and modify the report to suit your needs. If that is not acceptable, you can also use a third-party tool to customize your report.</td>
</tr>
<tr>
<td><strong>Applicable environment</strong></td>
<td>IPCC and/or standard ACD</td>
</tr>
<tr>
<td><strong>Template type</strong></td>
<td>Real-time table</td>
</tr>
<tr>
<td><strong>Sort order</strong></td>
<td>By peripheral, then by agent within peripheral, and then by date and time.</td>
</tr>
<tr>
<td><strong>Drilldowns available</strong></td>
<td>No</td>
</tr>
<tr>
<td><strong>Schema database tables</strong></td>
<td>Agent</td>
</tr>
</tbody>
</table>
|                       | Agent_Real_Time 
|                       | Peripheral 
|                       | Person 
|                       | Skill_Group 
|                       | Controller_Time |

<table>
<thead>
<tr>
<th>Data:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Peripheral</strong></td>
<td>The enterprise name of the peripheral and its ID. Derived from: Peripheral.EnterpriseName and PeripheralPeripheralID</td>
</tr>
<tr>
<td><strong>Agent Name</strong> (no label)</td>
<td>The last and first name of the agent Derived from: Person.LastName + &quot;,&quot; + Person.FirstName</td>
</tr>
</tbody>
</table>
Skill Group

The skill group associated with the task on which the agent is currently working. If the agent is not involved in any task in the media routing domain, this field shows Not Applicable. Since an agent can be logged into multiple skill groups, this field is not filled until the agent is assigned a task.

Derived from: Skill_Group.EnterpriseName

Service

Identifies the service for the task the agent is currently working on.

Derived from: Agent_Real_Time.ServiceSkillTargetID

Agent State

The current state of the agent. The following states can appear in this report:

* Talking state
Active state
Work Ready state
Work Not Ready state
* Hold state
Paused state
Interrupted state

States with an asterisk (*) are voice media only states.

**Note:** This template can display agent status data only when the agent is in the talking or active state. If the agent is not involved in a task in some way, this template does not display the agent state for that agent.

An agent doing wrap-up work (post-call activities, such as completing paperwork or consulting with associates) is in either the Work Ready or the Work Not Ready state.

Derived from: Agent_Skill_Group_Real_Time.AgentState

Extension

The phone extension on which the agent is currently working.

Derived from: Agent_Real_Time.Extension

Reason Code

A code received from the peripheral that indicates the reason for the agent's last state change. If not defined, this shows NONE.

**Note:** The agent's desk settings and CTIOS registry settings need to be configured to display the reason code. You can do this in the ICM Configuration Manager's Agent Desk Settings List tool.

For a list of default reason codes, see Reason Codes.

Derived from: Agent_Real_Time.ReasonCode
Duration In Current State
The time spent in the current agent state in HH:MM:SS (hours, minutes, seconds) format.
Derived from: DATEDIFF(seconds, Agent_Real_Time.DateTimeLastStateChange, getdate())

Log On DateTime
The date and time the agent logged on.
Derived from: Agent_Real_Time.DateTimeLogin

*Supv Assist Reqstd
Whether or not the agent requested supervisor assistance:
No
Yes
Derived from: Agent_Real_Time-RequestedSupervisorAssist

*Destination
The type of outbound task on which the agent is currently working:
None (Not Applicable)
ACD
Direct
Auto out
Reserve
Preview
Derived from: Agent_Real_Time.Destination

Direction
The direction of active call:
In (inbound task - non voice tasks are always inbound)
Out (outgoing external call)
Other (outgoing internal call)
If there is no call, then this displays Not Applicable.
Derived from: Agent_Real_Time.Direction

*On Hold
Indicates whether the call is currently on hold: Yes; No.
Derived from: Agent_Real_Time.OnHold

*Network TargetID
The device target the agent is logged into. This applies to IPCC agents only.
Derived from: Agent_Real_Time.NetworkTargetID

*Supv Assist Reqstd
Whether or not the agent requested supervisor assistance:
No
Yes
Derived from: Agent_Real_Time-RequestedSupervisorAssist

*Destination
The type of outbound task on which the agent is currently working:
None (Not Applicable)
ACD
Direct
Auto out
Reserve
Preview
Derived from: Agent_Real_Time.Destination

Direction
The direction of active call:
In (inbound task - non voice tasks are always inbound)
Out (outgoing external call)
Other (outgoing internal call)
If there is no call, then this displays Not Applicable.
Derived from: Agent_Real_Time.Direction

*On Hold
Indicates whether the call is currently on hold: Yes; No.
Derived from: Agent_Real_Time.OnHold

*Network TargetID
The device target the agent is logged into. This applies to IPCC agents only.
Derived from: Agent_Real_Time.NetworkTargetID
Agent by peripheral historical reports

This section lists the following historical reports:

- `agtper03`: Agent Peripheral Media Logout Status Report, page 6-71
- `agtper04`: Agent Peripheral Task Detail Activity Report, page 6-73
- `agtper05`: Agent Peripheral Task Detail Performance Report, page 6-77
- `agtper21`: Agent Peripheral Task Summary Half Hour Report, page 6-82
- `agtper22`: Agent Peripheral Task Summary Daily Report, page 6-86
- `agtper23`: Agent Peripheral Performance Summary Half Hour Report, page 6-90
- `agtper25`: Agent Peripheral Consolidated Half Hour Report Template, page 6-98
- `agtper26`: Agent Peripheral Consolidated Daily Report, page 6-102
- `agtper27`: Agent Peripheral Historical All Fields Report, page 6-106

**agtper03: Agent Peripheral Media Logout Status Report**

**Overview:**

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Title</td>
<td>The name you give it when you save the report</td>
</tr>
<tr>
<td>Subject</td>
<td>A table of all agents on the selected peripheral(s) showing each agent's Logon duration and logout date and time.</td>
</tr>
<tr>
<td>Purpose</td>
<td>To show agents' logout status on all the agents connected to the selected peripheral(s) for the selected time period.</td>
</tr>
<tr>
<td>Applicable environment</td>
<td>IPCC and/or standard ACD</td>
</tr>
<tr>
<td>Template type</td>
<td>Historical table</td>
</tr>
<tr>
<td>Default sort order</td>
<td>By peripheral, then by agent's last name, first name, and media routing domain</td>
</tr>
<tr>
<td>Drilldowns available</td>
<td>No</td>
</tr>
<tr>
<td>Schema database tables</td>
<td>Agent&lt;br&gt;Agent_Logout&lt;br&gt;Person&lt;br&gt;Peripheral&lt;br&gt;Media_Routing_Domain</td>
</tr>
</tbody>
</table>

**Data:**

**Peripheral**

The enterprise name and ID number of the peripheral on which the agent is working.

Derived from: Peripheral.EnterpriseName
Agent Name
The last and first name of the agent
Derived from: Person.LastName + "," + Person.FirstName

Media
The media routing domain from which the agent is logged off.
Derived from: Media_Routing_Domain.EnterpriseName

Agent Enterprise Name
The last name and first initial of the agent and the ICM system name of the peripheral with which the agent is associated. One agent can be logged into more than one peripheral if they are working in more than one media routing domain.
Derived from: Agent.EnterpriseName

Log On DateTime
The date and time the agent logged on, measured in YY:MM:DD (month, day, year) and HH:MM:SS (hours, minutes, seconds) format.
Derived from: Agent_Logout.LogoutDateTime - Agent_Logout.LoginDuration

Log On Duration
The time in HH:MM:SS (hours, minutes, and seconds) format that the agent spent logged on during the specified period.
Derived from: Agent_Logout.LoginDuration

Logout DateTime
The date and time that the agent logged out.
Derived from: Agent_Logout.LogoutDateTime

Reason Code
A code received from the peripheral that indicates the reason for the agent's last state change. If not defined, this shows NONE.

Note: The agent's desk settings and CTIOS registry settings need to be configured to display the reason code. You can do this in the ICM Configuration Manager’s Agent Desk Settings List tool.
For a list of default reason codes, see Reason Codes.
Derived from: Agent_Logout.ReasonCode

Media Summary
The total log on duration of an agent in a media routing domain.

Peripheral Summary
The total log on duration of all agents on a peripheral.
agtper04: Agent Peripheral Task Detail Activity Report

<table>
<thead>
<tr>
<th><strong>Overview:</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Title</strong></td>
</tr>
<tr>
<td><strong>Report subject</strong></td>
</tr>
<tr>
<td><strong>Purpose</strong></td>
</tr>
<tr>
<td><strong>Applicable environment</strong></td>
</tr>
<tr>
<td><strong>Template type</strong></td>
</tr>
<tr>
<td><strong>Default sort order</strong></td>
</tr>
<tr>
<td><strong>Drilldowns available</strong></td>
</tr>
<tr>
<td><strong>Schema database tables</strong></td>
</tr>
</tbody>
</table>

**Data:**

**Peripheral**

The enterprise name of the peripheral on which the agent is working.

Derived from: Peripheral.EnterpriseName

**Agent Name**

The last and first name of the agent.

Derived from: Person.LastName + "," + Person.FirstName
Media
The media routing domain into which the agent is logged for doing this type of task. This is the media routing domain associated with the Skill Group in which the agent worked when doing this task.

Each media routing domain has its own skill groups. If an agent is logged into more than one media routing domain, then that agent also belongs to more than one skill group.

Derived from: Media_Routing_Domain.EnterpriseName

Log On Duration
The total time in HH:MM:SS (hours, minutes, and seconds) format that agent was logged in during the interval.

Derived from: sum(Agent_Half_Hour.LoggedOnTimeToHalf)

Tasks Handled: Total Tasks
The total number of inbound ACD tasks handled by the agent during the interval. This value is incremented when the after-call work associated with the call is completed.

Derived from: sum(Agent_Half_Hour.CallsHandledToHalf)

Tasks Handled: Avg Time
The average length in seconds for incoming tasks handled by the agent during the interval.

Derived from: sum(Agent_Skill_Group_Half_Hour.HandledCallsTimeToHalf) / sum(Agent_Half_Hour.CallsHandledToHalf)

Tasks Handled: % Time
The percentage of all tasks handled by the agent for the period that were incoming tasks.

Derived from: sum(Agent_Skill_Group_Half_Hour.HandledCallsTimeToHalf) * 1.0 / sum(Agent_Skill_Group_Half_Hour.LoggedOnTimeToHalf)

*External Out Tasks: Total Tasks
The total number of completed outbound ACD tasks made by the agent during the interval. The value is incremented when the after-call work associated with the call is completed.

Derived from: sum(Agent_Skill_Group_Half_Hour.AgentOutCallsToHalf)

*External Out Tasks: Avg Time
The average length in seconds for outgoing tasks made by the agent for the interval.

Derived from: sum(Agent_Skill_Group_Half_Hour.AgentOutCallsTimeToHalf) / sum(Agent_Skill_Group_Half_Hour.AgentOutCallsToHalf)
**External Out Tasks: % Time**

The percentage of all tasks handled by the agent for the period that were outgoing tasks.

Derived from: \( \frac{\text{sum(Agent\_Skill\_Group\_Half\_Hour.AgentOutCallsTimeToHalf)} * 1.0}{\text{sum(Agent\_Hour.LoggedOnTimeToHalf)}} \)

**Internal Out Tasks: Total Tasks**

The total number of internal tasks initiated by the agent during the interval. The value is incremented when the after-call work associated with the call is completed.

Derived from: \( \text{sum(Agent\_Skill\_Group\_Half\_Hour.InternalCallsToHalf)} \)

**Internal Out Tasks: Avg Time**

The average length in seconds for completed internal tasks made by the agent for the interval.

Derived from: \( \frac{\text{sum(Agent\_Skill\_Group\_Half\_Hour.InternalCallsTimeToHalf)}}{\text{sum(Agent\_Skill\_Group\_Half\_Hour.InternalCallsToHalf)}} \)

**Internal Out Tasks: % Time**

The percentage of all tasks handled by the agent for the period that were internal tasks.

Derived from: \( \frac{\text{sum(Agent\_Skill\_Group\_Half\_Hour.InternalCallsTimeToHalf)} * 1.0}{\text{sum(Agent\_Half\_Hour.LoggedOnTimeToHalf)}} \)

**CB Messages: Total Tasks**

The total number of callback messages that were processed by the agent during the interval. Callback (CB) Messages are relevant only for the Aspect ACD.

Derived from: \( \text{sum(Agent\_Skill\_Group\_Half\_Hour.CallbackMessagesToHalf)} \)

**CB Messages: Avg Time**

The average length in seconds for callback messages that were processed by the agent during the interval. Callback (CB) Messages are relevant only for the Aspect ACD.

Derived from:
\[
\frac{\text{sum(Agent\_Skill\_Group\_Half\_Hour.CallbackMessagesTimeToHalf)}}{\text{sum(Agent\_Skill\_Group\_Half\_Hour.CallbackMessagesToHalf)}}
\]

**CB Messages: % Time**

The percentage of time that the agent spent in call back messages as a part of all tasks counted as handled during the interval. Callback (CB) Messages are relevant only for the Aspect ACD.

Derived from:
\[
\frac{\text{sum(Agent\_Skill\_Group\_Half\_Hour.CallbackMessagesTimeToHalf)} * 1.0}{\text{sum(Agent\_Half\_Hour.LoggedOnTimeToHalf)}}
\]
% Wrap Up

The percentage of time that the agent spent in wrap up work as a part of all tasks counted as handled during the interval. An agent doing wrap-up work is either in the Work Ready or Work Not Ready state. This value is measured against the total time the agent was logged on during the interval.

Derived from: \[
\frac{\text{sum}(\text{Agent\_Skill\_Group\_Half\_Hour\_HandledCallsTimeToHalf} - \text{Agent\_Skill\_Group\_Half\_Hour\_HandledCallsTalkTimeToHalf}) \times 1.0}{\text{sum}(\text{Agent\_Skill\_Group\_Half\_Hour\_LoggedOnTimeToHalf})}
\]

Media Summary

The totals of agent data for all skill groups in a media in which the agent was logged during the given interval.

Agent Summary

The totals of agent data for an agent during the specified interval.

Peripheral Summary

The totals of agent data for all agents in all media on the peripheral during the specified interval.

Report Summary

The totals of agent data for all agents in the report.
agtper05: Agent Peripheral Task Detail Performance Report

### Overview:

<table>
<thead>
<tr>
<th>Title</th>
<th>The name you give it when you save the report</th>
</tr>
</thead>
<tbody>
<tr>
<td>Subject</td>
<td>A table of all agents on the selected peripheral(s) showing the number of tasks done by each agent during the given interval, the average length of a task, and the percent of logged on time spent on a particular type of task, gathered in half-hour increments. Fields applicable to a voice domain only are prefixed with an asterisk (*). Such fields are not applicable for e-mail or collaboration media.</td>
</tr>
<tr>
<td>Purpose</td>
<td>To show agent half-hour performance for all the agents connected to the selected peripheral(s) during the selected time period.</td>
</tr>
<tr>
<td>Applicable environment</td>
<td>IPCC and/or standard ACD</td>
</tr>
<tr>
<td>Template type</td>
<td>Historical table</td>
</tr>
<tr>
<td>Default sort order</td>
<td>By media routing domain, peripheral, agent enterprise name, last name, first name</td>
</tr>
<tr>
<td>Drilldowns available</td>
<td>No</td>
</tr>
</tbody>
</table>
| Schema database tables        | Agent  
Agent_Half_Hour  
Agent_Skill_Group_Half_Hour  
Person  
Peripheral  
Media_Routing_Domain  
Skill_Group  
Skill_Group_Member |

### Data:

#### Peripheral

The enterprise name and ID number of the peripheral on which the agent is working.

Derived from: Peripheral.EnterpriseName and PeripheralPeripheralID

#### Agent Name

The last and first name of the agent and the agent's ID (in parentheses) in the skill group in which agent resides.

Derived from: Person.LastName + "," + Person.FirstName + Agent_Skill_Group_Half_Hour.SkillTargetID
Media

The media routing domain into which the agent is logged for doing this type of task. This is the media routing domain associated with the Skill Group in which the agent worked when doing this task.

Each media routing domain has its own skill groups. If an agent is logged into more than one media routing domain, then that agent also belongs to more than one skill group.

Derived from: Media_Routing_Domain.EnterpriseName

Aban Hold

The total number of held or paused tasks associated with the skill group that this agent ended in the interval.

Derived from: sum(Agent_Skill_Group_Half_Hour.AbandonHoldCallsToHalf)

Abandon While Offered Tasks: Total Tasks

The total number of tasks offered to this agent that were abandoned while offered and/or the number of paused tasks that the agent ended during the given interval.

Derived from: sum(Agent_Skill_Group_Half_Hour.AbandonRingCallsToHalf)

Abandon While Offered Tasks: Avg Time

The average length of time associated with offered tasks that were abandoned and/or the paused tasks that the agent ended during the given interval.

Derived from: sum(Agent_Skill_Group_Half_Hour.AbandonRingTimeToHalf) / sum(Agent_Skill_Group_Half_Hour.AbandonRingCallsToHalf)

Abandon While Offered Tasks: % Time

The percentage of time associated with tasks that were abandoned or paused while offered to the agent. This value is measured against the total time the agent was logged on during the interval.

Derived from: sum(Agent_Skill_Group_Half_Hour.AbandonRingTimeToHalf) * 1.0 / sum(Agent_Skill_Group_Half_Hour.LoggedOnTimeToHalf)

Incoming Hold Tasks: Total Tasks

The total number of completed inbound tasks the agent placed on hold or paused. The value is incremented when the after-task work associated with the task (if any) is completed.

Derived from: sum(Agent_Skill_Group_Half_Hour.IncomingCallsOnHoldToHalf)

Incoming Hold Tasks: Avg Time

The average on hold time in seconds associated with inbound tasks the agent placed on hold or paused.

Derived from: sum(Agent_Skill_Group_Half_Hour.IncomingCallsOnHoldTimeToHalf) / sum(Agent_Skill_Group_Half_Hour.IncomingCallsOnHoldToHalf)
**Incoming Hold Tasks: % Time**

The percentage of hold time associated with inbound tasks the agent placed on hold or paused. This value is measured against the total time the agent was logged on during the interval.

Derived from:

\[
\frac{\text{sum}(\text{Agent\_Skill\_Group\_Half\_Hour.IncomingCallsOnHoldTimeToHalf}) \times 1.0}{\text{sum}(\text{Agent\_Half\_Hour.LoggedOnTimeToHalf})}
\]

**Outgoing Hold Tasks: Total Tasks**

The total number of completed outbound tasks the agent placed on hold at least once. The value is incremented when the after-call work associated with the call is completed.

Derived from:

\[
\text{sum}(\text{Agent\_Skill\_Group\_Half\_Hour.AgentOutCallsOnHoldToHalf})
\]

**Outgoing Hold Tasks: Avg Time**

The average length of time that the agent left outbound tasks on hold.

Derived from:

\[
\frac{\text{sum}(\text{Agent\_Skill\_Group\_Half\_Hour.AgentOutCallsOnHoldTimeToHalf})}{\text{sum}(\text{Agent\_Skill\_Group\_Half\_Hour.AgentOutCallsOnHoldToHalf})}
\]

**Outgoing Hold Tasks: % Time**

The average on hold time in seconds associated with outbound tasks the agent placed on hold.

Derived from:

\[
\frac{\text{sum}(\text{Agent\_Skill\_Group\_Half\_Hour.AgentOutCallsOnHoldTimeToHalf}) \times 1.0}{\text{sum}(\text{Agent\_Half\_Hour.LoggedOnTimeToHalf})}
\]

**Internal Hold Tasks: Total Tasks**

The total number of completed inbound tasks the agent placed on hold. The value is incremented when the after-task work associated with the task, is any, is completed.

Derived from: \(\text{sum}(\text{Agent\_Skill\_Group\_Half\_Hour.InternalCallsOnHoldToHalf})\)

**Internal Hold Tasks: Avg Time**

The average on hold time in seconds associated with inbound tasks the agent placed on hold.

Derived from:

\[
\frac{\text{sum}(\text{Agent\_Skill\_Group\_Half\_Hour.InternalCallsOnHoldTimeToHalf})}{\text{sum}(\text{Agent\_Skill\_Group\_Half\_Hour.InternalCallsOnHoldToHalf})}
\]

**Internal Hold Tasks: % Time**

The percentage of hold time associated with inbound tasks the agent placed on hold. This value is measured against the total time the agent was logged on during the interval.
Derived from:
\[
\text{sum}(\text{Agent\_Skill\_Group\_Half\_Hour.InternalCallsOnHoldTimeToHalf}) \times 1.0 / \text{sum}(\text{Agent\_Half\_Hour.LoggedOnTimeToHalf})
\]

**Supervisor Assist Tasks: Total Tasks**

The total number of tasks for which the agent received supervisor assistance during the interval. The value is incremented when the supervisor assistance call completes.

Derived from: \(\text{sum}(\text{Agent\_Skill\_Group\_Half\_Hour.SupervAssistCallsToHalf})\)

**Supervisor Assist Tasks: Avg Time**

The average time in seconds that the agent received assistance for all supervisor-assisted tasks during the interval.

Derived from:
\[
\frac{\text{sum}(\text{Agent\_Skill\_Group\_Half\_Hour.SupervAssistCallsTimeToHalf})}{\text{sum}(\text{Agent\_Skill\_Group\_Half\_Hour.SupervAssistCallsToHalf})}
\]

**Supervisor Assist Tasks: % Time**

The percentage of time that the agent spent during the interval on supervisor-assisted tasks. This value is measured against the total time the agent was logged on during the interval.

Derived from:
\[
\frac{\text{sum}(\text{Agent\_Skill\_Group\_Half\_Hour.SupervAssistCallsTimeToHalf}) \times 1.0}{\text{sum}(\text{Agent\_Half\_Hour.LoggedOnTimeToHalf})}
\]

**Conference In Tasks: Total Tasks**

The number of incoming tasks on which the agent was in conference. Incoming tasks include ACD and non-ACD tasks. The value is incremented with the agent drops off the call and the call becomes a simple two-party call.

Derived from: \(\text{sum}(\text{Agent\_Skill\_Group\_Half\_Hour.ConferencedInCallsToHalf})\)

**Conference In Tasks: Avg Time**

The average time in seconds that the agent spent in conference with tasks during the interval. This value includes hold time associated with the conference tasks.

Derived from:
\[
\frac{\text{sum}(\text{Agent\_Skill\_Group\_Half\_Hour.ConferencedInCallsTimeToHalf})}{\text{sum}(\text{Agent\_Skill\_Group\_Half\_Hour.ConferencedInCallsToHalf})}
\]

**Conference In Tasks: % Time**

The percentage of time that the agent spent during the interval on conference tasks. The percentage includes hold time associated with the conference tasks. This value is measured against the total time the agent was logged on during the interval.

Derived from:
\[
\frac{\text{sum}(\text{Agent\_Skill\_Group\_Half\_Hour.ConferencedInCallsTimeToHalf}) \times 1.0}{\text{sum}(\text{Agent\_Half\_Hour.LoggedOnTimeToHalf})}
\]
*Conference Out Tasks: Total Tasks*

The number conference tasks the agent initiated. Initiated tasks include ACD and non-ACD tasks. The value is incremented with the agent drops off the call and the call becomes a simple two-party call.

Derived from: \( \text{sum(Agent\_Skill\_Group\_Half\_Hour.ConferencedOutCallsToHalf)} \)

*Conference Out Tasks: Avg Time*

The average time in seconds that the agent spent in conference on agent-initiated tasks during the interval. This value includes hold time associated with the conference tasks.

Derived from:
\[
\frac{\text{sum(Agent\_Skill\_Group\_Half\_Hour.ConferencedOutCallsTimeToHalf)}}{\text{sum(Agent\_Skill\_Group\_Half\_Hour.ConferencedOutCallsToHalf)}}
\]

*Conference Out Tasks: % Time*

The percentage of time that the agent spent during the half-hour interval on agent-initiated conference tasks. This percentage includes hold time associated with the conference tasks. This value is measured against the total time the agent was logged on during the interval.

Derived from:
\[
\frac{\text{sum(Agent\_Skill\_Group\_Half\_Hour.ConferencedOutCallsTimeToHalf)}}{\text{sum(Agent\_Half\_Hour.LoggedOnTimeToHalf)}} \times 1.0
\]

**Media Summary**

The totals of agent data for all skill groups in a media in which the agent was logged during the given interval.

**Peripheral Summary**

The total of agent data for all agents in all media on the peripheral during the specified interval.

**Report Summary**

The Total of summary lines for all agent in the report.
agtper21: Agent Peripheral Task Summary Half Hour Report

Overview:

<table>
<thead>
<tr>
<th>Title</th>
<th>The name you give it when you save the report.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Subject</td>
<td>A table of all agents on the selected peripheral(s) showing each agent's task activity, gathered in half-hour increments. Fields applicable to a voice domain only are prefixed with an asterisk (*). Such fields are not applicable for e-mail or collaboration media.</td>
</tr>
<tr>
<td>Purpose</td>
<td>To show agent half-hour activity for all the agents connected to the selected peripheral(s) during the selected time period.</td>
</tr>
<tr>
<td>Applicable environment</td>
<td>IPCC</td>
</tr>
<tr>
<td>Template type</td>
<td>Historical table</td>
</tr>
<tr>
<td>Sort order</td>
<td>By peripheral, then by agent's last name, first name, media routing domain, and date and time</td>
</tr>
<tr>
<td>Drilldowns available</td>
<td>No</td>
</tr>
<tr>
<td>Schema database tables</td>
<td>Agent, Agent_Skill_Group_Half_Hour, Person, Peripheral, Media_Routing_Domain, Skill_Group</td>
</tr>
</tbody>
</table>

Data:

Peripheral

The enterprise name and ID number of the peripheral on which the agent is working.

Derived from: Peripheral.EnterpriseName and Peripheral.PeripheralID

Agent Name

The last and first name of the agent and the agent's ID (in parentheses) in the skill group in which agent resides.

Derived from: Person.LastName + "", + Person.FirstName + Agent.SkillTargetID

Media

The media routing domain into which the agent is logged for doing this type of task. This is the media routing domain associated with the Skill Group in which the agent worked when doing this task.
Each media routing domain has its own skill groups. If an agent is logged into more than one media routing domain, then that agent also belongs to more than one skill group.

Derived from: Media_Routing_Domain.EnterpriseName

**DateTime**

The date and time of the selected row's data in MM/DD/YYYY (month, day, year) and HH:MM:SS (hour, minute, second) format.

Derived from: Agent_Skill_Group_Half_Hour.DateTime

**Handled**

The number of ICM routed tasks that the agent has handled.

Derived from: Agent_Skill_Group_Half_Hour.CallsHandledToHalf

**Internal In**

The number of times that this agent received a direct internal or external incoming call. This includes direct calls that were received from another agent through the transfer or conference key that dialed the agent’s extension directly without going through ICM scripting.

Derived from: Agent_Skill_Group_Half_Hour.InternalCallsRcvdToHalf

**Transfer In**

The number of incoming calls that were transferred to this agent from other agents within the same peripheral that did not go to IVR for queuing.

Derived from: Agent_Skill_Group_Half_Hour.TransferredInCallsToHalf

**Conf In**

The number of incoming calls that were conferenced to this agent from other agents on the same peripheral that did not go to the IVR for queuing.

Derived from: Agent_Skill_Group_Half_Hour.ConferencedInCallsToHalf

**Redirect No Answer**

The number of tasks offered at the agents terminal or phone that were redirected to another location because of the agent’s failure to respond.

Derived from: Agent_Skill_Group_Half_Hour.RedirectNoAnsCallsToHalf

**Aban While Offer**

The number of ICM routed tasks that abandoned while offered to the agent.

Derived from: Agent_Skill_Group_Half_Hour.AbandonCallsRingToHalf

**Hold**

The number of ICM routed tasks that have been held or paused.

Derived from: Agent_Skill_Group_Half_Hour.IncomingCallsOnHoldToHalf
Aban Hold
The number of ICM routed calls to the agent that abandoned while the call was on hold and/or the number of paused tasks that the agent ended during the interval.
Derived from: Agent_Skill_Group_Half_Hour.AbandonHoldCallsToHalf

*External Out
The number of external outgoing calls that the agent made from the ACD extension.
Derived from: Agent_Skill_Group_Half_Hour.AgentOutCallsToHalf

*Internal Out
The number of internal outgoing calls that the agent made from the ACD extension.
Derived from: Agent_Skill_Group_Half_Hour.InternalCallsToHalf

*Transfer Out
The number of calls this agent transferred out to another agent or skill group. This includes Consultative Calls if this transfer was consultative-not blind.
Derived from: Agent_Skill_Group_Half_Hour.TransferredOutCallsToHalf

*Internal Hold
The number of outgoing internal calls that have been held.
Derived from: Agent_Skill_Group_Half_Hour.InternalCallsOnHoldToHalf

Conf Out
The number of calls that this agent conferenced out to another agent or skill group. This includes consultative Calls.
Derived from: Agent_Skill_Group_Half_Hour.ConferencedOutCallsToHalf

Consult
The number of times an agent consulted with another agent or supervisor through the conference or transfer key. This includes supervisor or emergency assisted calls.
Derived from: Agent_Skill_Group_Half_Hour.ConsultativeCallsToHalf

*Supv Assist
The number of calls that required supervisor assistance.
Derived from: Agent_Skill_Group_Half_Hour.SupervAssistCallsToHalf

*Emerg Assist
The number of calls that required emergency assistance.
Derived from: Agent_Skill_Group_Half_Hour.EmergencyAssistsToHalf
**Barge In**

The number of calls that the supervisor barged into.

Derived from: Agent_Skill_Group_Half_Hour.BargeInCallsToHalf

**Intercept**

The number of calls that required interception by the supervisor.

Derived from: Agent_Skill_Group_Half_Hour.InterceptCallsToHalf

**Media Summary**

The totals of agent data for all skill groups in a media in which the agent was logged during the given interval.

**Agent Summary**

The totals of agent data for an agent during the specified interval.

**Peripheral Summary**

The totals of agent data for all agents in all media on the peripheral during the specified interval.

**Report Summary**

The totals of agent data for all agents in the report.
agtper22: Agent Peripheral Task Summary Daily Report

**Overview:**

<table>
<thead>
<tr>
<th>Title</th>
<th>The name you give it when you save the report.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Subject</td>
<td>A table of all agents on the selected peripheral(s) showing each agent's task activity, gathered in day increments. <strong>Note:</strong> This report displays the same data as the Agtper21 report, except the data here is broken down by day instead of by half hour. Fields applicable to a voice domain only are prefixed with an asterisk (*). Such fields are not applicable for e-mail or collaboration media.</td>
</tr>
<tr>
<td>Purpose</td>
<td>To show the daily activity of all the agents connected to the selected peripheral(s) for the selected time period.</td>
</tr>
<tr>
<td>Applicable environment</td>
<td>IPCC</td>
</tr>
<tr>
<td>Template type</td>
<td>Historical table</td>
</tr>
<tr>
<td>Sort order</td>
<td>By peripheral, then by media routing domain, agent's last name, first name, and date and time</td>
</tr>
<tr>
<td>Drilldowns available</td>
<td>No</td>
</tr>
<tr>
<td>Schema database tables</td>
<td>Agent, Agent_Skill_Group_Half_Hour, Person, Peripheral, Media_Routing_Domain, Skill_Group</td>
</tr>
</tbody>
</table>

**Data:**

**Peripheral**

The enterprise name and ID number of the peripheral on which the agent is working.

Derived from: Peripheral.EnterpriseName and Peripheral.PeripheralID

**Agent Name**

The last and first name of the agent and the agent's ID (in parentheses) in the skill group in which agent resides.

Derived from: Person.LastName + "," + Person.FirstName + Agent.SkillTargetID
Media
The media routing domain into which the agent is logged for doing this type of task. This is the media routing domain associated with the Skill Group in which the agent worked when doing this task.

Each media routing domain has its own skill groups. If an agent is logged into more than one media routing domain, then that agent also belongs to more than one skill group.

Derived from: Media_Routing_Domain.EnterpriseName

Date
The date when the record was generated in MM/DD/YY (month, day, year) format.

Derived from: Agent_Skill_Group_Half_Hour.DateTime

Handled
The number of ICM routed tasks that the agent has handled.

Derived from: Agent_Skill_Group_Half_Hour.CallsHandledToHalf

*Internal In
The number of times that this agent received a direct internal or external incoming call. This includes direct calls that were received from another agent through the transfer or conference key that dialed the agent’s extension directly without going through ICM scripting.

Derived from: Agent_Skill_Group_Half_Hour.InternalCallsRcvdToHalf

*Transfer In
The number of incoming calls that were transferred to this agent from other agents within the same peripheral that did not go to IVR for queuing.

Derived from: Agent_Skill_Group_Half_Hour.TransferredInCallsToHalf

Conf In
The number of incoming calls that were conferenced to this agent from other agents on the same peripheral that did not go to the IVR for queuing.

Derived from: Agent_Skill_Group_Half_Hour.ConferencedInCallsToHalf

Redirect No Answer
The number of tasks offered at the agents terminal or phone that were redirected to another location because of the agent’s failure to respond.

Derived from: Agent_Skill_Group_Half_Hour.RedirectNoAnsCallsToHalf

Aban While Offer
The number of ICM routed tasks that abandoned while offered to the agent.

Derived from: Agent_Skill_Group_Half_Hour.AbandonCallsRingToHalf
Hold
The number of ICM routed tasks that have been held or paused.
Derived from: Agent_Skill_Group_Half_Hour.IncomingCallsOnHoldToHalf

Aban Hold
The number of ICM routed calls to the agent that abandoned while the call was on hold and/or the number of paused tasks that the agent ended during the interval.
Derived from: Agent_Skill_Group_Half_Hour.AbandonHoldCallsToHalf

*External Out
The number of external outgoing calls that the agent made from the ACD extension.
Derived from: Agent_Skill_Group_Half_Hour.AgentOutCallsToHalf

*Internal Out
The number of internal outgoing calls that the agent made from the ACD extension.
Derived from: Agent_Skill_Group_Half_Hour.InternalCallsToHalf

*Transfer Out
The number calls this agent transferred out to another agent or skill group. This includes Consultative Calls if this transfer was consultative-not blind.
Derived from: Agent_Skill_Group_Half_Hour.TransferredOutCallsToHalf

*Internal Hold
The number of outgoing internal calls that have been held.
Derived from: Agent_Skill_Group_Half_Hour.InternalCallsOnHoldToHalf

Conf Out
The number calls that this agent conferenced out to another agent or skill group. This includes consultative Calls.
Derived from: Agent_Skill_Group_Half_Hour.ConferencedOutCallsToHalf

Consult
The number of times an agent consulted with another agent or supervisor through the conference or transfer key. This includes supervisor or emergency assisted calls.
Derived from: Agent_Skill_Group_Half_Hour.ConsultativeCallsToHalf

*Supv Assist
The number of calls that required supervisor assistance.
Derived from: Agent_Skill_Group_Half_Hour.SupervAssistCallsToHalf
**Emerg Assist**

The number of calls that required emergency assistance.
Derived from: Agent_Skill_Group_Half_Hour.EmergencyAssistsToHalf

**Barge In**

The number of calls that the supervisor barged into.
Derived from: Agent_Skill_Group_Half_Hour.BargeInCallsToHalf

**Intercept**

The number of calls that required interception by the supervisor.
Derived from: Agent_Skill_Group_Half_Hour.InterceptCallsToHalf

**Media Summary**

The totals of agent data for all skill groups in a media in which the agent was logged during the given interval.

**Agent Summary**

The totals of agent data for an agent during the specified interval.

**Peripheral Summary**

The totals of agent data for all agents in all media on the peripheral during the specified interval.

**Report Summary**

The totals of agent data for all agents in the report.
agtper23: Agent Peripheral Performance Summary Half Hour Report

<table>
<thead>
<tr>
<th>Overview:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Title</td>
</tr>
<tr>
<td>Subject</td>
</tr>
<tr>
<td>Purpose</td>
</tr>
<tr>
<td>Applicable environment</td>
</tr>
<tr>
<td>Template type</td>
</tr>
<tr>
<td>Sort order</td>
</tr>
<tr>
<td>Drilldowns available</td>
</tr>
<tr>
<td>Schema database tables</td>
</tr>
</tbody>
</table>

Data:

Peripheral

The enterprise name of the peripheral and its ID.

Derived from: Peripheral.EnterpriseName and Peripheral.PeripheralID

Media

The media routing domain into which the agent is logged for doing this type of task. This is the media routing domain associated with the Skill Group in which the agent worked when doing this task.

Each media routing domain has its own skill groups. If an agent is logged into more than one media routing domain, then that agent also belongs to more than one skill group.

Derived from: Media_Routing_Domain.EnterpriseName
**Agent Name**
The last and first name of the agent.
Derived from: Person.LastName + ""," + Person.FirstName

**DateTime**
The date and time of the selected row's data in MM/DD/YYYY (month, day, year) and HH:MM:SS (hour, minute, second) format.
Derived from: Agent_Skill_Group_Half_Hour.DateTime

**Log On Duration**
The total time period the agent was logged in measured in HH:MM:SS (hours, minutes, seconds) format.
Derived from: Agent_Skill_Group_Half_Hour.LoggedOnTimeToHalf

**ASA**
The average speed of answer for calls to this agent during the time period.
Derived from: (Agent_Skill_Group_Half_Hour.AnswerWaitTimetoHalf / Agent_Skill_Group_Half_Hour.CallsAnsweredToHalf)

**Available Time**
The total time spent in available state waiting for a task measured in HH:MM:SS (hours, minutes, seconds) format.
Derived from: Agent_Skill_Group_Half_Hour.AvailTimeToHalf

**Available %**
The percentage of time that the agent has spent in the Available state in relation to LoggedOnTime or interval, whichever is less.
Derived from: (Agent_Skill_Group_Half_Hour.AvailTimeToHalf / Agent_Skill_Group_Half_Hour.LoggedOnTimeToHalf)

**Not Ready Time**
The total Time the agent spent in the Not Ready State measured in HH:MM:SS (hours, minutes, seconds).
Derived from: Agent_Skill_Group_Half_Hour.NotReadyTimeToHalf

**Not Ready %**
The percentage of time that the agent has spent in the Not Ready state in relation to LoggedOnTime or interval, whichever is less.
Derived from: (Agent_Skill_Group_Half_Hour.NotReadyTimeToHalf / Agent_Skill_Group_Half_Hour.LoggedOnTimeToHalf)

**Total Active Time**
The total time spent talking on incoming and outgoing calls measured in HH:MM:SS (hours, minutes, seconds). Includes hold time.
Derived from: (Agent_Skill_Group_Half_Hour.TalkInTimeToHalf + Agent_Skill_Group_Half_Hour.TalkOutTimeToHalf + Agent_Skill_Group_Half_Hour.TalkOtherTimeToHalf)

**Total Active %**

The percentage of time that the agent has spent in the active state in relation to LoggedOnTime or interval, whichever is less.

Derived from: \(\frac{(Agent\_Skill\_Group\_Half\_Hour.TalkInTimeToHalf + Agent\_Skill\_Group\_Half\_Hour.TalkOutTimeToHalf + Agent\_Skill\_Group\_Half\_Hour.TalkOtherTimeToHalf)}{Agent\_Skill\_Group\_Half\_Hour.LoggedOnTimeToHalf}\)

**Total Hold Time**

The total time that incoming and outgoing calls to/from this agent have been on hold and/or tasks have been paused by the agent, measured in HH:MM:SS (hours, minutes, seconds) format. Includes hold time associated with transfer and conference operations.

Derived from: Agent_Skill_Group_Half_Hour.HoldTimeToHalf

**Total Hold %**

The percentage of time that the agent has put a call on hold and/or paused a task in relation to LoggedOnTime or interval, whichever is less.

Derived from: \(\frac{Agent\_Skill\_Group\_Half\_Hour.HoldTimeToHalf}{Agent\_Skill\_Group\_Half\_Hour.LoggedOnTimeToHalf}\)

**Reserved Time**

The total time agent spent in reserved state waiting for ICM routed call to arrive, measured in HH:MM:SS (hours, minutes, seconds) format.

Derived from: Agent_Skill_Group_Half_Hour.ReservedStateTimetoHalf

**Reserved %**

The percentage of time that the agent has spent in Reserved state waiting for an ICM routed call in relation to LoggedOnTime or interval, whichever is less.

Derived from: \(\frac{Agent\_Skill\_Group\_Half\_Hour.ReservedStateTimeToHalf}{Agent\_Skill\_Group\_Half\_Hour.LoggedOnTimeToHalf}\)

**Wrap Up Time**

The total time spent in wrap-up on incoming and outgoing calls measured in HH:MM:SS (hours, minutes, seconds).

Derived from: (Agent_Skill_Group_Half_Hour.WorkNotReadyTimetoHalf + Agent_Skill_Group_Half_Hour.WorkReadyTimetoHalf)

**Wrap Up %**

The percentage of time that the agent has spent in the Wrap-Up state after an incoming or outgoing task in relation to LoggedOnTime or interval, whichever is less.
Derived from: \((\text{Agent\_Skill\_Group\_Half\_Hour\_LoggedOnTimeToHalf} + \text{Agent\_Skill\_Group\_Half\_Hour\_WorkNotReadyTimeToHalf}) / \text{Agent\_Skill\_Group\_Half\_Hour\_WorkReadyTimeToHalf})\)

**Busy Other Time**

The total time the agent spent in the BusyOther state, measured in HH:MM:SS (hours, minutes, seconds).

Derived from: \(\text{Agent\_Skill\_Group\_Half\_Hour\_BusyOtherTimeToHalf}\)

**Busy Other %**

The percentage of time that the agent has spent in the BusyOther state in relation to LoggedOnTime or interval, whichever is less.

Derived from: \(\frac{\text{Agent\_Skill\_Group\_Half\_Hour\_BusyOtherTimeToHalf}}{\text{Agent\_Skill\_Group\_Half\_Hour\_LoggedOnTimeToHalf}}\)

**Interrupt Time**

The total time the agent spent in the Interrupted state, measured in HH:MM:SS (hours, minutes, seconds).

Derived from: \(\text{Agent\_Skill\_Group\_Half\_Hour\_InterruptedTimeToHalf}\)

**Interrupt %**

The percentage of time that the agent has spent in the Interrupted state in relation to LoggedOnTime or interval, whichever is less.

Derived from: \(\frac{\text{Agent\_Skill\_Group\_Half\_Hour\_InterruptedTimeToHalf}}{\text{Agent\_Skill\_Group\_Half\_Hour\_LoggedOnTimeToHalf}}\)

**Media Summary**

The totals of agent data for all skill groups in a media in which the agent was logged during the given interval.

**Peripheral Summary**

The total of agent data for all agents in all media on the peripheral during the specified interval.

**Report Summary**

The total of summary lines for all agents in the report.
agtper24: Agent Peripheral Performance Summary Daily Report

### Overview:

<table>
<thead>
<tr>
<th>Title</th>
<th>The name you give it when you save the report.</th>
</tr>
</thead>
</table>
| Subject                      | A table of all agents on the selected peripheral(s) showing each agent's performance summary data (logged on time, ASA, and time allocations across all agent states), gathered in day increments. Fields applicable to a voice domain only are prefixed with an asterisk (*). Such fields are not applicable for e-mail or collaboration media.  
**Note:** This report displays the same data as the Agtper23 report, except the data here is broken down by day instead of by half hour. |
| Purpose                      | To show agent daily performance for all the agents connected to the selected peripheral(s) during the selected time period. |
| Applicable environment       | IPCC and/or standard ACD                      |
| Template type                | Historical table                              |
| Sort order                   | By peripheral, then by media routing domain, agent's last name, first name, and date and time |
| Drilldowns available         | No                                            |
| Schema database tables       | Agent  
Agent_Skill_Group_Half_Hour  
Person  
Peripheral  
Media_Routing_Domain  
Skill_Group |

### Data:

**Peripheral**

The enterprise name of the peripheral and its ID.  
Derived from: Peripheral.EnterpriseName and Peripheral.PeripheralID

**Media**

The media routing domain into which the agent is logged for doing this type of task. This is the media routing domain associated with the Skill Group in which the agent worked when doing this task.  
Each media routing domain has its own skill groups. If an agent is logged into more than one media routing domain, then that agent also belongs to more than one skill group.  
Derived from: Media_Routing_Domain.EnterpriseName
Agent Name
The last and first name of the agent.
Derived from: Person.LastName + "," + Person.FirstName

Date
The date when the record was generated in MM/DD/YY (month, day, year) format.
Derived from: Agent_Skill_Group_Half_Hour.DateTime

Log On Duration
The total time period the agent was logged in measured in HH:MM:SS (hours, minutes, seconds) format.
Derived from: Agent_Skill_Group_Half_Hour.LoggedOnTimeToHalf

ASA
The average speed of answer for calls to this agent during the time period.
Derived from: (Agent_Skill_Group_Half_Hour.AnswerWaitTimeToHalf / Agent_Skill_Group_Half_Hour.CallsAnsweredToHalf)

Available Time
The total time spent in available state waiting for a task measured in HH:MM:SS (hours, minutes, seconds) format.
Derived from: Agent_Skill_Group_Half_Hour.AvailTimeToHalf

Available %
The percentage of time that the agent has spent in the Available state in relation to LoggedOnTime or interval, whichever is less.
Derived from: (Agent_Skill_Group_Half_Hour.AvailTimeToHalf / Agent_Skill_Group_Half_Hour.LoggedOnTimeToHalf)

*Not Ready Time
The total Time the agent spent in the Not Ready State measured in HH:MM:SS (hours, minutes, seconds).
Derived from: Agent_Skill_Group_Half_Hour.NotReadyTimeToHalf

*Not Ready %
The percentage of time that the agent has spent in the Not Ready state in relation to LoggedOnTime or interval, whichever is less.
Derived from: (Agent_Skill_Group_Half_Hour.NotReadyTimeToHalf / Agent_Skill_Group_Half_Hour.LoggedOnTimeToHalf)
**Total Active Time**

The total time spent talking on incoming and outgoing calls measured in HH:MM:SS (hours, minutes, seconds). Includes hold time.

Derived from: (Agent_Skill_Group_Half_Hour.TalkInTimeToHalf + Agent_Skill_Group_Half_Hour.TalkOutTimeToHalf + Agent_Skill_Group_Half_Hour.TalkOtherTimeToHalf)

**Total Active %**

The percentage of time that the agent has spent in the active state in relation to LoggedOnTime or interval, whichever is less.

Derived from: ((Agent_Skill_Group_Half_Hour.TalkInTimeToHalf + Agent_Skill_Group_Half_Hour.TalkOutTimeToHalf + Agent_Skill_Group_Half_Hour.TalkOtherTimeToHalf) / Agent_Skill_Group_Half_Hour.LoggedOnTimeToHalf)

**Total Hold Time**

The total time that incoming and outgoing calls to/from this agent have been on hold and/or tasks have been paused by the agent, measured in HH:MM:SS (hours, minutes, seconds) format. Includes hold time associated with transfer and conference operations.

Derived from: Agent_Skill_Group_Half_Hour.HoldTimeToHalf

**Total Hold %**

The percentage of time that the agent has put a call on hold and/or paused a task in relation to LoggedOnTime or interval, whichever is less.

Derived from: (Agent_Skill_Group_Half_Hour.HoldTimeToHalf / Agent_Skill_Group_Half_Hour.LoggedOnTimeToHalf)

**Reserved Time**

The total time agent spent in reserved state waiting for ICM routed call to arrive, measured in HH:MM:SS (hours, minutes, seconds) format.

Derived from: Agent_Skill_Group_Half_Hour.ReservedStateTimetoHalf

**Reserved %**

The percentage of time that the agent has spent in Reserved state waiting for an ICM routed call in relation to LoggedOnTime or interval, whichever is less.

Derived from: (Agent_Skill_Group_Half_Hour.ReservedStateTimeToHalf / Agent_Skill_Group_Half_Hour.LoggedOnTimeToHalf)

**Wrap Up Time**

The total time spent in wrap-up on incoming and outgoing calls measured in HH:MM:SS (hours, minutes, seconds).

Derived from: (Agent_Skill_Group_Half_Hour.WorkNotReadyTimetoHalf + Agent_Skill_Group_Half_Hour.WorkReadyTimetoHalf)
Wrap Up %
The percentage of time that the agent has spent in the Wrap-Up state after an incoming or outgoing task in relation to LoggedOnTime or interval, whichever is less.
Derived from: ((Agent_Skill_Group_Half_Hour.WorkReadyTimeToHalf + Agent_Skill_Group_Half_Hour.WorkNotReadyTimeToHalf) / Agent_Skill_Group_Half_Hour.LoggedOnTimeToHalf)

*Busy Other Time*
The total time the agent spent in the BusyOther state, measured in HH:MM:SS (hours, minutes, seconds).
Derived from: Agent_Skill_Group_Half_Hour.BusyOtherTimeToHalf

*Busy Other %*
The percentage of time that the agent has spent in the BusyOther state in relation to LoggedOnTime or interval, whichever is less.
Derived from: (Agent_Skill_Group_Half_Hour.BusyOtherTimeToHalf) / Agent_Skill_Group_Half_Hour.LoggedOnTimeToHalf)

*Interrupt Time*
The total time the agent spent in the Interrupted state, measured in HH:MM:SS (hours, minutes, seconds).
Derived from: Agent_Skill_Group_Half_Hour.InterruptedTimeToHalf

*Interrupt %*
The percentage of time that the agent has spent in the Interrupted state in relation to LoggedOnTime or interval, whichever is less.
Derived from: (Agent_Skill_Group_Half_Hour.InterruptedTimeToHalf) / Agent_Skill_Group_Half_Hour.LoggedOnTimeToHalf)

Media Summary
The totals of agent data for all skill groups in a media in which the agent was logged during the given interval.

Peripheral Summary
The total of agent data for all agents in all media on the peripheral during the specified interval.

Report Summary
The total of summary lines for all agents in the report.
agtper25: Agent Peripheral Consolidated Half Hour Report Template

<table>
<thead>
<tr>
<th>Overview:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Title</td>
</tr>
<tr>
<td>Subject</td>
</tr>
<tr>
<td>Purpose</td>
</tr>
<tr>
<td>Applicable environment</td>
</tr>
<tr>
<td>Template type</td>
</tr>
<tr>
<td>Sort order</td>
</tr>
<tr>
<td>Drilldowns available</td>
</tr>
<tr>
<td>Schema database tables</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Data:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Peripheral</td>
</tr>
<tr>
<td>Media</td>
</tr>
</tbody>
</table>
Agent Reports  
agtper25: Agent Peripheral Consolidated Half Hour Report Template

**Agent Name**

The last and first name of the agent and the agent's ID (in parentheses) in the skill group in which agent resides.

Derived from: Person.LastName + "," + Person.FirstName + Agent.SkillTargetID

**DateTime**

The date and time of the selected row's data in MM/DD/YYYY (month, day, year) and HH:MM:SS (hour, minute, second) format.

Derived from: Agent_Skill_Group_Half_Hour.DateTime

**Handled**

The number of ICM Routed tasks this agent has handled.

Derived from: Agent_Skill_Group_Half_Hour.CallsHandledtoHalf

**Aban While Offer**

The number of ICM routed tasks that abandoned while offered to the agent.

Derived from: Agent_Skill_Group_Half_Hour.AbandonRingCallsToHalf

**Redirect No Answer**

The number of tasks that left the agent's phone or terminal that were redirected to another dialed number because of no answer.

Derived from: Agent_Skill_Group_Half_Hour.RedirectNoAnsCallsToHalf

**Aban Hold**

The number of ICM routed calls to the agent that abandoned while the call was on hold and/or the number of paused tasks that the agent ended during the interval.

Derived from: Agent_Skill_Group_Half_Hour.AbandonHoldCallsToHalf

**Transfer In**

The number of incoming calls that were transferred to this agent from other agents within the same peripheral that did not go to IVR for queuing.

Derived from: Agent_Skill_Group_Half_Hour.TransferredInCallsToHalf

**Transfer Out**

The number of calls this agent transferred to another agent or skill group. This includes Consultative Calls if this transfer was consultative-not blind.

Derived from: Agent_Skill_Group_Half_Hour.TransferredOutCallsToHalf

**External Out**

The number of Outgoing external calls that this agent made during this interval.

Derived from: Agent_Skill_Group_Half_Hour.AgentOutCallsToHalf
*Active Time*

The total time spent talking on incoming and outgoing calls measured in HH:MM:SS (hours, minutes, seconds). Includes hold time.


**Total Hold Time**

The total time incoming and outgoing calls to/from this agent have spent on hold and/or the time tasks were paused, measured in HH:MM:SS (hours, minutes, seconds) format. Includes hold time associated with transfer and conference operations.

Derived from: Agent_Skill_Group_Half.Hour.HoldTimeToHalf

**Avg Hold Time**

The average hold or paused time of a task handled by the agent, measured in HH:MM:SS (hours, minutes, seconds).


**Log On Duration**

The total time during the interval the agent was logged in, measured in HH:MM:SS (hours, minutes, seconds) format.

Derived from: Agent_Skill_Group_Half.Hour.LoggedOnTimeToHalf

**AHT**

The average time spent by the agent in handling a task, measured in HH:MM:SS (hours, minutes, seconds).


**% Active Time**

The percentage of time that the agent has spent talking on calls in this skill group in relation to LoggedOnTime.


**% Hold Time**

The percentage of time that the agent has put a call on hold or paused a task in relation to LoggedOnTime or interval, whichever is less.

Derived from: (Agent_Skill_Group_Half.Hour.HoldTimeToHalf / Agent_Skill_Group_Half.Hour.LoggedOnTimeToHalf)
**% Avail**

The percentage of time that the agent has spent in the Available/Ready state in relation to LoggedOnTime. Applies to all skill groups.

Derived from: \( \frac{\text{Agent\_Skill\_Group\_Half\_Hour.AvailTimeToHalf}}{\text{Agent\_Skill\_Group\_Half\_Hour.LoggedOnTimeToHalf}} \)

**% Not Ready**

The percentage of time that the agent has spent in the Not Ready state in relation to LoggedOnTime or interval, whichever is less. Applies to all skill groups.

Derived from: \( \frac{\text{Agent\_Skill\_Group\_Half\_Hour.NotReadyTimeToHalf}}{\text{Agent\_Skill\_Group\_Half\_Hour.LoggedOnTimeToHalf}} \)

**% Reserved**

The percentage of time that the agent has spent in Reserved state waiting for an ICM routed task from this skill group in relation to LoggedOnTime.

Derived from: \( \frac{\text{Agent\_Skill\_Group\_Half\_Hour.ReservedStateTimeToHalf}}{\text{Agent\_Skill\_Group\_Half\_Hour.LoggedOnTimeToHalf}} \)

**% Wrap Up**

The percentage of time that the agent has spent in Wrap-up state after an incoming or outgoing calls to/from this skill group in relation to LoggedOnTime.

Derived from: \( \frac{(\text{Agent\_Skill\_Group\_Half\_Hour.WorkNotReadyTimetoHalf} + \text{Agent\_Skill\_Group\_Half\_Hour.WorkReadyTimetoHalf})}{\text{Agent\_Skill\_Group\_Half\_Hour.LoggedOnTimeToHalf}} \)

**% Busy Other**

The percentage of time that the agent has spent in the BusyOther state in relation to LoggedOnTime.

Derived from: \( \frac{\text{Agent\_Skill\_Group\_Half\_Hour.BusyOtherTimetoHalf}}{\text{Agent\_Skill\_Group\_Half\_Hour.LoggedOnTimeToHalf}} \)

**Media Summary**

The totals of agent data for all skill groups in a media in which the agent was logged during the given interval.

**Peripheral Summary**

The total of agent data for all agents in all media on the peripheral during the specified interval.

**Report Summary**

The Total of summary lines for all agent in the report.
agtper26: Agent Peripheral Consolidated Daily Report

Overview:

<table>
<thead>
<tr>
<th>Title</th>
<th>The name you give it when you save the report.</th>
</tr>
</thead>
</table>
| Subject | A table of all agents on the selected peripheral(s) showing each agent's tasks and performance, gathered in day increments.  
**Note:** This report displays the same data as the Agtper25 report, except the data here is broken down by day instead of by half hour.  
Fields applicable to a voice domain only are prefixed with an asterisk (*). Such fields are not applicable for e-mail or collaboration media. |
| Purpose | To show daily agent activity and performance for all the agents connected to the selected peripheral(s) during the selected time period. |
| Applicable environment | IPCC |
| Template type | Historical table |
| Sort order | By peripheral, then by media routing domain, agent's last name, first name, and date and time |
| Drilldowns available | No |
| Schema database tables | Agent  
Agent_Skill_Group_Half_Hour  
Person  
Peripheral  
Media_Routing_Domain  
Skill_Group  
Skill_Group_Member |

Data:

**Peripheral**

The enterprise name of the peripheral and its ID.

Derived from: Peripheral.EnterpriseName and Peripheral.PeripheralID

**Media**

The media routing domain into which the agent is logged for doing this type of task. This is the media routing domain associated with the Skill Group in which the agent worked when doing this task.
Each media routing domain has its own skill groups. If an agent is logged into more than one media routing domain, then that agent also belongs to more than one skill group.

Derived from: Media_Routing_Domain.EnterpriseName

**Agent Name**

The last and first name of the agent and the agent's ID (in parentheses) in the skill group in which agent resides.

Derived from: Person.LastName + "," + Person.FirstName + Agent.SkillTargetID

**Date**

The date when the record was generated in MM/DD/YY (month, day, year) format.

Derived from: Agent_Skill_Group_Half_Hour.DateTime

**Handled**

The number of ICM Routed tasks this agent has handled.

Derived from: Agent_Skill_Group_Half_Hour.CallsHandledtoHalf

**Aban While Offer**

The number of ICM routed tasks that abandoned while offered to the agent.

Derived from: Agent_Skill_Group_Half_Hour.AbandonRingCallsToHalf

**Redirect No Answer**

The number of tasks that left the agent's phone or terminal that were redirected to another dialed number because of no answer.

Derived from: Agent_Skill_Group_Half_Hour.RedirectNoAnsCallsToHalf

**Aban Hold**

The number of ICM routed calls to the agent that abandoned while the call was on hold and/or the number of paused tasks that the agent ended during the interval.

Derived from: Agent_Skill_Group_Half_Hour.AbandonHoldCallsToHalf

**Transfer In**

The number of incoming calls that were transferred to this agent from other agents within the same peripheral that did not go to IVR for queuing.

Derived from: Agent_Skill_Group_Half_Hour.TransferredInCallsToHalf

**Transfer Out**

The number of calls this agent transferred to another agent or skill group. This includes Consultative Calls if this transfer was consultative-not blind.

Derived from: Agent_Skill_Group_Half_Hour.TransferredOutCallsToHalf
**External Out**

The number of Outgoing external calls that this agent made during this interval.

Derived from: Agent_Skill_Group_Half_Hour.AgentOutCallsToHalf

**Active Time**

The total time spent talking on incoming and outgoing calls measured in HH:MM:SS (hours, minutes, seconds). Includes hold time.

Derived from: (Agent_Skill_Group_Half_Hour.TalkInTimeToHalf + Agent_Skill_Group_Half_Hour.TalkOutTimeToHalf + Agent_Skill_Group_Half_Hour.TalkOtherTimeToHalf)

**Total Hold Time**

The total time incoming and outgoing calls to/from this agent have spent on hold and/or the time tasks were paused, measured in HH:MM:SS (hours, minutes, seconds) format. Includes hold time associated with transfer and conference operations.

Derived from: Agent_Skill_Group_Half_Hour.HoldTimeToHalf

**Avg Hold Time**

The average hold or paused time of a task handled by the agent, measured in HH:MM:SS (hours, minutes, seconds).

Derived from: Agent_Skill_Group_Half_Hour.HoldTimeToHalf / Agent_Skill_Group_Half_Hour.CallsHandledToHalf

**Log On Duration**

The total time during the interval the agent was logged in, measured in HH:MM:SS (hours, minutes, seconds) format.

Derived from: Agent_Skill_Group_Half_Hour.LoggedOnTimeToHalf

**AHT**

The average time spent by the agent in handling a task, measured in HH:MM:SS (hours, minutes, seconds).

Derived from: Agent_Skill_Group_Half_Hour.HandledCallsTimeToHalf / Agent_Skill_Group_Half_Hour.CallsHandledToHalf

**% Active Time**

The percentage of time that the agent has spent talking on calls in this skill group in relation to LoggedOnTime.

Derived from: (Agent_Skill_Group_Half_Hour.TalkInTimeToHalf + Agent_Skill_Group_Half_Hour.TalkOutTimeToHalf + Agent_Skill_Group_Half_Hour.TalkOtherTimeToHalf) / Agent_Skill_Group_Half_Hour.LoggedOnTimeToHalf
% **Hold Time**

The percentage of time that the agent has put a call on hold or paused a task in relation to LoggedOnTime or interval, whichever is less.

Derived from: (Agent_Skill_Group_Half_Hour.HoldTimeToHalf / Agent_Skill_Group_Half_Hour.LoggedOnTimeToHalf)

% **Avail**

The percentage of time that the agent has spent in the Available/Ready state in relation to LoggedOnTime. Applies to all skill groups.

Derived from: (Agent_Skill_Group_Half_Hour.AvailTimeToHalf / Agent_Skill_Group_Half_Hour.LoggedOnTimeToHalf)

*% **Not Ready**

The percentage of time that the agent has spent in the Not Ready state in relation to LoggedOnTime or interval, whichever is less. Applies to all skill groups.

Derived from: (Agent_Skill_Group_Half_Hour.NotReadyTimeToHalf / Agent_Skill_Group_Half_Hour.LoggedOnTimeToHalf)

*% **Reserved**

The percentage of time that the agent has spent in Reserved state waiting for an ICM routed task from this skill group in relation to LoggedOnTime.

Derived from: (Agent_Skill_Group_Half_Hour.ReservedStateTimeToHalf / Agent_Skill_Group_Half_Hour.LoggedOnTimeToHalf)

% **Wrap Up**

The percentage of time that the agent has spent in Wrap-up state after an incoming or outgoing calls to/from this skill group in relation to LoggedOnTime.

Derived from: ((Agent_Skill_Group_Half_Hour.WorkNotReadyTimeToHalf + Agent_Skill_Group_Half_Hour.WorkReadyTimeToHalf) / Agent_Skill_Group_Half_Hour.LoggedOnTimeToHalf)

*% **Busy Other**

The percentage of time that the agent has spent in the BusyOther state in relation to LoggedOnTime.

Derived from: (Agent_Skill_Group_Half_Hour.BusyOtherTimeToHalf / Agent_Skill_Group_Half_Hour.LoggedOnTimeToHalf)

**Media Summary**

The totals of agent data for all skill groups in a media in which the agent was logged during the given interval.

**Peripheral Summary**

The total of agent data for all agents in all media on the peripheral during the specified interval.
Report Summary

The Total of summary lines for all agent in the report.

agtper27: Agent Peripheral Historical All Fields Report

<table>
<thead>
<tr>
<th>Overview:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Title</td>
<td>The name you give it when you save the report.</td>
</tr>
<tr>
<td>Subject</td>
<td>A table of all the agents in the selected peripherals listing all the available agent historical report data for the selected interval. Fields applicable to a voice domain only are prefixed with an asterisk (*). Such fields are not applicable for e-mail or collaboration media.</td>
</tr>
<tr>
<td>Purpose</td>
<td>To show all the available agent-peripheral historical report data in the Agent_Skill_Group_Half_Hour database table so that you can select which data you want for a customized agent-peripheral historical report. <strong>Note:</strong> This report is designed to be saved and exported or copied to another format. For example, you can export the report to an Excel spreadsheet and modify the report to suit your needs. If that is not acceptable, you can also use a third-party tool to customize your report.</td>
</tr>
<tr>
<td>Applicable environment</td>
<td>IPCC and/or standard ACD</td>
</tr>
<tr>
<td>Template type</td>
<td>Historical table</td>
</tr>
<tr>
<td>Sort order</td>
<td>By peripheral, then by media routing domain, agent’s last name, first name, and date and time</td>
</tr>
<tr>
<td>Drilldowns available</td>
<td>No</td>
</tr>
<tr>
<td>Schema database tables</td>
<td>Agent Agent_Skill_Group_Half_Hour Person Peripheral Skill_Group</td>
</tr>
</tbody>
</table>

Data:

Peripheral

The enterprise name of the peripheral and its ID.

Derived from: Peripheral.EnterpriseName and Peripheral.PeripheralID
**Agent Name** (no label)
The last and first name of the agent and the agent's ID (in parentheses) in the skill group in which agent resides.
Derived from: Person.LastName + "," + Person.FirstName + Agent.SkillTargetID

**Skill Group** (no label)
The skill group in which the agent is active for the interval and Skill Group Skill Target ID.
Derived from: Agent_Skill_Group_Half_Hour.SkillGroupSkillTargetID

**DateTime** (no label)
The date and time of the selected row's data in MM/DD/YYYY (month, day, year) and HH:MM:SS (hour, minute, second) format.
Derived from: Agent_Skill_Group_Half_Hour.DateTime

**Tasks Ans**
The number of tasks begun during the half-hour interval. The number of tasks begun includes only handled tasks and internal calls received, which are tracked in the CallsHandledToHalf and InternalCallsReceivedToHalf fields, respectively. The count for CallsAnswered is updated in the database at the time the task is begun.
Derived from: Agent_Skill_Group_Half_Hour.CallsAnsweredToHalf

**Tasks Hand**
The total number of tasks handled for the call type during the half-hour interval.
Derived from: Agent_Skill_Group_Half_Hour.CallsHandledToHalf

**Aban Ring**
The total number of calls that were abandoned while offered to the agent and/or the number of paused tasks the agent ended. The value is updated in the database at the time the call disconnects or the task ends.
Derived from: Agent_Skill_Group_Half_Hour.AbandonRingCallsToHalf

**Trans In**
The number of calls transferred to the agent in the skill group during the half-hour interval. The value is updated in the database when the after-call work time associated with the call (if any) is completed.
Derived from: Agent_Skill_Group_Half_Hour.TransferredInCallsToHalf

**Trans Out**
The number of calls transferred out by the agent during the half-hour interval. The value is updated at the time the agent completes the transfer of the call.
Derived from: Agent_Skill_Group_Half_Hour.TransferredOutCallsToHalf
**Cons Tasks**
The number of consultative tasks completed by the agent with at least one ACD call on hold. The count is updated in the database when the after-call work time associated with the consultative call (if any) has completed.
Derived from: Agent_Skill_Group_Half_Hour.ConsultativeCallsToHalf

**Conf In**
The number of incoming calls the agent was conferenced into. Incoming calls include ACD and non-ACD calls. The value is updated in the database when the agent drops off the call or the call becomes a simple two-party call.
Derived from: Agent_Skill_Group_Half_Hour.ConferencedInCallsToHalf

**Conf Out**
The number of conference calls the agent initiated. The conferenced out calls include ACD and non-ACD calls. The count of ConferencedOutCalls is updated in the database when the agent drops off the call or the call becomes a simple two-party call.
Derived from: Agent_Skill_Group_Half_Hour.ConferencedOutCallsToHalf

**Out Extn**
The total number of completed outbound ACD calls made by agents in the skill group during the half-hour interval. The value is updated in the database when the after-call-work time associated with the call (if any) has completed.
Derived from: Agent_Skill_Group_Half_Hour.AgentOutCallsToHalf

**Redirect**
The number of tasks offered at the agents terminal or phone that were redirected to another location because of the agent's failure to respond.
Derived from: Agent_Skill_Group_Half_Hour.RedirectNoAnsCallsToHalf

**Short Calls**
The number of calls answered by the agent where the duration of the call fell short of the peripherals Answered Short Calls threshold. These calls are counted in the CallsOffered and CallsHandled statistics. The purpose of the ShortCallsToHalf statistic is to track calls that agents hang up on before they can possibly be handled in order to improve their performance statistics.
Derived from: Agent_Skill_Group_Half_Hour.ShortCallsToHalf

**Sup Assist**
The number of calls for which agents received supervisor assistance during the half-hour interval. The value is updated in the database when the supervisor assist call completes.
Derived from: Agent_Skill_Group_Half_Hour.SupervAssistCallsToHalf
*Barge In
The number of calls barged in on either by the supervisor or by the agent.
Derived from: Agent_Skill_Group_Half_Hour.BargeInCallsToHalf

*Intercept
The number of calls intercepted by the supervisor.
Derived from: Agent_Skill_Group_Half_Hour.InterceptCallsToHalf

*Monitor
The number of calls monitored by the supervisor.
Derived from: Agent_Skill_Group_Half_Hour.MonitorCallsToHalf

*Whisper
The number of calls coached by the supervisor (not supported in ICM 5.0).
Derived from: Agent_Skill_Group_Half_Hour.WhisperCallsToHalf

*Emergency
The number of emergency assist requests made by the agent.
Derived from: Agent_Skill_Group_Half_Hour.EmergencyAssistsToHalf

Log On Time
The total time in seconds that the agent was logged on during the half-hour interval.
Derived from: Agent_Skill_Group_Half_Hour.LoggedOnTimeToHalf

Talk Time
The time in seconds that this agent was in the Active state during the half-hour interval.
Derived from: Agent_Skill_Group_Half_Hour.TalkInTimeToHalf +
Agent_Skill_Group_Half_Hour.TalkOtherTimeToHalf +
Agent_Skill_Group_Half_Hour.TalkOutTimeToHalf

*Hand Time
The total handle time in seconds for completed outbound tasks handled by the agent during the half-hour interval.
Handle time includes WorkTime, TalkTime, and HoldTime, all of which are taken from the Termination_Call_Detail records. The AgentOutCallsTime value includes the time spent from the task being initiated by the agent to the time the agent completes after-task work time for the task. The value is updated in the database when the after-task-work time associated with the task (if any) has completed.
Derived from: Agent_Skill_Group_Half_Hour.HandledCallsTimeToHalf
**Hold Time**

The total number of seconds that completed incoming calls were placed on hold and/or tasks were paused during the half-hour interval. The value is updated in the database when the after-call work time associated with the call (if any) is completed.

Derived from: `Agent_Skill_Group_Half_Hour.HoldTimeToHalf`

**Aban Ring**

The number of seconds that calls rang at an agent's extension before abandoning and/or the number of seconds that tasks were in the Reserved state before being abandoned.

RingTime includes the seconds that the call spent ringing at an agent's phone before being answered. RingTime for this data element is based on data from the Termination_Call_Detail record. The value is updated in the database at the time the call disconnects.

Derived from: `Agent_Skill_Group_Half_Hour.AbandonRingTimeToHalf`

**Avail Time**

The total time in seconds that the agent was in the Available state for any skill group during the half-hour interval. AvailTime is included in the calculation of LoggedOnTime.

Derived from: `Agent_Skill_Group_Half_Hour.AvailTimeToHalf`

**Not Ready**

The total time in seconds that the agent was in the Not Ready state during the half-hour interval. NotReadyTime is included in the calculation of LoggedOnTime.

Derived from: `Agent_Skill_Group_Half_Hour.NotReadyTimeToHalf`

**Resvd Time**

The total time in seconds that the agent was in the Reserved state during the half-hour interval. ReservedStateTime is included in the calculation of LoggedOnTime.

Derived from: `Agent_Skill_Group_Half_Hour.ReservedStateTimeToHalf`

**Wrap Time**

The total time in seconds that the agent spent in the Wrap Up state on incoming and outgoing tasks.

Derived from: `(Agent_Skill_Group_Half_Hour.WorkNotReadyTimetoHalf + Agent_Skill_Group_Half_Hour.WorkReadyTimetoHalf)`

**Busy Other**

The number of seconds that the agent spent in the BusyOther state. BusyOtherTime is included in the calculation of LoggedOnTime.

Derived from: `Agent_Skill_Group_Half_Hour.BusyOtherTimeToHalf`
**Ans Wait**

The sum of answer wait times in seconds for all tasks that this agent began during the half-hour interval.

Derived from: Agent_Skill_Group_Half_Hour.AnswerWaitTimeToHalf

**Sup Assist**

The number of seconds that the agent in the skill group spent on supervisor-assisted calls during the half-hour interval. The value is updated in the database when the supervisor assist call completes.

Derived from: Agent_Skill_Group_Half_Hour.SupervAssistCallsTimeToHalf

**Auto Out Tasks**

The total number of completed AutoOut (predictive) calls made by the agent in the skill group during the half-hour interval. The value is updated in the database when the after-call work time associated with the call (if any) has completed.

Derived from: Agent_Skill_Group_Half_Hour.AutoOutCallsToHalf

**Auto Out Time**

The total handle time, in seconds, for completed AutoOut (predictive) calls handled by the agent in the skill group during the half-hour interval.

Handle time includes WorkTime, TalkTime, and HoldTime, all of which are taken from the Termination_Call_Detail records. The AutoOutCallsTimeToHalf value includes the time spent from the call being initiated to the time the agent completes any after-call work for the call. The value is updated in the database when the after-call work time associated with the call (if any) has completed.

Derived from: Agent_Skill_Group_Half_Hour.AutoOutCallsTimeToHalf

**Auto Out Talk Time**

The number of seconds the agent spent talking on AutoOut (predictive) calls during the half-hour interval. TalkAutoOutTime is included in the calculation of LoggedOnTime.

Derived from: Agent_Skill_Group_Half_Hour.AutoOutCallsTalkTimeToHalf

**Auto Out On Hold**

The total number of completed AutoOut (predictive) calls that the agent in the skill group has placed on hold at least once. The value is updated in the database when the after-call work time associated with the call (if any) has completed.

Derived from: Agent_Skill_Group_Half_Hour.AutoOutCallsOnHoldToHalf
**Auto Out**

*On Hold Time*

The total number of seconds that AutoOut (predictive) calls were placed on hold by the agent in the skill group during the half-hour interval. This data element is based on HoldTime from the Termination_Call_Detail record. The value is updated in the database when the after-call work associated with the call (if any) has completed.

Derived from: Agent_Skill_Group_Half_Hour.AutoOutCallsOnHoldTimeToHalf

**Preview**

*Tasks*

The total number of completed outbound Preview calls made by the agent in the skill group during the half-hour interval. The value is updated in the database when the after-call work time associated with the call (if any) has completed.

Derived from: Agent_Skill_Group_Half_Hour.PreviewCallsToHalf

**Preview**

*Time*

The total handle time in seconds for completed outbound Preview calls handled by the agent in the skill group during the half-hour interval. Handle time includes WorkTime, TalkTime, and HoldTime, all of which are taken from the Termination_Call_Detail records.

The PreviewCallsTime value includes the time spent from the call being initiated to the time the agent completes after-call work time for the call. The value is updated in the database when the after-call work time associated with the call (if any) has completed.

Derived from: Agent_Skill_Group_Half_Hour.PreviewCallsTimeToHalf

**Preview**

*Talk Time*

The number of seconds the agent spent talking on outbound Preview calls during the half-hour interval. TalkPreviewTime is included in the calculation of LoggedOnTime.

Derived from: Agent_Skill_Group_Half_Hour.PreviewCallsTalkTimeToHalf

**Preview**

*On Hold*

The total number of completed outbound Preview calls that the agent in the skill group placed on hold at least once. The value is updated in the database when the after-call work time associated with the call (if any) has completed.

Derived from: Agent_Skill_Group_Half_Hour.PreviewCallsOnHoldToHalf
**Preview
On Hold Time**

The total number of seconds that outbound Preview calls were placed on hold by the agent in the skill group during the half-hour interval. This data element is based on HoldTime from the Termination_Call_Detail record. The value is updated in the database when the after-call work associated with the call (if any) has completed.

Derived from: Agent_Skill_Group_Half_Hour.PreviewCallsOnHoldTimeToHalf

**Reserve
Tasks**

The total number of completed agent reservation calls made by the agent in the skill group during the half-hour interval. The value is updated in the database when the after-call work time associated with the call (if any) has completed.

Derived from: Agent_Skill_Group_Half_Hour.ReserveCallsToHalf

**Reserve
Time**

The total seconds the agent in the skill group was in the Reserved state during the half-hour interval. ReservedStateTime is included in the calculation of LoggedOnTime.

Derived from: Agent_Skill_Group_Half_Hour.ReserveCallsTimeToHalf

**Reserve
Talk Time**

The number of seconds the agent spent talking on agent reservation calls during the half-hour interval. TalkReserveTime is included in the calculation of LoggedOnTime.

Derived from: Agent_Skill_Group_Half_Hour.ReserveCallsTalkTimeToHalf

**Reserve
On Hold**

The total number of completed agent reservation calls that the agent in the skill group placed on hold at least once. The value is updated in the database when the after-call work time associated with the call (if any) has completed.

Derived from: Agent_Skill_Group_Half_Hour.ReserveCallsOnHoldToHalf

**Reserve
On Hold Time**

The total number of seconds agent reservation calls were placed on hold by the agent in the skill group during the half-hour interval. This data element is based on HoldTime from the Termination_Call_Detail record. The value is updated in the database when the after-call work associated with the call (if any) has completed.

Derived from: Agent_Skill_Group_Half_Hour.ReserveCallsOnHoldTimeToHalf
**Talk AutoOut Time**

The total talk time, in seconds, for completed AutoOut (predictive) calls handled by the agent in the skill group during the half-hour interval.

Derived from: Agent_Skill_Group_Half_Hour.TalkAutoOutTimeToHalf

**Talk Preview Time**

The total talk time, in seconds, for completed outbound Preview calls handled by the agent in the skill group during the half-hour interval.

Derived from: Agent_Skill_Group_Half_Hour.TalkPreviewTimeToHalf

**Talk Reserve Time**

The total talk time, in seconds, for completed agent reservation calls handled by the agent in the skill group during the half-hour interval.

Derived from: Agent_Skill_Group_Half_Hour.TalkReserveTimeToHalf

**On Hold Calls**

**Aban Hold**

The total number of calls that were abandoned while being held by the agent and/or the number of paused tasks the agent ended. This value is updated in the database at the time the held call disconnects or the paused task ends.

Derived from: Agent_Skill_Group_Half_Hour.AbandonHoldCallsToHalf

**On Hold Calls**

**Out Extn**

The total number of completed outbound ACD calls that agents in the skill group have placed on hold at least once. The value is updated in the database when the after-call work time associated with the call (if any) has completed.

Derived from: Agent_Skill_Group_Half_Hour.AgentOutCallsOnHoldToHalf
On Hold Calls
Inc Tasks
The total number of completed inbound tasks the agent placed on hold or paused at least once. The value is updated in the database when the after-task work time associated with the task (if any) has completed.
Derived from: Agent_Skill_Group_Half_Hour.IncomingCallsOnHoldToHalf

*On Hold Calls
Int Tasks
The total number of internal calls the agent placed on hold at least once. The value is updated in the database when the after-call work time associated with the call (if any) is completed.
Derived from: Agent_Skill_Group_Half_Hour.InternalCallsOnHoldToHalf

*On Hold Calls Time
Out Extn
The total number of seconds that outbound ACD calls were placed on hold by agents in the skill group during the half-hour interval. This data element is based on HoldTime from the Termination_Call_Detail record. The value is updated in the database when the after-call work associated with the call (if any) has completed.
Derived from: Agent_Skill_Group_Half_Hour.AgentOutCallsOnHoldTimeToHalf

On Hold Calls Time
Inc Tasks
The total number of seconds that completed inbound ACD calls were placed on hold or tasks were paused during the half-hour interval. The value is based on HoldTime from the Termination_Call_Detail records. The value is updated in the database when the after-call work time associated with the call (if any) has completed.
Derived from: Agent_Skill_Group_Half_Hour.IncomingCallsOnHoldTimeToHalf

*On Hold Calls Time
Int Tasks
The total number of seconds completed internal calls were placed on hold during the half-hour interval. The value is updated in the database when the after-call work time associated with the call (if any) is completed.
Derived from: Agent_Skill_Group_Half_Hour.InternalCallsOnHoldTimeToHalf
Agents By Skill Group Report Templates

This grouping of agents is useful for a Contact Center Supervisor or team lead that is responsible for specific skill groups. For the report, select from the displayed list of skill groups in your enterprise. For an overview of skill groups, see About Skill Groups.

Note: Reports on agents in skill groups are sorted by media routing domain since skill groups can belong to only one media routing domain but agents can belong to more than one skill group. This way all the data on an agent in more than one skill group remains together.

The following table lists all the ICM Agents by Skill Group report templates that WebView provides. Each of these templates can be used in an IPCC environment, a few of them can be used only in an IPCC environment, and most of them can be used in either an IPCC or a standard ACD environment. Click the template name for a detailed description.

Table 6-3  Agent By Skill Group Templates

<table>
<thead>
<tr>
<th>Template Name</th>
<th>Applicable Environment</th>
<th>Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>agtskg03: Agent Skill Group Logout Status Report, page 6-126</td>
<td>IPCC and/or standard ACD</td>
<td>historical table</td>
<td>Data on logon duration and logout date and time for each agent by skill group.</td>
</tr>
<tr>
<td>agtskg04: Agent Task Detail Activity Report, page 6-129</td>
<td>IPCC and/or standard ACD</td>
<td>historical table</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 Report, page 6-133</td>
<td>IPCC and/or standard ACD</td>
<td>historical table</td>
<td>Task detail data collected about agent performance (by skill group) related to abandoned, held, assistance, and conference tasks.</td>
</tr>
<tr>
<td>agtskg06: Blended Agent Status Report, page 7-3</td>
<td>Blended Agent</td>
<td>real-time table</td>
<td>Current agent activity related to Blended Agent tasks.</td>
</tr>
<tr>
<td>agtskg07: Agent Skill Group Task Analysis Report, page 6-138</td>
<td>IPCC and/or standard ACD</td>
<td>historical table</td>
<td>All the tasks handled by each agent in the selected skill group(s), gathered in half-hour increments</td>
</tr>
<tr>
<td>agtskg10: Blended Agent Predictive and Progressive Tasks Detail Performance Report, page 7-14</td>
<td>Blended Agent</td>
<td>historical table</td>
<td>Each agent's task detail data performance on predictive tasks, gathered in half-hour increments</td>
</tr>
<tr>
<td>agtskg11: Blended Agent Preview Task Detail Performance Report, page 7-17</td>
<td>Blended Agent</td>
<td>historical table</td>
<td>Each agent's performance task data for preview calls, gathered in half-hour increments.</td>
</tr>
</tbody>
</table>
### Table 6-3 Agent By Skill Group Templates

<table>
<thead>
<tr>
<th>Template Name</th>
<th>Applicable Environment</th>
<th>Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>agtskg12: Blended Agent Reservation Task Detail Performance Report, page 7-19</td>
<td>Blended Agent</td>
<td>historical table</td>
<td>Each agent’s performance data for reservation calls, gathered in half-hour increments</td>
</tr>
<tr>
<td>agtskg20: Agent Skill Group Real Time Report, page 6-118</td>
<td>IPCC and/or standard ACD</td>
<td>real-time table</td>
<td>The current agent states of each agent within the selected skill group(s).</td>
</tr>
<tr>
<td>agtskg21: Agent Skill Group Task Summary Half Hour Report, page 6-141</td>
<td>IPCC</td>
<td>historical table</td>
<td>Agent task summary 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 Report, page 6-145</td>
<td>IPCC</td>
<td>historical table</td>
<td>Agent task summary 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 Report, page 6-149</td>
<td>IPCC and/or standard ACD</td>
<td>historical table</td>
<td>Agent state summary 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 Report, page 6-153</td>
<td>IPCC and/or standard ACD</td>
<td>historical table</td>
<td>Agent state summary 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 Report, page 6-157</td>
<td>IPCC</td>
<td>historical table</td>
<td>Agent daily task statistic totals and time allocations, gathered in half-hour increments.</td>
</tr>
<tr>
<td>agtskg26: Agent Skill Group Consolidated Daily Report, page 6-161</td>
<td>IPCC</td>
<td>historical table</td>
<td>Agent daily task statistic totals and time allocations, gathered in day increments.</td>
</tr>
<tr>
<td>agtskg27: Agent Skill Group Historical All Fields Report, page 6-165</td>
<td>IPCC and/or standard ACD</td>
<td>historical table</td>
<td>All the report data available from the Agent_Skill_Group_Half_Hour table, organized by skill groups and then by agents within the skill group. This report is for online viewing or for exporting to Excel. It is not formatted for printing.</td>
</tr>
</tbody>
</table>
Table 6-3 Agent By Skill Group Templates

<table>
<thead>
<tr>
<th>Template Name</th>
<th>Applicable Environment</th>
<th>Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>agtper28: Agent Peripheral Real Time All Fields Report, page 6-68</td>
<td>IPCC and/or standard ACD</td>
<td>real-time table</td>
<td>All the report data available from the Agent_Real_Time table, organized by skill groups and then by agents within the skill group. This report is for online viewing or for exporting to Excel. It is not formatted for printing.</td>
</tr>
</tbody>
</table>

Agent by skill group real-time reports

This section lists the following real-time reports:

- agtskg20: Agent Skill Group Real Time Report, page 6-118
- agtskg28: Agent Skill Group Real Time All Fields Report, page 6-122

agtskg20: Agent Skill Group Real Time Report

<table>
<thead>
<tr>
<th>Overview:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Title</td>
</tr>
<tr>
<td>Subject</td>
</tr>
<tr>
<td>Purpose</td>
</tr>
<tr>
<td>Applicable environment</td>
</tr>
<tr>
<td>Template type</td>
</tr>
<tr>
<td>Default sort order</td>
</tr>
<tr>
<td>Drilldowns available</td>
</tr>
<tr>
<td>Schema database tables</td>
</tr>
</tbody>
</table>
Data:

Agent Name
The last and first name of the agent and the agent ID number.
Derived from: Person.LastName + "," + Person.FirstName + Agent.SkillTargetID

Active Skill Group
The skill group associated with the task on which the agent is currently working. If the agent is not involved in any task in the media routing domain, this field shows Not Applicable. Since an agent can be logged into multiple skill groups, this field is not filled until the agent is assigned a task.
Derived from: Skill_Group.EnterpriseName + Skill_Group.SkillTargetID

Media
The media routing domain into which the agent is logged for doing this type of task. This is the media routing domain associated with the Skill Group in which the agent is currently working.
Each media routing domain has its own skill groups. If an agent is logged into more than one media routing domain, then that agent also belongs to more than one skill group.
Derived from: Media_Routing_Domain.EnterpriseName

Available in MRD
Whether or not the agent is available to accept a task, or if involved in a task, available to accept more tasks:
NO (Not available)
YES-ICM (ICM available in media routing domain)
YES-APP (Application available in media routing domain)
An agent is available for a task in a media routing domain if the agent has not reached the agent's maximum task limit for that task type or if the agent is not working on an interruptible task in another media routing domain.
If an agent is available in ICM, then ICM can assign and route the task. If an agent is available in an application, then the application can assign and route the task. In the former case, only ICM can assign tasks to the agent. In the latter, only the application can assign tasks to the agent.
Derived from: Agent_Real_Time.AvailableInMRD

Queued Now
The number of tasks currently queued for the skill group at the CallRouter.
Derived from: Skill_Group_Real_Time.RouterCallsQNow
Active Tasks
The number of tasks associated with the skill group that the agent is working on.
Derived from: Agent_Skill_Group_Real_Time.CallsInProgress

Extension
The phone extension assigned to the agent.
Derived from: Agent_Real_Time.Extension

Log On DateTime
The date and time that the agent logged in. The format is MM/DD/YYYY HH:MM:SS (month, day, year and hour, minute, second) format.
Derived from: Agent_Skill_Group_Real_Time.DateTimeLogin

Agent State
The current state of the agent. The following states can appear in this report:
*Talking state
Active state
Work Ready state
Work Not Ready state
*Hold state
Paused state
Interrupted state
The state with an asterisk (*) is a voice media only state.

Note: This template can display agent status data only when the agent is in the talking or active state. If the agent is not involved in a task in some way, this template does not display the agent state for that agent.
An agent doing wrap-up work (post-call activities, such as completing paperwork or consulting with associates) is in either the Work Ready or the Work Not Ready state.
Derived from: Agent_Real_Time.AgentState

Duration In Current State
The time spent in the current agent state in HH:MM:SS (hours, minutes, seconds) format.
Derived from: (Controller_Time.NowTime - Agent_Skill_Group_Real_Time.DateTimeSinceLastStateChange)
Reason Code
A code received from the peripheral that indicates the reason for the agent's last state change. If not defined, this shows NONE.

Note: The agent's desk settings and CTIOS registry settings need to be configured to display the reason code. You can do this in the ICM Configuration Manager's Agent Desk Settings List tool.

For a list of default reason codes, see Reason Codes.
Derived from: Agent_Skill_Group_Real_Time.ReasonCode

Direction
The direction of active task:
In (inbound task - non voice tasks are always inbound)
Out (outgoing external task)
Other (outgoing internal task)

If there is no call, then this displays Not Applicable.
Derived from: Agent_Real_Time.Direction

*Destination
The type of outbound call on which the agent is currently working:
None (Not Applicable)
ACD
Direct
Auto out
Reserve
Preview

Derived from: Agent_Real_Time.Destination

*Supv Assist Reqstd
Whether or not the agent requested supervisor assistance:
No
Yes

Derived from: Agent_Real_Time.RequestedSupervisorAssist

Skill Group Summary
The total of all agent data for all agents in the skill group.
## Overview:

<table>
<thead>
<tr>
<th>Title</th>
<th>The name you give it when you save the report.</th>
</tr>
</thead>
</table>
| Subject | A table of all the selected skill groups listing all the available agent real-time report data.  
**Note:** This report is the same report as the Peragt28 report except that this report is first sorted by skill group rather than by agent.  
Fields applicable to a voice domain only are prefixed with an asterisk (*). Such fields are not applicable for e-mail or collaboration media. |
| Purpose | To show all the available agent skill-group real-time data in the Agent_Real_Time database table so that you can select which data you want for a customized agent skill-group real-time report.  
**Note:** This report is designed to be saved and exported or copied to another format. For example, you can export the report to an Excel spreadsheet and modify the report to suit your needs. If that is not acceptable, you can also use a third-party tool to customize your report. |
| Applicable environment | IPCC and/or standard ACD |
| Template type | Real-time table |
| Default sort order | By skill group, then by agent within skill group, and then by date. |
| Drilldowns available | No |
| Schema database tables | Agent  
Agent_Real_Time  
Person  
Skill_Group  
Skill_Group_Member |

## Data:

### Skill Group

The skill group associated with the task on which the agent is working. If the agent is not involved in any task in the media routing domain, this field shows Not Applicable. Since an agent can be logged into multiple skill groups, this field is not filled until the agent is assigned a task.

Derived from: Skill_Group.EnterpriseName
**Agent Name**
The last and first name of the agent and the agent ID number.
Derived from: Person.LastName + "," + Person.FirstName + Agent.SkillTargetID

**DateTime**
The date and time of the selected row's data in MM/DD/YYYY (month, day, year) and HH:MM:SS (hour, minute, second) format.
Derived from: Agent_Real_Time.DateTime

**Service**
Identifies the service for the task on which the agent is currently working.
Derived from: Agent_Real_Time.ServiceSkillTargetID

**Agent State**
The current state of the agent. The following states can appear in this report:
*Talking state
Active state
Work Ready state
Work Not Ready state
*Hold state
Paused state
Interrupted state
States with an asterisk (*) are voice media only states.

**Note:** This template can display agent status data only when the agent is in the talking or active state. If the agent is not involved in a task in some way, this template does not display the agent state for that agent.

An agent doing wrap-up work (post-call activities, such as completing paperwork or consulting with associates) is in either the Work Ready or the Work Not Ready state.
Derived from: Agent_Real_Time.AgentState

**Duration in Current State**
The time spent in the current agent state in HH:MM:SS (hours, minutes, seconds) format.
Derived from: DATEDIFF(seconds, Agent_Real_Time.DateTimeLastStateChange, getdate())
**Reason Code**
A code received from the peripheral that indicates the reason for the agent's last state change. If not defined, this shows NONE.

**Note:** The agent's desk settings and CTIOS registry settings need to be configured to display the reason code. You can do this in the ICM Configuration Manager's Agent Desk Settings List tool.

For a list of default reason codes, see Reason Codes.
Derived from: Agent_Real_Time.ReasonCode

**Extension**
The phone extension the agent is currently working on.
Derived from: Agent_Real_Time.Extension

**Log on Date Time**
The date and time the agent logged in.
Derived from: Agent_Real_Time.DateTimeLogin

**Supv Assist Reqstd**
Whether or not the agent requested supervisor assistance:
No
Yes
Derived from: Agent_Real_Time.RequestedSupervisorAssist

**Destination**
The type of outbound task on which the agent is currently working:
None (Not Applicable)
ACD
Direct
Auto out
Reserve
Preview
Derived from: Agent_Real_Time.Destination

**Direction**
The direction of the active call:
In (inbound task - non voice tasks are always inbound)
Out (outgoing external call)
Other (outgoing internal call)
If there is no call, then this displays Not Applicable.
Derived from: Agent_Real_Time.Direction

**On Hold**
Indicates whether the call is currently on hold: Yes; No.
Derived from: Agent_Real_Time.OnHold
*Network TargetID
   The device target the agent is logged on to. This applies to only IPCC agents.
   Derived from: Agent_Real_Time.NetworkTargetID

*Customer Phone
   The phone number of the caller with whom the agent is speaking.
   Derived from: Agent_Real_Time.CustomerPhoneNumber

*Customer Account
   The account number of the caller with whom the agent is speaking.
   Derived from: Agent_Real_Time.CustomerAccountNumber

*Campaign
   The campaign ID for the campaign associated with this call.
   Derived from: Agent_Real_Time.CampaignID

*Query Rule
   The query rule belonging to the campaign identified by the CampaignID.
   Derived from: Agent_Real_Time.QueryRuleID
Agent by skill group historical reports

This section lists the following historical reports:

- agtskg03: Agent Skill Group Logout Status Report, page 6-126
- agtskg04: Agent Task Detail Activity Report, page 6-129
- agtskg05: Agent Task Detail Performance Report, page 6-133
- agtskg07: Agent Skill Group Task Analysis Report, page 6-138
- agtskg21: Agent Skill Group Task Summary Half Hour Report, page 6-141
- agtskg23: Agent Skill Group Performance Summary Half Hour Report, page 6-149
- agtskg25: Agent Skill Group Consolidated Half Hour Report, page 6-157
- agtskg26: Agent Skill Group Consolidated Daily Report, page 6-161
- agtskg27: Agent Skill Group Historical All Fields Report, page 6-165

agtsg03: Agent Skill Group Logout Status Report

<table>
<thead>
<tr>
<th>Overview:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Title</strong></td>
</tr>
<tr>
<td><strong>Subject</strong></td>
</tr>
<tr>
<td><strong>Purpose</strong></td>
</tr>
<tr>
<td><strong>Applicable environment</strong></td>
</tr>
<tr>
<td><strong>Template type</strong></td>
</tr>
<tr>
<td><strong>Default sort order</strong></td>
</tr>
<tr>
<td><strong>Drilldowns available</strong></td>
</tr>
<tr>
<td><strong>Schema database tables</strong></td>
</tr>
</tbody>
</table>
Data:

Agent Name
The last and first name of the agent.
Derived from: Person.LastName + "," + Person.FirstName

Media
The media routing domain from which the agent is logged off.
Derived from: Media_Routing_Domain.EnterpriseName

Agent Enterprise Name
The enterprise name of the agent.
Derived from: Agent.Enterprisename
**Skill Group**

The name of the skill group to which this agent is associated.

Derived from: Skill_Group.EnterpriseName

**Log On DateTime**

The date and time the agent logged on, measured in YY:MM:DD (month, day, year) and HH:MM:SS (hours, minutes, seconds) format.

Derived from: Agent_Skill_Group_Logout.LogoutDateTime - Agent_Skill_Group_Logout.LoginDuration

**Log On Duration**

The time measured in HH:MM:SS (hours, minutes, seconds) format that the agent spent logged on.

Derived from: Agent_Skill_Group_Logout.LoginDuration

**Log Out DateTime**

The ICM central controller's date and time that the agent logged out.

Derived from: Agent_Skill_Group_Logout.LogoutDateTime

**Reason Code**

A code received from the peripheral that indicates the reason for the agent's last state change. If not defined, this shows NONE.

**Note:** The agent's desk settings and CTIOS registry settings need to be configured to display the reason code. You can do this in the ICM Configuration Manager's Agent Desk Settings List tool.

For a list of default reason codes, see Reason Codes.

Derived from: Agent_Skill_Group_Logout.ReasonCode
## Overview:

<table>
<thead>
<tr>
<th>Title</th>
<th>The name you give it when you save the report</th>
</tr>
</thead>
<tbody>
<tr>
<td>Subject</td>
<td>A table of all agents in the selected skill groups showing agent task detail data including information about incoming tasks, outgoing tasks, internal tasks, callbacks, and wrap-up work, gathered in half-hour increments. <strong>Note:</strong> Fields applicable to a voice domain only are prefixed with an asterisk (*). Such fields are not applicable to an e-mail or collaboration media routing domain.</td>
</tr>
<tr>
<td>Purpose</td>
<td>To show agent skill group activity for the selected time period.</td>
</tr>
<tr>
<td>Applicable environment</td>
<td>IPCC and/or standard ACD</td>
</tr>
<tr>
<td>Template type</td>
<td>Historical table</td>
</tr>
<tr>
<td>Default sort order</td>
<td>By last name, first name, media routing domain, and skill group</td>
</tr>
<tr>
<td>Drilldowns available</td>
<td>No</td>
</tr>
<tr>
<td>Schema database tables</td>
<td>Agent, Agent_Half_Hour, Agent_Skill_Group_Half_Hour, Media_Routing_Domain, Person, Skill_Group, Skill_Group_Member</td>
</tr>
</tbody>
</table>

## Data:

### Agent Name
The last and first name of the agent.
Derived from: Person.LastName + "," + Person.FirstName

### Media
The media routing domain into which the agent is logged. This is the media routing domain with which the agent's Skill Group is associated.
Derived from: Media_Routing_Domain.EnterpriseName

### Skill Group
The name of the skill group in which the agent is active.
Derived from: Skill_Group.EnterpriseName
Available in MRD
Whether or not the agent is available in the media routing domain to accept more tasks:
NO - Not available (0)
YES-ICM - ICM available in media routing domain (1)
YES-APP - Application available in media routing domain (2)
Note: Use the number equivalents for this field when setting thresholds for the field.
Derived from: Agent_Half_Hour.AvailableInMRDTimeToHalf

Log On Duration
The total time in HH:MM:SS (hours, minutes, seconds) format that agent was logged on during the interval.
Derived from: sum(Agent_Skill_Group_Half_Hour.LoggedOnTimeToHalf)

Tasks Handled: Total Tasks
The total number of inbound tasks handled by the agent during the interval. This value is incremented when the after-task work associated with the task is completed.
Derived from: sum(Agent_Skill_Group_Half_Hour.CallsHandledToHalf)

Tasks Handled: Avg Time
The average length in seconds for incoming tasks handled by the agent during the interval.
Derived from: sum(Agent_Skill_Group_Half_Hour.HandledCallsTimeToHalf) / sum(Agent_Skill_Group_Half_Hour.CallsHandledToHalf)

Tasks Handled: % Time
The percentage of all tasks handled by the agent for the period that were incoming tasks.
Derived from: sum(Agent_Skill_Group_Half_Hour.HandledCallsTimeToHalf) * 1.0 / sum(Agent_Skill_Group_Half_Hour.LoggedOnTimeToHalf)

*External Out Tasks: Total Tasks
The total number of completed outbound tasks made by the agent during the interval. The value is incremented when the after-task work associated with the task is completed.
Derived from: sum(Agent_Skill_Group_Half_Hour.AgentOutCallsToHalf)

*External Out Tasks: Avg Time
The average length in seconds for outgoing tasks made by the agent for the interval.
Derived from: sum(Agent_Skill_Group_Half_Hour.AgentOutCallsTimeToHalf) / sum(Agent_Skill_Group_Half_Hour.AgentOutCallsToHalf)
*External Out Tasks: % Time*

The percentage of all tasks handled by the agent for the period that were outgoing tasks.

Derived from: \( \frac{\text{sum(Agent\_Skill\_Group\_Half\_Hour.AgentOutCallsTimeToHalf)} * 1.0}{\text{sum(Agent\_Skill\_Group\_Half\_HourLoggedOnTimeToHalf)}} \)

*Internal Out Tasks: Total Tasks*

The total number of internal tasks initiated by the agent during the interval. The value is incremented when the after-task work associated with the task is completed.

Derived from: \( \text{sum(Agent\_Skill\_Group\_Half\_Hour/InternalCallsToHalf)} \)

*Internal Out Tasks: Avg Time*

The average length in seconds for completed internal tasks made by the agent for the interval.

Derived from: \( \frac{\text{sum(Agent\_Skill\_Group\_Half\_Hour/InternalCallsTimeToHalf)}}{\text{sum(Agent\_Skill\_Group\_Half\_Hour/InternalCallsToHalf)}} \)

*Internal Out Tasks: % Time*

The percentage of all tasks handled by the agent for the period that were internal tasks.

Derived from: \( \frac{\text{sum(Agent\_Skill\_Group\_Half\_Hour/InternalCallsTimeToHalf)} * 1.0}{\text{sum(Agent\_Skill\_Group\_Half\_HourLoggedOnTimeToHalf)}} \)

*CB Messages: Total Tasks*

The total number of callback messages that were processed by the agent during the interval.

Derived from: \( \text{sum(Agent\_Skill\_Group\_Half\_Hour/CallbackMessagesToHalf)} \)

*CB Messages: Avg Time*

The average length in seconds for callback messages that were processed by the agent during the interval.

Derived from: \( \frac{\text{sum(Agent\_Skill\_Group\_Half\_Hour/CallbackMessagesTimeToHalf)}}{\text{sum(Agent\_Skill\_Group\_Half\_Hour/CallbackMessagesToHalf)}} \)

*CB Messages: % Time*

The percentage of all calls handled by the agent for the period that were callback messages.

Derived from: \( \frac{\text{sum(Agent\_Skill\_Group\_Half\_Hour/CallbackMessagesTimeToHalf)} * 1.0}{\text{sum(Agent\_Skill\_Group\_Half\_HourLoggedOnTimeToHalf)}} \)
**% Wrap Up**

The percentage of Log On duration that the agent spent in wrap-up in this skill group during the interval. An agent doing wrap-up work is either in the Work Ready or Work Not Ready state. This value is measured against the total time the agent was logged on during the interval.

Derived from: 

\[
\frac{(Agent\_Skill\_Group\_Half\_Hour.WorkReadyTimeToHalf + Agent\_Skill\_Group\_Half\_Hour.WorkNotReadyTimeToHalf)}{Agent\_Skill\_Group\_Half\_Hour.LoggedOnTimeToHalf}
\]

**Media Summary**

The total data for all agents in the media routing domain.

**Agent Summary**

The total data for an agent.

**Report Summary**

The total data for all agents in the report.
agtsg05: Agent Task Detail Performance Report

<table>
<thead>
<tr>
<th>Overview:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Title</strong></td>
<td>The name you give it when you save the report</td>
</tr>
<tr>
<td><strong>Subject</strong></td>
<td>A table of all agents in the selected skill groups showing agent data collected about agent performance relating to abandoned, held, assistance, and conference calls/tasks, gathered in half-hour increments. Fields applicable to a voice domain only are prefixed with an asterisk (*). Such fields are not applicable for e-mail or collaboration media.</td>
</tr>
<tr>
<td><strong>Purpose</strong></td>
<td>To show agent performance in a skill group for the selected time period.</td>
</tr>
<tr>
<td><strong>Applicable environment</strong></td>
<td>IPCC and/or standard ACD</td>
</tr>
<tr>
<td><strong>Template type</strong></td>
<td>Historical table</td>
</tr>
<tr>
<td><strong>Default sort order</strong></td>
<td>By last name, first name, media routing domain, and skill group</td>
</tr>
<tr>
<td><strong>Drilldowns available</strong></td>
<td>No</td>
</tr>
<tr>
<td><strong>Schema database table</strong></td>
<td>Agent, Agent_Half_Hour, Agent_Skill_Group_Half_Hour, Media_Routing_Domain, Person, Skill_Group, Skill_Group_Member</td>
</tr>
</tbody>
</table>

**Data:**

**Agent Name**

The last and first name of the agent.

Derived from: Person.LastName + "," + Person.FirstName

**Media**

The media routing domain into which the agent is logged. This is the media routing domain with which the agent's Skill Group is associated.

Derived from: Media_Routing_Domain.EnterpriseName

**Skill Group**

The name of the skill group to which these agent is associated.

Derived from: Skill_Group.EnterpriseName
Aban Hold

The total number of tasks that were abandoned while being put on hold by the agent or the number of paused tasks that the agent ended. The value is incremented at the time the call disconnects.

Derived from: sum(Agent_Skill_Group_Half_Hour.AbandonHoldCallsToHalf)

Abandon While Offer Tasks

Total Tasks

The total number of tasks abandoned while offered to the agent and/or the number of paused tasks that the agent ended. The value is incremented at the time the call disconnects.

Derived from: sum(Agent_Skill_Group_Half_Hour.AbandonRingCallsToHalf)

Abandon While Offer Tasks

Avg Time

The average ring time in seconds associated with tasks offered to this agent that were abandoned while offered and/or the average time of paused tasks that the agent ended during the given interval.

Derived from: sum(Agent_Skill_Group_Half_Hour.AbandonRingTimeToHalf) / sum(Agent_Skill_Group_Half_Hour.AbandonRingCallsToHalf)

Abandon While Offer Tasks

% Time

The percentage of offered time associated with tasks that were abandoned while offered to the agent. This value is measured against the total time the agent was logged on during the interval.

Derived from: sum(Agent_Skill_Group_Half_Hour.AbandonRingTimeToHalf) * 1.0 / sum(Agent_Skill_Group_Half_Hour.LoggedOnTimeToHalf)

Incoming Hold Tasks

Total Tasks

The total number of completed inbound tasks the agent placed on hold or paused. The value is incremented when the after-task work associated with the task (if any) is completed.

Derived from: sum(Agent_Skill_Group_Half_Hour.IncomingCallsOnHoldToHalf)

Incoming Hold Tasks

Avg Time

The average on hold time associated with internal tasks the agent placed on hold or paused.

Derived from:

sum(Agent_Skill_Group_Half_Hour.IncomingCallsOnHoldTimeToHalf) / sum(Agent_Skill_Group_Half_Hour.IncomingCallsOnHoldToHalf)
Incoming Hold Tasks
% Time
The percentage of hold time associated with internal tasks the agent placed on hold or paused. This value is measured against the total time the agent was logged on during the interval.
Derived from:
\[
\text{sum}(\text{Agent\_Skill\_Group\_Half\_Hour.IncomingCallsOnHoldTimeToHalf}) * 1.0 / \text{sum}(\text{Agent\_Skill\_Group\_Half\_Hour.LoggedOnTimeToHalf})
\]

*Outgoing Hold Tasks
Total Tasks
The total number of outgoing tasks that the agent put on hold or paused.
Derived from:
\[
\text{sum}(\text{Agent\_Skill\_Group\_Half\_Hour.AgentOutCallsOnHoldToHalf})
\]

*Outgoing Hold Tasks
Avg Time
The average length of time that the agent left outgoing tasks on hold or paused.
Derived from:
\[
\text{sum}(\text{Agent\_Skill\_Group\_Half\_Hour.AgentOutCallsOnHoldTimeToHalf}) / \text{sum}(\text{Agent\_Skill\_Group\_Half\_Hour.AgentOutCallsOnHoldToHalf})
\]

*Outgoing Hold Tasks
% Time
The percentage of hold time associated with outgoing tasks the agent placed on hold or paused. This value is measured against the total time the agent was logged on during the interval.
Derived from:
\[
\text{sum}(\text{Agent\_Skill\_Group\_Half\_Hour.AgentOutCallsOnHoldTimeToHalf}) * 1.0 / \text{sum}(\text{Agent\_Skill\_Group\_Half\_Hour.LoggedOnTimeToHalf})
\]

*Internal Hold Tasks
Total Tasks
The total number of internal calls that the agent put on hold.
Derived from:
\[
\text{sum}(\text{Agent\_Skill\_Group\_Half\_Hour.InternalCallsOnHoldToHalf})
\]

*Internal Hold Tasks
Avg Time
The average length of time that the agent left internal tasks on hold.
Derived from:
\[
\text{sum}(\text{Agent\_Skill\_Group\_Half\_Hour.InternalCallsOnHoldTimeToHalf}) / \text{sum}(\text{Agent\_Skill\_Group\_Half\_Hour.InternalCallsOnHoldToHalf})
\]
**Internal Hold Tasks**

**% Time**

The percentage of hold time associated with internal tasks the agent placed on hold. This value is measured against the total time the agent was logged on during the interval.

Derived from:
\[
\frac{\text{sum}(\text{Agent\_Skill\_Group\_Half\_Hour.\text{InternalCallsOnHoldTimeToHalf})}}{\text{sum}(\text{Agent\_Skill\_Group\_Half\_Hour.\text{LoggedOnTimeToHalf})}} \times 1.0
\]

**Supervisor Assist Tasks**

**Total Tasks**

The total number of tasks for which the agent received supervisor assistance during the interval. The value is incremented when the supervisor assistance call completes.

Derived from: \(\text{sum}(\text{Agent\_Skill\_Group\_Half\_Hour.\text{SupervAssistCallsToHalf}})\)

**Avg Time**

The average time in seconds that the agent received assistance for all supervisor-assisted tasks during the interval.

Derived from:
\[
\frac{\text{sum}(\text{Agent\_Skill\_Group\_Half\_Hour.\text{SupervAssistCallsTimeToHalf})}}{\text{sum}(\text{Agent\_Skill\_Group\_Half\_Hour.\text{SupervAssistCallsToHalf})}}
\]

**% Time**

The percentage of time that the agent spent during the interval on supervisor-assisted tasks. This value is measured against the total time the agent was logged on during the interval.

Derived from:
\[
\frac{\text{sum}(\text{Agent\_Skill\_Group\_Half\_Hour.\text{SupervAssistCallsTimeToHalf})}}{\text{sum}(\text{Agent\_Skill\_Group\_Half\_Hour.\text{LoggedOnTimeToHalf})}} \times 1.0
\]

**Conference In Tasks**

**Total Tasks**

The number of incoming tasks on which the agent was in conference. Incoming tasks include ACD and non-ACD calls. The value is incremented with the agent drops off the call and the call becomes a simple two-party call.

Derived from: \(\text{sum}(\text{Agent\_Skill\_Group\_Half\_Hour.\text{ConferencedInCallsToHalf}})\)
**Conference In Tasks**

**Avg Time**

The average time in seconds that the agent spent in conference with tasks during the interval. This value includes hold time associated with the conference calls.

Derived from:
\[
\frac{\text{sum(Agent\_Skill\_Group\_Half\_Hour.ConferencedInCallsTimeToHalf)}}{\text{sum(Agent\_Skill\_Group\_Half\_Hour.ConferencedInCallsToHalf)}}
\]

**Conference In Tasks**

**% Time**

The percentage of time that the agent spent during the interval on conference calls/tasks. The percentage includes hold time associated with the conference calls. This value is measured against the total time the agent was logged on during the interval.

Derived from:
\[
\frac{\text{sum(Agent\_Skill\_Group\_Half\_Hour.ConferencedInCallsTimeToHalf) * 1.0}}{\text{sum(Agent\_Skill\_Group\_Half\_Hour.LoggedOnTimeToHalf)}}
\]

**Conference Out Tasks**

**Total Tasks**

The number conference calls/tasks the agent initiated. Initiated calls include ACD and non-ACD calls. The value is incremented with the agent drops off the call and the call becomes a simple two-party call.

Derived from: \(\text{sum(Agent\_Skill\_Group\_Half\_Hour.ConferencedOutCallsToHalf)}\)

**Conference Out Tasks**

**Avg Time**

The average time in seconds that the agent spent in conference on agent-initiated tasks during the interval. This value includes hold time associated with the conference calls.

Derived from:
\[
\frac{\text{sum(Agent\_Skill\_Group\_Half\_Hour.ConferencedOutCallsTimeToHalf)}}{\text{sum(Agent\_Skill\_Group\_Half\_Hour.ConferencedOutCallsToHalf)}}
\]

**Conference Out Tasks**

**% Time**

The percentage of time that the agent spent during the half-hour interval on agent-initiated conference calls/tasks. This percentage includes hold time associated with the conference calls. This value is measured against the total time the agent was logged on during the interval.

Derived from:
\[
\frac{\text{sum(Agent\_Skill\_Group\_Half\_Hour.ConferencedOutCallsTimeToHalf) * 1.0}}{\text{sum(Agent\_Skill\_Group\_Half\_Hour.LoggedOnTimeToHalf)}}
\]

**Agent Summary**

The total agent data.
**Media Summary**
The total data for all agents in the media routing domain.

**Report Summary**
The total data for all agents in the report.

---

### agtskg07: Agent Skill Group Task Analysis Report

#### Overview:

<table>
<thead>
<tr>
<th>Title</th>
<th>The name you give it when you save the report</th>
</tr>
</thead>
<tbody>
<tr>
<td>Subject</td>
<td>A table of all agents in the selected skill groups analyzing all the tasks handled by each agent, gathered in half-hour increments. Fields applicable to a voice domain only are prefixed with an asterisk (*). Such fields are not applicable for e-mail or collaboration media.</td>
</tr>
<tr>
<td>Purpose</td>
<td>To show all agent tasks in a skill group(s) for the selected time period</td>
</tr>
<tr>
<td>Applicable environment</td>
<td>IPCC and/or standard ACD</td>
</tr>
<tr>
<td>Template type</td>
<td>Historical table</td>
</tr>
<tr>
<td>Default sort order</td>
<td>By last name, first name, media routing domain, skill group, date, and time</td>
</tr>
<tr>
<td>Drilldowns available</td>
<td>No</td>
</tr>
<tr>
<td>Schema database table</td>
<td>Agent, Agent_Skill_Group_Half_Hour, Media_Routing_Domain, Person, Skill_Group</td>
</tr>
</tbody>
</table>

#### Data:

**Agent Name**
The last and first name of the agent and the agent ID number.

Derived from: `Person.LastName + "," + Person.FirstName + Agent.SkillTargetID`

**Media**
The media routing domain into which the agent is logged for doing this type of task. This is the media routing domain associated with the Skill Group in which the agent worked when doing this task.
Each media routing domain has its own skill groups. If an agent is logged into more than one media routing domain, then that agent also belongs to more than one skill group.

Derived from: Media_Routing_Domain.EnterpriseName

**Skill Group**

The name of the skill group to which the agent is associated.

Derived from: Skill_Group.EnterpriseName

**DateTime**

The date and time when the record was generated in MM/DD/YY (month, day, year) and HH:MM:SS (hours, minutes, seconds) format.

Derived from: Agent_Skill_Group_Half_Hour.DateTime

**Total Tasks**

The total tasks handled by the agent during the half-hour interval.

Derived from: Agent_Skill_Group_Half_Hour.CallsAnsweredToHalf + Agent_Skill_Group_Half_Hour.InternalCallsToHalf + Agent_Skill_Group_Half_Hour.AgentOutCallsToHalf

**Barge In Tasks**

The number of tasks barged in either by the supervisor or on the agent during the half-hour interval.

Derived from: Agent_Skill_Group_Half_Hour.BargeInCallsToHalf

**Intercept Tasks**

The number of tasks intercepted either by the supervisor or on the agent during the half-hour interval.

Derived from: Agent_Skill_Group_Half_Hour.InterceptCallsToHalf

**Emerg Assist**

The number of emergency assistance request tasks by the agent during the half-hour interval.

Derived from: Agent_Skill_Group_Half_Hour.EmergencyAssistsToHalf

**Supv Assist**

The number of supervisory assistance tasks during the half-hour interval.

Derived from: Agent_Skill_Group_Half_Hour.SupervAssistCallsToHalf

**Redirect No Answer**

The number of tasks during the selected time period that were redirected (sent to another location) on failure to answer or to respond. The value is incremented at the time the call is diverted to another device.
Skill Group Summary
A summary of each field for all agents in each skill group.

Media Summary
A summary of each field for all the agents in each media routing domain.

Agent Summary
A summary of each field for each agent.

Report Summary
A summary of each field for all agents in the report.
Agent Reports

agtsgk21: Agent Skill Group Task Summary Half Hour Report

agtsgk21: Agent Skill Group Task Summary Half Hour Report

<table>
<thead>
<tr>
<th>Overview:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Title</td>
<td>The name you give it when you save the report.</td>
</tr>
<tr>
<td>Subject</td>
<td>A table of all agents in the selected skill</td>
</tr>
<tr>
<td></td>
<td>groups showing each agent's incoming and</td>
</tr>
<tr>
<td></td>
<td>outgoing task counts and task treatments,</td>
</tr>
<tr>
<td></td>
<td>gathered in half-hour increments.</td>
</tr>
<tr>
<td></td>
<td>Fields applicable to a voice domain only are</td>
</tr>
<tr>
<td></td>
<td>prefixed with an asterisk (*). Such fields are</td>
</tr>
<tr>
<td></td>
<td>not applicable for e-mail or collaboration</td>
</tr>
<tr>
<td></td>
<td>media.</td>
</tr>
<tr>
<td>Purpose</td>
<td>To show skill group half-hour activity for the</td>
</tr>
<tr>
<td></td>
<td>selected time period.</td>
</tr>
<tr>
<td>Applicable environment</td>
<td>IPCC</td>
</tr>
<tr>
<td>Template type</td>
<td>Historical table</td>
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<tr>
<td>Default sort order</td>
<td>By last name, first name, media routing domain,</td>
</tr>
<tr>
<td></td>
<td>skill group, and then by date and time</td>
</tr>
<tr>
<td>Drilldowns available</td>
<td>No</td>
</tr>
<tr>
<td>Schema database tables</td>
<td>Agent</td>
</tr>
<tr>
<td></td>
<td>Agent_Skill_Group_Half_Hour</td>
</tr>
<tr>
<td></td>
<td>Media_Routing_Domain</td>
</tr>
<tr>
<td></td>
<td>Person</td>
</tr>
<tr>
<td></td>
<td>Skill_Group</td>
</tr>
<tr>
<td></td>
<td>Skill_Group_Member</td>
</tr>
</tbody>
</table>

Data:

**Agent Name**

The last and first name of the agent.

Derived from: Person.LastName + "," + Person.FirstName

**Media**

The media routing domain into which the agent is logged during the report interval. This is the media routing domain with which the agent's Skill Group is associated.

Derived from: Media_Routing_Domain.EnterpriseName

**Skill Group**

The agent's skill group's enterprise name and skill target ID.

Derived from: Skill_Group.EnterpriseName and Skill_Group.SkillTargetID
Date Time
The date and time of the selected row's data in MM/DD/YYYY (month, day, year) and HH:MM:SS (hour, minute, second) format.
Derived from: Agent_Skill_Group_Half_Hour.DateTime

Log On Duration
The total time period the agent was logged in measured in HH:MM:SS (hours, minutes, seconds) format.
Derived from: Agent_Skill_Group_Half_Hour.LoggedOnTimeToHalf

Handled Tasks
The number of ICM routed tasks that the agent has handled.
Derived from: Agent_Skill_Group_Half_Hour.CallsHandledToHalf

Handled Time
The time the agent spent on ICM routed tasks, measured in HH:MM:SS (hours, minutes, seconds) format.
Derived from: Agent_Skill_Group_Half_Hour.HandledCallsTimeToHalf

*Direct In Tasks
The number of times that this agent received a direct internal or external incoming task. This includes direct tasks that were received from another agent via the transfer or conference key that dialed the agent’s extension directly without going through ICM scripting.
Derived from: Agent_Skill_Group_Half_Hour.InternalCallsRcvdToHalf

*Direct In Time
The time the agent spent on direct incoming tasks, measured in HH:MM:SS (hours, minutes, seconds).
Derived from: Agent_Skill_Group_Half_Hour.InternalCallsRvcdTimeToHalf

*External Out Tasks
The number of external outgoing tasks that the agent made from the ACD extension.
Derived from: Agent_Skill_Group_Half_Hour.AgentOutCallsToHalf

*External Out Time
The time the agent spent on outgoing external tasks, measured in HH:MM:SS (hours, minutes, seconds). Includes hold time.
Derived from: Agent_Skill_Group_Half_Hour.AgentOutCallsTimeToHalf
**Internal Out Tasks**

The number of internal outgoing tasks that the agent made from the ACD extension.

Derived from: Agent_Skill_Group_Half_Hour.InternalCallsToHalf

**Internal Out Time**

The number of seconds spent on internal tasks initiated by the agent during the half-hour interval. The value is updated in the database when the after-call work time associated with the task (if any) is completed.

Derived from: Agent_Skill_Group_Half_Hour.InternalCallsTimeToHalf

**Transfer Out**

The number of tasks this agent transferred out to another agent or skill group. This includes Consultative Calls if this transfer was consultative-not blind.

Derived from: Agent_Skill_Group_Half_Hour.TransferredOutCallsToHalf

**Conf Out**

The number of tasks that this agent conferenced out to another agent or skill group. This includes consultative Calls.

Derived from: Agent_Skill_Group_Half_Hour.ConferredOutCallsToHalf

**Consult**

The number of times an agent consulted with another agent or supervisor through the conference or transfer key. This includes supervisor or emergency assisted tasks.

Derived from: Agent_Skill_Group_Half_Hour.ConsultativeCallsToHalf

**On Hold Tasks**

The number of tasks that the agent held or paused.

Derived from: (Agent_Skill_Group_Half_Hour.InternalCallsHoldToHalf + Agent_Skill_Group_Half_Hour.IncomingCallsOnHoldToHalf)

**On Hold Time**

The time that tasks spent in the hold or paused state, measured in HH:MM:SS (hours, minutes, seconds) format.

Derived from: (Agent_Skill_Group_Half_Hour.InternalCallsHoldTimeToHalf + Agent_Skill_Group_Half_Hour.IncomingCallsHoldTimeToHalf)

**Transfer In**

The number of incoming tasks that were transferred to this agent from other agents within the same peripheral that did not go to IVR for queuing.

Derived from: Agent_Skill_Group_Half_Hour.TransferredInCallsToHalf
Conf In
The number of incoming tasks that were conferenced to this agent from other agents on the same peripheral that did not go to the IVR for queuing.
Derived from: Agent_Skill_Group_Half_Hour.ConferencedInCallsToHalf

Skill Group Summary
The total of all agent data for all agents in the skill group.

Media Summary
The total of all agent data for each media routing domain.

Agent Summary
The total of all agent data for each agent.

Report Summary
The total of all agent data for all agents in report.
## agtskg22: Agent Skill Group Task Summary Daily Report

### Overview:

<table>
<thead>
<tr>
<th>Title</th>
<th>The name you give it when you save the report.</th>
</tr>
</thead>
</table>
| Subject | A table of all agents in the selected skill groups showing each agent's daily totals for incoming and outgoing task counts and task treatments, gathered in day increments.  
*Note:* This report contains the same data as the Agtskg21 report except that here the data is gathered by day rather than by half hour.  
Fields applicable to a voice domain only are prefixed with an asterisk (*). Such fields are not applicable for e-mail or collaboration media. |
| Purpose | To show daily skill group activity for the selected time period. |
| Applicable environment | IPCC |
| Template type | Historical table |
| Default sort order | By last name, first name, media, skill group, and then by date and time |
| Drilldowns available | No |
| Schema database tables | Agent  
Agent_Skill_Group_Half_Hour  
Media_Routing_Domain  
Person  
Skill_Group  
Skill_Group_Member |

### Data:

**Agent Name**

The last and first name of the agent.  
Derived from: Person.LastName + ""," + Person.FirstName

**Media**

The media routing domain into which the agent is logged during the report interval. This is the media routing domain with which the agent's Skill Group is associated.  
Derived from: Media_Routing_Domain.EnterpriseName
**Skill Group**
The agent's skill group's enterprise name and skill target ID.
Derived from: Skill_Group.EnterpriseName and Skill_Group.SkillTargetID

**Date**
The date when the record was generated in MM/DD/YY (month, day, year) format.
Derived from: Agent_Skill_Group_Half_Hour.DateTime

**Log On Duration**
The total time period the agent was logged in measured in HH:MM:SS (hours, minutes, seconds) format.
Derived from: Agent_Skill_Group_Half_Hour.LoggedOnTimeToHalf

**Handled Tasks**
The number of ICM routed tasks that the agent has handled.
Derived from: Agent_Skill_Group_Half_Hour.CallsHandledToHalf

**Handled Time**
The time the agent spent on ICM routed tasks, measured in HH:MM:SS (hours, minutes, seconds) format.
Derived from: Agent_Skill_Group_Half_Hour.HandledCallsTimeToHalf

**Direct In Tasks**
The number of times that this agent received a direct internal or external incoming task. This includes direct tasks that were received from another agent via the transfer or conference key that dialed the agent's extension directly without going through ICM scripting.
Derived from: Agent_Skill_Group_Half_Hour.InternalCallsRcvdToHalf

**Direct In Time**
The time the agent spent on direct incoming tasks, measured in HH:MM:SS (hours, minutes, seconds).
Derived from: Agent_Skill_Group_Half_Hour.InternalCallsRvcdTimeToHalf

**External Out Tasks**
The number of external outgoing tasks that the agent made from the ACD extension.
Derived from: Agent_Skill_Group_Half_Hour.AgentOutCallsToHalf
**External Out Time**

The time the agent spent on outgoing external tasks, measured in HH:MM:SS (hours, minutes, seconds). Includes hold time.

Derived from: Agent_Skill_Group_Half_Hour.AgentOutCallsTimeToHalf

**Internal Out Tasks**

The number of internal outgoing tasks that the agent made from the ACD extension.

Derived from: Agent_Skill_Group_Half_Hour.InternalCallsToHalf

**Internal Out Time**

The number of seconds spent on internal tasks initiated by the agent during the half-hour interval. The value is updated in the database when the after-call work time associated with the task (if any) is completed.

Derived from: Agent_Skill_Group_Half_Hour.InternalCallsTimeToHalf

**Transfer Out**

The number tasks this agent transferred out to another agent or skill group. This includes Consultative Calls if this transfer was consultative-not blind.

Derived from: Agent_Skill_Group_Half_Hour.TransferredOutCallsToHalf

**Conf Out**

The number tasks that this agent conferenced out to another agent or skill group. This includes consultative Calls.

Derived from: Agent_Skill_Group_Half_Hour.ConferencedOutCallsToHalf

**Consult**

The number of times an agent consulted with another agent or supervisor through the conference or transfer key. This includes supervisor or emergency assisted tasks.

Derived from: Agent_Skill_Group_Half_Hour.ConsultativeCallsToHalf

**On Hold Tasks**

The number of tasks that the agent held or paused.

Derived from: (Agent_Skill_Group_Half_Hour.InternalCallsHoldToHalf + Agent_Skill_Group_Half_Hour.IncomingCallsOnHoldToHalf)

**On Hold Time**

The time that tasks spent in the hold or paused state, measured in HH:MM:SS (hours, minutes, seconds) format.

Derived from: (Agent_Skill_Group_Half_Hour.InternalCallsHoldTimeToHalf + Agent_Skill_Group_Half_Hour.IncomingCallsHoldTimeToHalf)
**Transfer In**

The number of incoming tasks that were transferred to this agent from other agents within the same peripheral that did not go to IVR for queuing.

Derived from: Agent_Skill_Group_Half_Hour.TransferredInCallsToHalf

**Conf In**

The number of incoming tasks that were conferenced to this agent from other agents on the same peripheral that did not go to the IVR for queuing.

Derived from: Agent_Skill_Group_Half_Hour.ConferencedInCallsToHalf

**Skill Group Summary**

The total of all agent data for all agents in the skill group.

**Media Summary**

The total of all agent data for each media routing domain.

**Agent Summary**

The total of all agent data for each agent.

**Report Summary**

The total of all agent data for all agents in report.
agtsg23: Agent Skill Group Performance Summary Half Hour Report

<table>
<thead>
<tr>
<th>Overview:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Title</strong></td>
</tr>
<tr>
<td><strong>Subject</strong></td>
</tr>
<tr>
<td><strong>Purpose</strong></td>
</tr>
<tr>
<td><strong>Applicable environment</strong></td>
</tr>
<tr>
<td><strong>Template type</strong></td>
</tr>
<tr>
<td><strong>Default sort order</strong></td>
</tr>
<tr>
<td><strong>Drilldowns available</strong></td>
</tr>
</tbody>
</table>
| **Schema database tables**   | Agent  
Agent_Skill_Group_Half_Hour  
Media_Routing_Domain  
Person  
Skill_Group  
Skill_Group_Member |

**Data:**

**Agent Name**

The last and first name of the agent.

Derived from: Person.LastName + "," + Person.FirstName

**Media**

The media routing domain into which the agent is logged for doing this type of task. This is the media routing domain associated with the Skill Group in which the agent worked when doing this task.

Each media routing domain has its own skill groups. If an agent is logged into more than one media routing domain, then that agent also belongs to more than one skill group.

Derived from: Media_Routing_Domain.EnterpriseName
### Skill Group
The agent skill group's enterprise name and skill target ID.
Derived from: `Skill_Group.EnterpriseName` and `Skill_Group.SkillTargetID`

### DateTime
The date and time of the selected row's data in MM/DD/YYYY (month, day, year) and HH:MM:SS (hour, minute, second) format.
Derived from: `Agent_Skill_Group_Half_Hour.DateTime`

### Aban While Offer
The number of ICM routed tasks that abandoned while offered to the agent and/or the number of paused tasks the agent ended.
Derived from: `Agent_Skill_Group_Half_Hour.AbandonRingCallsToHalf`

### Redirect No Answer
The number of tasks offered at the agents terminal or phone that were redirected to another location because the agent did not respond.
Derived from: `Agent_Skill_Group_Half_Hour.RedirectNoAnsCallsToHalf`

### Aban Hold
The number of ICM routed calls to the agent that abandoned while the call was on hold and/or the number of paused tasks that the agent ended during the interval.
Derived from: `Agent_Skill_Group_Half_Hour.AbandonHoldCallstoHalf`

### Avail Time
Time that the agent spent in the Available state, measured in HH:MM:SS (hours, minutes, seconds). Includes all skill groups.
Derived from: `Agent_Skill_Group_Half_Hour.AvailTimeToHalf`

### *Not Ready Time
Time that the agent spent in the Not Ready state. Includes all skill groups.
Derived from: `Agent_Skill_Group_Half_Hour.NotReadyTimeToHalf`

### AHT
The average time spent by the agent in handling a task, measured in HH:MM:SS (hours, minutes, seconds) format.
Derived from: `Agent_Skill_Group_Half_Hour.HandledCallsTimeToHalf / Agent_Skill_Group_Half_Hour.CallsHandledToHalf`
**Avg Hold Time**

The average hold time of a task handled by the agent, measured in HH:MM:SS (hours, minutes, seconds) format.

Derived from: `Agent_Skill_Group_Half_Hour.HoldTimeToHalf / Agent_Skill_Group_Half_Hour.CallsHandledToHalf`

---

**Reserved Time**

The time that the agent spent in the Reserved state waiting for tasks from this skill group.

Derived from: `Agent_Skill_Group_Half_Hour.ReservedStateTimeToHalf`

---

**Wrap Up Time**

The time that the agent spent in the Wrap-up state for tasks from this skill group.

Derived from: `(Agent_Skill_Group_Half_Hour.WorkReadyTimeToHalf + Agent_Skill_Group_Half_Hour.WorkNotReadyTimeToHalf)`

---

**Interrupted Time**

The time that the agent spent in the Interrupted State, measured in HH:MM:SS (hours, minutes, seconds) format.

Derived from: `Agent_Skill_Group_Half_Hour.InterruptedTimeToHalf`

---

**Supv Assist**

The number of times an agent in this skill group asked for supervisor assistance.

Derived from: `Agent_Skill_Group_Half_Hour.SupervAssistCallsToHalf`

---

**Supv Assist Time**

The length of supervisor assisted tasks, measured in HH:MM:SS where HH is hours, MM is minutes, and SS is seconds.

Derived from: `Agent_Skill_Group_Half_Hour.SupervAssistCallsTimeToHalf`

---

**Emerg Assist**

The total number of tasks that required emergency assistance in this skill group.

Derived from: `Agent_Skill_Group_Half_Hour.EmergencyAssistsToHalf`

---

**Barge In**

The total number of calls that were barged-in by the supervisor while talking on calls in this skill group.

Derived from: `Agent_Skill_Group_Half_Hour.BargeInCallsToHalf`
Agent Reports

agtsgk23: Agent Skill Group Performance Summary Half Hour Report

*Intercept
The total number of calls that were intercepted by the supervisor while on calls in this skill group.
Derived from: Agent_Skill_Group_Half_Hour.InterceptCallsToHalf

Skill Group Summary
The total of all agent data for all agents in the skill group.

Media Summary
The total of all agent data for each media routing domain.

Agent Summary
The total of all agent data for each agent.

Report Summary
The total of all agent data for all agents in report.
agtsg24: Agent Skill Group Performance Summary Daily Report

**Overview:**

<table>
<thead>
<tr>
<th>Title</th>
<th>The name you give it when you save the report.</th>
</tr>
</thead>
</table>
| Subject          | A table of all agents in the selected skill groups showing each agent's daily performance statistics, gathered by day(s).  
**Note:** This report contains the same data as the Agtsg24 report except that here the data is gathered by day rather than by half-hour.  
Fields applicable to a voice domain only are prefixed with an asterisk (*). Such fields are not applicable for e-mail or collaboration media. |
| Purpose          | To show skill group daily performance for the selected time period. |
| Applicable environment | IPCC and/or standard ACD |
| Template type    | Historical table |
| Default sort order | By last name, first name, media, skill group, and then by date and time |
| Drilldowns available | No |
| Schema database tables | Agent  
Agent_Skill_Group_Half_Hour  
Media_Routing_Domain  
Person  
Skill_Group  
Skill_Group_Member |

**Data:**

**Agent Name**

The last and first name of the agent.

Derived from: Person.LastName + "," + Person.FirstName

**Media**

The media routing domain into which the agent is logged for doing this type of task. This is the media routing domain associated with the Skill Group in which the agent worked when doing this task.

Each media routing domain has its own skill groups. If an agent is logged into more than one media routing domain, then that agent also belongs to more than one skill group.

Derived from: Media_Routing_Domain.EnterpriseName
**Skill Group**

The agent skill group's enterprise name and skill target ID.
Derived from: Skill_Group.EnterpriseName and Skill_Group.SkillTargetID

**Date**

The date when the record was generated in MM/DD/YY (month, day, year) format.
Derived from: Agent_Skill_Group_Half_Hour.DateTime

**Aban While Offer**

The number of ICM routed tasks that abandoned while offered to the agent and/or the number of paused tasks the agent ended.
Derived from: Agent_Skill_Group_Half_Hour.AbandonRingCallsToHalf

**Redirect No Answer**

The number of tasks offered at the agents terminal or phone that were redirected to another location because the agent did not respond.
Derived from: Agent_Skill_Group_Half_Hour.RedirectNoAnsCallsToHalf

**Aban Hold**

The number of ICM routed calls to the agent that abandoned while the call was on hold and/or the number of paused tasks that the agent ended during the interval.
Derived from: Agent_Skill_Group_Half_Hour.AbandonHoldCallstoHalf

**Avail Time**

Time that the agent spent in the Available state, measured in HH:MM:SS (hours, minutes, seconds). Includes all skill groups.
Derived from: Agent_Skill_Group_Half_Hour.AvailTimeToHalf

**Not Ready Time**

Time that the agent spent in the Not Ready state. Includes all skill groups.
Derived from: Agent_Skill_Group_Half_Hour.NotReadyTimeToHalf

**AHT**

The average time spent by the agent in handling a task, measured in HH:MM:SS (hours, minutes, seconds) format.
Derived from: Agent_Skill_Group_Half_Hour.HandledCallsTimeToHalf / Agent_Skill_Group_Half_Hour.CallsHandledToHalf
Avg Hold Time
The average hold time of a task handled by the agent, measured in HH:MM:SS (hours, minutes, seconds) format.
Derived from: Agent_Skill_Group_Half_Hour.HoldTimeToHalf / Agent_Skill_Group_Half_Hour.CallsHandledToHalf

*Reserved Time
The time that the agent spent in the Reserved state waiting for tasks from this skill group.
Derived from: Agent_Skill_Group_Half_Hour.ReservedStateTimeToHalf

*Wrap Up Time
The time that the agent spent in the Wrap-up state for tasks from this skill group.
Derived from: (Agent_Skill_Group_Half_Hour.WorkReadyTimeToHalf + Agent_Skill_Group_Half_Hour.WorkNotReadyTimeToHalf)

Interrupted Time
The time that the agent spent in the Interrupted State, measured in HH:MM:SS (hours, minutes, seconds) format.
Derived from: Agent_Skill_Group_Half_Hour.InterruptedTimeToHalf

*Supv Assist
The number of times an agent in this skill group asked for supervisor assistance.
Derived from: Agent_Skill_Group_Half_Hour.SupervAssistCallsToHalf

*Supv Assist Time
The length of supervisor assisted tasks, measured in HH:MM:SS (hours, minutes, seconds) format.
Derived from: Agent_Skill_Group_Half_Hour.SupervAssistCallsTimeToHalf

*Emerg Assist
The total number of tasks that required emergency assistance in this skill group.
Derived from: Agent_Skill_Group_Half_Hour.EmergencyAssistsToHalf

*Barge In
The total number of calls that were barged-in by the supervisor while talking on calls in this skill group.
Derived from: Agent_Skill_Group_Half_Hour.BargeInCallsToHalf
**Intercept**

The total number of calls that were intercepted by the supervisor while on calls in this skill group.

Derived from: Agent_Skill_Group_Half_Hour.InterceptCallsToHalf

**Skill Group Summary**

The total of all agent data for all agents in the skill group.

**Media Summary**

The total of all agent data for each media routing domain.

**Agent Summary**

The total of all agent data for each agent.

**Report Summary**

The total of all agent data for all agents in report.
agtsg25: Agent Skill Group Consolidated Half Hour Report

### Overview:

<table>
<thead>
<tr>
<th>Title</th>
<th>The name you give it when you save the report.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Subject</td>
<td>A table of all agents in the selected skill groups showing each agent's task statistics and agent time allocations, gathered in half-hour increments. Fields applicable to a voice domain only are prefixed with an asterisk (*). Such fields are not applicable for e-mail or collaboration media.</td>
</tr>
<tr>
<td>Purpose</td>
<td>To show skill group activity and performance for the selected time period.</td>
</tr>
<tr>
<td>Applicable environment</td>
<td>IPCC</td>
</tr>
<tr>
<td>Template type</td>
<td>Historical table</td>
</tr>
<tr>
<td>Default sort order</td>
<td>By last name, first name, media, skill group, and then by date and time</td>
</tr>
<tr>
<td>Drilldowns available</td>
<td>No</td>
</tr>
<tr>
<td>Schema database tables</td>
<td>Agent, Agent_Skill_Group_Half_Hour, Media_Routing_Domain, Person, Skill_Group, Skill_Group_Member</td>
</tr>
</tbody>
</table>

### Data:

#### Agent Name

The last and first name of the agent. 
Derived from: Person.LastName + "," + Person.FirstName

#### Media

The media routing domain into which the agent is logged for doing this type of task. This is the media routing domain associated with the Skill Group in which the agent worked when doing this task.

Each media routing domain has its own skill groups. If an agent is logged into more than one media routing domain, then that agent also belongs to more than one skill group.

Derived from: Media_Routing_Domain.EnterpriseName
Skill Group
The agent's skill group's enterprise name and skill target ID.
Derived from: Skill_Group.EnterpriseName and Skill_Group.SkillTargetID

DateTime
The date and time of the selected row's data in MM/DD/YYYY (month, day, year) and HH:MM:SS (hour, minute, second) format.
Derived from: Agent_Skill_Group_Half_Hour.DateTime

Handled
The number of ICM Routed tasks this agent has handled in this skill group.
Derived from: Agent_Skill_Group_Half_Hour.CallsHandledtoHalf

Aban while Offer
The number of ICM routed tasks that abandoned while offered to the agent in this skill group and or the number of paused tasks the agent ended.
Derived from: Agent_Skill_Group_Half_Hour.AbandonRingCallsToHalf

Redirect No Answer
The number of tasks offered at the agents terminal or phone that were redirected to another location because of the agent's failure to respond.
Derived from: Agent_Skill_Group_Half_Hour.RedirectNoAnsCallsToHalf

Aban Hold
The number of ICM routed calls to the agent that abandoned while the call was on hold and/or the number of paused tasks that the agent ended during the interval.
Derived from: Agent_Skill_Group_Half_Hour.AbandonHoldCallsToHalf

*Transfer In
The number of incoming calls that were transferred to this agent from other agents within the same peripheral that did not go to IVR for queuing.
Derived from: Agent_Skill_Group_Half_Hour.TransferredInCallsToHalf

*Transfer Out
The number of calls this agent transferred to another agent or skill group. This includes Consultative Calls if this transfer was consultative-not blind.
Derived from: Agent_Skill_Group_Half_Hour.TransferredOutCallsToHalf

*External Out
The number of Outgoing external tasks that this agent made during this interval.
Derived from: Agent_Skill_Group_Half_Hour.AgentOutCallsToHalf
**Log On Duration**

Total time during the interval the agent was logged in, measured on HH:MM:SS (hours, minutes, seconds) format.

Derived from: `Agent_Skill_Group_Half_Hour.LoggedOnTimeToHalf`

**AHT**

The average time spent by the agent in handling a task, measured in HH:MM:SS (hours, minutes, seconds).

Derived from: `Agent_Skill_Group_Half_Hour.HandledCallsTimeToHalf / Agent_Skill_Group_Half_Hour.CallsHandledToHalf`

**% Active**

The percentage of time that the agent has spent active on tasks in this skill group in relation to LoggedOnTime, measured in HH:MM:SS (hours, minutes, seconds) format.

Derived from: `(Agent_Skill_Group_Half_Hour.TalkInTimeToHalf + Agent_Skill_Group_Half_Hour.TalkOutTimeToHalf + Agent_Skill_Group_Half_Hour.TalkOtherTimeToHalf) / Agent_Skill_Group_Half_Hour.LoggedOnTimeToHalf`

**Avg Hold Time**

The average hold and/or paused time of a task handled by and agent, measured in HH:MM:SS (hours, minutes, seconds).

Derived from: `Agent_Skill_Group_Half_Hour.HoldTimeToHalf / Agent_Skill_Group_Half_Hour.CallsHandledToHalf`

**% Hold**

The percentage of time that the agent has put a task on hold or pause in relation to LoggedOnTime.

Derived from: `(Agent_Skill_Group_Half_Hour.HoldTimeToHalf / Agent_Skill_Group_Half_Hour.LoggedOnTimeToHalf)`

**% Avail**

The percentage of time that the agent has spent in the Available state in relation to LoggedOnTime. Applies to all skill groups.

Derived from: `(Agent_Skill_Group_Half_Hour.AvailTimeToHalf / Agent_Skill_Group_Half_Hour.LoggedOnTimeToHalf)`

***% Not Ready**

The percentage of time that the agent has spent in the Not Ready state in relation to LoggedOnTime or interval whichever is less. Applies to all skill groups, measured in HH:MM:SS (hours, minutes, seconds) format.

Derived from: `(Agent_Skill_Group_Half_Hour.NotReadyTimeToHalf / Agent_Skill_Group_Half_Hour.LoggedOnTimeToHalf)`
**% Rsvd**
The percentage of time that the agent has spent in Reserved state waiting for an ICM routed task from this skill group in relation to LoggedOnTime, measured in HH:MM:SS (hours, minutes, seconds).

Derived from: (Agent_Skill_Group_Half_Hour.ReservedStateTimeToHalf / Agent_Skill_Group_Half_Hour.LoggedOnTimeToHalf)

**% Wrap Up**
The percentage of time that the agent has spent in Wrap-up state after an incoming or outgoing task to/from this skill group in relation to LoggedOnTime.

Derived from: ((Agent_Skill_Group_Half_Hour.WorkReadyTimeToHalf + Agent_Skill_Group_Half_Hour.WorkNotReadyTimeToHalf) / Agent_Skill_Group_Half_Hour.LoggedOnTimeToHalf)

**% Busy Other**
The percentage of time that the agent has spent in BusyOther state in relation to LoggedOnTime measured in HH:MM:SS (hours, minutes, seconds) format.

Derived from: (Agent_Skill_Group_Half_Hour.BusyOtherTimeToHalf / Agent_Skill_Group_Half_Hour.LoggedOnTimeToHalf)

**Skill Group Summary**
The total of all agent data for all agents in the skill group.

**Media Summary**
The total of all agent data for each media routing domain.

**Agent Summary**
The total of all agent data for each agent.

**Report Summary**
The total of all agent data for all agents in report.
### agtskg26: Agent Skill Group Consolidated Daily Report

#### Overview:

<table>
<thead>
<tr>
<th>Title</th>
<th>The name you give it when you save the report.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Subject</td>
<td>A table of all agents in the selected skill groups showing each agent's daily task statistic totals and agent time allocations, gathered in day increments. <strong>Note:</strong> This report contains the same data as the Agtskg25 report except that here the data is gathered by day rather than by half hour. Fields applicable to a voice domain only are prefixed with an asterisk (*). Such fields are not applicable for e-mail or collaboration media.</td>
</tr>
<tr>
<td>Purpose</td>
<td>To show skill group activity and performance for the selected time period.</td>
</tr>
<tr>
<td>Applicable environment</td>
<td>IPCC</td>
</tr>
<tr>
<td>Template type</td>
<td>Historical table</td>
</tr>
<tr>
<td>Default sort order</td>
<td>By last name, first name, media, skill group, and then by date and time</td>
</tr>
<tr>
<td>Drilldowns available</td>
<td>No</td>
</tr>
<tr>
<td>Schema database tables</td>
<td>Agent Agent_Skill_Group_Half_Hour Media_Routing_Domain Person Skill_Group Skill_Group_Member</td>
</tr>
</tbody>
</table>

#### Data:

**Agent Name**

The last and first name of the agent.

Derived from: Person.LastName + "," + Person.FirstName

**Media**

The media routing domain into which the agent is logged for doing this type of task. This is the media routing domain associated with the Skill Group in which the agent worked when doing this task.

Each media routing domain has its own skill groups. If an agent is logged into more than one media routing domain, then that agent also belongs to more than one skill group.

Derived from: Media_Routing_Domain.EnterpriseName
### Skill Group
The agent's skill group's enterprise name and skill target ID.
Derived from: `Skill_Group.EnterpriseName` and `Skill_Group.SkillTargetID`

### DateTime
The date and time of the selected row's data in MM/DD/YYYY (month, day, year) format.
Derived from: `Agent_Skill_Group_Half_Hour.DateTime`

### Handled
The number of ICM Routed tasks this agent has handled in this skill group.
Derived from: `Agent_Skill_Group_Half_Hour.CallsHandledToHalf`

### Aban while Offer
The number of ICM routed tasks that abandoned while offered to the agent in this skill group and or the number of paused tasks the agent ended.
Derived from: `Agent_Skill_Group_Half_Hour.AbandonRingCallsToHalf`

### Redirect No Answer
The number of tasks offered at the agents terminal or phone that were redirected to another location because of the agent's failure to respond.
Derived from: `Agent_Skill_Group_Half_Hour.RedirectNoAnsCallsToHalf`

### Aban Hold
The number of ICM routed calls to the agent that abandoned while the call was on hold and/or the number of paused tasks that the agent ended during the interval.
Derived from: `Agent_Skill_Group_Half_Hour.AbandonHoldCallsToHalf`

### *Transfer In
The number of incoming calls that were transferred to this agent from other agents within the same peripheral that did not go to IVR for queuing.
Derived from: `Agent_Skill_Group_Half_Hour.TransferredInCallsToHalf`

### *Transfer Out
The number of calls this agent transferred to another agent or skill group. This includes Consultative Calls if this transfer was consultative-not blind.
Derived from: `Agent_Skill_Group_Half_Hour.TransferredOutCallsToHalf`

### *External Out
The number of Outgoing external tasks that this agent made during this interval.
Derived from: `Agent_Skill_Group_Half_Hour.AgentOutCallsToHalf`
**Log On Duration**

Total time during the interval the agent was logged in, measured on HH:MM:SS (hours, minutes, seconds) format.

Derived from: Agent_Skill_Group_Half_Hour.LoggedOnTimeToHalf

**AHT**

The average time spent by the agent in handling a task, measured in HH:MM:SS (hours, minutes, seconds).

Derived from: Agent_Skill_Group_Half_Hour.HandledCallsTimeToHalf / Agent_Skill_Group_Half_Hour.CallsHandledToHalf

**% Active**

The percentage of time that the agent has spent active on tasks in this skill group in relation to LoggedOnTime, measured in HH:MM:SS (hours, minutes, seconds) format.

Derived from: (Agent_Skill_Group_Half_Hour.TalkInTimeToHalf + Agent_Skill_Group_Half_Hour.TalkOutTimeToHalf + Agent_Skill_Group_Half_Hour.TalkOtherTimeToHalf) / Agent_Skill_Group_Half_Hour.LoggedOnTimeToHalf)

**Avg Hold Time**

The average hold and/or paused time of a task handled by an agent, measured in HH:MM:SS (hours, minutes, seconds).

Derived from: Agent_Skill_Group_Half_Hour.HoldTimeToHalf / Agent_Skill_Group_Half_Hour.CallsHandledToHalf

**% Hold**

The percentage of time that the agent has put a task on hold or pause in relation to LoggedOnTime.

Derived from: (Agent_Skill_Group_Half_Hour.HoldTimeToHalf / Agent_Skill_Group_Half_Hour.LoggedOnTimeToHalf)

**% Avail**

The percentage of time that the agent has spent in the Available state in relation to LoggedOnTime. Applies to all skill groups.

Derived from: (Agent_Skill_Group_Half_Hour.AvailTimeToHalf / Agent_Skill_Group_Half_Hour.LoggedOnTimeToHalf)

**% Not Ready**

The percentage of time that the agent has spent in the Not Ready state in relation to LoggedOnTime or interval whichever is less. Applies to all skill groups, measured in HH:MM:SS (hours, minutes, seconds) format.

Derived from: (Agent_Skill_Group_Half_Hour.NotReadyTimeToHalf / Agent_Skill_Group_Half_Hour.LoggedOnTimeToHalf)
**% Rsvd**
The percentage of time that the agent has spent in Reserved state waiting for an ICM routed task from this skill group in relation to LoggedOnTime, measured in HH:MM:SS (hours, minutes, seconds).
Derived from: \((\text{Agent\_Skill\_Group\_Half\_Hour.ReservedStateTimeToHalf} / \text{Agent\_Skill\_Group\_Half\_Hour.LoggedOnTimeToHalf})\)

**% Wrap Up**
The percentage of time that the agent has spent in Wrap-up state after an incoming or outgoing task to/from this skill group in relation to LoggedOnTime.
Derived from: \(((\text{Agent\_Skill\_Group\_Half\_Hour.WorkReadyTimeToHalf} + \text{Agent\_Skill\_Group\_Half\_Hour.WorkNotReadyTimeToHalf}) / \text{Agent\_Skill\_Group\_Half\_Hour.LoggedOnTimeToHalf})\)

**% Busy Other**
The percentage of time that the agent has spent in BusyOther state in relation to LoggedOnTime measured in HH:MM:SS (hours, minutes, seconds) format.
Derived from: \((\text{Agent\_Skill\_Group\_Half\_Hour.BusyOtherTimeToHalf} / \text{Agent\_Skill\_Group\_Half\_Hour.LoggedOnTimeToHalf})\)

**Skill Group Summary**
The total of all agent data for all agents in the skill group.

**Media Summary**
The total of all agent data for each media routing domain.

**Agent Summary**
The total of all agent data for each agent.

**Report Summary**
The total of all agent data for all agents in report.
### agtskg27: Agent Skill Group Historical All Fields Report

#### Overview:

<table>
<thead>
<tr>
<th>Title</th>
<th>The name you give it when you save the report.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Subject</td>
<td>A table of all the agents in the selected skill groups listing all the available agent historical report data for the selected interval. <strong>Note:</strong> This report is the same report as the Agent27 report except that this report is first sorted by skill group rather than by agent. Fields applicable to a voice domain only are prefixed with an asterisk (*). Such fields are not applicable for e-mail or collaboration media.</td>
</tr>
<tr>
<td>Purpose</td>
<td>To show all the available agent skill-group historical report data in the Agent_Skill_Group_Half_Hour database table so that you can select which data you want for a customized agent skill-group historical report. <strong>Note:</strong> This report is designed to be saved and exported or copied to another format. For example, you can export the report to an Excel spreadsheet and modify the report to suit your needs. If that is not acceptable, you can also use a third-party tool to customize your report.</td>
</tr>
<tr>
<td>Applicable environment</td>
<td>IPCC and/or standard ACD</td>
</tr>
<tr>
<td>Template type</td>
<td>Historical table</td>
</tr>
<tr>
<td>Default sort order</td>
<td>By last name, first name, media, skill group, and then by date and time</td>
</tr>
<tr>
<td>Drilldowns available</td>
<td>No</td>
</tr>
<tr>
<td>Schema database tables</td>
<td>Agent&lt;br&gt;Agent_Skill_Group_Half_Hour&lt;br&gt;Person&lt;br&gt;Skill_Group&lt;br&gt;Skill_Group_Member</td>
</tr>
</tbody>
</table>

#### Data:

**Agent Skill Group**

An enterprise name of the skill group to which the agent belongs.

Derived from: Skill_Group.EnterpriseName

**Agent Name**

The last and first name of the agent.

Derived from: Person.LastName + "," + Person.FirstName
**Date Time** (no label)

The date and time at the start of the half-hour interval.

Derived from: Agent_Skill_Group_Half_Hour.DateTime

**Incoming Tasks**

**Ans**

The number of tasks answered during the half-hour interval.

The number of tasks answered includes only handled tasks and internal tasks received, which are tracked in the CallsHandledToHalf and InternalCallsReceivedToHalf fields, respectively. The count for CallsAnswered is updated in the database at the time the task is answered.

Derived from: Agent_Skill_Group_Half_Hour.CallsAnsweredToHalf

**Incoming Tasks**

**Ans Wait Time**

The sum of answer wait time in seconds for all tasks answered by the agent during the half-hour interval.

Derived from: Agent_Skill_Group_Half_Hour.AnswerWaitTimeToHalf

**Incoming Tasks**

**Handled**

The total number of tasks handled by the agent during the half-hour interval.

Derived from: Agent_Skill_Group_Half_Hour.CallsHandledToHalf

**Incoming Tasks**

**Handled Time**

The total handle time in seconds for inbound tasks counted as handled by the agent in the skill group during the half-hour interval.

Handle time includes the time spent from the call being answered by the agent to the time the agent completed after call work time for the call. HandledCallsTime is based on HoldTime, WorkTime, and TalkTime from the Termination_Call_Detail records. The value for HandledCallsTime is updated in the database when the after-call work time associated with the call (if any) has completed.

Derived from: Agent_Skill_Group_Half_Hour.HandledCallsTimeToHalf
**Incoming Tasks**

**Handled Talk Time**

The total time in seconds that the agent spent in the Active state for tasks associated with the skill group during the half-hour interval.

The value is based on TalkTime from the Termination_Call_Detail table. It is updated in the database when the after-task work time associated with the task (if any) has completed.

Derived from: Agent_Skill_Group_Half_Hour.HandledCallsTalkTimeToHalf

**Incoming Tasks**

**Talk In Time**

The number of seconds that agents in the skill group spent in the active state (on incoming tasks) during the half-hour interval. TalkInTime is included in the calculation of TalkTime and LoggedOnTime.

Derived from: Agent_Skill_Group_Half_Hour.TalkInTimeToHalf

**Incoming Tasks**

**Aban Ring**

The total number of calls that were abandoned while being offered to the agent and/or the number of paused tasks the agent ended. This value is updated in the database at the time the held call disconnects or the paused task ends.

Derived from: Agent_Skill_Group_Half_Hour.AbandonRingCallsToHalf

**Incoming Tasks**

**Aban Hold**

The total number of calls that were abandoned while being held by the agent and/or the number of paused tasks the agent ended. This value is updated in the database at the time the held call disconnects or the paused task ends.

Derived from: Agent_Skill_Group_Half_Hour.AbandonHoldCallsToHalf

**Incoming Tasks**

**Redirect No Answer**

The number of tasks offered to this agent that were redirected on failure to answer or to respond. The value is updated in the database at the time the task is diverted to another device.

Derived from: Agent_Skill_Group_Half_Hour.RedirectNoAnsCallsToHalf

**Incoming Tasks**

**Trans In**

The number of tasks transferred to agents in the skill group during the half-hour interval. The value is updated in the database when the after-call work time associated with the call (if any) is completed.

Derived from: Agent_Skill_Group_Half_Hour.TransferredInCallsToHalf
**Incoming Tasks**

**Conf In**

The number of incoming calls the agent was conferenced into. Incoming calls include ACD and non-ACD calls. The value is updated in the database when the agent drops off the call or the call becomes a simple two-party call.

Derived from: `Agent_Skill_Group_Half_Hour.ConferencedInCallsToHalf`

*Incoming Tasks*

**Short Tasks**

The number of calls answered by the agent where the duration of the call fell short of the peripherals Answered Short Calls threshold.

These calls are counted in the CallsOffered and CallsHandled statistics. The purpose of the ShortCallsToHalf statistic is to track calls that agents hang up on before they can possibly be handled in order to improve their performance statistics.

Derived from: `Agent_Skill_Group_Half_Hour.ShortCallsToHalf`

**Incoming Tasks**

**Hold Tasks**

The total number of completed inbound tasks that the agent placed on hold or paused at least once. The value is updated in the database when the after-task work time associated with the task (if any) has completed.

Derived from: `Agent_Skill_Group_Half_Hour.IncomingCallsOnHoldToHalf`

**Incoming Tasks**

**Hold Time**

The total number of seconds that completed inbound tasks were placed on hold or paused during the half-hour interval.

The value is based on HoldTime from the Termination_Call_Detail records. The value is updated in the database when the after-task work time associated with the task (if any) has completed.

Derived from: `Agent_Skill_Group_Half_Hour.IncomingCallsOnHoldTimeToHalf`

**Incoming Tasks**

**Aba Ring Time**

The number of seconds that calls rang at an agent's extension before abandoning and/or the number of seconds that tasks were in the Reserved state before being abandoned.

RingTime includes the seconds that the call spent ringing at an agent's phone before being answered. RingTime for this data element is based on data from the Termination_Call_Detail record. The value is updated in the database at the time the call disconnects.

Derived from: `Agent_Skill_Group_Half_Hour.AbandonRingTimeToHalf`
**Incoming Tasks**

*Redirect Time*

The number of seconds that tasks were offered to an agent before being redirected on failure to answer/respond. The value is updated in the database at the time the call is diverted to another device.

Derived from: Agent_Skill_Group_Half_Hour.RedirectNoAnsCallsTimeToHalf

*Incoming Tasks*

*Trans In Time*

The number of seconds that agents in the skill group spent handling calls transferred to them during the half-hour interval. The value is updated in the database when the after-call work time associated with the call (if any) is completed.

Derived from: Agent_Skill_Group_Half_Hour.TransferredInCallsTimeToHalf

**Incoming Tasks**

*Conf In Time*

The number of seconds the agent was involved in an incoming conference call. This value includes time spent on both ACD and non-ACD conference calls initiated by the agent.

This database element uses ConferenceTime from the Termination_Call_Detail table. The value is updated in the database when the agent drops off the call or the call becomes a simple two-party call.

Derived from: Agent_Skill_Group_Half_Hour.ConferencedInCallsTimeToHalf

*Term*

The total number of ACD calls that were terminated by agents before the far end released. The value is updated in the database at the time the call disconnects. The value includes AgentOutCalls and CallsHandled for the agents in the skill group.

Derived from: Agent_Skill_Group_Half_Hour.AgentTerminatedCallsToHalf

*OutBound Tasks*

*Trans Out*

The number of calls transferred out by the agent during the half-hour interval. The value is updated at the time the agent completes the transfer of the call.

Derived from: Agent_Skill_Group_Half_Hour.TransferredOutCallsToHalf

**OutBound Tasks**

*Conf Out*

The number of conference calls the agent initiated. The conferenced out calls include ACD and non-ACD calls. The count of ConferencedOutCalls is updated in the database when the agent drops off the call or the call becomes a simple two-party call.

Derived from: Agent_Skill_Group_Half_Hour.ConferencedOutCallsToHalf
**OutBound Tasks**

**Conf Out Time**

The number of seconds the agent spent in conference calls that they initiated. The conferenced out calls include ACD and non-ACD calls.

The value includes any HoldTime for the call. This database element uses ConferenceTime from the Termination_Call_Detail records. The value is updated in the database when the agent drops off the call or the call becomes a simple two-party call.

Derived from: Agent_Skill_Group_Half_Hour.ConferencedOutCallsTimeToHalf

**OutBound Tasks**

**Cons Out**

The number of consultative calls completed by agents with at least one ACD call on hold. The count is updated in the database when the after-call work time associated with the consultative call (if any) has completed.

Derived from: Agent_Skill_Group_Half_Hour.ConsultativeCallsToHalf

**OutBound Tasks**

**Cons Out Time**

The number of seconds agents spent handling consultative calls with at least one ACD call on hold. The value is updated in the database when the after-call work time associated with the consultative call (if any) has completed.

Derived from: Agent_Skill_Group_Half_Hour.ConsultativeCallsTimeToHalf

**OutBound Tasks**

**Ext Out**

The total number of completed outbound ACD calls made by agents in the skill group during the half-hour interval. The value is updated in the database when the after-call-work time associated with the call (if any) has completed.

Derived from: Agent_Skill_Group_Half_Hour.AgentOutCallsToHalf

**OutBound Tasks**

**Hand Time**

The total handle time, in seconds, for completed outbound ACD calls handled by the agent in the skill group during the half-hour interval.

Handle time includes WorkTime, TalkTime, and HoldTime, all of which are taken from the Termination_Call_Detail records. The AgentOutCallsTime value includes the time spent from the call being initiated by the agent to the time the agent completes after-call work time for the call. The value is updated in the database when the after-call-work time associated with the call (if any) has completed.

Derived from: Agent_Skill_Group_Half_Hour.AgentOutCallsTimeToHalf
**OutBound Tasks**

**Talk + Hold Time**

The total talk time, in seconds, for completed outbound ACD calls handled by the agent in the skill group during the half-hour interval.

This value includes the time spent from the call being initiated by the agent to the time the agent begins after-call work for the call. It is based on TalkTime from Termination_Call_Detail. It therefore includes the HoldTime associated with the call. AgentOutCallsTalkTime is updated in the database when the after-call work time associated with the call (if any) has completed.

Derived from: Agent_Skill_Group_Half_Hour.AgentOutCallsTalkTimeToHalf

**OutBound Tasks**

**Out Time**

The number of seconds that agents in the skill group spent talking on outbound calls during the half-hour interval. TalkOutTime is included in the calculation of TalkTime and LoggedOnTime.

Derived from: Agent_Skill_Group_Half_Hour.TalkOutTimeToHalf

**OutBound Tasks**

**Hold**

The total number of completed outbound ACD calls that agents in the skill group have placed on hold at least once. The value is updated in the database when the after-call work time associated with the call (if any) has completed.

Derived from: Agent_Skill_Group_Half_Hour.AgentOutCallsOnHoldToHalf

**OutBound Tasks**

**Hold Time**

The total number of seconds that outbound ACD calls were placed on hold by agents in the skill group during the half-hour interval.

This data element is based on HoldTime from the Termination_Call_Detail record. The value is updated in the database when the after-call work associated with the call (if any) has complete.

Derived from: Agent_Skill_Group_Half_Hour.AgentOutCallsOnHoldTimeToHalf

**Other**

**TalkTime**

The number of seconds that agents in the skill group spent talking on other calls (neither inbound nor outbound) during the half-hour interval.

Examples of other calls include agent-to-agent transfers and supervisor calls. TalkOtherTime is included in the calculation of TalkTime and LoggedOnTime.

Derived from: Agent_Skill_Group_Half_Hour.TalkOtherTimeToHalf
**Internal Tasks**

**Tasks**

The number of internal calls initiated by the agent during the half-hour interval. The value is updated in the database when the after-call work time associated with the call (if any) is completed.

Derived from: Agent_Skill_Group_Half_Hour.InternalCallsToHalf

**Internal Tasks**

**Time**

The number of seconds spent on internal calls initiated by the agent during the half-hour interval. The value is updated in the database when the after-call work time associated with the call (if any) is completed.

Derived from: Agent_Skill_Group_Half_Hour.InternalCallsTimeToHalf

**Internal Tasks**

**Internal In**

The number of internal calls received by the agent during the half-hour interval. The value is updated in the database when the after-call work time associated with the call (if any) is completed.

Derived from: Agent_Skill_Group_Half_Hour.InternalCallsRcvdToHalf

**Internal Tasks**

**Internal In Time**

The number of seconds spent on internal calls received by the agent during the half-hour interval. The value is updated in the database when the after-call work time associated with the call (if any) is completed.

Derived from: Agent_Skill_Group_Half_Hour.InternalCallsRcvdTimeToHalf

**Internal Tasks**

**Hold**

The total number of internal calls the agent placed on hold at least once. The value is updated in the database when the after-call work time associated with the call (if any) is completed.

Derived from: Agent_Skill_Group_Half_Hour.InternalCallsOnHoldToHalf

**Internal Tasks**

**Hold Time**

The total number of seconds completed internal calls were placed on hold during the half-hour interval. The value is updated in the database when the after-call work time associated with the call (if any) is completed.

Derived from: Agent_Skill_Group_Half_Hour.InternalCallsOnHoldTimeToHalf
**Task Treatment**

**Sup Assist**

The number of calls for which agents received supervisor assistance during the half-hour interval. The value is updated in the database when the supervisor assist call completes.

Derived from: Agent_Skill_Group_Half_Hour.SupervAssistCallsToHalf

**Task Treatment**

**Sup Assist Time**

The number of seconds that agents in the skill group spent on supervisor-assisted calls during the half-hour interval. The value is updated in the database when the supervisor assist call completes.

Derived from: Agent_Skill_Group_Half_Hour.SupervAssistCallsTimeToHalf

**Task Treatment**

**Barge In**

The number of calls barged in on either by the supervisor or by an agent.

Derived from: Agent_Skill_Group_Half_Hour.BargeInCallsToHalf

**Task Treatment**

**Intercept**

The number of calls intercepted by the supervisor.

Derived from: Agent_Skill_Group_Half_Hour.InterceptCallsToHalf

**Task Treatment**

**Monitor**

The number of calls monitored by the supervisor.

Derived from: Agent_Skill_Group_Half_Hour.MonitorCallsToHalf

**Task Treatment**

**Whisper**

The number of calls coached by the supervisor (not supported in ICM 5.0).

Derived from: Agent_Skill_Group_Half_Hour.WhisperCallsToHalf

**Task Treatment**

**Emergency**

The number of emergency assist requests made either by the agent or by the supervisor.

Derived from: Agent_Skill_Group_Half_Hour.EmergencyAssistsToHalf
Agent Performance
Log On Time
The total time, in seconds, the agent in the skill group was logged on during
the half-hour interval.
This value is calculated as follows:
\[\text{HoldTimeToHalf} + \text{TalkInTimeToHalf} + \text{TalkOutTimeToHalf} + \text{TalkOtherTimeToHalf} + \text{AvailTimeToHalf} + \text{NotReadyTimeToHalf} + \text{WorkReadyTimeToHalf} + \text{WorkNotReadyTimeToHalf} + \text{BusyOtherTimeToHalf} + \text{ReservedStateTimeToHalf}\]
Derived from: Agent_Skill_Group_Half_Hour.LoggedOnTimeToHalf

Agent Performance
Hold Time
The number of seconds that all tasks to the agent were on hold or paused
during the half-hour interval. HoldTime is counted only while the agent is
doing no other task-related activity. HoldTime is included in the calculation of
LoggedOnTime.
Derived from: Agent_Skill_Group_Half_Hour.HoldTimeToHalf

Agent Performance
Avail Time
The total time in seconds that agents were in the Available state for any skill
group during the half-hour interval. AvailTime is included in the calculation of
LoggedOnTime.
Derived from: Agent_Skill_Group_Half_Hour.AvailTimeToHalf

*Agent Performance
Not Ready
The total seconds the agent in the skill group was in the Not Ready state
during the half-hour interval. NotReadyTime is included in the calculation of
LoggedOnTime.
Derived from: Agent_Skill_Group_Half_Hour.NotReadyTimeToHalf

*Agent Performance
Reserved Time
The total seconds the agent in the skill group was in the Reserved state during
the half-hour interval. ReservedStateTime is included in the calculation of
LoggedOnTime.
Derived from: Agent_Skill_Group_Half_Hour.ReservedStateTimeToHalf

*Agent Performance
Work Ready Time
The number of seconds that agents in the skill group spent in the Work Ready
state during the half-hour interval. WorkReadyTime is included in the
calculation of LoggedOnTime.
Derived from: Agent_Skill_Group_Half_Hour.WorkReadyTimeToHalf
**Agent Performance**

**Work Not Ready Time**

The number of seconds that agents in the skill group spent in the Work Not Ready state during the half-hour interval. WorkNotReadyTime is included in the calculation of LoggedOnTime.

Derived from: `Agent_Skill_Group_Half.Hour.WorkNotReadyTimeToHalf`

**Agent Performance**

**Busy Other**

The number of seconds that agents in the skill group spent in the BusyOther state. BusyOtherTime is included in the calculation of LoggedOnTime.

Derived from: `Agent_Skill_Group_Half.Hour.BusyOtherTimeToHalf`

**Callback**

**Msgs**

The number of callback messages processed by the agent during the half-hour interval.

Derived from: `Agent_Skill_Group_Half.Hour.CallbackMessagesToHalf`

**Callback**

**Time**

The number of seconds the agent spent processing callback messages during the half-hour interval.

Derived from: `Agent_Skill_Group_Half.Hour.CallbackMessagesTimeToHalf`

**Auto Out**

**Tasks**

The total number of completed AutoOut (predictive) calls made by the agent in the skill group during the half-hour interval. The value is updated in the database when the after-call work time associated with the call (if any) has completed.

Derived from: `Agent_Skill_Group_Half.Hour.AutoOutCallsToHalf`

**Auto Out**

**Handle Time**

The total handle time, in seconds, for completed AutoOut (predictive) calls handled by the agent in the skill group during the half-hour interval.

Handle time includes WorkTime, TalkTime, and HoldTime, all of which are taken from the Termination_Call_Detail records. The AutoOutCallsTimeToHalf value includes the time spent from the call being initiated to the time the agent completes any after-call work for the call. The value is updated in the database when the after-call work time associated with the call (if any) has completed.

Derived from: `Agent_Skill_Group_Half.Hour.AutoOutCallsTimeToHalf`
**Auto Out**

*Talk + Hold Time*

The total talk time, in seconds, for completed AutoOut (predictive) calls handled by the agent in the skill group during the half-hour interval.

This value includes the time spent from the call being initiated to the time the agent begins after-call work for the call. It is based on TalkTime from Termination_Call_Detail. It therefore includes the HoldTime associated with the call. AutoOutCallsTalkTime is updated in the database when the after-call work time associated with the call (if any) has completed.

Derived from: Agent_Skill_Group_Half_Hour.AutoOutCallsTalkTimeToHalf

*Auto Out*

*Talk Time*

The number of seconds the agent spent talking on AutoOut (predictive) calls during the half-hour interval. TalkAutoOutTime is included in the calculation of LoggedOnTime.

Derived from: Agent_Skill_Group_Half_Hour.TalkAutoOutTimeToHalf

*Auto Out*

*Hold*

The total number of completed AutoOut (predictive) calls that the agent in the skill group has placed on hold at least once. The value is updated in the database when the after-call work time associated with the call (if any) has completed.

Derived from: Agent_Skill_Group_Half_Hour.AutoOutCallsOnHoldToHalf

*Auto Out*

*Hold Time*

The total number of seconds that AutoOut (predictive) calls were placed on hold by the agent in the skill group during the half-hour interval.

This data element is based on HoldTime from the Termination_Call_Detail record. The value is updated in the database when the after-call work associated with the call (if any) has completed.

Derived from: Agent_Skill_Group_Half_Hour.AutoOutCallsOnHoldTimeToHalf

*Preview*

*Tasks*

The total number of completed outbound Preview calls made by the agent in the skill group during the half-hour interval. The value is updated in the database when the after-call work time associated with the call (if any) has completed.

Derived from: Agent_Skill_Group_Half_Hour.PreviewCallsToHalf
**Preview Handle Time**

The total handle time, in seconds, for completed outbound Preview calls handled by the agent in the skill group during the half-hour interval.

Handle time includes WorkTime, TalkTime, and HoldTime, all of which are taken from the Termination_Call_Detail records. The PreviewCallsTime value includes the time spent from the call being initiated to the time the agent completes after-call work time for the call. The value is updated in the database when the after-call work time associated with the call (if any) has completed.

Derived from: Agent_Skill_Group_Half_Hour.PreviewCallsTimeToHalf

**Preview Talk + Hold Time**

The total talk time, in seconds, for completed outbound Preview calls handled by the agent in the skill group during the half-hour interval.

This value includes the time spent from the call being initiated to the time the agent begins after-call work for the call. It is based on TalkTime from Termination_Call_Detail. It therefore includes the HoldTime associated with the call. PreviewCallsTalkTime is updated in the database when the after-call work time associated with the call (if any) has completed.

Derived from: Agent_Skill_Group_Half_Hour.PreviewCallsTalkTimeToHalf

**Preview Talk Time**

The number of seconds the agent spent talking on outbound Preview calls during the half-hour interval. TalkPreviewTime is included in the calculation of LoggedOnTime.

Derived from: Agent_Skill_Group_Half_Hour.TalkPreviewTimeToHalf

**Preview Hold**

The total number of completed outbound Preview calls that the agent in the skill group placed on hold at least once. The value is updated in the database when the after-call work time associated with the call (if any) has completed.

Derived from: Agent_Skill_Group_Half_Hour.PreviewCallsOnHoldToHalf

**Preview Hold Time**

The total number of seconds that outbound Preview calls were placed on hold by the agent in the skill group during the half-hour interval.

This data element is based on HoldTime from the Termination_Call_Detail record. The value is updated in the database when the after-call work associated with the call (if any) has completed.

Derived from: Agent_Skill_Group_Half_Hour.PreviewCallsOnHoldTimeToHalf
*Reserve Tasks

The total number of completed agent reservation calls made by the agent in the skill group during the half-hour interval. The value is updated in the database when the after-call work time associated with the call (if any) has completed.

Derived from: Agent_Skill_Group_Half_Hour.ReserveCallsToHalf

*Reserve Handle Time

The total handle time, in seconds, for completed agent reservation calls handled by the agent in the skill group during the half-hour interval.

Handle time includes WorkTime, TalkTime, and HoldTime, all of which are taken from the Termination_Call_Detail records. The ReserveCallsTime value includes the time spent from the call being initiated to the time the agent completes after-call work time for the call. The value is updated in the database when the after-call work time associated with the call (if any) has completed.

Derived from: Agent_Skill_Group_Half_Hour.ReserveCallsTimeToHalf

*Reserve Talk + Hold Time

The total talk time, in seconds, for completed agent reservation calls handled by the agent in the skill group during the half-hour interval.

This value includes the time spent from the call being initiated to the time the agent begins after-call work for the call. It is based on TalkTime from Termination_Call_Detail. It therefore includes the HoldTime associated with the call. ReserveCallsTalkTime is updated in the database when the after-call work time associated with the call (if any) has completed.

Derived from: Agent_Skill_Group_Half_Hour.ReserveCallsTalkTimeToHalf

*Reserve Talk Time

The number of seconds the agent spent talking on agent reservation calls during the half-hour interval. TalkReserveTime is included in the calculation of LoggedOnTime.

Derived from: Agent_Skill_Group_Half_Hour.TalkReserveTimeToHalf

*Reserve Hold Tasks

The total number of completed agent reservation calls that the agent in the skill group placed on hold at least once. The value is updated in the database when the after-call work time associated with the call (if any) has completed.

Derived from: Agent_Skill_Group_Half_Hour.ReserveCallsOnHoldToHalf
**Reserve Hold Time**

The total number of seconds agent reservation calls were placed on hold by the agent in the skill group during the half-hour interval.

This data element is based on HoldTime from the Termination_Call_Detail record. The value is updated in the database when the after-call work associated with the call (if any) has completed.

Derived from: Agent_Skill_Group_Half_Hour.ReserveCallsOnHoldTimeToHalf

**Agent By Team Report Templates**

Reporting on this grouping of agents is useful to Call Center Supervisors who manage teams of agents. For the report, select from the displayed list of agent teams in your enterprise.

The following table lists all the ICM Agents by Team report templates that WebView provides. Each of these templates can be used in an IPCC environment, a few of them can be used only in an IPCC environment, and most of them can be used in either an IPCC or a standard ACD environment. Click the template name for a detailed description.

<table>
<thead>
<tr>
<th>Template Name</th>
<th>Applicable Environment</th>
<th>Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>agteam02: Agent Team Status Report, page 6-181</td>
<td>IPCC and/or Standard ACD</td>
<td>real-time table</td>
<td>Current logon date and time, and last state change for each agent in the selected team(s), according to the skill group into which each agent is logged.</td>
</tr>
<tr>
<td>agteam03: Agent Team Media Logout Status Report, page 6-192</td>
<td>IPCC and/or Standard ACD</td>
<td>historical table</td>
<td>Logon duration and logout date and time for each agent in the selected team(s).</td>
</tr>
<tr>
<td>agteam04: Agent Task Detail Activity Report, page 6-193</td>
<td>IPCC and/or Standard ACD</td>
<td>historical table</td>
<td>Agent task detail activity on incoming, outgoing, and internal calls, and callback messages, by team.</td>
</tr>
<tr>
<td>agteam05: Agent Task Detail Performance Report, page 6-197</td>
<td>IPCC and/or Standard ACD</td>
<td>historical table</td>
<td>Task detail data on abandoned, held, assistance, and conference calls, by team.</td>
</tr>
<tr>
<td>agteam20: Agent Team Real Time Report, page 6-184</td>
<td>IPCC and/or Standard ACD</td>
<td>real-time table</td>
<td>Current agent states of each agent within the specified team(s).</td>
</tr>
</tbody>
</table>
Table 6-4  **Agent By Team Templates (continued)**

<table>
<thead>
<tr>
<th>Template Name</th>
<th>Applicable Environment</th>
<th>Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>agteam21: Agent Team Task Summary Half Hour Report, page 6-203</td>
<td>IPCC</td>
<td>historical</td>
<td>Agent task summary for each agent within the selected agent team(s), organized by the selected half hour(s).</td>
</tr>
<tr>
<td>agteam22: Agent Team Task Summary Daily Report, page 6-207</td>
<td>IPCC</td>
<td>historical</td>
<td>Agent task summary for each agent within the selected agent team(s), organized by the selected day(s).</td>
</tr>
<tr>
<td>agteam23: Agent Team Performance Summary Half Hour Report, page 6-211</td>
<td>IPCC and/or Standard ACD</td>
<td>historical</td>
<td>Agent state summary for each agent within the selected team(s), organized by the selected half hour(s).</td>
</tr>
<tr>
<td>agteam24: Agent Team Performance Summary Daily Report, page 6-214</td>
<td>IPCC and/or Standard ACD</td>
<td>historical</td>
<td>Agent state summary for each agent within the selected team(s), organized by the selected day(s).</td>
</tr>
<tr>
<td>agteam25: Agent Team Consolidated Half Hour Report, page 6-218</td>
<td>IPCC</td>
<td>historical</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 Report, page 6-222</td>
<td>IPCC</td>
<td>historical</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 Report, page 6-226</td>
<td>IPCC and/or Standard ACD</td>
<td>historical</td>
<td>All the report data available from the Agent_Skill_Group_Half_Hour table, organized by agent team and then by agent within the team. This report is for online viewing or for exporting to Excel. It is not formatted for printing.</td>
</tr>
<tr>
<td>agteam28: Agent Team Real Time All Fields Report, page 6-188</td>
<td>IPCC and/or Standard ACD</td>
<td>real-time</td>
<td>All the report data available from the Agent_Real_Time table, organized by agent team and then by agent within the team. This report is for online viewing or for exporting to Excel. It is not formatted for printing.</td>
</tr>
</tbody>
</table>
Agent by team real-time reports

This section lists the following real-time reports:
- `agteam02: Agent Team Status Report, page 6-181`
- `agteam20: Agent Team Real Time Report, page 6-184`
- `agteam28: Agent Team Real Time All Fields Report, page 6-188`

**agteam02: Agent Team Status Report**

<table>
<thead>
<tr>
<th><strong>Overview:</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Subject</strong></td>
<td>A table of selected agent teams showing each agent's current logon date and time, state, and last state change</td>
</tr>
<tr>
<td><strong>Purpose</strong></td>
<td>To show current agent team status and agent availability</td>
</tr>
<tr>
<td><strong>Applicable environment</strong></td>
<td>IPCC and/or standard ACD</td>
</tr>
<tr>
<td><strong>Template type</strong></td>
<td>Real-time table</td>
</tr>
<tr>
<td><strong>Default sort order</strong></td>
<td>By agent team, skill group, agent last name, and agent first name</td>
</tr>
<tr>
<td><strong>Drilldowns available</strong></td>
<td>No</td>
</tr>
<tr>
<td><strong>Data derived from ICM Schema database tables</strong></td>
<td>Agent, Agent_Real_Time, Agent_Team, Agent_Team_Member, Person, Media_Routing_Domain, Skill_Group, Controller_Time</td>
</tr>
</tbody>
</table>

**Data:**

**Agent Team**

The name of the agent team.

Derived from: `Agent_Team.EnterpriseName`

**Supervisor**

The agent teams' primary supervisor. If a primary supervisor is not configured, then the Supervisor field can contain any of the configured secondary supervisors.

Derived from: `Person.LastName + ' ' + Person.FirstName`
**Skill Group**
The skill group into which the agent is logged.
Derived from: Skill_Group.EnterpriseName

**Agent Name**
The agent's last name and first name.
Derived from: Person.LastName + ' ' + Person.FirstName

**Media**
The media routing domain into which the agent is logged for doing this type of task. This is the media routing domain associated with the Skill Group in which the agent is currently working.
Each media routing domain has its own skill groups. If an agent is logged into more than one media routing domain, then that agent also belongs to more than one skill group.
Derived from: Media_Routing_Domain.EnterpriseName

**Log On Date Time**
The date and time that the agent logged in.
Derived from: Agent_Skill_Group_Real_Time.DateTimeLogin

**Active Tasks**
The number of tasks the agent is currently working on that are associated with the skill group.
Derived from: Agent_Skill_Group_Real_Time.CallsInProgress

**Agent State**
The current state of the agent. The following states can appear in this report:
* Talking
  Active
* Ready
  Available
* Work Ready
* Work Not Ready
* Hold
  Paused
  Busy Other
  Interrupted
  Reserved
  Not Ready
Logged On (displays only if agent state trace is enabled)
Logged Off (displays only if agent state trace is enabled)
States with an asterisk (*) are voice media only states.
An agent doing wrap-up work (post-call activities, such as completing paperwork or consulting with associates) is in either the Work Ready or the Work Not Ready state.

Derived from: Agent_Skill_Group_Real_Time.AgentState

**Duration In Current State**

The total time the agent has spent in the current state.

Derived from: DATEDIFF(seconds, Agent_Real_Time.DateTimeLastStateChange, getdate())

**Reason Code**

A code received from the peripheral that indicates the reason for the agent's last state change. This field is valid only for the Not Ready agent state. Otherwise, this field shows NONE.

**Note**: The agent's desk settings and CTIOS registry settings need to be configured to display the reason code. You can do this in the ICM Configuration Manager's Agent Desk Settings List tool.

For a list of default reason codes, see Reason Codes.

Derived from: Agent_Real_Time.ReasonCode
Agteam20: Agent Team Real Time Report

<table>
<thead>
<tr>
<th>Overview:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Title</td>
</tr>
<tr>
<td>Subject</td>
</tr>
<tr>
<td>Purpose</td>
</tr>
<tr>
<td>Applicable environment</td>
</tr>
<tr>
<td>Template type</td>
</tr>
<tr>
<td>Default sort order</td>
</tr>
<tr>
<td>Drilldowns available</td>
</tr>
</tbody>
</table>
| Schema database tables | Agent
Agent_Real_Time
Agent_Team
Agent_Team_Member
Person
Media_Routing_Domain
Skill_Group
Controller_Time |

Data:

Agent Team

The Enterprise Name of the agent team.

Derived from: Agent_Team.EnterpriseName

Supervisor

The agent teams' primary supervisor. If primary supervisor is not configured then Supervisor field can contain any of the configured secondary supervisors.

Derived from: Person.LastName + ' ' + Person.FirstName

Media

The media routing domain into which the agent is logged for doing this type of task. This is the media routing domain associated with the Skill Group in which the agent is currently working.
Each media routing domain has its own skill groups. If an agent is logged into more than one media routing domain, then that agent also belongs to more than one skill group.

Derived from: Media_Routing_Domain.EnterpriseName

**Agent Name**

The last and first name of the agent and the agent's ID (in parentheses) in the skill group in which agent resides.

Derived from:
Person.LastName", "Person.FirstName
Agent_Skill_Group_Half_Hour.SkillTargetID

**Extension**

The phone extension that the agent has logged into.

Derived from: Agent_Real_Time.Extension

**Active Skill Group**

The skill group associated with the task on which the agent is currently working. If the agent is not involved in any task in the media routing domain, this field shows Not Applicable. Since an agent can be logged into multiple skill groups, this field is not filled until the agent is assigned a task.

Derived from: Skill_Group.EnterpriseName

**Log On DateTime**

Date and time of the login of the agent measured in MM/DD/YYYY HH:MM:SS (month, day, year, hour, minute, second) format.

Derived from: Agent_Real_Time.DateTimeLogin

**Agent State**

The current state of the agent. The following states can appear in this report:

*Talking state

Active state

Work Ready state

Work Not Ready state

*Hold state

Paused state

Interrupted state

The state with an asterisk (*) is a voice media only state.

**Note:** This template can display agent status data only when the agent is in the talking or active state. If the agent is not involved in a task in some way, this template does not display the agent state for that agent.

States with an asterisk (*) are voice media only states.
An agent doing wrap-up work (post-call activities, such as completing paperwork or consulting with associates) is in either the Work Ready or the Work Not Ready state.

Derived from: Agent_Real_Time.AgentState

**Duration In Current State**

The time spent in the current agent state in HH:MM:SS (hours, minutes, seconds) format.

Derived from: DATEDIFF(seconds, Agent_Real_Time.DateTimeLastStateChange, getdate())

**Available in MRD**

Whether or not the agent is available to accept a task, or if involved in a task, available to accept more tasks:

- NO (Not available)
- YES-ICM (ICM available in media routing domain)
- YES-APP (Application available in media routing domain)

An agent is available for a task in a media routing domain if the agent has not reached the agent's maximum task limit for that task type or if the agent is not working on an interruptible task in another media routing domain.

If an agent is available in ICM, then ICM can assign and route the task. If an agent is available in an application, then the application can assign and route the task. In the former case, only ICM can assign tasks to the agent. In the latter, only the application can assign tasks to the agent.

Derived from: Agent_Real_Time.AvailableInMRD

**Direction**

The direction of the active call:

- In (inbound task - non voice tasks are always inbound)
- Out (outgoing external call)
- Other (outgoing internal call)

If there is no call, then this displays Not Applicable.

Derived from: Agent_Real_Time.Direction

**Destination**

The type of outbound task on which the agent is currently working:

- None (Not Applicable)
- ACD
- Direct
- Auto out
- Reserve
- Preview

Derived from: Agent_Real_Time.Destination

**Supv Assist Reqstd**
Whether or not the agent requested supervisor assistance:
No
Yes
Derived from: Agent_Real_Time.RequestedSupervisorAssist

Reason Code
A code received from the peripheral that indicates the reason for the agent's last state change. If not defined, this shows NONE.

**Note:** The agent's desk settings and CTIOS registry settings need to be configured to display the reason code. You can do this in the ICM Configuration Manager's Agent Desk Settings List tool.

For a list of default reason codes, see Reason Codes.
Derived from: Agent_Real_Time.ReasonCode
agentteam28: Agent Team Real Time All Fields Report

<table>
<thead>
<tr>
<th>Overview:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Title</strong></td>
<td>The name you give it when you save the report.</td>
</tr>
<tr>
<td><strong>Subject</strong></td>
<td>A table of all the selected agent teams listing all the available agent real-time report data. Fields applicable to a voice domain only are prefixed with an asterisk (*). Such fields are not applicable for e-mail or collaboration media.</td>
</tr>
<tr>
<td><strong>Purpose</strong></td>
<td>To show all the available agent-team real-time data in the Agent_Real_Time database table so that you can select which data you want for a customized agent-team real-time report.</td>
</tr>
<tr>
<td><strong>Applicable environment</strong></td>
<td>IPCC and/or standard ACD</td>
</tr>
<tr>
<td><strong>Template type</strong></td>
<td>Real-time table</td>
</tr>
<tr>
<td><strong>Default sort order</strong></td>
<td>By team and then by agent within the team.</td>
</tr>
<tr>
<td><strong>Drilldowns available</strong></td>
<td>No</td>
</tr>
<tr>
<td><strong>Schema database tables</strong></td>
<td>Agent Agent_Skill_Group_Half_Hour Agent_Team Agent_Team_Member Person Media_Routing_Domain Skill_Group Skill_Group_Member</td>
</tr>
</tbody>
</table>

**Data:**

**Media**

The media routing domain into which the agent is logged. This is the media routing domain with which the agent’s Skill Group is associated.

Derived from: Media_Routing_Domain.EnterpriseName
Agent Team
The Enterprise Name of the agent team.
Derived from: Agent_Team.EnterpriseName

Agent Name (no label)
The agent's last name and first name.
Derived from: Person.LastName + ' ' + Person.FirstName

Active Skill Group
The skill group associated with the task on which the agent is currently working. If the agent is not involved in any task in the media routing domain, this field shows Not Applicable. Since an agent can be logged into multiple skill groups, this field is not filled until the agent is assigned a task.
Derived from: Agent_Real_Time.EnterpriseName

Service
The skill group service ID number.
Derived from: Agent_Real_Time.ServiceSkillTargetID

Agent State
The current state of the agent. The following states can appear in this report:
* Talking state
Active state
Work Ready state
Work Not Ready state
* Hold state
Paused state
Interrupted state
The state with an asterisk (*) is a voice media only state.

Note: This template can display agent status data only when the agent is in the talking or active state. If the agent is not involved in a task in some way, this template does not display the agent state for that agent.Logged On (displays only if agent state trace is enabled)
An agent doing wrap-up work (post-call activities, such as completing paperwork or consulting with associates) is in either the Work Ready or the Work Not Ready state.
Derived from: Agent_Skill_Group_Real_Time.AgentState

Extension
The phone extension that the agent has logged into.
Derived from: Agent_Real_Time.Extension
**Reason Code**

A code received from the peripheral that indicates the reason for the agent's last state change. If not defined, this shows NONE.

**Note:** The agent's desk settings and CTIOS registry settings need to be configured to display the reason code. You can do this in the ICM Configuration Manager's Agent Desk Settings List tool.

For a list of default reason codes, see Reason Codes.

Derived from: Agent_Real_Time.ReasonCode

**Duration in Current State**

The length of time since the agent's state last changed, measured in HH:MM:SS (hours, minutes, seconds) format.

Derived from: (the current date/time) - Agent_Real_Time.DateTimeLastStateChange

**Log On DateTime**

The Date and time the agent logged in.

Derived from: Agent_Real_Time.DateTimeLogin

**Supv Assist Reqstd**

Whether or not the agent requested supervisor assistance:

No

Yes

Derived from: Agent_Real_Time-RequestedSupervisorAssist

**Destination**

The type of outbound task on which the agent is currently working:

None (Not Applicable)

ACD

Direct

Auto out

Reserve

Preview

Derived from: Agent_Real_Time.Destination

**Direction**

The direction of the active call:

In (inbound task - non voice tasks are always inbound)

Out (outgoing external call)

Other (outgoing internal call)

If there is no call, then this displays Not Applicable.

Derived from: Agent_Real_Time.Direction

**On Hold**

Indicates whether the call is currently on hold: Yes; No.
Agent Reports

agteam28: Agent Team Real Time All Fields Report

Derived from: Agent_Real_Time.OnHold

*Network TargetID

The device target the agent is logged into. This applies to IPCC agents only.

Derived from: Agent_Real_Time.NetworkTargetID

Agent by team historical reports

This section lists the following historical reports:

- agteam03: Agent Team Media Logout Status Report, page 6-192
- agteam04: Agent Task Detail Activity Report, page 6-193
- agteam05: Agent Task Detail Performance Report, page 6-197
- agteam21: Agent Team Task Summary Half Hour Report, page 6-203
- agteam23: Agent Team Performance Summary Half Hour Report, page 6-211
- agteam24: Agent Team Performance Summary Daily Report, page 6-214
- agteam25: Agent Team Consolidated Half Hour Report, page 6-218
- agteam26: Agent Team Consolidated Daily Report, page 6-222
- agteam27: Agent Team Historical All Fields Report, page 6-226
agteam03: Agent Team Media Logout Status Report

<table>
<thead>
<tr>
<th>Overview:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Title</strong></td>
</tr>
<tr>
<td><strong>Subject</strong></td>
</tr>
<tr>
<td><strong>Purpose</strong></td>
</tr>
<tr>
<td><strong>Applicable environment</strong></td>
</tr>
<tr>
<td><strong>Template type</strong></td>
</tr>
<tr>
<td><strong>Default sort order</strong></td>
</tr>
<tr>
<td><strong>Drilldowns available</strong></td>
</tr>
</tbody>
</table>
| **Schema database tables** | Agent  
Agent_Team  
Agent_Team_Member  
AgentLogout  
Person  
Media_Routing_Domain  
Skill_Group |

**Data:**

**Agent Team**
The name of the agent team.
Derived from: Agent_Team.EnterpriseName

**Supervisor**
The agent teams' primary supervisor. If primary supervisor is not configured then Supervisor field can contain any of the configured secondary supervisors.
Derived from: Person.LastName + ' ' + Person.FirstName

**Agent Name**
The agent's last name and first name.
Derived from: Person.LastName + ' ' + Person.FirstName

**Agent Enterprise Name**
The last name and first initial of the agent and the ICM software's name of the peripheral with which the agent is associated. One agent can be logged into more than one peripheral if they are working in more than one media routing domain.
Derived from: Agent.Enterprisename
**Media**

The media routing domain from which the agent is logged off.

Derived from: Media_Routing_Domain.EnterpriseName

---

**Log On DateTime**

The date and time the agent logged on, measured in YY:MM:DD (month, day, year) and HH:MM:SS (hours, minutes, seconds) format.

Derived from Agent_Real_Time Table.DateTimeLogin

---

**Log On Duration**

The number of hours, minutes, and seconds (in HH:MM:SS format) that the agent was logged on.

Derived from: Agent_Logout.LoginDuration

---

**Log Out DateTime**

The ICM software's central controller date and time when the agent logged out.

Derived from: Agent_Logout.LogoutDateTime

---

**Reason Code**

A code received from the peripheral that indicates the reason for the agent's last state change. If not defined, this shows NONE.

**Note**: The agent's desk settings and CTIOS registry settings need to be configured to display the reason code. You can do this in the ICM Configuration Manager's Agent Desk Settings List tool.

For a list of default reason codes, see Reason Codes.

Derived from: Agent_Logout.ReasonCode

---

**Agent Team Summary**

The total agent data in the agent team.

---

**Overview:**

<table>
<thead>
<tr>
<th>Title</th>
<th>The name you give it when you save the report</th>
</tr>
</thead>
</table>

---

ICM WebView Online Help 6-193
Subject: A table of selected agent teams showing agent task detail activity on incoming, outgoing, and internal tasks, and callback messages, gathered in half-hour increments. Fields applicable to a voice domain only are prefixed with an asterisk (*). Such fields are not applicable for e-mail or collaboration media.

Purpose: To show agent team half-hour activity for the selected time period.

Applicable environment: IPCC and/or standard ACD

Template type: Historical table

Default sort order: By agent team, agent last name, agent first name, and media routing domain

Drilldowns available: No

Schema database tables:
- Agent
- Agent_Half_Hour
- Agent_Skill_Group_Half_Hour
- Agent_Team
- Agent_Team_Member
- Person
- Media_Routing_Domain
- Skill_Group
- Skill_Group_Member

Data:

Agent Team
The name of the agent team.
Derived from: Agent_Team.EnterpriseName

Supervisor
The agent teams' primary supervisor. If primary supervisor is not configured then Supervisor field can contain any of the configured secondary supervisors.
Derived from: Person.LastName + ' ' + Person.FirstName

Media
The media routing domain into which the agent is logged for doing this type of task. This is the media routing domain associated with the Skill Group in which the agent worked when doing this task.
Each media routing domain has its own skill groups. If an agent is logged into more than one media routing domain, then that agent also belongs to more than one skill group.
Derived from: Media_Routing_Domain.EnterpriseName
**Agent Name**

The agent’s last name and first name.

Derived from: Person.LastName + ' ' + Person.FirstName

**Log On Duration**

The total time in HH:MM:SS (hours, minutes, seconds) that the agent was logged in during the interval.

Derived from: Agent_Skill_Group_Half_Hour.LoggedOnTimeToHalf

**Incoming Tasks: Total**

The total number of inbound tasks handled by the agent during the interval. This value is incremented when the after-task work associated with the task is completed.

Derived from: Agent_Skill_Group_Half_Hour.CallsHandledToHalf

**Incoming Tasks: Avg Time**

The average handle time in seconds for incoming tasks handled by the agent during the interval.

Derived from: Agent_Skill_Group_Half_Hour.HandledCallsTimeToHalf / Agent_Skill_Group_Half_Hour.CallsHandledToHalf

**Incoming Tasks: %**

The percent of Log On Duration that the agent spent on incoming tasks.

Derived from: Agent_Skill_Group_Half_Hour.HandledCallsTimeToHalf * 1.0 / Agent_Skill_Group_Half_Hour.LoggedOnTimeToHalf

**Outgoing Tasks: Total**

The total number of completed outbound tasks made by the agent during the interval. The value is incremented when the after-task work associated with the task is completed.

Derived from: Agent_Skill_Group_Half_Hour.AgentOutCallsToHalf

**Outgoing Tasks: Avg Time**

The average length in seconds for outgoing tasks made by the agent for the interval.

Derived from: Agent_Skill_Group_Half_Hour.AgentOutCallsTimeToHalf * 1.0 / Agent_Skill_Group_Half_Hour.AgentOutCallsToHalf

**Outgoing Tasks: %**

The percentage of all tasks handled by the agent for the period that were outgoing tasks.

Derived from: Agent_Skill_Group_Half_Hour.AgentOuttasksTimeToHalf / Agent_Skill_Group_Half_Hour.LoggedOnTimeToHalf
**Internal Tasks: Total**
The total number of internal tasks initiated by the agent during the interval. The value is incremented when the after-task work associated with the task is completed.

Derived from: `Agent_Skill_Group_Half_Hour.InternaltasksToHalf`

**Internal tasks: Avg Time**
The average length in seconds for completed internal tasks made by the agent for the interval.

Derived from: `Agent_Skill_Group_Half_Hour.InternaltasksTimeToHalf / Agent_Skill_Group_Half_Hour.InternaltasksToHalf`

**Internal tasks: %**
The percentage of all tasks handled by the agent for the period that were internal tasks.

Derived from: `Agent_Skill_Group_Half_Hour.InternaltasksTimeToHalf * 1.0 / Agent_Skill_Group_Half_Hour.LoggedOnTimeToHalf`

**CB Messages: Total**
The total number of callback messages that were processed by the agent during the interval. CallBack (CB) Messages are relevant only for the Aspect ACD.

Derived from: `Agent_Skill_Group_Half_Hour.taskbackMessagesToHalf`

**CB Messages: Avg Time**
The average length in seconds for callback messages that were processed by the agent during the interval. CallBack (CB) Messages are relevant only for the Aspect ACD.

Derived from: `Agent_Skill_Group_Half_Hour.taskbackMessagesTimeToHalf / Agent_Skill_Group_Half_Hour.taskbackMessagesToHalf`

**CB Messages: %**
The percentage of time the agent spent on call back messages during the interval. CallBack (CB) Messages are relevant only for the Aspect ACD.

Derived from: `Agent_Skill_Group_Half_Hour.taskbackMessagesTimeToHalf * 1.0 / Agent_Skill_Group_Half_Hour.LoggedOnTimeToHalf`

**% Wrap Up Time**
The percentage of time that the agent spent in wrap-up on all tasks counted as handled during the interval. An agent doing wrap-up work is either in the Work Ready or Work Not Ready state. This value is measured against the total time the agent was logged on during the interval.

Derived from: `(Agent_Skill_Group_Half_Hour.HandledtasksTimeToHalf - Agent_Skill_Group_Half_Hour.HandledtasksTalkTimeToHalf) * 1.0 / Agent_Skill_Group_Half_Hour.LoggedOnTimeToHalf`
**Media Summary**

The total agent data in a media routing domain into which the agent was logged for the given interval.

---

### agteam05: Agent Task Detail Performance Report

<table>
<thead>
<tr>
<th>Overview:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Title</strong></td>
</tr>
<tr>
<td><strong>Subject</strong></td>
</tr>
<tr>
<td><strong>Purpose</strong></td>
</tr>
<tr>
<td><strong>Applicable environment</strong></td>
</tr>
<tr>
<td><strong>Template type</strong></td>
</tr>
<tr>
<td><strong>Default sort order</strong></td>
</tr>
<tr>
<td><strong>Drilldowns available</strong></td>
</tr>
<tr>
<td><strong>Schema database tables</strong></td>
</tr>
</tbody>
</table>

---

### Data:

**Agent Team**

The name of the agent team.

Derived from: Agent_Team.EnterpriseName

**Supervisor**

The agent teams' primary supervisor. If primary supervisor is not configured then Supervisor field can contain any of the configured secondary supervisors.
Derived from: Person.LastName + ' ' + Person.FirstName

**Media**
The media routing domain into which the agent is logged for doing this type of task. This is the media routing domain associated with the Skill Group in which the agent worked when doing this task.

Each media routing domain has its own skill groups. If an agent is logged into more than one media routing domain, then that agent also belongs to more than one skill group.

Derived from: Media_Routing_Domain.EnterpriseName

**Agent Name**
The agent's last name and first name.

Derived from: Person.LastName + ' ' + Person.FirstName

**Aban Hold**
The total number of ACD tasks that were abandoned while being held at an agent's position. The value is incremented at the time the call disconnects.

Derived from: sum(Agent_Skill_Group_Half_Hour.AbandonHoldCallsToHalf)

**Abandon While Offer Tasks: Total Tasks**
The total number of tasks offered to this agent that were abandoned while offered and/or the number of paused tasks that the agent ended during the given interval.

Derived from: sum(Agent_Skill_Group_Half_Hour.AbandonRingCallsToHalf)

**Abandon While Offer Tasks: Avg Time**
The average length of time associated with offered tasks that were abandoned and/or the paused tasks that the agent ended during the given interval.

Derived from: sum(Agent_Skill_Group_Half_Hour.AbandonRingTimeToHalf) / sum(Agent_Skill_Group_Half_Hour.AbandonRingCallsToHalf)

**Abandon While Offer Tasks: % Time**
The percentage of time associated with tasks that were abandoned or paused while offered to the agent. This value is measured against the total time the agent was logged on during the interval.

Derived from: sum(Agent_Skill_Group_Half_Hour.AbandonRingTimeToHalf) * 1.0 / sum(Agent_Skill_Group_Half_Hour.LoggedOnTimeToHalf)

**Incoming Hold Tasks: Total Tasks**
The total number of completed inbound tasks the agent placed on hold or paused. The value is incremented when the after-task work associated with the task (if any) is completed.

Derived from: sum(Agent_Skill_Group_Half_Hour.IncomingCallsOnHoldToHalf)
**Incoming Hold Tasks: Avg Time**

The average on hold time in seconds associated with inbound tasks the agent placed on hold or paused.

Derived from:

\[
\frac{\text{sum(Agent\_Skill\_Group\_Half\_Hour.IncomingCallsOnHoldTimeToHalf)}}{\text{sum(Agent\_Skill\_Group\_Half\_Hour.IncomingCallsOnHoldToHalf)}}
\]

**Incoming Hold Tasks: % Time**

The percentage of hold time associated with inbound tasks the agent placed on hold or paused. This value is measured against the total time the agent was logged on during the interval.

Derived from:

\[
\frac{\text{sum(Agent\_Skill\_Group\_Half\_Hour.IncomingCallsOnHoldTimeToHalf)} \times 1.0}{\text{sum(Agent\_Skill\_Group\_Half\_Hour.LoggedOnTimeToHalf)}}
\]

*Outgoing Hold Tasks: Total Tasks*

The total number of completed outbound tasks the agent placed on hold at least once. The value is incremented when the after-call work associated with the call is completed.

Derived from:

\[
\text{sum(Agent\_Skill\_Group\_Half\_Hour.AgentOut CallsOnHoldToHalf)}
\]

*Outgoing Hold Tasks: Avg Time*

The average length of time that the agent left outgoing tasks on hold.

Derived from:

\[
\frac{\text{sum(Agent\_Skill\_Group\_Half\_Hour.AgentOut CallsOnHoldTimeToHalf)}}{\text{sum(Agent\_Skill\_Group\_Half\_Hour.AgentOut CallsOnHoldToHalf)}}
\]
*Outgoing Hold Tasks: % Time
The average on hold time in seconds associated with outbound tasks the agent placed on hold.
Derived from:
\[
\frac{\text{sum(Agent\_Skill\_Group\_Half\_Hour.AgentOutCallsOnHoldTimeToHalf)} \times 1.0}{\text{sum(Agent\_Skill\_Group\_Half\_Hour.LoggedOnTimeToHalf)}}
\]

*Internal Hold Tasks: Total Tasks
The total number of completed inbound tasks the agent placed on hold. The value is incremented when the after-task work associated with the task, is any, is completed.
Derived from: \(\text{sum(Agent\_Skill\_Group\_Half\_Hour.InternalCallsOnHoldToHalf)}\)

*Internal Hold Tasks: Avg Time
The average on hold time in seconds associated with inbound tasks the agent placed on hold.
Derived from:
\[
\frac{\text{sum(Agent\_Skill\_Group\_Half\_Hour.InternalCallsOnHoldTimeToHalf)}}{\text{sum(Agent\_Skill\_Group\_Half\_Hour.InternalCallsOnHoldToHalf)}}
\]

*Internal Hold Tasks: % Time
The percentage of hold time associated with inbound tasks the agent placed on hold. This value is measured against the total time the agent was logged on during the interval.
Derived from:
\[
\frac{\text{sum(Agent\_Skill\_Group\_Half\_Hour.InternalCallsOnHoldTimeToHalf)} \times 1.0}{\text{sum(Agent\_Skill\_Group\_Half\_Hour.LoggedOnTimeToHalf)}}
\]

*Supervisor Assist Tasks: Total Tasks
The total number of tasks for which the agent received supervisor assistance during the interval. The value is incremented when the supervisor assistance call completes.
Derived from: \(\text{sum(Agent\_Skill\_Group\_Half\_Hour.SupervAssistCallsToHalf)}\)

*Supervisor Assist Tasks: Avg Time
The average time in seconds that the agent received assistance for all supervisor-assisted tasks during the interval.
Derived from:
\[
\frac{\text{sum(Agent\_Skill\_Group\_Half\_Hour.SupervAssistCallsTimeToHalf)}}{\text{sum(Agent\_Skill\_Group\_Half\_Hour.SupervAssistCallsToHalf)}}
\]
**Supervisor Assist Tasks: % Time**

The percentage of time that the agent spent during the interval on supervisor-assisted tasks. This value is measured against the total time the agent was logged on during the interval.

Derived from:

\[
\text{sum(Agent\_Skill\_Group\_Half\_Hour.SupervAssistCallsTimeToHalf)} \times 1.0 / \text{sum(Agent\_Skill\_Group\_Half\_Hour.LoggedOnTimeToHalf)}
\]

**Conference In Tasks: Total Tasks**

The number of incoming tasks on which the agent was in conference. Incoming tasks include ACD and non-ACD tasks. The value is incremented with the agent drops off the call and the call becomes a simple two-party call.

Derived from: \( \text{sum(Agent\_Skill\_Group\_Half\_Hour.ConferencedInCallsToHalf)} \)

**Conference In Tasks: Avg Time**

The average time in seconds that the agent spent in conference with tasks during the interval. This value includes hold time associated with the conference tasks.

Derived from:

\[
\text{sum(Agent\_Skill\_Group\_Half\_Hour.ConferencedInCallsTimeToHalf)} / \text{sum(Agent\_Skill\_Group\_Half\_Hour.ConferencedInCallsToHalf)}
\]

**Conference In Tasks: % Time**

The percentage of time that the agent spent during the interval on conference tasks. The percentage includes hold time associated with the conference tasks. This value is measured against the total time the agent was logged on during the interval.

Derived from:

\[
\text{sum(Agent\_Skill\_Group\_Half\_Hour.ConferencedInCallsTimeToHalf)} \times 1.0 / \text{sum(Agent\_Skill\_Group\_Half\_Hour.LoggedOnTimeToHalf)}
\]

**Conference Out Tasks: Total Tasks**

The number conference tasks the agent initiated. Initiated tasks include ACD and non-ACD tasks. The value is incremented with the agent drops off the call and the call becomes a simple two-party call.

Derived from: \( \text{sum(Agent\_Skill\_Group\_Half\_Hour.ConferencedOutCallsToHalf)} \)

**Conference Out Tasks: Avg Time**

The average time in seconds that the agent spent in conference on agent-initiated tasks during the interval. This value includes hold time associated with the conference tasks.

Derived from:

\[
\text{sum(Agent\_Skill\_Group\_Half\_Hour.ConferencedOutCallsTimeToHalf)} / \text{sum(Agent\_Skill\_Group\_Half\_Hour.ConferencedOutCallsToHalf)}
\]
*Conference Out Tasks: % Time*

The percentage of time that the agent spent during the half-hour interval on agent-initiated conference tasks. This percentage includes hold time associated with the conference tasks. This value is measured against the total time the agent was logged on during the interval.

Derived from:

\[
\frac{\text{sum}(\text{Agent\_Skill\_Group\_Half\_Hour.ConferencedOutCallsTimeToHalf}) \times 1.0}{\text{sum}(\text{Agent\_Skill\_Group\_Half\_Hour.LoggedOnTimeToHalf})}
\]

**Media Summary**

The totals of agent data for a media routing domain, in which the agent was logged during the given interval.

**Agent Team Summary**

The total agent data in the agent team.

**Report Summary**

The total agent data for all agent teams in the report.
agteam21: Agent Team Task Summary Half Hour Report

### Overview:

<table>
<thead>
<tr>
<th>Title</th>
<th>The name you give it when you save the report.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Subject</td>
<td>A table summary of agent call/task data for all the agents within the selected agent team(s), gathered in half-hour increments. Fields applicable to a voice domain only are prefixed with an asterisk (*). Such fields are not applicable for e-mail or collaboration media.</td>
</tr>
<tr>
<td>Purpose</td>
<td>To show agent team half-hour activity (calls/tasks) for the selected time period.</td>
</tr>
<tr>
<td>Applicable environment</td>
<td>IPCC</td>
</tr>
<tr>
<td>Template type</td>
<td>Historical table</td>
</tr>
<tr>
<td>Default sort order</td>
<td>By agent team, media routing domain, agent last name, agent first name, and date and time</td>
</tr>
<tr>
<td>Drilldowns available</td>
<td>No</td>
</tr>
</tbody>
</table>
| Schema database tables | Agent  
Agent_Skill_Group_Half_Hour  
Agent_Team  
Agent_Team_Member  
Person  
Media_Routing_Domain  
Skill_Group |

### Data:

**Agent Team**

The Enterprise Name of the agent team.

Derived from: Agent_Team.EnterpriseName

**Supervisor**

The agent team's primary supervisor. If a primary supervisor is not configured, then the Supervisor field can contain any of the configured secondary supervisors.

Derived from: Person.LastName + ' ' + Person.FirstName

**Media**

The media routing domain into which the agent is logged for doing this type of task. This is the media routing domain associated with the Skill Group in which the agent worked when doing this task.
Each media routing domain has its own skill groups. If an agent is logged into more than one media routing domain, then that agent also belongs to more than one skill group.

Derived from: Media_Routing_Domain.EnterpriseName

**Agent Name**

The agent's last name and first name.

Derived from: Person.LastName + ' ' + Person.FirstName

**DateTime** (no label)

The date and time of the selected row's data in MM/DD/YYYY (month, day, year) and HH:MM:SS (hour, minute, second) format.

Derived from: Agent_Skill_Group_Half_Hour.DateTime

**Log On Duration**

The total time period the agent was logged in measured in HH:MM:SS (hours, minutes, seconds) format.

Derived from: Agent_Skill_Group_Half_Hour.LoggedOnTimeToHalf

**Handled**

The number tasks that the agent ended in the given interval.

Derived from: Agent_Skill_Group_Half_Hour.CallsHandledToHalf

**Tasks Internal In**

The number of times that this agent received a direct internal or external incoming call. This includes direct calls that were received from another agent through the transfer or conference key that dialed the agent’s extension directly without going through ICM scripting.

Derived from: Agent_Skill_Group_Half_Hour.InternalCallsRcvToHalf

**Tasks External Out**

The number of external outgoing calls that the agent made from the ACD extension.

Derived from: Agent_Skill_Group_Half_Hour.AgentOutCallsToHalf

**Tasks Internal Out**

The number of internal outgoing calls that the agent made from the ACD extension.

Derived from: Agent_Skill_Group_Half_Hour.InternalCallsToHalf
**Tasks Transfer Out**
The number calls this agent transferred out to another agent or skill group. This includes Consultative Calls if this transfer was consultative-not blind.
Derived from: Agent_Skill_Group_Half_Hour.TransferredOutCallsToHalf

**Tasks Conf Out**
The number calls that this agent conferenced out to another agent or skill group. This includes consultative Calls.
Derived from: Agent_Skill_Group_Half_Hour.ConferencedOutCallsToHalf

**Tasks Consult**
The number of times an agent consulted with another agent or supervisor through the conference or transfer key. This includes supervisor or emergency assisted calls.
Derived from: Agent_Skill_Group_Half_Hour.ConsultativeCallsToHalf

**Tasks Transfer In**
The number of incoming calls that were transferred to this agent from other agents within the same peripheral that did not go to IVR for queuing.
Derived from: Agent_Skill_Group_Half_Hour.TransferredInCallsToHalf

**Tasks Conf In**
The number of incoming calls that were conferenced to this agent from other agents on the same peripheral that did not go to the IVR for queuing.
Derived from: Agent_Skill_Group_Half_Hour.ConferencedInCallsToHalf

**Tasks Hold**
The number of ICM routed tasks that have been held or paused.
Derived from: Agent_Skill_Group_Half_Hour.IncomingCallsOnHoldToHalf

**Tasks Supv Assist**
The number of tasks that required supervisor assistance.
Derived from: Agent_Skill_Group_Half_Hour.SupervisorAssistCallsToHalf

**Tasks Emerg Assist**
The number of tasks that required emergency assistance.
Derived from: Agent_Skill_Group_Half_Hour.EmergencyAssistsToHalf

**Tasks Barge In**
The number of tasks into which the supervisor has barged.
Derived from: Agent_Skill_Group_Half_Hour.BargeInCallsToHalf
*Tasks Intercept
The number of tasks that required interception by the supervisor. Derived from: Agent_Skill_Group_Half_Hour.InterceptedCallsToHalf

Time Handled
The time the agent spent on ICM routed tasks, measured in HH:MM:SS (hours, minutes, seconds) format. Derived from: Agent_Skill_Group_Half_Hour.HandledCallsTimeToHalf

*Time Internal In
The time the agent spent on direct incoming calls, measured in HH:MM:SS (hours, minutes, seconds). Derived from: Agent_Skill_Group_Half_Hour.InternalCallsRvcdTimeToHalf

*Time External Out
The time the agent spent on outgoing external calls, measured in HH:MM:SS (hours, minutes, seconds). Derived from: Agent_Skill_Group_Half_Hour.AgentOutCallsTimeToHalf

*Time Internal Out
The time the agent spent in outgoing internal calls, measured in HH:MM:SS (hours, minutes, seconds). Derived from: Agent_Skill_Group_Half_Hour.InternalCallsTimeToHalf

*Time Hold
The time in seconds where all tasks to the agent are on hold or paused during the half-hour interval. HoldTime is counted only while the agent is doing no other task-related activity. HoldTime is included in the calculation of LoggedOnTime. Derived from: Agent_Skill_Group_Half_Hour.HoldTimeToHalf

Media Summary
The totals of agent data for a media routing domain, in which the agent was logged during the given interval

Agent Team Summary
The total agent data in the agent team.

Report Summary
The total agent data for all agent teams in the report.
Overview:

<table>
<thead>
<tr>
<th>Title</th>
<th>The name you give it when you save the report.</th>
</tr>
</thead>
</table>
| Subject      | A table summary of agent call/task data for all the agents within the selected agent team(s), gathered in day increments.  
**Note:** This report contains the same data as the Agteam21 report except that here the data is gathered by day rather than by half-hour.  
Fields applicable to a voice domain only are prefixed with an asterisk (*). Such fields are not applicable for e-mail or collaboration media. |
| Purpose      | To show agent team daily activity (calls/tasks) for the selected time period. |
| Applicable environment | IPCC |
| Template type | Historical table |
| Default sort order | By agent team, media routing domain, agent last name, agent first name, and date and time |
| Drilldowns available | No |
| Schema database tables | Agent  
Agent_Skill_Group_Half_Hour  
Agent_Team  
Agent_Team_Member  
Person  
Media_Routing_Domain  
Skill_Group |

Data:

**Agent Team**

The Enterprise Name of the agent team.  
Derived from: Agent_Team.EnterpriseName

**Supervisor**

The agent team's primary supervisor. If a primary supervisor is not configured, then the Supervisor field can contain any of the configured secondary supervisors.  
Derived from: Person.LastName + ' ' + Person.FirstName
Media
The media routing domain into which the agent is logged for doing this type of task. This is the media routing domain associated with the Skill Group in which the agent worked when doing this task.

Each media routing domain has its own skill groups. If an agent is logged into more than one media routing domain, then that agent also belongs to more than one skill group.

Derived from: Media_Routing_Domain.EnterpriseName

Agent Name
The agent's last name and first name.

Derived from: Person.LastName + ' ' + Person.FirstName

Date (no label)
The date of the selected row's data in MM/DD/YYYY (month, day, year) format.

Derived from: Agent_Skill_Group_Half_Hour.DateTime

Log On Duration
The total time period the agent was logged in measured in HH:MM:SS (hours, minutes, seconds) format.

Derived from: Agent_Skill_Group_Half_Hour.LoggedOnTimeToHalf

Handled
The number tasks that the agent ended in the given interval.

Derived from: Agent_Skill_Group_Half_Hour.CallsHandledToHalf

*Tasks Internal In
The number of times that this agent received a direct internal or external incoming call. This includes direct calls that were received from another agent through the transfer or conference key that dialed the agent’s extension directly without going through ICM scripting.

Derived from: Agent_Skill_Group_Half_Hour.InternalCallsRcvToHalf

*Tasks External Out
The number of external outgoing calls that the agent made from the ACD extension.

Derived from: Agent_Skill_Group_Half_Hour.AgentOutCallsToHalf

*Tasks Internal Out
The number of internal outgoing calls that the agent made from the ACD extension.

Derived from: Agent_Skill_Group_Half_Hour.InternalCallsToHalf
*Tasks Transfer Out*

The number calls this agent transferred out to another agent or skill group. This includes Consultative Calls if this transfer was consultative-not blind.

Derived from: Agent_Skill_Group_Half_Hour.TransferredOutCallsToHalf

Tasks Conf Out

The number calls that this agent conferenced out to another agent or skill group. This includes consultative Calls.

Derived from: Agent_Skill_Group_Half_Hour.ConferencedOutCallsToHalf

Tasks Consult

The number of times an agent consulted with another agent or supervisor through the conference or transfer key. This includes supervisor or emergency assisted calls.

Derived from: Agent_Skill_Group_Half_Hour.ConsultativeCallsToHalf

*Tasks Transfer In*

The number of incoming calls that were transferred to this agent from other agents within the same peripheral that did not go to IVR for queuing.

Derived from: Agent_Skill_Group_Half_Hour.TransferredInCallsToHalf

Tasks Conf In

The number of incoming calls that were conferenced to this agent from other agents on the same peripheral that did not go to the IVR for queuing.

Derived from: Agent_Skill_Group_Half_Hour.ConferencedInCallsToHalf

Tasks Hold

The number of ICM routed tasks that have been held or paused.

Derived from: Agent_Skill_Group_Half_Hour.IncomingCallsOnHoldToHalf

The number of tasks that required supervisor assistance.

Derived from: Agent_Skill_Group_Half_Hour.SupervisorAssistCallsToHalf

*Tasks Emerg Assist*

The number of tasks that required emergency assistance.

Derived from: Agent_Skill_Group_Half_Hour.EmergencyAssistsToHalf

*Tasks Barge In*

The number of tasks into which the supervisor has barged.

Derived from: Agent_Skill_Group_Half_Hour.BargeInCallsToHalf

*Tasks Intercept*

The number of tasks that required interception by the supervisor.
Derived from: Agent_Skill_Group_Half_Hour.InterceptedCallsToHalf

**Time Handled**

The time the agent spent on ICM routed tasks, measured in HH:MM:SS (hours, minutes, seconds) format.

Derived from: Agent_Skill_Group_Half_Hour.HandledCallsTimeToHalf

**Time Internal In**

The time the agent spent on direct incoming calls, measured in HH:MM:SS (hours, minutes, seconds).

Derived from: Agent_Skill_Group_Half_Hour.InternalCallsRvcdTimeToHalf

**Time External Out**

The time the agent spent on outgoing external calls, measured in HH:MM:SS (hours, minutes, seconds).

Derived from: Agent_Skill_Group_Half_Hour.AgentOutCallsTimeToHalf

**Time Internal Out**

The time the agent spent in outgoing internal calls, measured in HH:MM:SS (hours, minutes, seconds).

Derived from: Agent_Skill_Group_Half_Hour.InternalCallsTimeToHalf

**Time Hold**

The time in seconds where all tasks to the agent are on hold or paused during the half-hour interval. HoldTime is counted only while the agent is doing no other task-related activity. HoldTime is included in the calculation of LoggedOnTime.

Derived from: Agent_Skill_Group_Half_Hour.HoldTimeToHalf

**Media Summary**

The totals of agent data for a media routing domain, in which the agent was logged during the given interval

**Agent Team Summary**

The total agent data in the agent team.

**Report Summary**

The total agent data for all agent teams in the report.
# agteam23: Agent Team Performance Summary Half Hour Report

## Overview:

<table>
<thead>
<tr>
<th><strong>Title</strong></th>
<th>The name you give it when you save the report.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Subject</strong></td>
<td>A table summary of agent performance data for all the agents within the selected agent team(s), gathered in half-hour increments. Fields applicable to a voice domain only are prefixed with an asterisk (*). Such fields are not applicable for e-mail or collaboration media.</td>
</tr>
<tr>
<td><strong>Purpose</strong></td>
<td>To show agent team half-hour performance for the selected time period</td>
</tr>
<tr>
<td><strong>Applicable environment</strong></td>
<td>IPCC and/or standard ACD</td>
</tr>
<tr>
<td><strong>Template type</strong></td>
<td>Historical table</td>
</tr>
<tr>
<td><strong>Default sort order</strong></td>
<td>By agent team, media routing domain, agent last name, agent first name, and date and time</td>
</tr>
<tr>
<td><strong>Drilldowns available</strong></td>
<td>No</td>
</tr>
<tr>
<td><strong>Schema database tables</strong></td>
<td>Agent, Agent_Skill_Group_Half_Hour, Agent_Team, Agent_Team_Member, Person, Media_Routing_Domain, Skill_Group, Skill_Group_Member</td>
</tr>
</tbody>
</table>

## Data:

### Agent Team

The Enterprise Name of the agent team.

Derived from: Agent_Team.EnterpriseName

### Supervisor

The agent team's primary supervisor. If primary supervisor is not configured then Supervisor field can contain any of the configured secondary supervisors.

Derived from: Person.LastName + ' ' + Person.FirstName

### Media

The media routing domain into which the agent is logged for doing this type of task. This is the media routing domain associated with the Skill Group in which the agent worked when doing this task.
Each media routing domain has its own skill groups. If an agent is logged into more than one media routing domain, then that agent also belongs to more than one skill group.

Derived from: Media_Routing_Domain.EnterpriseName

**Agent Name**
The agent's last name and first name.
Derived from: Person.LastName + ' ' + Person.FirstName

**DateTime (no label)**
The date and time of the selected row's data in MM/DD/YYYY (month, day, year) and HH:MM:SS (hour, minute, second) format.
Derived from: Agent_Skill_Group_Half_Hour.DateTime

**Task Treatment: Aban While Offer**
The number of ICM routed tasks that abandoned while offered to the agent.
Derived from: Agent_Skill_Group_Half_Hour.AbandonRingCallsToHalf

**Task Treatment: Redirect No Answer**
The number of tasks offered at the agent's terminal or phone that were redirected to another location because of the agent's failure to respond.
Derived from: Agent_Skill_Group_Half_Hour.RedirectNoAnsCallsToHalf

**Task Treatment: Aban Hold**
The number of ICM routed calls to the agent that abandoned while the call was on hold and/or the number of paused tasks that the agent ended during the interval.
Derived from: Agent_Skill_Group_Half_Hour.AbandonHoldCallstoHalf

**Task Treatment: Supv Assist**
The number of calls an agent made to the supervisor for assistance.
Derived from: Agent_Skill_Group_Half_Hour.SupervAssistCallsToHalf

**Task Treatment: Supv Assist Time**
The length of supervisor assisted calls measured in HH:MM:SS (hours, minutes, seconds) format.
Derived from: Agent_Skill_Group_Half_Hour.SupervAssistCallsTimeToHalf

**Task Treatment: Emerg Assist**
The number of calls that required emergency assistance.
Derived from: Agent_Skill_Group_Half_Hour.EmergencyAssistsToHalf
*Task Treatment: Barge In

The number of calls that were barged-in by the supervisor.
Derived from: Agent_Skill_Group_Half_Hour.BargedInCallsToHalf

*Task Treatment: Intercept

The number of calls that were intercepted by the supervisor.
Derived from: Agent_Skill_Group_Half_Hour.InterceptCallsToHalf

*Agent Time Spent: Avail Time

The time the agent spent in the available state waiting for a call, measured in HH:MM:SS (hours, minutes, seconds) format.
Derived from: Agent_Skill_Group_Half_Hour.AvailTimeToHalf

*Agent Time Spent: Not Ready

The time the agent spent in the Not Ready State, measured in HH:MM:SS (hours, minutes, seconds) format.
Derived from: Agent_Skill_Group_Half_Hour.NotReadyTimeToHalf

Agent Time Spent: AHT

The average time spent by the agent in handling a task, measured in HH:MM:SS (hour, minutes, seconds) format.
Derived from: (Agent_Skill_Group_Half_Hour.HandledCallsTimeToHalf / Agent_Skill_Group_Half_Hour.CallsHandledToHalf)

Agent Time Spent: Avg Hold Time

The average hold time of a task handled by the agent.
Derived from: (Agent_Skill_Group_Half_Hour.TalkInTimeToHalf / Agent_Skill_Group_Half_Hour.CallsHandledToHalf)

*Agent Time Spent: Reserved Time

The time the agent spent in the Reserved state waiting for ICM routed call to arrive, measured in HH:MM:SS (hours, minutes, seconds) format.
Derived from: Agent_Skill_Group_Half_Hour.ReserveStateTimeToHalf

*Agent Time Spent: Wrap Up Time

The time the agent spent in Wrap Up on incoming and outgoing calls, measured in HH:MM:SS (hours, minutes, seconds) format.
Derived from: (Agent_Skill_Group_Half_Hour.WorkNotReadyTimetoHalf + Agent_Skill_Group_Half_Hour.WorkReadyTimeToHalf)

Media Summary

The totals of agent data for a media routing domain, in which the agent was logged during the given interval.
Agent Team Summary
The total agent data in the agent team.

Report Summary
The total agent data for all agent teams in the report.

agteam24: Agent Team Performance Summary Daily Report

<table>
<thead>
<tr>
<th>Overview:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Title</strong></td>
</tr>
<tr>
<td><strong>Subject</strong></td>
</tr>
<tr>
<td><strong>Note:</strong></td>
</tr>
<tr>
<td><strong>Purpose</strong></td>
</tr>
<tr>
<td><strong>Applicable environment</strong></td>
</tr>
<tr>
<td><strong>Template type</strong></td>
</tr>
<tr>
<td><strong>Default sort order</strong></td>
</tr>
<tr>
<td><strong>Drilldowns available</strong></td>
</tr>
<tr>
<td><strong>Schema database tables</strong></td>
</tr>
</tbody>
</table>

Data:

Agent Team
The Enterprise Name of the agent team.
Derived from: Agent_Team.EnterpriseName
**Supervisor**

The agent team's primary supervisor. If primary supervisor is not configured then Supervisor field can contain any of the configured secondary supervisors.

Derived from: Person.LastName + ' ' + Person.FirstName

**Media**

The media routing domain into which the agent is logged for doing this type of task. This is the media routing domain associated with the Skill Group in which the agent worked when doing this task.

Each media routing domain has its own skill groups. If an agent is logged into more than one media routing domain, then that agent also belongs to more than one skill group.

Derived from: Media_Routing_Domain.EnterpriseName

**Agent Name**

The agent's last name and first name.

Derived from: Person.LastName + ' ' + Person.FirstName

**Date** (no label)

The date when the record was generated in MM/DD/YY (month, day, year) format.

Derived from: Agent_Skill_Group_Half_Hour.DateTime

**Task Treatment: Aban While Offer**

The number of ICM routed tasks that abandoned while offered to the agent.

Derived from: Agent_Skill_Group_Half_Hour.AbandonRingCallsToHalf

**Task Treatment: Redirect No Answer**

The number of tasks offered at the agents terminal or phone that were redirected to another location because of the agent's failure to respond.

Derived from: Agent_Skill_Group_Half_Hour.RedirectNoAnsCallsToHalf

**Task Treatment: Aban Hold**

The number of ICM routed calls to the agent that abandoned while the call was on hold and/or the number of paused tasks that the agent ended during the interval.

Derived from: Agent_Skill_Group_Half_Hour.AbandonHoldCallstoHalf

**Task Treatment: Supv Assist**

The number of calls an agent made to the supervisor for assistance.

Derived from: Agent_Skill_Group_Half_Hour.SupervAssistCallsToHalf
*Task Treatment: Supv Assist Time
The length of supervisor assisted calls measured in HH:MM:SS (hours,
minutes, seconds) format.
Derived from: Agent_Skill_Group_Half_Hour.SupervAssistCallsTimeToHalf

*Task Treatment: Emerg Assist
The number of calls that required emergency assistance.
Derived from: Agent_Skill_Group_Half_Hour.EmergencyAssistsToHalf

*Task Treatment: Barge In
The number of calls that were barged-in by the supervisor.
Derived from: Agent_Skill_Group_Half_Hour.BargedInCallsToHalf

*Task Treatment: Intercept
The number of calls that were intercepted by the supervisor.
Derived from: Agent_Skill_Group_Half_Hour.InterceptCallsToHalf

*Agent Time Spent: Avail Time
The time the agent spent in the available state waiting for a call, measured in
HH:MM:SS (hours, minutes, seconds) format.
Derived from: Agent_Skill_Group_Half_Hour.AvailTimeToHalf

*Agent Time Spent: Not Ready
The time the agent spent in the Not Ready State, measured in HH:MM:SS
(hours, minutes, seconds) format.
Derived from: Agent_Skill_Group_Half_Hour.NotReadyTimeToHalf

Agent Time Spent: AHT
The average time spent by the agent in handling a task, measured in
HH:MM:SS (hour, minutes, seconds) format.
Derived from: (Agent_Skill_Group_Half_Hour.HandledCallsTimeToHalf / 
Agent_Skill_Group_Half_Hour.CallsHandledToHalf)

Agent Time Spent: Avg Hold Time
The average hold time of a task handled by the agent.
Derived from: (Agent_Skill_Group_Half_Hour.TalkInTimeToHalf / 
Agent_Skill_Group_Half_Hour.CallsHandledToHalf)

*Agent Time Spent: Reserved Time
The time the agent spent in the Reserved state waiting for ICM routed call to
arrive, measured in HH:MM:SS (hours, minutes, seconds) format.
Derived from: Agent_Skill_Group_Half_Hour.ReserveStateTimeToHalf
*Agent Time Spent: Wrap Up Time*

The time the agent spent in Wrap Up on incoming and outgoing calls, measured in HH:MM:SS (hours, minutes, seconds) format.

Derived from: (Agent_Skill_Group_Half_Hour.WorkNotReadyTimetoHalf + Agent_Skill_Group_Half_Hour.WorkReadyTimeToHalf)

**Media Summary**

The totals of agent data for a media routing domain, in which the agent was logged during the given interval.

**Agent Team Summary**

The total agent data in the agent team.

**Report Summary**

The total agent data for all agent teams in the report.
agteam25: Agent Team Consolidated Half Hour Report

| Overview: |
|------------------|---------------------------------------------------------------------------------------------------|
| Title            | The name you give it when you save the report.                                                   |
| Subject          | A table summary of task and agent statistics for all the agents within the selected agent team(s), gathered in half-hour increments. Fields applicable to a voice domain only are prefixed with an asterisk (*). Such fields are not applicable for e-mail or collaboration media. |
| Purpose          | To show both agent team half-hour activity and agent team half-hour performance for the selected time period. |
| Applicable environment | IPCC                                               |
| Template type    | Historical table                                   |
| Default sort order | By agent team, media routing domain, agent last name, agent first name, and date and time |
| Drilldowns available | No                                                    |
| Schema database tables | Agent  |
|                    | Agent_Skill_Group_Half_Hour  |
|                    | Agent_Team                   |
|                    | Agent_Team_Member            |
|                    | Person                       |
|                    | Media_Routing_Domain         |
|                    | Skill_Group                  |
|                    | Skill_Group_Member           |

Data:

**Agent Team**

The Enterprise Name of the agent team.

Derived from: Agent_Team.EnterpriseName

**Supervisor**

The agent teams' primary supervisor. If primary supervisor is not configured then Supervisor field can contain any of the configured secondary supervisors.

Derived from: Person.LastName + ' ' + Person.FirstName

**Media**

The media routing domain into which the agent is logged for doing this type of task. This is the media routing domain associated with the Skill Group in which the agent worked when doing this task.
Each media routing domain has its own skill groups. If an agent is logged into more than one media routing domain, then that agent also belongs to more than one skill group.

Derived from: Media_Routing_Domain.EnterpriseName

### Agent Name
The agent’s last name and first name.

Derived from: Person.LastName + ' ' + Person.FirstName

### DateTime
The date and time of the selected row’s data in MM/DD/YYYY (month, day, year) and HH:MM:SS (hour, minute, second) format.

Derived from: Agent_Skill_Group_Half_Hour.DateTime

### Task Statistics: Handled
The number of ICM routed tasks this agent has handled.

Derived from: Agent_Skill_Group_Half_Hour.CallsHandledtoHalf

### Task Statistics: Aban While Offer
The number of ICM routed calls to the agent that abandoned while the call was on hold and/or the number of paused tasks that the agent ended during the interval.

Derived from: Agent_Skill_Group_Half_Hour.AbandonRingCallsToHalf

### Task Statistics: Redirect No Answer
The number of tasks offered at the agents terminal or phone that were redirected to another location because of the agent’s failure to respond.

Derived from: Agent_Skill_Group_Half_Hour.RedirectNoAnswerToHalf

### Task Statistics: Aban Hold
The number of ICM routed tasks that abandoned while the agent put the caller on hold and/or the number of paused tasks the agent ended.

Derived from: Agent_Skill_Group_Half_Hour.AbandonHoldCallstoHalf

### Task Statistics: Transfer In
The number of incoming calls that were transferred to this agent from other agents within the same peripheral that did not go to IVR for queuing.

Derived from: Agent_Skill_Group_Half_Hour.TransferredInCallsToHalf

### Task Statistics: Transfer Out
The number of calls this agent transferred to another agent or skill group. This includes Consultative Calls if this transfer was consultative, not blind.

Derived from: Agent_Skill_Group_Half_Hour.TransferredOutCallsToHalf
**Task Statistics: External Out**

The number of external outgoing calls that the agent made from the ACD extension.

Derived from: `Agent_Skill_Group_Half_Hour.AgentOutCallsToHalf`

**Agent Statistics: AHT**

The average time spent by the agent in handling a task, measured in HH:MM:SS (hours,minutes,seconds) format.

Derived from: `(Agent_Skill_Group_Half_Hour.HandledCallsTimeToHalf / Agent_Skill_Group_Half_Hour.CallsHandledToHalf)`

**Agent Statistics: Avg Hold Time**

The average hold time of a task handled by the agent, measured in HH:MM:SS (hours,minutes,seconds) format.

Derived from: `(Agent_Skill_Group_Half_Hour.HoldTimeToHalf / Agent_Skill_Group_Half_Hour.LoggedOnTimeToHalf)`

**Agent Statistics: Log On Time**

The total time during the interval that the agent was logged on.

Derived from: `Agent_Skill_Group_Half_Hour.LoggedOnTimeToHalf`

**Agent Statistics: Busy Other Time**

The number of seconds that agents in the skill group spent in the BusyOther state. BusyOtherTime is included in the calculation of LoggedOnTime.

Derived from: `Agent_Skill_Group_Half_Hour.BusyOtherTimeToHalf`

**Agent Statistics: % Avail Time**

The percentage of time that the agent spent in the Avail / Ready state in relation to LoggedOnTime. Applies to all Skill Groups.

Derived from: `(Agent_Skill_Group_Half_Hour.AvailTimeToHalf / Agent_Skill_Group_Half_Hour.LoggedOnTimeToHalf)`

**Agent Statistics: % Not Ready Time**

The percentage of time that the agent spent in the Not Ready state in relation to LoggedOnTime or interval, whichever is less.

Derived from: `(Agent_Skill_Group_Half_Hour.NotReadyTimeToHalf / Agent_Skill_Group_Half_Hour.LoggedOnTimeToHalf)`
**Agent Statistics: % Active Time**

The percentage of time that the agent spent in the Active state in this skill group in relation to LoggedOnTime.

Derived from: \(((\text{Agent\_Skill\_Group\_Half\_Hour.TalkInTimeToHalf + Agent\_Skill\_Group\_Half\_Hour.TalkOutTimeToHalf + Agent\_Skill\_Group\_Half\_Hour.TalkOtherTimeToHalf}) / \text{Agent\_Skill\_Group\_Half\_Hour.LoggedOnTimeToHalf})\)

**Agent Statistics: % Hold Time**

The percentage of time that the agent has put a call on hold or paused a task in relation to LoggedOnTime.

Derived from: \((\text{Agent\_Skill\_Group\_Half\_Hour.HoldTimeToHalf} / \text{Agent\_Skill\_Group\_Half\_Hour.LoggedOnTimeToHalf})\)

**Agent Statistics: % Reserved Time**

The percentage of time that the agent spent in the Reserved state waiting for an ICM routed call in relation to LoggedOnTime or interval, whichever is less.

Derived from: \((\text{Agent\_Skill\_Group\_Half\_Hour.ReservedStateTimeToHalf} / \text{Agent\_Skill\_Group\_Half\_Hour.LoggedOnTimeToHalf})\)

**Agent Statistics: % Wrap Up Time**

The percentage of time that the agent spent in the Wrap Up state after an incoming or outgoing call in relation to LoggedOnTime.

Derived from: \(((\text{Agent\_Skill\_Group\_Half\_Hour.WorkReadyTimeToHalf + Agent\_Skill\_Group\_Half\_Hour.WorkNotReadyTimeToHalf}) / \text{Agent\_Skill\_Group\_Half\_Hour.LoggedOnTimeToHalf})\)

**Agent Statistics: % Busy Other Time**

The percentage of time that the agent spent in the Busy Other state in relation to LoggedOnTime.

Derived from: \((\text{Agent\_Skill\_Group\_Half\_Hour.BusyOtherTimeToHalf} / \text{Agent\_Skill\_Group\_Half\_Hour.LoggedOnTimeToHalf})\)

**Media Summary**

The totals of agent data for a media routing domain, in which the agent was logged during the given interval.

**Agent Team Summary**

The total agent data in the agent team.

**Report Summary**

The total agent data for all agent teams in the report.
### Overview:

<table>
<thead>
<tr>
<th>Title</th>
<th>The name you give it when you save the report.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Subject</td>
<td>A table summary of task and agent statistics for all the agents within the selected agent team(s), gathered in day increments. <strong>Note</strong>: This report contains the same data as the Agteam25 report except that here the data is gathered by day rather than by half-hour. Fields applicable to a voice domain only are prefixed with an asterisk (*). Such fields are not applicable for e-mail or collaboration media.</td>
</tr>
<tr>
<td>Purpose</td>
<td>To show both agent team daily activity and agent team daily performance for the selected time period. <strong>Note</strong>: This template includes columns from both the Agteam22 and the Agteam24 reports for those supervisors that would prefer all the information on one report and do not need the details provided by the separate Task Summary and Performance Summary reports.</td>
</tr>
<tr>
<td>Applicable environment</td>
<td>IPCC</td>
</tr>
<tr>
<td>Template type</td>
<td>Historical table</td>
</tr>
<tr>
<td>Default sort order</td>
<td>By agent team, media routing domain, agent last name, agent first name, and date and time</td>
</tr>
<tr>
<td>Drilldowns available</td>
<td>No</td>
</tr>
<tr>
<td>Schema database tables</td>
<td>Agent, Agent_Skill_Group_Half_Hour, Agent_Team, Agent_Team_Member, Person, Media_Routing_Domain, Skill_Group, Skill_Group_Member</td>
</tr>
</tbody>
</table>

### Data:

**Agent Team**

The Enterprise Name of the agent team.

Derived from: Agent_Team.EnterpriseName
**Supervisor**

The agent teams' primary supervisor. If primary supervisor is not configured then Supervisor field can contain any of the configured secondary supervisors.

Derived from: Person.LastName + ' ' + Person.FirstName

**Media**

The media routing domain into which the agent is logged for doing this type of task. This is the media routing domain associated with the Skill Group in which the agent worked when doing this task.

Each media routing domain has its own skill groups. If an agent is logged into more than one media routing domain, then that agent also belongs to more than one skill group.

Derived from: Media_Routing_Domain.EnterpriseName

**Agent Name**

The agent's last name and first name.

Derived from: Person.LastName + ' ' + Person.FirstName

**Date** (no label)

The date when the record was generated in MM/DD/YY (month, day, year) format.

Derived from: Agent_Skill_Group_Half_Hour.DateTime

**Task Statistics: Handled**

The number of ICM routed tasks this agent has handled.

Derived from: Agent_Skill_Group_Half_Hour.CallsHandledtoHalf

**Task Statistics: Aban While Offer**

The number of ICM routed calls to the agent that abandoned while the call was on hold and/or the number of paused tasks that the agent ended during the interval.

Derived from: Agent_Skill_Group_Half_Hour.AbandonRingCallsToHalf

**Task Statistics: Redirect No Answer**

The number of tasks offered at the agents terminal or phone that were redirected to another location because of the agent's failure to respond.

Derived from: Agent_Skill_Group_Half_Hour.RedirectNoAnswerToHalf

**Task Statistics: Aban Hold**

The number of ICM routed tasks that abandoned while the agent put the caller on hold and/or the number of paused tasks the agent ended.

Derived from: Agent_Skill_Group_Half_Hour.AbandonHoldCallstoHalf
**Task Statistics: Transfer In**
The number of incoming calls that were transferred to this agent from other agents within the same peripheral that did not go to IVR for queuing.
Derived from: Agent_Skill_Group_Half_Hour.TransferredInCallsToHalf

**Task Statistics: Transfer Out**
The number of calls this agent transferred to another agent or skill group. This includes Consultative Calls if this transfer was consultative, not blind.
Derived from: Agent_Skill_Group_Half_Hour.TransferredOutCallsToHalf

**Task Statistics: External Out**
The number of external outgoing calls that the agent made from the ACD extension.
Derived from: Agent_Skill_Group_Half_Hour.AgentOutCallsToHalf

**Agent Statistics: AHT**
The average time spent by the agent in handling a task, measured in HH:MM:SS (hours,minutes,seconds) format.
Derived from: (Agent_Skill_Group_Half_Hour.HandledCallsTimeToHalf / Agent_Skill_Group_Half_Hour.CallsHandledToHalf)

**Agent Statistics: Avg Hold Time**
The average hold time of a task handled by the agent, measured in HH:MM:SS (hours,minutes,seconds) format.
Derived from: (Agent_Skill_Group_Half_Hour.HoldTimeToHalf / Agent_Skill_Group_Half_Hour.LoggedOnTimeToHalf)

**Agent Statistics: Log On Time**
The total time during the interval that the agent was logged on.
Derived from: Agent_Skill_Group_Half_Hour.LoggedOnTimeToHalf

**Agent Statistics: Busy Other Time**
The number of seconds that agents in the skill group spent in the BusyOther state. BusyOtherTime is included in the calculation of LoggedOnTime.
Derived from: Agent_Skill_Group_Half_Hour.BusyOtherTimeToHalf

**Agent Statistics: % Avail Time**
The percentage of time that the agent spent in the Avail / Ready state in relation to LoggedOnTime. Applies to all Skill Groups.
Derived from: (Agent_Skill_Group_Half_Hour.AvailTimeToHalf / Agent_Skill_Group_Half_Hour.LoggedOnTimeToHalf)
*Agent Statistics: % Not Ready Time
The percentage of time that the agent spent in the Not Ready state in relation to LoggedOnTime or interval, whichever is less.
Derived from: \( \frac{\text{Agent\_Skill\_Group\_Half\_Hour\_NotReadyTimeToHalf}}{\text{Agent\_Skill\_Group\_Half\_Hour\_LoggedOnTimeToHalf}} \)

Agent Statistics: % Active Time
The percentage of time that the agent spent in the Active state in this skill group in relation to LoggedOnTime.
Derived from: \( \frac{(\text{Agent\_Skill\_Group\_Half\_Hour\_TalkInTimeToHalf} + \text{Agent\_Skill\_Group\_Half\_Hour\_TalkOutTimeToHalf} + \text{Agent\_Skill\_Group\_Half\_Hour\_TalkOtherTimeToHalf})}{\text{Agent\_Skill\_Group\_Half\_Hour\_LoggedOnTimeToHalf}} \)

Agent Statistics: % Hold Time
The percentage of time that the agent has put a call on hold or paused a task in relation to LoggedOnTime.
Derived from: \( \frac{\text{Agent\_Skill\_Group\_Half\_Hour\_HoldTimeToHalf}}{\text{Agent\_Skill\_Group\_Half\_Hour\_LoggedOnTimeToHalf}} \)

*Agent Statistics: % Reserved Time
The percentage of time that the agent spent in the Reserved state waiting for an ICM routed call in relation to LoggedOnTime or interval, whichever is less.
Derived from: \( \frac{\text{Agent\_Skill\_Group\_Half\_Hour\_ReservedStateTimeToHalf}}{\text{Agent\_Skill\_Group\_Half\_Hour\_LoggedOnTimeToHalf}} \)

*Agent Statistics: % Wrap Up Time
The percentage of time that the agent spent in the Wrap Up state after an incoming or outgoing calls in relation to LoggedOnTime.
Derived from: \( \frac{(\text{Agent\_Skill\_Group\_Half\_Hour\_WorkReadyTimeToHalf} + \text{Agent\_Skill\_Group\_Half\_Hour\_WorkNotReadyTimeToHalf})}{\text{Agent\_Skill\_Group\_Half\_Hour\_LoggedOnTimeToHalf}} \)

Agent Statistics: % Busy Other Time
The percentage of time that the agent spent in the Busy Other state in relation to LoggedOnTime.
Derived from: \( \frac{\text{Agent\_Skill\_Group\_Half\_Hour\_BusyOtherTimeToHalf}}{\text{Agent\_Skill\_Group\_Half\_Hour\_LoggedOnTimeToHalf}} \)

Media Summary
The totals of agent data for a media routing domain, in which the agent was logged during the given interval

Agent Team Summary
The total agent data in the agent team.
Report Summary
The total agent data for all agent teams in the report.

agtteam27: Agent Team Historical All Fields Report

<table>
<thead>
<tr>
<th>Overview:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Title</td>
</tr>
<tr>
<td>Subject</td>
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<tr>
<td>Purpose</td>
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<td>Applicable environment</td>
</tr>
<tr>
<td>Template type</td>
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<tr>
<td>Default sort order</td>
</tr>
<tr>
<td>Drilldowns available</td>
</tr>
<tr>
<td>Schema database tables</td>
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</tr>
</tbody>
</table>
Data:

Agent Team

The Enterprise Name of the agent team.
Derived from: Agent_Team.EnterpriseName

Media

The media routing domain into which the agent is logged. This is the media routing domain with which the agent's Skill Group is associated.
Derived from: Media_Routing_Domain.EnterpriseName

Supervisor

The agent teams' primary supervisor. If a primary supervisor is not configured, then the Supervisor field can contain any of the configured secondary supervisors.
Derived from: Person.LastName + ' ' + Person.FirstName

Agent Name

The agent's last name and first name.
Derived from: Person.LastName + ' ' + Person.FirstName

DateTime (no label)

The date and time of the selected row's data in MM/DD/YYYY (month, day, year) and HH:MM:SS (hour, minute, second) format.
Derived from: Agent_Skill_Group_Half_Hour.DateTime

Task Treatment

Tasks Ans

The number of tasks begun during the half-hour interval. The number of tasks begun includes only handled tasks and internal calls received, which are tracked in the CallsHandledToHalf and InternalCallsReceivedToHalf fields, respectively. The count for CallsAnswered is updated in the database at the time the task is begun.
Derived from: Agent_Skill_Group_Half_Hour.CallsAnsweredToHalf

Task Treatment

Handled

The total number of tasks handled by the agent during the half-hour interval.
Derived from: Agent_Skill_Group_Half_Hour.CallsHandledToHalfT
Task Treatment
Aban While Offer
The total number of calls that were abandoned while offered to the agent and/or the number of paused tasks the agent ended. The value is updated in the database at the time the call disconnects or the task ends.
Derived from: Agent_Skill_Group_Half_Hour.AbandonRingCallsToHalf

*Task Treatment
Transfer In
The number of calls transferred to the agent in the skill group during the half-hour interval. The value is updated in the database when the after-call work time associated with the call (if any) is completed.
Derived from: Agent_Skill_Group_Half_Hour.TransferredInCallsToHalf

*Task Treatment
Transfer Out
The number of calls transferred out by the agent during the half-hour interval. The value is updated at the time the agent completes the transfer of the call.
Derived from: Agent_Skill_Group_Half_Hour.TransferredOutCallsToHalf

Task Treatment
Consult Tasks
The number of consultative calls completed by the agent with at least one ACD call on hold. The count is updated in the database when the after-call work time associated with the consultative call (if any) has completed.
Derived from: Agent_Skill_Group_Half_Hour.ConsultativeCallsToHalf

Task Treatment
Conference In
The number of incoming calls the agent was conferenced into. Incoming calls include ACD and non-ACD calls. The value is updated in the database when the agent drops off the call or the call becomes a simple two-party call.
Derived from: Agent_Skill_Group_Half_Hour.ConferencedInCallsToHalf

Task Treatment
Conference Out
The number of conference calls the agent initiated. The conferenced out calls include ACD and non-ACD calls. The count of ConferencedOutCalls is updated in the database when the agent drops off the call or the call becomes a simple two-party call.
Derived from: Agent_Skill_Group_Half_Hour.ConferencedOutCallsToHalf
**Task Treatment**

*Out Extn*

The total number of completed outbound ACD calls made by agents in the skill group during the half-hour interval. The value is updated in the database when the after-call-work time associated with the call (if any) has completed.

Derived from: `Agent_Skill_Group_Half_Hour.AgentOutCallsToHalf`

**Task Treatment**

*Redirect No Answer*

The number of tasks offered at the agents terminal or phone that were redirected to another location because of the agent’s failure to respond.

Derived from: `Agent_Skill_Group_Half_Hour.RedirectNoAnsCallsToHalf`

**Task Treatment**

*Short Tasks*

The number of calls answered by the agent where the duration of the call fell short of the peripherals Answered Short Calls threshold.

These calls are counted in the CallsOffered and CallsHandled statistics. The purpose of the `ShortCallsToHalf` statistic is to track calls that agents hang up on before they can possibly be handled in order to improve their performance statistics.

Derived from: `Agent_Skill_Group_Half_Hour.ShortCallsToHalf`

**Task Treatment**

*Supv Assist*

The number of calls for which agents received supervisor assistance during the half-hour interval. The value is updated in the database when the supervisor assist call completes.

Derived from: `Agent_Skill_Group_Half_Hour.SupervAssistCallsToHalf`

**Task Treatment**

*Barge In*

The number of calls to this agent barged in on either by the supervisor or by another agent.

Derived from: `Agent_Skill_Group_Half_Hour.BargeInCallsToHalf`

**Task Treatment**

*Intercept*

The number of calls intercepted by the supervisor.

Derived from: `Agent_Skill_Group_Half_Hour.InterceptCallsToHalf`
Agent Reports

agtteam27: Agent Team Historical All Fields Report

*Task Treatment

Monitor
The number of calls monitored by the supervisor.
Derived from: Agent_Skill_Group_Half_Hour.MonitorCallsToHalf

*Task Treatment

Whisper
The number of calls coached by the supervisor (not supported in ICM 5.0).
Derived from: Agent_Skill_Group_Half_Hour.WisperCallsToHalf

*Task Treatment

Emerg Assist
The number of emergency assist requests made either by the agent or by the supervisor.
Derived from: Agent_Skill_Group_Half_Hour.EmergencyAssistsToHalf

Task Time

Log On Time
The total time the agent in the skill group was logged on during the half-hour interval.
This value is calculated as follows: HoldTimeToHalf + TalkInTimeToHalf + TalkOutTimeToHalf + TalkOtherTimeToHalf + AvailTimeToHalf + NotReadyTimeToHalf + WorkReadyTimeToHalf + WorkNotReadyTimeToHalf + BusyOtherTimeToHalf + ReservedStateTimeToHalf
Derived from: Agent_Skill_Group_Half_Hour.LoggedOnTimeToHalf

Task Time

Talk Time
The number of seconds that agents in the skill group spent in the active state (on incoming tasks) during the half-hour interval.
TalkInTime is included in the calculation of TalkTime and LoggedOnTime.
Derived from: Agent_Skill_Group_Half_Hour.TalkInTimeToHalf

Task Time

Handled
The total handle time in seconds for completed outbound tasks handled by the agent in the skill group during the half-hour interval.
Handle time includes WorkTime, TalkTime, and HoldTime, all of which are taken from the Termination_Call_Detail records. The AgentOutCallsTime value includes the time spent from the task being initiated by the agent to the time the agent completes after-task work time for the task. The value is updated in the database when the after-task-work time associated with the task (if any) has completed.
Derived from: Agent_Skill_Group_Half_Hour.AgentOutCallsTimeToHalf
Task Time

Hold
The total number of seconds completed incoming tasks were placed on hold or paused during the half-hour interval. The value is updated in the database when the after-task work time associated with the task (if any) is completed.
Derived from: Agent_Skill_Group_Half_Hour.IncomingCallsOnHoldTimeToHalf

Task Time

Aban While Offer
The total ring time associated with ACD calls that were abandoned while offered to the agent and/or the time paused tasks were ended by the agent.

RingTime includes the seconds that the call spent ringing at an agents phone before being answered. RingTime for this data element is based on data from the Termination_Call_Detail record. The value is updated in the database at the time the call disconnects.
Derived from: Agent_Skill_Group_Half_Hour.AbandonRingTimeToHalf

Task Time

Avail Time
The total time, in seconds, that agents were in the Available state for any skill group during the half-hour interval. AvailTime is included in the calculation of LoggedOnTime.
Derived from: Agent_Skill_Group_Half_Hour.AvailTimeToHalf

*Task Time

Not Ready
The total seconds the agent in the skill group was in the Not Ready state during the half-hour interval. NotReadyTime is included in the calculation of LoggedOnTime.
Derived from: Agent_Skill_Group_Half_Hour.NotReadyTimeToHalf

*Task Time

Reserved Time
The total seconds the agent in the skill group was in the Reserved state during the half-hour interval. ReservedStateTime is included in the calculation of LoggedOnTime.
Derived from: Agent_Skill_Group_Half_Hour.ReservedStateTimeToHalf

*Task Time

Wrap Up Time
The total time spent in the Wrap Up state on incoming and outgoing tasks, measured in HH:MM:SS (hours, minutes, seconds) format.
Derived from: (Agent_Skill_Group_Half_Hour.WorkNotReadyTimetoHalf + Agent_Skill_Group_Half_Hour.WorkReadyTimetoHalf)
*Task Time

Busy Other

The number of seconds that agents in the skill group spent in the BusyOther state. BusyOtherTime is included in the calculation of LoggedOnTime.

Derived from: Agent_Skill_Group_Half_Hour.BusyOtherTimeToHalf

Task Time

Answer Wait

The sum of answer wait times for all tasks the agent begin during the interval. For calls, the answer wait time is the total number of seconds that callers spent ringing at the agent’s voice device before being answered by the agent during the half-hour interval.

AnswerWaitTime is associated only with handled calls and internal calls received, which are accounted for under the CallsHandledToHalf and InternalCallsReceivedToHalf tables, respectively.

AnswerWaitTime for skill groups is calculated as follows: DelayTime + LocalQTime + RingTime (all from the Termination_Call_Detail records).

The AnswerWaitTime value is updated in the database at the time the call is answered.

Derived from: Agent_Skill_Group_Half_Hour.AnswerWaitTimeToHalf

Task Time

Redirect No Answer

The number of tasks offered at the agents terminal or phone that were redirected to another location because of no answer at the agent’s terminal.

Derived from: Agent_Skill_Group_Half_Hour.RedirectNoAnsCallsTimeToHalf

*Task Time

Supv Assist

The number of seconds that agents in the skill group spent on supervisor-assisted calls during the half-hour interval. The value is updated in the database when the supervisor assist call completes.

Derived from: Agent_Skill_Group_Half_Hour.SupervAssistCallsTimeToHalf

*Auto Out

Tasks

The total number of completed AutoOut (predictive) calls made by the agent in the skill group during the half-hour interval. The value is updated in the database when the after-call work time associated with the call (if any) has completed.

Derived from: Agent_Skill_Group_Half_Hour.AutoOutCallsToHalf
**Auto Out Time**

The total handle time in seconds for completed AutoOut (predictive) calls handled by the agent in the skill group during the half-hour interval.

Handle time includes WorkTime, TalkTime, and HoldTime, all of which are taken from the Termination_Call_Detail records. The AutoOutCallsTimeToHalf value includes the time spent from the call being initiated to the time the agent completes any after-call work for the call. The value is updated in the database when the after-call work time associated with the call (if any) has completed.

Derived from: Agent_Skill_Group_Half_Hour.AutoOutCallsTimeToHalf

**Auto Out Talk Time**

The number of seconds the agent spent talking on AutoOut (predictive) calls during the half-hour interval. TalkAutoOutTime is included in the calculation of LoggedOnTime.

Derived from: Agent_Skill_Group_Half_Hour.TalkAutoOutTimeToHalf

**Auto Out On Hold**

The total number of completed AutoOut (predictive) calls that the agent in the skill group has placed on hold at least once. The value is updated in the database when the after-call work time associated with the call (if any) has completed.

Derived from: Agent_Skill_Group_Half_Hour.AutoOutCallsOnHoldToHalf

**Auto Out On Hold Time**

The total number of seconds that AutoOut (predictive) calls were placed on hold by the agent in the skill group during the half-hour interval. This data element is based on HoldTime from the Termination_Call_Detail record. The value is updated in the database when the after-call work associated with the call (if any) has completed.

Derived from: Agent_Skill_Group_Half_Hour.AutoOutCallsOnHoldTimeToHalf

**Preview Tasks**

The total number of completed outbound Preview calls made by the agent in the skill group during the half-hour interval. The value is updated in the database when the after-call work time associated with the call (if any) has completed.

Derived from: Agent_Skill_Group_Half_HourPreviewCallsToHalf
**Preview Time**

The total handle time, in seconds, for completed outbound Preview calls handled by the agent in the skill group during the half-hour interval.

Handle time includes WorkTime, TalkTime, and HoldTime, all of which are taken from the Termination_Call_Detail records. The PreviewCallsTime value includes the time spent from the call being initiated to the time the agent completes after-call work time for the call. The value is updated in the database when the after-call work time associated with the call (if any) has completed.

Derived from: Agent_Skill_Group_Half_Hour.PreviewCallsTimeToHalf

**Preview Talk Time**

The number of seconds the agent spent talking on outbound Preview calls during the half-hour interval. TalkPreviewTime is included in the calculation of LoggedOnTime.

Derived from: Agent_Skill_Group_Half_Hour.TalkPreviewTimeToHalf

**Preview On Hold**

The total number of completed outbound Preview calls that the agent in the skill group placed on hold at least once. The value is updated in the database when the after-call work time associated with the call (if any) has completed.

Derived from: Agent_Skill_Group_Half_Hour.PreviewCallsOnHoldToHalf

**Preview On Hold Time**

The total number of seconds that outbound Preview calls were placed on hold by the agent in the skill group during the half-hour interval. This data element is based on HoldTime from the Termination_Call_Detail record. The value is updated in the database when the after-call work associated with the call (if any) has completed.

Derived from: Agent_Skill_Group_Half_Hour.PreviewCallsOnHoldTimeToHalf

**Reserve Tasks**

The total number of completed agent reservation calls made by the agent in the skill group during the half-hour interval. The value is updated in the database when the after-call work time associated with the call (if any) has completed.

Derived from: Agent_Skill_Group_Half_Hour.ReserveCallsToHalf
**Reserve Time**

The total seconds the agent in the skill group was in the Reserved state during the half-hour interval. ReservedStateTime is included in the calculation of LoggedOnTime.

Derived from: Agent_Skill_Group_Half_Hour.ReservedStateTimeToHalf

**Reserve Talk Time**

The number of seconds the agent spent talking on agent reservation calls during the half-hour interval. TalkReserveTime is included in the calculation of LoggedOnTime.

Derived from: Agent_Skill_Group_Half_Hour.TalkReserveTimeToHalf

**Reserve On Hold**

The total number of completed agent reservation calls that the agent in the skill group placed on hold at least once. The value is updated in the database when the after-call work time associated with the call (if any) has completed.

Derived from: Agent_Skill_Group_Half_Hour.ReserveCallsOnHoldToHalf

**Reserve On Hold Time**

The total number of seconds agent reservation calls were placed on hold by the agent in the skill group during the half-hour interval. This data element is based on HoldTime from the Termination_Call_Detail record. The value is updated in the database when the after-call work associated with the call (if any) has completed.

Derived from: Agent_Skill_Group_Half_Hour.ReserveCallsOnHoldTimeToHalf

**Talk AutoOut Time**

The total talk time, in seconds, for completed AutoOut (predictive) calls handled by the agent in the skill group during the half-hour interval.

This value includes the time spent from the call being initiated to the time the agent begins after-call work for the call. It is based on TalkTime from Termination_Call_Detail. It therefore includes the HoldTime associated with the call. AutoOutCallsTalkTime is updated in the database when the after-call work time associated with the call (if any) has completed.

Derived from: Agent_Skill_Group_Half_Hour.AutoOutCallsTalkTimeToHalf

**Talk Preview Time**

The total talk time, in seconds, for completed outbound Preview calls handled by the agent in the skill group during the half-hour interval.
This value includes the time spent from the call being initiated to the time the agent begins after-call work for the call. It is based on TalkTime from Termination_Call_Detail. It therefore includes the HoldTime associated with the call. PreviewCallsTalkTime is updated in the database when the after-call work time associated with the call (if any) has completed.

Derived from: Agent_Skill_Group_Half_Hour.PreviewCallsTalkTimeToHalf

*Talk Reserve Time

The total talk time, in seconds, for completed agent reservation calls handled by the agent in the skill group during the half-hour interval.

This value includes the time spent from the call being initiated to the time the agent begins after-call work for the call. It is based on TalkTime from Termination_Call_Detail. It therefore includes the HoldTime associated with the call. ReserveCallsTalkTime is updated in the database when the after-call work time associated with the call (if any) has completed.

Derived from: Agent_Skill_Group_Half_Hour.ReserveCallsTalkTimeToHalf

On Hold Tasks

Aban Hold

The total number of calls that were abandoned while being held by the agent and/or the number of paused tasks the agent ended. This value is updated in the database at the time the held call disconnects or the paused task ends.

Derived from: Agent_Skill_Group_Half_Hour.AbandonHoldCallsToHalf

*On Hold Tasks

Out Extn

The total number of completed tasks that agents in the skill group have placed on hold at least once. The value is updated in the database when the after-task work time associated with the task (if any) has completed.

Derived from: Agent_Skill_Group_Half_Hour.AgentOutCallsOnHoldToHalf

On Hold Tasks

In Tasks

The total number of completed inbound tasks the agent placed on hold or paused at least once. The value is updated in the database when the after-call work time associated with the call (if any) has completed.

Derived from: Agent_Skill_Group_Half_Hour.IncomingCallsOnHoldToHalf

*On Hold Tasks

Int Tasks

The total number of internal calls the agent placed on hold at least once. The value is updated in the database when the after-call work time associated with the call (if any) is completed.

Derived from: Agent_Skill_Group_Half_Hour.InternalCallsOnHoldToHalf
*On Hold Tasks Time

Out Extn

The total number of seconds that outbound ACD calls were placed on hold by agents in the skill group during the half-hour interval. This data element is based on HoldTime from the Termination_Call_Detail record. The value is updated in the database when the after-call work associated with the call (if any) has completed.

Derived from: Agent_Skill_Group_Half_Hour.AgentOutCallsOnHoldTimeToHalf

*On Hold Tasks Time

In Tasks

Total number of seconds that completed inbound ACD calls were placed on hold during the half-hour interval. The value is based on HoldTime from the Termination_Call_Detail records. The value is updated in the database when the after-call work time associated with the call (if any) has completed.

Derived from: Agent_Skill_Group_Half_Hour.IncomingCallsOnHoldTimeToHalf

*On Hold Tasks Time

Int Tasks

The total number of seconds completed internal calls were placed on hold during the half-hour interval. The value is updated in the database when the after-call work time associated with the call (if any) is completed.

Derived from: Agent_Skill_Group_Half_Hour.InternalCallsOnHoldTimeToHalf
Blended Agent Reports

This section is divided into:

- Blended agent real-time reports, page 7-2
- Blended agent historical reports, page 7-14

The following table lists the ICM Blended Agent report templates that WebView provides. You can click on the name of a Blended Agent report in the following table to see more detailed information about the data in that report, and how the data is derived from the ICM software's database.

### Table 7-1 Blended Agent Templates

<table>
<thead>
<tr>
<th>Template Name</th>
<th>Applicable Environment</th>
<th>Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>agtskg06: Blended Agent Status Report, page 7-3</td>
<td>Blended Agent</td>
<td>real-time table</td>
<td>Blended agent task status for the selected time period.</td>
</tr>
<tr>
<td>agtskg11: Blended Agent Preview Task Detail Performance Report, page 7-17</td>
<td>Blended Agent</td>
<td>historical table</td>
<td>Task detail performance of preview calls by skill group.</td>
</tr>
<tr>
<td>imprule01: Import Status Real Time Report, page 7-11</td>
<td>Blended Agent</td>
<td>real-time table</td>
<td>The number of good, bad, and total records imported, or to be imported.</td>
</tr>
<tr>
<td>imprule10: Import Rule Report, page 7-26</td>
<td>Blended Agent</td>
<td>historical table</td>
<td>The number of good, bad, and total records imported, by time range.</td>
</tr>
<tr>
<td>campqryrule01: Status of each Query Rule within a Campaign Real Time Report, page 7-5</td>
<td>Blended Agent</td>
<td>real-time table</td>
<td>Data for each query rule within a campaign.</td>
</tr>
</tbody>
</table>
Table 7-1  Blended Agent Templates (continued)

<table>
<thead>
<tr>
<th>Template Name</th>
<th>Applicable Environment</th>
<th>Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>campqryrule02: Status of all Campaigns Real Time Report, page 7-7</td>
<td>Blended Agent</td>
<td>real-time table</td>
<td>Current status of all campaign records.</td>
</tr>
<tr>
<td>campqryrule10: Status of each Query Rule within a Campaign Half Hour Report, page 7-21</td>
<td>Blended Agent</td>
<td>historical table</td>
<td>Data for each query rule within a campaign.</td>
</tr>
<tr>
<td>campqryrule11: Status of All Campaigns Half Hour Report, page 7-23</td>
<td>Blended Agent</td>
<td>historical table</td>
<td>Status of all campaign records.</td>
</tr>
<tr>
<td>dialer01: Dialer Real Time Report, page 7-8</td>
<td>Blended Agent</td>
<td>real-time table</td>
<td>Data for contacts, busy, voice, answering machine, and SITTone contacts detected by the dialer.</td>
</tr>
<tr>
<td>dialer10: Status of each Dialer Half Hour Report, page 7-24</td>
<td>Blended Agent</td>
<td>historical table</td>
<td>Contacts, busy, voice, answering machine, and SITTone contacts detected by the dialer during the half-hour interval.</td>
</tr>
<tr>
<td>dialerport01: Dialer Port Status Real Time Report, page 7-10</td>
<td>Blended Agent</td>
<td>real-time table</td>
<td>Dialer activity on a port-by-port basis.</td>
</tr>
<tr>
<td>perskg12: Blended Agent Task Detail Performance In Skill Groups Half Hour Report, page 7-27</td>
<td>Blended Agent</td>
<td>historical table</td>
<td>Percentage of time that Blended Agent agents spent in the signed on, handle, talk, and hold states.</td>
</tr>
</tbody>
</table>

Blended agent real-time reports

This section lists the following real-time reports:
- agtskg06: Blended Agent Status Report, page 7-3
- campqryrule01: Status of each Query Rule within a Campaign Real Time Report, page 7-5
- campqryrule02: Status of all Campaigns Real Time Report, page 7-7
- dialer01: Dialer Real Time Report, page 7-8
- dialerport01: Dialer Port Status Real Time Report, page 7-10
- imprule01: Import Status Real Time Report, page 7-11
- perskg11: Blended Agent Statistics Report, page 7-13
agtskg06: Blended Agent Status Report

**Overview:**

<table>
<thead>
<tr>
<th><strong>Title</strong></th>
<th>The name you give it when you save the report</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Subject</strong></td>
<td>A table of all the agents in the selected skill group(s) showing agent activity related to blended agent calls. Fields applicable to a voice domain only are prefixed with an asterisk (*). Such fields are not applicable for e-mail or collaboration media.</td>
</tr>
<tr>
<td><strong>Report Purpose</strong></td>
<td>To show blended agent call status for the selected time period</td>
</tr>
<tr>
<td><strong>Applicable environment</strong></td>
<td>Blended Agent</td>
</tr>
<tr>
<td><strong>Template type</strong></td>
<td>Real-time table</td>
</tr>
<tr>
<td><strong>Default sort order</strong></td>
<td>By skill group and then by agent name</td>
</tr>
<tr>
<td><strong>Drilldowns available</strong></td>
<td>No</td>
</tr>
<tr>
<td><strong>Schema database tables</strong></td>
<td>Skill_Group, Agent, Person, Agent_Real_Time, Campaign, Query_Rule</td>
</tr>
</tbody>
</table>

**Data:**

**Skill Group**

The name of the skill group to which these agents are associated.

Derived from: Skill_Group.EnterpriseName

**Agent Name**

The last and first name of the agent.

Derived from: Person.LastName + ' ' + Person.FirstName

**Extension**

The phone extension assigned to the agent.

Derived from: Agent_Real_Time.Extension
**Agent State**

The current state of the agent. The following states can appear in this report:
- *Talking
- Active
- Work Ready
- Work Not Ready
- *Hold
- Paused
- Interrupted

States with an asterisk (*) are voice media only states.

**Note:** This template can display agent status data only when the agent is in the talking or active state. If the agent is not involved in a task in some way, this template does not display the agent state for that agent.

An agent doing wrap-up work (post-call activities, such as completing paperwork or consulting with associates) is in either the Work Ready or the Work Not Ready state.

Derived from: Agent_Real_Time.AgentState

**BA Status**

The current Blended Agent status of the agent.

Derived from: Agent_Real_Time.AgentStatus

**Campaign Name**

The name of the campaign to which this agent is assigned.

Derived from: Campaign.CampaignName

**Query Rule Name**

The name of the Blended Agent query rule currently in operation.

Derived from: Query_Rule.QueryRuleName

**Customer Phone**

The telephone number of the customer to whom the agent is speaking.

Derived from: Agent_Real_Time.CustomerPhoneNumber

**Customer Account**

The account number of the customer to whom the agent is speaking.

Derived from: Agent_Real_Time.CustomerAccountNumber
campqryrule01: Status of each Query Rule within a Campaign Real Time Report

<table>
<thead>
<tr>
<th>Overview:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Title</strong></td>
</tr>
<tr>
<td><strong>Subject</strong></td>
</tr>
<tr>
<td><strong>Purpose</strong></td>
</tr>
<tr>
<td><strong>Applicable environment</strong></td>
</tr>
<tr>
<td><strong>Template type</strong></td>
</tr>
<tr>
<td><strong>Default sort order</strong></td>
</tr>
<tr>
<td><strong>Drilldowns available</strong></td>
</tr>
</tbody>
</table>
| **Schema database tables**    | Campaign
                                | Campaign_Query_Rule_Real_Time
                                | Query_Rule |

<table>
<thead>
<tr>
<th>Data:</th>
</tr>
</thead>
</table>

**Campaign Name**

The name of the campaign.

Derived from: Campaign.CampaignName

**Query Rule Name**

The name of the query rule.

Derived from: Query_Rule.QueryRuleName

**Total Records**

The total number of records.

Derived from: Campaign_Query_Rule_Real_Time.TotalCount

**Available**

The number of available records.


**Closed**

The number of contacts attempted.

Derived from: Campaign_Query_Rule_Real_Time.AttemptedCount
**Contacted**
The number of telephone numbers contacted.
Derived from: Campaign_Query_Rule_Real_Time.ContactedCount

**Requested Callback**
The number of call-back contacts.
Derived from: Campaign_Query_Rule_Real_Time.CallBackCount

**Avg Talk Time**
The average length of time the agents spend talking to each contact.
Derived from: Campaign_Query_Rule_Real_Time.TalkTimeCount / Campaign_Query_Rule_Real_Time.ContactedCount

**WrapUp Time**
The length of time the agents spent in wrap-up work.
Derived from: Campaign_Query_Rule_Real_Time.WrapupTimeCount

**Campaign Summary**
A summary of each field for each campaign.

**Report Summary**
A summary of each field for all campaigns.
campqryrule02: Status of all Campaigns Real Time Report

<table>
<thead>
<tr>
<th>Overview:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Title</td>
</tr>
<tr>
<td>Subject</td>
</tr>
<tr>
<td>Purpose</td>
</tr>
<tr>
<td>Applicable environment</td>
</tr>
<tr>
<td>Template type</td>
</tr>
<tr>
<td>Default sort order</td>
</tr>
<tr>
<td>Drilldowns available</td>
</tr>
<tr>
<td>Schema database tables</td>
</tr>
</tbody>
</table>

| Data:                          |

**Campaign Name**

The name of the campaign.

Derived from: Campaign.CampaignName

**Total Records**

The total number of records.

Derived from: Campaign_Query_Rule_Real_Time.TotalCount

**Available**

The number of telephone numbers available to be contacted.


**Closed**

The number of contacts attempted.

Derived from: Campaign_Query_Rule_Real_Time.AttemptedCount

**Contacted**

The number of telephone numbers contacted.

Derived from: Campaign_Query_Rule_Real_Time.ContactedCount
**Requested Callback**

The number of call-back contacts.

Derived from: Campaign_Query_Rule_Real_Time.CallBackCount

**Avg Talk Time**

The average length of time spent talking to each contact.

Derived from: Campaign_Query_Rule_Real_Time.TalkTimeCount / Campaign_Query_Rule_Real_Time.ContactedCount

**Avg WrapUp Time**

The average length of time spent on wrap-up work for each contact.

Derived from: Campaign_Query_Rule_Real_Time.WrapupTimeCount

**Summary**

A summary of each field in the report.

dialer01: Dialer Real Time Report

<table>
<thead>
<tr>
<th>Overview:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Title</td>
</tr>
<tr>
<td>Subject</td>
</tr>
<tr>
<td>Purpose</td>
</tr>
<tr>
<td>Applicable environment</td>
</tr>
<tr>
<td>Template type</td>
</tr>
<tr>
<td>Default sort order</td>
</tr>
<tr>
<td>Drilldowns available</td>
</tr>
<tr>
<td>Schema database tables</td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>

**Data:**

**Dialer Name**

The name of the dialer.

Derived from: Dialer.DialerName

**Dialed**

The number of contacts dialed today.
Blended Agent Reports

Derived from: Dialer_Real_Time.ContactsDialedToday

**Busy**
The number of contacts for which busy signals were detected.
Derived from: Dialer_Real_Time.BusyDetectToday

**Voice**
The number of contacts for which voices were detected.
Derived from: Dialer_Real_Time.VoiceDetectToday

**Answering Machine**
The number of contacts for which answering machines were detected.
Derived from: Dialer_Real_Time.AnsweringMachineDetectToday

**SIT Tones**
The number of contacts for which SIT tones were detected.
Derived from: Dialer_Real_Time.SITToneDetectToday

**No Answer**
The number of contacts which were not answered.
Derived from: Dialer_Real_Time.NoAnswerDetectToday

**Aban**
The number of contacts which were abandoned.
Derived from: Dialer_Real_Time.AbandonDetectToday

**Report Summary**
The total for each field in the report.
**dialerport01: Dialer Port Status Real Time Report**

<table>
<thead>
<tr>
<th><strong>Overview:</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Title</strong></td>
</tr>
<tr>
<td><strong>Subject</strong></td>
</tr>
<tr>
<td><strong>Purpose</strong></td>
</tr>
<tr>
<td><strong>Applicable environment</strong></td>
</tr>
<tr>
<td><strong>Template type</strong></td>
</tr>
<tr>
<td><strong>Default sort order</strong></td>
</tr>
<tr>
<td><strong>Drilldowns available</strong></td>
</tr>
<tr>
<td><strong>Schema database tables</strong></td>
</tr>
</tbody>
</table>

**Data:**

**Dialer Name (no label)**
- The name of the dialer.
- Derived from: Dialer.DialerName

**Port #**
- The dialer port number.
- Derived from: Dialer_Port_Real_Time.PortNumber

**Status**
- The status of the dialer port.
- Derived from: Dialer_Port_Real_Time.PortStatus

**Campaign Name**
- The name of the campaign to which the dialer is assigned.
- Derived from: Campaign.CampaignName

**Query Rule Name**
- The name of the query rule.
- Derived from: Query_Rule.QueryRuleName
### Phone
The telephone number.
Derived from: Dialer_Port_Real_Time.PhoneNumber

### Account
The account number.
Derived from: Dialer_Port_Real_Time.AccountNumber

#### imprule01: Import Status Real Time Report

<table>
<thead>
<tr>
<th>Overview:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Title</strong></td>
</tr>
<tr>
<td><strong>Subject</strong></td>
</tr>
<tr>
<td><strong>Purpose</strong></td>
</tr>
<tr>
<td><strong>Applicable environment</strong></td>
</tr>
<tr>
<td><strong>Template type</strong></td>
</tr>
<tr>
<td><strong>Default sort order</strong></td>
</tr>
<tr>
<td><strong>Drilldowns available</strong></td>
</tr>
<tr>
<td><strong>Schema database table</strong></td>
</tr>
</tbody>
</table>

#### Data:

**Import Name**
The name of the import rule.
Derived from: Import_Rule.ImportRuleName

**Start Date**
The time the import rule is scheduled to start.
Derived from: Import_Rule_Real_Time.DateTimeStart
Blended Agent Reports

**Status**

The status of the import rule. These are the codes:

- 380 = "IMPORT_BEGIN"
- 385 = "IMPORT_UPDATE"
- 390 = "BUILD_BEGIN"
- 410 = "BUILD_END"
- 420 = "IMPORT_END"
- 430 = "DNC_BEGIN"
- 450 = "DNC_END"
- 455 = "IMPORT_FAILED"

All other values = "IDLE"

Derived from: Import_Rule_Real_Time.Status

**Good Records**

The number of good records imported or to be imported.

Derived from: Import_Rule_Real_Time.GoodRecords

**Bad Records**

The number of bad records imported.

Derived from: Import_Rule_Real_Time.BadRecords

**Total Records**

The total number of records imported or to be imported.

Derived from: Import_Rule_Real_Time.TotalRecords
Blended Agent Reports

perskg11: Blended Agent Statistics Report

Overview:

<table>
<thead>
<tr>
<th>Title</th>
<th>The name you give it when you save the report</th>
</tr>
</thead>
<tbody>
<tr>
<td>Subject</td>
<td>A table of the selected Peripheral Skill Group(s) showing their associated Blended Agent status.</td>
</tr>
<tr>
<td>Purpose</td>
<td>To show the current blended agent status in the selected peripheral skill groups</td>
</tr>
<tr>
<td>Applicable environment</td>
<td>Blended Agent. Blended Agent reports are voice only domain reports.</td>
</tr>
<tr>
<td>Template type</td>
<td>Real-time table</td>
</tr>
<tr>
<td>Default sort order</td>
<td>By the skill group and then by the agents on predictive calls</td>
</tr>
<tr>
<td>Drilldowns available</td>
<td>No</td>
</tr>
</tbody>
</table>
| Schema database tables        | Skill_Group  
                              | Skill_Group_Real_Time |

Data:

Skill Group Name
  The name of the skill group.
  Derived from: Skill_Group.EnterpriseName

Agents on Predictive/Progressive Tasks
  The number of agents in the skill group currently talking on AutoOut (predictive) tasks.
  Derived from: Skill_Group_Real_Time.TalkingAutoOut

Agents on Preview Tasks
  The number of agents in the skill group currently talking on outbound Preview tasks.
  Derived from: Skill_Group_Real_Time.TalkingPreview

Agents on Reserved Tasks
  The number of agents in the skill group currently talking on agent reservation tasks.
  Derived from: Skill_Group_Real_Time.TalkingReserve

Report Summary
  The totals of each field in the report.
Blended agent historical reports

This section lists the following historical reports:

- **agtskg10**: Blended Agent Predictive and Progressive Tasks Detail Performance Report, page 7-14
- **agtskg11**: Blended Agent Preview Task Detail Performance Report, page 7-17
- **agtskg12**: Blended Agent Reservation Task Detail Performance Report, page 7-19
- **campqyrule10**: Status of each Query Rule within a Campaign Half Hour Report, page 7-21
- **campqyrule11**: Status of All Campaigns Half Hour Report, page 7-23
- **dialer10**: Status of each Dialer Half Hour Report, page 7-24
- **imprule10**: Import Rule Report, page 7-26
- **perskg12**: Blended Agent Task Detail Performance In Skill Groups Half Hour Report, page 7-27

### agtskg10: Blended Agent Predictive and Progressive Tasks Detail Performance Report

#### Overview:

<table>
<thead>
<tr>
<th>Title</th>
<th>The name you give it when you save the report</th>
</tr>
</thead>
<tbody>
<tr>
<td>Subject</td>
<td>A table of all agents in the selected skill groups showing each agent's call detail data performance on predictive calls, gathered in half-hour increments.</td>
</tr>
<tr>
<td>Purpose</td>
<td>To show blended agent predictive and progressive call performance for the selected time period.</td>
</tr>
<tr>
<td>Applicable environment</td>
<td>Blended Agent</td>
</tr>
<tr>
<td>Template type</td>
<td>Historical table</td>
</tr>
<tr>
<td>Default sort order</td>
<td>By last name, first name, media, and skill group</td>
</tr>
<tr>
<td>Drilldowns available</td>
<td>No</td>
</tr>
<tr>
<td>Schema database table</td>
<td>Agent&lt;br&gt;Agent_Half_Hour&lt;br&gt;Agent_Skill_Group_Half_Hour&lt;br&gt;Media_Routing_Domain&lt;br&gt;Person&lt;br&gt;Skill_Group&lt;br&gt;Skill_Group_Member</td>
</tr>
</tbody>
</table>
**Data:**

**Skill Group Enterprise Name**

The name of the skill group.

Derived from: `Skill_Group.EnterpriseName`

**Agent Name**

The last and first name of the agent.

Derived from: `Person.LastName + Person.FirstName`

**Duration**

The total handle time, in seconds for completed AutoOut (predictive) calls handled by the agent in the skill group during the half-hour interval. Handle time includes three values taken from the `Termination_Call_Detail` records:

- WorkTime
- TalkTime
- HoldTime

The `AgentAutoOutCallsTime` measurement begins at the time the call initiates, and ends at the time the agent completes any after-call work for the call. The database updates this value when any after-call work time associated with a call ends.

Derived from: `Sum(Agent_Skill_Group_Half_Hour.AutoOutCallsTimeToHalf)`

**Total Calls**

The total number of completed AutoOut (predictive) calls that were made by agents in the skill group during the half-hour interval. The database updates this value when any after-call work time associated with a call ends.

Derived from: `Sum(Agent_Skill_Group_Half_Hour.AutoOutCallsToHalf)`

**Talk Time**

The total talk time, in seconds, for all completed AutoOut (predictive) calls handled by the agent in the skill group during the half-hour interval.

This measurement begins at the time the call is initiated, and ends at the time the agent begins any after-call work for the call. It is based on the `TalkTime` value from `Termination_Call_Detail` and includes the `HoldTime` associated with the call. The database updates the `AgentAutoOutCallsTalkTime` value when any after-call work time associated with the call ends.

Derived from: `Sum(Agent_Skill_Group_Half_Hour.AutoOutCallsTalkTimeToHalf)`

**Avg Talk Time**

The average time the agent spent talking during the selected time period.

Derived from: `Agent_Skill_Group_Half_Hour.AutoOutCallsTalkTimeToHalf * 1.0 / Agent_Skill_Group_Half_Hour.AutoOutCallsToHalf`
**Reserve Calls**

The total number of completed agent reservation calls made by the agent in the skill group during the half-hour interval. The value is updated in the database when the after-call work time associated with the call (if any) has completed.

Derived from: Agent_Skill_Group_Half_Hour.ReserveCallsToHalf

**Reserve Time**

The total handle time in seconds for completed agent reservation calls handled by the agent in the skill group during the half-hour interval.

Handle time includes WorkTime, TalkTime, and HoldTime, all of which are taken from the Termination_Call_Detail records. The ReserveCallsTime value includes the time spent from the call being initiated to the time the agent completes after-call work time for the call. The value is updated in the database when the after-call work time associated with the call (if any) has completed.

Derived from: Agent_Skill_Group_Half_Hour.ReserveCallsTimeToHalf

**Avg Reserve Time**

The average time the agent spent in handling reservation calls during the selected time period.

Derived from: Agent_Skill_Group_Half_Hour.ReserveCallsTimeToHalf * 1.0 / Agent_Skill_Group_Half_Hour.ReserveCallsToHalf
### agtskg11: Blended Agent Preview Task Detail Performance Report

<table>
<thead>
<tr>
<th>Overview:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Title</strong></td>
<td>The name you give it when you save the report</td>
</tr>
<tr>
<td><strong>Subject</strong></td>
<td>A table of all agents in the selected skill groups showing each agent's performance call data for preview calls, gathered in half-hour increments.</td>
</tr>
<tr>
<td><strong>Purpose</strong></td>
<td>To show blended agent preview call performance for the selected time period.</td>
</tr>
<tr>
<td><strong>Applicable environment</strong></td>
<td>Blended Agent</td>
</tr>
<tr>
<td><strong>Template type</strong></td>
<td>Historical table</td>
</tr>
<tr>
<td><strong>Default sort order</strong></td>
<td>By last name, first name, media, and skill group</td>
</tr>
<tr>
<td><strong>Drilldowns available</strong></td>
<td>No</td>
</tr>
</tbody>
</table>
| **Schema database table** | Agent  
Agent_Half_Hour  
Agent_Skill_Group_Half_Hour  
Media_Routing_Domain  
Person  
Skill_Group  
Skill_Group_Member |

### Data:

#### Skill Group

The enterprise name of the skill group.

Derived from: Skill_Group.EnterpriseName

#### Agent Name

The last and first name of the agent.

Derived from: Person.LastName + Person.FirstName

#### Duration

The total handle time in seconds for completed outbound preview calls handled by the agent in the skill group during the half-hour interval. Handle time includes three values taken from the Termination_Call_Detail records:

- WorkTime
- TalkTime
- HoldTime

The AgentPreviewCallsTime measurement begins at the time the call initiates, and ends at the time the agent completes any after-call work for the call. The
database updates this value when any after-call work time associated with a call ends.

Derived from: `Sum(Agent_Skill_Group_Half_Hour.PreviewCallsTimeToHalf)`

**Total Calls**
The total number of completed outbound preview calls that were made by agents in the skill group during the half-hour interval. The database updates this value when any after-call work time associated with a call ends.

Derived from: `Sum(Agent_Skill_Group_Half_Hour.PreviewCallsToHalf)`

**Talk Time**
The total talk time, in seconds, for all completed outbound preview calls handled by the agent in the skill group during the half-hour interval.

This measurement begins at the time the call is initiated, and ends at the time the agent begins any after-call work for the call. It is based on the TalkTime value from Termination_Call_Detail and includes the HoldTime associated with the call. The database updates the AgentPreviewCallsTalkTime value when any after-call work time associated with the call ends.

Derived from: `Sum(Agent_Skill_Group_Half_Hour.PreviewCallsTalkTimeToHalf)`

**Avg Talk Time**
The average time the agent spent talking during the selected time period.

Derived from: `Agent_Skill_Group_Half_Hour.AutoOutCallsTalkTimeToHalf * 1.0 / Agent_Skill_Group_Half_Hour.AutoOutCallsToHalf`

**Reserve Calls**
The total number of completed agent reservation calls made by the agent in the skill group during the half-hour interval. The value is updated in the database when the after-call work time associated with the call (if any) has completed.

Derived from: `Agent_Skill_Group_Half_Hour.ReserveCallsToHalf`

**Reserve Time**
The total handle time, in seconds, for completed agent reservation calls handled by the agent in the skill group during the half-hour interval.

Handle time includes WorkTime, TalkTime, and HoldTime, all of which are taken from the Termination_Call_Detail records. The ReserveCallsTime value includes the time spent from the call being initiated to the time the agent completes after-call work time for the call. The value is updated in the database when the after-call work time associated with the call (if any) has completed.

Derived from: `Agent_Skill_Group_Half_Hour.ReserveCallsTimeToHalf`
**Avg Reserve Time**

The average time the agent spent in handling reservation calls during the selected time period.

Derived from: `Agent_Skill_Group_Half_Hour.ReserveCallsTimeToHalf * 1.0 / Agent_Skill_Group_Half_Hour.ReserveCallsToHalf`

**agtskg12: Blended Agent Reservation Task Detail Performance Report**

<table>
<thead>
<tr>
<th><strong>Overview:</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Title</strong></td>
<td>The name you give it when you save the report</td>
</tr>
<tr>
<td><strong>Subject</strong></td>
<td>A table of all agents in the selected skill groups showing each agent's performance data for reservation calls, gathered in half-hour increments.</td>
</tr>
<tr>
<td><strong>Purpose</strong></td>
<td>To show blended agent reservation call performance for the selected time period.</td>
</tr>
<tr>
<td><strong>Applicable environment</strong></td>
<td>Blended Agent</td>
</tr>
<tr>
<td><strong>Template type</strong></td>
<td>Historical table</td>
</tr>
<tr>
<td><strong>Default sort order</strong></td>
<td>By last name, first name, media, and skill group</td>
</tr>
<tr>
<td><strong>Drilldowns available</strong></td>
<td>No</td>
</tr>
</tbody>
</table>
| **Schema database table** | Agent  
Agent_Half_Hour  
Agent_Skill_Group_Half_Hour  
Media_Routing_Domain  
Person  
Skill_Group  
Skill_Group_Member |

**Data:**

**Skill Group**

The name of the skill group.

Derived from: `Skill_Group.EnterpriseName`

**Agent Name**

The last and first name of the agent.

Derived from: `Person.LastName + Person.FirstName`
Blended Agent Reports

Duration
The total handle time in seconds for completed agent reservation calls handled by the agent in the skill group during the half-hour interval. Handle time includes three values taken from the Termination_Call_Detail records:

- Work Time
- Talk Time
- Hold Time

The AgentReservationCallsTime measurement begins at the time the call initiates, and ends at the time the agent completes any after-call work for the call. The database updates this value when any after-call work time associated with a call ends.

Derived from: \( \text{Sum(Agent\_Skill\_Group\_Half\_Hour.ReserveCallsTimeToHalf)} \)

Reserve Calls
The total number of completed agent reservation calls made by the agent in the skill group during the half-hour interval. The value is updated in the database when the after-call work time associated with the call (if any) has completed.

Derived from: \( \text{Agent\_Skill\_Group\_Half\_Hour.ReserveCallsToHalf} \)

Avg Reserve Time
The average time the agent spent in handling reservation calls during the selected time period.

Derived from: \( \text{Agent\_Skill\_Group\_Half\_Hour.ReserveCallsTimeToHalf} \) * 1.0 / \( \text{Agent\_Skill\_Group\_Half\_Hour.ReserveCallsToHalf} \)
campqryrule10: Status of each Query Rule within a Campaign Half Hour Report

Overview:

<table>
<thead>
<tr>
<th>Title</th>
<th>The name you give it when you save the report</th>
</tr>
</thead>
<tbody>
<tr>
<td>Subject</td>
<td>Blended Agent Campaign Query Rule: Data for each query rule within a campaign, gathered in half-hour increments.</td>
</tr>
<tr>
<td>Purpose</td>
<td>To show the status for each Query rule within a campaign for the selected time period.</td>
</tr>
<tr>
<td>Applicable environment</td>
<td>Blended Agent</td>
</tr>
<tr>
<td>Template type</td>
<td>Historical table</td>
</tr>
<tr>
<td>Default sort order</td>
<td>By campaign name, then by query rule name, and then by date and time</td>
</tr>
<tr>
<td>Drilldowns available</td>
<td>No</td>
</tr>
<tr>
<td>Schema database table</td>
<td>Campaign Campaign_Query_Rule_Half_Hour Query_Rule</td>
</tr>
</tbody>
</table>

Data:

**Campaign Name**

The name of the campaign.

Derived from: Campaign.CampaignName

**Query Rule Name**

The name of the query rule.

Derived from: Query_Rule.QueryRuleName

**Date Time** (no label)

The central controller date and time at the start of the half-hour interval.

Derived from: Campaign_Query_Rule_Half_Hour.DateTime

**Closed**

The number of contacts attempted.

Derived from: Campaign_Query_Rule_Half_Hour.AttemptedToHalf
**Blended Agent Reports**

**Blended agent historical reports**

**Contacted**

The number of telephone numbers contacted.

Derived from: Campaign_Query_Rule_Half_Hour.ContactedToHalf

**Avg Talk Time**

The average length of time spent talking to each contact.

Derived from: Campaign_Query_Rule_Half_Hour.TalkTimeToHalf / Campaign_Query_Rule_Half_Hour.ContactedToHalf

**Avg Wrapup Time**

The average length of time spent in wrap-up work for each contact.

Derived from: Campaign_Query_Rule_Half_Hour.TalkTimeToHalf / Campaign_Query_Rule_Half_Hour.WrapupTimeToHalf

**Query Rule Summary**

A summary of each field for each query rule.

**Campaign Summary**

A summary of each field for each campaign.

**Report Summary**

A summary of each field for all campaigns.
## campqryrule11: Status of All Campaigns Half Hour Report

### Overview:

<table>
<thead>
<tr>
<th>Overview:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Title</strong></td>
<td>The name you give it when you save the report</td>
</tr>
<tr>
<td><strong>Subject</strong></td>
<td>Blended Agent Campaign Query Rule: Status of all campaign records, gathered in half-hour increments.</td>
</tr>
<tr>
<td><strong>Purpose</strong></td>
<td>To show the status for all campaigns for the selected time period.</td>
</tr>
<tr>
<td><strong>Applicable environment</strong></td>
<td>Blended Agent</td>
</tr>
<tr>
<td><strong>Template type</strong></td>
<td>Historical table</td>
</tr>
<tr>
<td><strong>Default sort order</strong></td>
<td>By campaign name, and then by date and time</td>
</tr>
<tr>
<td><strong>Drilldowns available</strong></td>
<td>No</td>
</tr>
</tbody>
</table>
| **Schema database table** | Campaign  
  Campaign_Query_Rule_Half_Hour  
  Query_Rule                           |

### Data:

**Campaign Name**

The name of the campaign.

Derived from: Campaign.CampaignName

**Date Time** *(no label)*

The central controller date and time at the start of the half-hour interval.

Derived from: Campaign_Query_Rule_Half_Hour.DateTime

**Closed**

The number of contacts attempted.

Derived from: Campaign_Query_Rule_Half_Hour.AttemptedToHalf

**Contacted**

The number of telephone numbers contacted.

Derived from: Campaign_Query_Rule_Half_Hour.ContactedToHalf

**Avg Talk Time**

The average length of time spent talking to each contact.

Derived from: Campaign_Query_Rule_Half_Hour.TalkTimeToHalf /  
Campaign_Query_Rule_Half_Hour.ContactedToHalf
**Avg WrapUp Time**
The average length of time spent in wrap-up work for each contact.
Derived from: Campaign_Query_Rule_Half_Hour.WrapupTimeToHalf

**Campaign Summary**
A summary of each field for each campaign.

**Report Summary**
A summary of each field for all campaigns.

dialer10: Status of each Dialer Half Hour Report

<table>
<thead>
<tr>
<th>Overview:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Title</td>
</tr>
<tr>
<td>Subject</td>
</tr>
<tr>
<td>Purpose</td>
</tr>
<tr>
<td>Applicable environment</td>
</tr>
<tr>
<td>Template type</td>
</tr>
<tr>
<td>Default sort order</td>
</tr>
<tr>
<td>Drilldowns available</td>
</tr>
<tr>
<td>Schema database table</td>
</tr>
</tbody>
</table>

**Data:**

**Dialer Name**
The name of the dialer.
Derived from: Dialer.DialerName

**Date Time** (no label)
The central controller date and time at the start of the half-hour interval.
Derived from: Dialer_Half_Hour.DateTime

**Dialed**
The number of contacts dialed during the half-hour interval.
Derived from: Dialer_Half_Hour.ContactsDialedToHalf
Blended Agent Reports

Blended agent historical reports

**Busy**

The number of contacts for which busy signals were detected during the half-hour interval.

Derived from: Dialer_Half_Hour.BusyDetectToHalf

**Voice**

The number of contacts for which a voice was detected during the half-hour interval.

Derived from: Dialer_Half_Hour.VoiceDetectToHalf

**Answering Machine**

The number of contacts for which answering machines were detected during the half-hour interval.

Derived from: Dialer_Half_Hour.AnsweringMachineDetectToHalf

**SIT Tones**

The number of contacts for which SIT Tones were detected during the half-hour interval.

Derived from: Dialer_Half_Hour.SITToneDetectToHalf

**No Answer**

The number of contacts which were not answered during the half-hour interval.

Derived from: Dialer_Half_Hour.NoAnswerDetectToHalf

**Aband**

The number of contacts which were abandoned during the half-hour interval.

Derived from: Dialer_Half_Hour.AbandonDetectToHalf

**Dialer Summary**

A summary of each field for each dialer.

**Report Summary**

A summary of each field for all dialers.
imprule10: Import Rule Report

**Overview:**

<table>
<thead>
<tr>
<th><strong>Title</strong></th>
<th>The name you give it when you save the report</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Subject</strong></td>
<td>Blended Agent Import Rule: The number of good, bad, and total records imported, by time range, gathered in half-hour increments.</td>
</tr>
<tr>
<td><strong>Purpose</strong></td>
<td>To show the status of imported records for the selected time period.</td>
</tr>
<tr>
<td><strong>Applicable environment</strong></td>
<td>Blended Agent</td>
</tr>
<tr>
<td><strong>Template type</strong></td>
<td>Historical table</td>
</tr>
<tr>
<td><strong>Default sort order</strong></td>
<td>By import rule name</td>
</tr>
<tr>
<td><strong>Drilldowns available</strong></td>
<td>No</td>
</tr>
<tr>
<td><strong>Schema database table</strong></td>
<td>Import_Rule, Import_Rule_History</td>
</tr>
</tbody>
</table>

**Data:**

**Import Name**

The name of the import rule.

Derived from: Import_Rule.ImportRuleName

**Start Date**

The date and time the import rule started.

Derived from: Import_Rule_History.StartDateTime

**End Date**

The date and time the import rule finished.

Derived from: Import_Rule_History.EndDateTime

**Good Records**

The number of good records imported.

Derived from: Import_Rule_History.GoodRecords

**Bad Records**

The number of bad records imported.

Derived from: Import_Rule_History.BadRecords
**Total Records**
The total number of records imported.
Derived from: Import_Rule_History.GoodRecords + Import_Rule_History.BadRecords

**Summary**
A summary of each field in the report.

### perskg12: Blended Agent Task Detail Performance In Skill Groups Half Hour Report

<table>
<thead>
<tr>
<th>Overview:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Title</strong></td>
</tr>
<tr>
<td><strong>Subject</strong></td>
</tr>
<tr>
<td><strong>Purpose</strong></td>
</tr>
<tr>
<td><strong>Applicable environment</strong></td>
</tr>
<tr>
<td><strong>Template type</strong></td>
</tr>
<tr>
<td><strong>Default sort order</strong></td>
</tr>
<tr>
<td><strong>Drilldowns available</strong></td>
</tr>
</tbody>
</table>
| **Schema database table** | Skill_Group  
Agent_Skill_Group_Half_Hour |

### Data:

**Peripheral Skill Group**
The name of the peripheral skill group.
Derived from: Skill_Group.EnterpriseName

**DateTime (no label)**
The date and time at the start of the half-hour interval.
Derived from: Agent_Skill_Group_Half_Hour.DateTimePicker
Blended Agent Reports

Predictive/Progressive Handle Time
The percentage of time that agents in the peripheral skill group spent handling completed AutoOut (predictive) tasks during the half-hour interval. Handle time includes three values taken from the Termination_Call_Detail records:
- WorkTime
- TalkTime
- HoldTime
The AgentAutoOutCallsTime measurement begins at the time the task initiates, and ends at the time the agent completes any after-task work for the task. The database updates this value when any after-task work time associated with a task ends.
Derived from: Skill_Group_Half_Hour.AutoOutCallsTimeToHalf * 1.0 / 1800

Predictive/Progressive Active Time
The percentage of time that agents in the peripheral skill group spent talking on completed AutoOut (predictive) tasks during the half-hour interval. This measurement begins at the time the task is initiated, and ends at the time the agent begins any after-task work for the task. It is based on the TalkTime value from TerminationCallDetail, and includes the HoldTime associated with the task. The database updates the AgentOutCallsTalkTime value when any after-task work time associated with the task begins.
Derived from: Skill_Group_Half_Hour.AutoOutCallsTalkTimeToHalf * 1.0 / 1800

Predictive/Progressive Tasks
The total number of completed AutoOut (predictive) tasks made by the agent in the skill group during the half-hour interval. The value is updated in the database when the after-task work time associated with the task (if any) has completed.
Derived from: Skill_Group_Half_Hour.AutoOutCallsToHalf

Preview Handle Time
The percentage of time that agents in the peripheral skill group spent talking on completed outbound preview tasks during the half-hour interval. Handle time includes three values taken from the Termination_Call_Detail records:
- WorkTime
- TalkTime
- HoldTime
The PreviewCallsTime measurement begins at the time the task initiates, and ends at the time the agent completes any after-task work for the task. The database updates this value when any after-task work time associated with a task ends.
Derived from: Skill_Group_Half_Hour.PreviewCallsTimeToHalf * 1.0 / 1800
**Preview Active Time**

The percentage of time that agents in the peripheral skill group spent talking on completed outbound preview calls during the half-hour interval. This measurement begins at the time the task is initiated, and ends at the time the agent begins any after-task work for the task. It is based on the TalkTime value from TerminationCallDetail, and includes the HoldTime associated with the task. The database updates the PreviewCallsTalkTimeToHalf value when any after-task work time associated with the task begins.

Derived from: `Skill_Group_Half_Hour.PreviewCallsTalkTimeToHalf * 1.0 / 1800`

**Preview Tasks**

The total number of completed outbound Preview tasks made by the agent in the skill group during the half-hour interval. The value is updated in the database when the after-task work time associated with the task (if any) has completed.

Derived from: `Skill_Group_Half_Hour.PreviewCallsToHalf`

**Reserved Handle Time**

The percentage of time that agents in the peripheral skill group spent talking on completed reserved tasks during the half-hour interval. Handle time includes three values taken from the Termination_Call_Detail records:

- WorkTime
- TalkTime
- HoldTime

The PreviewCallsTime measurement begins at the time the task initiates, and ends at the time the agent completes any after-task work for the task. The database updates this value when any after-task work time associated with a task ends.

Derived from: `Skill_Group_Half_Hour.ReserveCallsTimeToHalf * 1.0 / 1800`

**Reserved Active Time**

The percentage of time that agents in the peripheral skill group spent talking on completed reserved tasks during the half-hour interval. This measurement begins at the time the task is initiated, and ends at the time the agent begins any after-task work for the task. It is based on the TalkTime value from TerminationCallDetail, and includes the HoldTime associated with the task. The database updates the ReserveCallsTalkTimeToHalf value when any after-call work time associated with the task begins.

Derived from: `Skill_Group_Half_Hour.ReserveCallsTalkTimeToHalf * 1.0 / 1800`

**Reserved Tasks**

The total number of completed agent reservation tasks made by the agent in the skill group during the half-hour interval. The value is updated in the database when the after-task work time associated with the task (if any) has completed.

Derived from: `Skill_Group_Half_Hour.ReserveCallsToHalf`
**Skill Group Summary**

The total for each field for each skill group.
Call Type Reports

The call type templates list call type statistics. Use the call type reports to ensure that your system is performing optimally. Do tasks go through as planned or could there be error conditions? For example, in your 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.

A call type is a category of incoming ICM routable tasks. Each call type has a schedule that determines which routing script or scripts are active for that call type at any time.

There are two classes of call types: voice (phone calls) and non voice (for example, e-mail and text chat). Voice call types are categorized by the dialed number (DN), the caller-entered digits (CED), and the calling line ID (CLID). Non voice call types are categorized by the Script Type Selector, Application String 1, and Application String 2.

This section describes the following:
- Call Type Database Tables, page 8-1
- Call Type Templates, page 8-1

Call Type Database Tables

Call type data is stored in the Call_Type_Real_Time and the Call_Type_Half_Hour tables. To arrive at daily values, ICM software sums the Call_Type_Half_Hour rows for each day.

Call Type Templates

The following table lists all the ICM Call Type report templates that WebView provides. Each of these templates can be used in an IPCC environment, a few of them can be used only in an IPCC environment, and most of them can be used in either an IPCC or a standard ACD environment. Click the template name for a detailed description.
### Table 8-1 Call Type Templates

<table>
<thead>
<tr>
<th>Template Name</th>
<th>Applicable Environment</th>
<th>Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>caltyp01: Call Type Status Real Time Report, page 8-3</td>
<td>Standard ACD</td>
<td>real-time</td>
<td>Routing and script data on call types defined in the ICM system.</td>
</tr>
<tr>
<td>caltyp02: Call Type Real Count Real Time Report, page 8-5</td>
<td>Standard ACD</td>
<td>real-time</td>
<td>Busy and default routed calls for call types for the current day.</td>
</tr>
<tr>
<td>caltyp04: Task Type Service Level Real Time Report, page 8-6</td>
<td>IPCC and/or standard ACD</td>
<td>real-time</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 Calls Half Hour Report, page 8-20</td>
<td>IPCC and/or standard ACD</td>
<td>historical</td>
<td>Routing and queuing details for calls during the half-hour interval.</td>
</tr>
<tr>
<td>caltyp20: Call Type Real Time Report, page 8-8</td>
<td>IPCC</td>
<td>real-time</td>
<td>Current status of call types</td>
</tr>
<tr>
<td>caltyp21: Call Type Half Hour Report, page 8-21</td>
<td>IPCC</td>
<td>historical</td>
<td>Call type status, gathered in half-hour increments.</td>
</tr>
<tr>
<td>caltyp22: Call Type Daily Report, page 8-25</td>
<td>IPCC</td>
<td>historical</td>
<td>Call type status, gathered in day increments.</td>
</tr>
<tr>
<td>caltyp23: Call Type Historical All Fields Report, page 8-28</td>
<td>IPCC and/or standard ACD</td>
<td>historical</td>
<td>All the available call-type historical report data in the Call_Type_Half_Hour database table</td>
</tr>
<tr>
<td>caltyp24: Call Type Real Time All Fields Report, page 8-11</td>
<td>IPCC and/or standard ACD</td>
<td>real-time</td>
<td>All the available call-type current report data in the Call_Type_Real_Time database table</td>
</tr>
</tbody>
</table>
Call type real-time reports

This section describes the following:
- caltyp01: Call Type Status Real Time Report, page 8-3
- caltyp02: Call Type Real Count Real Time Report, page 8-5
- caltyp04: Task Type Service Level Real Time Report, page 8-6
- caltyp20: Call Type Real Time Report, page 8-8
- caltyp24: Call Type Real Time All Fields Report, page 8-11

caltyp01: Call Type Status Real Time Report

Overview:

<table>
<thead>
<tr>
<th>Title</th>
<th>The name you give it when you save the report</th>
</tr>
</thead>
<tbody>
<tr>
<td>Subject</td>
<td>A table of selected call types showing the current data on them in the ICM system. The data includes the master script in effect for the call type and the number of tasks routed, queued, and abandoned for the type, including any errors encountered.</td>
</tr>
<tr>
<td>Purpose</td>
<td>To show the current status call types</td>
</tr>
<tr>
<td>Applicable environment</td>
<td>Standard ACD</td>
</tr>
<tr>
<td>Template type</td>
<td>Real-time table</td>
</tr>
<tr>
<td>Default sort order</td>
<td>By call type</td>
</tr>
<tr>
<td>Drilldowns available</td>
<td>No</td>
</tr>
</tbody>
</table>
| Schema database table | Call_Type  
Call_Type_Real_Time  
Master_Script |

Data:

Call Type

A category of incoming tasks based on the dialed number (DN), the caller-entered digits (CED), and the calling line ID (CLID).

Each call type has a schedule that determines which routing script or scripts are active for that call type at any time. 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.

Derived from: Call_Type.EnterpriseName
Master Script
A name that identifies a routing script. The master script might have several versions. A new master script record is created whenever you save a script with a new name.
Derived from: Master_Script.EnterpriseName

Version
The version of the script that is currently available for use.
Derived from: Master_Script.CurrentVersion

Tasks Routed Today
The number of tasks of this type that have been routed since midnight.
Derived from: Call_Type_Real_Time.CallsRoutedToday

Tasks Routed 30
The number of tasks of this type that have been routed during the current half-hour interval.
Derived from: Call_Type_Real_Time.CallsRoutedToHalf

Tasks Queued Today
The number of calls of this type removed from the CallRouter queue to be routed since midnight.
Derived from: Call_Type_Real_Time.RouterQueueCallsToday

Tasks Queued 30
The number of tasks of this type removed from the CallRouter queue to be routed during the current half-hour interval.
Derived from: Call_Type_Real_Time.RouterQueueCallsHalf

Tasks Queued Now
The number of tasks of this type removed from the CallRouter queue to be routed during the current five-minute interval.
Derived from: Call_Type_Real_Time.RouterCallsQNow

Error Count Today
The number of errors for tasks of this type since midnight.
Derived from: Call_Type_Real_Time.ErrorCountToday

Error Count 30
The number of errors for tasks of this type for the current half-hour interval.
Derived from: Call_Type_Real_Time.ErrorCountToHalf
**Tasks Abandoned Today**

The number of tasks of this type abandoned in the CallRouter queue since midnight.

Derived from: Call_Type_Real_Time.RouterCallsAbandQToday

**Tasks Abandoned 30**

The number of tasks of this type abandoned in the CallRouter queue during the current half-hour interval.

Derived from: Call_Type_Real_Time.RouterCallsAbandQHalf

**Report Summary**

The totals for each field for each call type in the report.

caltyp02: Call Type Real Count Real Time Report

<table>
<thead>
<tr>
<th>Overview:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Title</strong></td>
</tr>
<tr>
<td><strong>Subject</strong></td>
</tr>
<tr>
<td><strong>Purpose</strong></td>
</tr>
<tr>
<td><strong>Applicable environment</strong></td>
</tr>
<tr>
<td><strong>Template type</strong></td>
</tr>
<tr>
<td><strong>Default sort order</strong></td>
</tr>
<tr>
<td><strong>Drilldowns available</strong></td>
</tr>
</tbody>
</table>
| **Schema database table**   | Call_Type  
Call_Type_Real_Time |

| Data:                        |

**Call Type**

A category of incoming tasks based on the dialed number (DN), the caller-entered digits (CED), and the calling line ID (CLID).

Each call type has a schedule that determines which routing script or scripts are active for that call type at any time. 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.

Derived from: Call_Type.EnterpriseName
Call Types Default Routed (Today)
The number of tasks of this type for which ICM software used default routing. Measured since midnight.
Derived from: Call_Type_Real_Time.ICRDefaultRoutedToday

Call Types Network Default Routed (Today)
The number of tasks of this type for which IXC used default routing. Measured since midnight.
Derived from: Call_Type_Real_Time.NetworkDefaultRoutedToday

Call Types Returning Busy (Today)
The number of tasks of this type that ICM software routed to the Busy target (since midnight).
Derived from: Call_Type_Real_Time.ReturnBusyToday

Call Types Returning Ring (Today)
The number of tasks of this type that ICM software routed to the Ring target (since midnight).
Derived from: Call_Type_Real_Time.ReturnRingToday

caltyp04: Task Type Service Level Real Time Report

<table>
<thead>
<tr>
<th>Overview:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Title</td>
</tr>
<tr>
<td>Subject</td>
</tr>
<tr>
<td>Purpose</td>
</tr>
<tr>
<td>Applicable environment</td>
</tr>
<tr>
<td>Template type</td>
</tr>
<tr>
<td>Default sort order</td>
</tr>
<tr>
<td>Drilldowns available</td>
</tr>
<tr>
<td>Schema database tables</td>
</tr>
</tbody>
</table>

Data:
Call Type

A call type is a category of incoming tasks which is based on the dialed number (DN), the caller-entered digits (CED), and the calling line ID (CLID).

Each call type has a schedule that determines which routing script or scripts are active for that call type at any time. 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.

Derived from: Call_Type.EnterpriseName

Last 5 minutes

A measurement of service level for tasks handled during the five-minute interval, with positive impact of abandoned tasks.

Derived from: (Call_Type_Real_Time.ServiceLevelCallsTo5 + Call_Type_Real_Time.ServiceLevelAbandTo5) * 1.0 / Call_Type_Real_Time.ServiceLevelCallsOfferedTo5

Last 30 minutes

A measurement of service level for tasks handled for the current half-hour, with positive impact of abandoned tasks.

Derived from: (Call_Type_Real_Time.ServiceLevelCallsHalf + Call_Type_Real_Time.ServiceLevelAbandHalf) * 1.0 / Call_Type_Real_Time.ServiceLevelCallsOfferedHalf

Today

A measurement of service level for tasks handled since midnight, with positive impact of abandoned tasks.

Derived from: (Call_Type_Real_Time.ServiceLevelCallsToday + Call_Type_Real_Time.ServiceLevelAbandToday) * 1.0 / Call_Type_Real_Time.ServiceLevelCallsOfferedToday
caltyp20: Call Type Real Time Report

<table>
<thead>
<tr>
<th><strong>Overview:</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Title</strong></td>
<td>The name you give it when you save the report.</td>
</tr>
<tr>
<td><strong>Subject</strong></td>
<td>A table of all the selected call types showing the current status of each</td>
</tr>
<tr>
<td><strong>Purpose</strong></td>
<td>To show the current status call types</td>
</tr>
<tr>
<td><strong>Applicable environment</strong></td>
<td>IPCC</td>
</tr>
<tr>
<td><strong>Template type</strong></td>
<td>Real-time table</td>
</tr>
<tr>
<td><strong>Default sort order</strong></td>
<td>By call type</td>
</tr>
<tr>
<td><strong>Drilldowns available</strong></td>
<td>No</td>
</tr>
<tr>
<td><strong>Schema database tables</strong></td>
<td>Call_Type Call_Type_Real_Time</td>
</tr>
</tbody>
</table>

**Data:**

**Enterprise Name**

The enterprise name for the call type.

Derived from: Call_Type.EnterpriseName

**ASA5**

Average Speed of Answer during the current 5 minutes. The total Handle Time for all tasks of the call type divided by the number of tasks of this type handled during the current 5-minute interval.

Derived from: (Call_Type_Real_Time.HandledTimeTo5 / Call_Type_Real_Time.CallsHandledTo5)

**Queue Now**

The number of tasks of the call type in the CallRouter at the current time.

Derived from: Call_Type_Real_Time.RouterCallsQNow

**Longest Task Queued**

The time that the longest currently queued task of the call type entered the Call Router queue, measured in HH:MM:SS (hours,minutes,seconds) format.

Derived from: Call_Type_Real_Time.RouterLongestCallQ
**Service Level**

The service level for the current five minutes. This depends on how service level is configured. There are three different ways for calculating service level based on the Effect of Abandoned Tasks on the service level configuration parameter:

- Ignore abandoned tasks: service level = \( \frac{\text{ServiceLevelCalls}}{\text{ServiceLevelCallsOffered} - \text{ServiceLevelAband}} \)
- Negative impact of abandoned tasks: service level = \( \frac{\text{ServiceLevelCalls}}{\text{ServiceLevelCallsOffered}} \)
- Positive impact of abandoned tasks: service level = \( \frac{\text{ServiceLevelCalls} + \text{ServiceLevelAband}}{\text{ServiceLevelCallsOffered}} \)

In the preceding calculations, \( \text{ServiceLevelCallsOffered} \) are all the tasks answered within the threshold. For example: all tasks answered within 5 minutes.

Derived from: \( \frac{\text{Call_Type_Half_Hour.HandledTimeTo5}}{\text{Call_Type_Real_Time.CallsHandledTo5}} \)

**Tasks Offered5**

The number of tasks of this call type offered during the 5-minute interval.

\( \text{Tasks Offered} = \text{tasks handled} + \text{tasks abandoned} + \text{return busy} + \text{return ring} + \text{default treatment} + \text{Network routed} + \text{Overflow Out}. \)

Derived from: \( \text{Call_Type_Real_Time.CallsOfferedto5} \)

**Tasks Handled5**

The number of tasks of this call type handled for the service ending during the 5-minute interval.

Derived from: \( \text{Call_Type_Real_Time.CallsHandledto5} \)

**Tasks Aban5**

The number of tasks abandoned at the IVR, while offered to the agent and on route to the agent.

Derived from: \( \text{Call_Type_Real_Time.RouterCallAbandQto5} \)

**Aban within Service Level**

The number of tasks abandoned before the service level timer expired.

Derived from: \( \text{Call_Type_Real_Time.ServiceLevelAbandTo5} \)
**Return Busy**

The number of tasks of this type that ICM software routed to the Busy target during the half-hour interval.

Derived from: `Call_Type_Real_Time.ReturnBusytoHalf`

**Return Ring**

The number of tasks of this type that ICM software routed to the Ring target during the half-hour interval.

Derived from: `Call_Type_Real_Time.ReturnRingtoHalf`

**Default Label**

The number of tasks of this type that ICM software used default routing for during the half-hour interval.

Derived from: `Call_Type_Real_Time.ICRDefaultRoutedtoHalf`

**Network Routed**

The number of tasks of this type for which the IXC used default routing during the current half-hour interval. For pre-routed tasks, the carrier decides where to route the task.

Derived from: `Call_Type_Real_Time.NetworkDefaultRoutedToHalf`

**Overflow Out**

The number of tasks that executed a Requalify or Call Type node and overflowed to another call type.

Derived from: `Call_Type_Real_Time.OverflowOutToHalf`

**Report Summary**

The total for each field for all call types.
Call Type Reports

caltyp24: Call Type Real Time All Fields Report

**Overview:**

<table>
<thead>
<tr>
<th>Title</th>
<th>The name you give it when you save the report</th>
</tr>
</thead>
<tbody>
<tr>
<td>Subject</td>
<td>A table of all the selected call types listing all the available call type real-time report data.</td>
</tr>
</tbody>
</table>
| Purpose | To show all the available call-type real-time data in the Call_Type_Real_Time database table so that you can select which data you want for a customized call-type real-time report.  
**Note:** This report is designed to be saved and exported or copied to another format. For example, you can export the report to an Excel spreadsheet and modify the report to suit your needs. If that is not acceptable, you can also use a third-party tool to customize your report. |

| Applicable environment | IPCC and/or standard ACD |
| Template type | Real-time table |
| Drilldowns available | No |
| Schema database table | Call_Type  
Call_Type_Real_Time |

**Data:**

**Enterprise Name**

The enterprise name for the call type and its ID number.

Derived from: Call_Type.EnterpriseName + Call_Type.CallTypeID

**DateTime**

The date and time when the record was generated in MM/DD/YY (month, day, year) and HH:MM:SS (hours, minutes, seconds) format.

Derived from: Call_Type_Half_Hour.DateTime

**Avg Router Delay Q 30**

The average number of seconds spent in the CallRouter queue for tasks of this type that were removed from the queue during the current half-hour interval.

Derived from: Call_Type_Real_Time.AvgRouterDelayQHalf
**Avg Router Delay Q Now**

The average number of seconds spent in the CallRouter queue for tasks of this type that are currently in queue.

Derived from: Call_Type_Real_Time.AvgRouterDelayQNow

**Avg Router Delay Q 5**

The average number of seconds spent in the CallRouter queue for tasks of this type that were removed from the queue during the five-minute interval.

Derived from: Call_Type_Real_Time.AvgRouterDelayQTo5

**Avg Router Delay Q Today**

The average number of seconds spent in the CallRouter queue for tasks of this type that were removed from the queue since midnight.

Derived from: Call_Type_Real_Time.AvgRouterDelayQToday

**Tasks Routed Today**

The number of tasks of this type that have been routed since midnight.

Derived from: Call_Type_Real_Time.CallsRoutedToday

**Tasks Routed 30**

The number of tasks of this type that have been routed during the current half-hour interval.

Derived from: Call_Type_Real_Time.CallsRoutedToHalf

**Error Count Today**

The number of errors for tasks of this type since midnight.

Derived from: Call_Type_Real_Time.ErrorCountToday

**Error Count 30**

The number of errors for tasks of this type during the current half-hour interval.

Derived from: Call_Type_Real_Time.ErrorCountToHalf

**ICR Default Routed Today**

The number of tasks of this type for which the ICM software used default routing since midnight.

Derived from: Call_Type_Real_Time.ICRDefaultRoutedToday

**ICR Default Routed 30**

The number of tasks of this type for which the ICM used default routing during the current half-hour interval.

Derived from: Call_Type_Real_Time.ICRDefaultRoutedToHalf
Master Script ID
The master script currently scheduled for the call type.
Derived from: Call_Type_Real_Time.MasterScriptID

Network Routed Today
The number of tasks of this type for which the IXC used default routing since midnight.
Derived from: Call_Type_Real_Time.NetworkDefaultRoutedToday

Network Routed 30
The number of tasks of this type for which the IXC used default routing during the current half-hour interval.
Derived from: Call_Type_Real_Time.NetworkDefaultRoutedToHalf

Return Busy Today
The number of tasks of this type that the ICM software routed to the Busy target since midnight.
Derived from: Call_Type_Real_Time.ReturnBusyToday

Return Busy 30
The number of tasks of this type that the ICM software routed to the Busy target during the half-hour interval.
Derived from: Call_Type_Real_Time.ReturnBusyToHalf

Return Ring Today
The number of tasks of this type that the ICM software routed to the Ring target since midnight.
Derived from: Call_Type_Real_Time.ReturnRingToday

Return Ring 30
The number of tasks of this type that the ICM software routed to the Ring target during the half-hour interval.
Derived from: Call_Type_Real_Time.ReturnRingToHalf

Router Tasks Aband Q 30
The number of tasks of this type abandoned in the CallRouter queue during the current half-hour interval.
Derived from: Call_Type_Real_Time.RouterCallsAbandQHalf

Router Tasks Aband Q 5
The number of tasks of this type abandoned in the CallRouter queue during the five-minute interval.
Derived from: Call_Type_Real_Time.RouterCallsAbandQTo5
**Router Tasks Aband Q Today**

The number of tasks of this type abandoned in the CallRouter queue since midnight.

Derived from: Call_Type_Real_Time.RouterCallsAbandQToday

**Router Tasks Q Now**

The number of tasks of this type currently in the CallRouter queue.

Derived from: Call_Type_Real_Time.RouterCallsQNow

**Router Tasks Q Now Time**

The total number of seconds spent in queue for all tasks of this type currently in the CallRouter queue.

Derived from: Call_Type_Real_Time.RouterCallsQNowTime

**Longest Task Q**

The time that the longest currently queued task for this call type entered the CallRouter queue.

Derived from: Call_Type_Real_Time.RouterLongestCallQ

**Router Queue Tasks 30**

The number of tasks of this type removed from the CallRouter queue to be routed during the current half-hour interval.

Derived from: Call_Type_Real_Time.RouterQueueCallsHalf

**Router Queue Tasks 5**

The number of tasks of this type removed from the CallRouter queue to be routed during the five-minute interval.

Derived from: Call_Type_Real_Time.RouterQueueCallsTo5

**Router Queue Tasks Today**

The number of tasks of this type removed from the CallRouter queue to be routed since midnight.

Derived from: Call_Type_Real_Time.RouterQueueCallsToday

**Router Queue Wait Time 30**

The total number of seconds tasks of this type spent in the CallRouter queue during the current half-hour interval.

Derived from: Call_Type_Real_Time.RouterQueueWaitTimeHalf

**Router Queue Wait Time 5**

The total number of seconds tasks of this type spent in the CallRouter queue during the five-minute interval.

Derived from: Call_Type_Real_Time.RouterQueueWaitTimeTo5
Router Queue Wait Time Today
The total number of seconds tasks of this type spent in the CallRouter queue since midnight.
Derived from: Call_Type_Real_Time.RouterQueueWaitTimeToday

Script ID
The script currently scheduled for the call type.
Derived from: Call_Type_Real_Time.ScriptID

Network Announcement 30
The number of tasks routed with an announcement node during the half-hour period.
Derived from: Call_Type_Real_Time.NetworkAnnouncementToHalf

Network Announcement Today
The number of tasks routed with an announcement node today.
Derived from: Call_Type_Real_Time.NetworkAnnouncementToday

Answer Wait Time 5
The sum of answer wait time in seconds for all tasks answered for this call type during the five-minute interval.
Derived from: Call_Type_Real_Time.AnswerWaitTimeTo5

Handled 5
The number of tasks of this call type handled for the service ending during the five-minute interval.
Derived from: Call_Type_Real_Time.CallsHandledTo5

Left Q 5
The total number of tasks of this call type that were removed from queue during the five-minute interval (used to calculate expected delay).
Derived from: Call_Type_Real_Time.CallsLeftQTo5

Offered 5
The number of tasks of this call type offered during the five-minute interval.
Tasks Offered = tasks handled + tasks abandoned + return busy + return ring + default treatment + network routed + overflow out.
Derived from: Call_Type_Real_Time.CallsOfferedTo5

Delay Q Aban Time 5
The sum of delay time of abandoned tasks in queue for this call type during the five-minute interval.
Derived from: Call_Type_Real_Time.DelayQAbandTimeTo5
Handle Time 5
The total handle time in seconds for all tasks of this call type ending during the five-minute interval.
\ Call_Type_Real_Time.HandleTimeTo5

Service Level Aban5
The number of tasks of this call type abandoned within the service level during the five-minute interval.
Derived from: Call_Type_Real_Time.ServiceLevelAbandTo5

Service Level Offered5
The number of tasks of the call type answered or abandoned during the five-minute interval.
Derived from: Call_Type_Real_Time.ServiceLevelCallsOfferedTo5

Service Level Tasks5
The total number of tasks of the call type handled within the service level during the five-minute interval.
Derived from: Call_Type_Real_Time.ServiceLevelCallsTo5

Service Level 5
The service level during the five-minute interval. This is derived from ServiceLevelCallsTo5 and ServiceLevelCallsHandledTo5.
Derived from: Call_Type_Real_Time.ServiceLevelTo5

Talk Time5
The total talk time in seconds for tasks of this call type ending during the five-minute interval.
Derived from: Call_Type_Real_Time.TalkTimeTo5

SL Tasks Q Held
The number of tasks of this call type that had been in queue longer than the service level threshold since midnight.
Derived from: Call_Type_Real_Time.ServiceLevelCallsQHeld

Ans Wait Time Today
The sum of answer wait time in seconds for all tasks of this call type answered since midnight.
Derived from: Call_Type_Real_Time.AnswerWaitTimeToday

Handled Today
A running total of tasks of this call type handled to completion by the service since midnight.
Derived from: Call_Type_Real_Time.CallsHandledToday
**Offered Today**
A running total of incoming tasks plus internal tasks of this call type offered to this service since midnight.
Derived from: Call_Type_Real_Time.CallsOfferedToday

**Handle Time Today**
The total handle time in seconds for all tasks of this call type ending since midnight.
Derived from: Call_Type_Real_Time.HandleTimeToday

**Service Level Aband Today**
The number of tasks of this call type abandoned within the service level since midnight.
Derived from: Call_Type_Real_Time.ServiceLevelAbandToday

**Service Level Offered Today**
The number of tasks of this call type answered or abandoned since midnight.
Derived from: Call_Type_Real_Time.ServiceLevelCallsOfferedToday

**Service Level Tasks Today**
A running total of tasks of this call type handled within the service level today.
Derived from: Call_Type_Real_Time.ServiceLevelCallsToday

**Service Level Today**
The cumulative ICM service level for this call type since midnight. This is derived from ServiceLevelCallsToday and ServiceLevelCallsOfferedToday.
Derived from: Call_Type_Real_Time.ServiceLevelToday

**Talk Time Today**
A running total of talk time in seconds for tasks of this call type ending since midnight.
Derived from: Call_Type_Real_Time.TalkTimeToday

**Ans Wait Time 30**
The sum of answer wait time in seconds for all tasks of this call type that were answered during the half-hour interval.
Derived from: Call_Type_Real_Time.AnswerWaitTimeHalf

**Handled 30**
The total number of tasks of this call type handled during the half-hour interval.
Derived from: Call_Type_Real_Time.CallsHandledHalf
Offered 30
   total number of tasks of this call type offered during the half-hour interval.
   Derived from: Call_Type_Real_Time.CallsOfferedHalf

Handle Time30
   The total handle time in seconds for all tasks of this call type ending during the half-hour interval.
   Derived from: Call_Type_Real_Time.HandleTimeHalf

Service Level Aban30
   The total number of tasks of this call type abandoned within the service level threshold during the half-hour interval.
   Derived from: Call_Type_Real_Time.ServiceLevelAbandHalf

Service Level Tasks30
   The total number of tasks of this call type answered within the ICM service level threshold during the half-hour interval.
   Derived from: Call_Type_Real_Time.ServiceLevelCallsHalf

Service Level Offered30
   The total number of tasks of this call type that had service level events during the half-hour interval.
   Derived from: Call_Type_Real_Time.ServiceLevelCallsOfferedHalf

Service Level 30
   The ICM service level for this call type during the half-hour interval. There are three different ways for calculating service level based on the effect of abandoned tasks on the service level configuration parameter:
      - Ignore abandoned tasks: service level = ServiceLevelCalls/(ServiceLevelCallsOffered - ServiceLevelAband)
      - Negative impact of abandoned tasks: service level = ServiceLevelCalls/(ServiceLevelCallsOffered)
      - Positive impact of abandoned tasks: service level = (ServiceLevelCalls + ServiceLevelAband)/ServiceLevelCallsOffered
   In the preceding calculations, ServiceLevelCallsOffered are all the tasks answered within the threshold. For example: all tasks answered within 5 minutes.
   Derived from: Call_Type_Real_Time.ServiceLevelHalf

Talk Time 30
   The total talk time in seconds for tasks of this call type ending during the half-hour interval.
   Derived from: Call_Type_Real_Time.TalkTimeHalf
**Hold Time 5**
The total hold time in seconds for tasks of this call type ending during the current five-minute interval.
Derived from: Call_Type_Real_Time.HoldTimeTo5

**Hold Time 30**
The total hold time in seconds for tasks of this call type ending during the current half-hour interval.
Derived from: Call_Type_Real_Time.HoldTimeHalf

**Hold Time Today**
The total hold time in seconds for tasks of this call type ending since midnight.
Derived from: Call_Type_Real_Time.HoldTimeToday

**Overflow Out 30**
The number of tasks of this call type overflowed out of a service during the current half-hour interval.
Derived from: Call_Type_Real_Time.OverflowOutHalf

**Overflow Out 5**
The number of tasks of this call type overflowed out of a service during the current five-minute interval
Derived from: Call_Type_Real_Time.OverflowOutTo5

**Overflow Out Today**
The number of tasks of this call type overflowed out a service since midnight.
Derived from: Call_Type_Real_Time.OverflowOutToday

**Report Summary**
The totals for each field in the report.
Call type historical reports

This section describes the following historical reports:
- caltyp05: Analysis of Calls Half Hour Report, page 8-20
- caltyp21: Call Type Half Hour Report, page 8-21
- caltyp22: Call Type Daily Report, page 8-25
- caltyp23: Call Type Historical All Fields Report, page 8-28

caltyp05: Analysis of Calls Half Hour Report

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<td>Title</td>
</tr>
<tr>
<td>The name you give it when you save the report</td>
</tr>
<tr>
<td>Subject</td>
</tr>
<tr>
<td>A table of selected call types showing half-hour routing and queuing details for tasks.</td>
</tr>
<tr>
<td>Purpose</td>
</tr>
<tr>
<td>To show routing and queuing status for call types during the selected time period.</td>
</tr>
<tr>
<td>Applicable environment</td>
</tr>
<tr>
<td>IPCC and/or standard ACD</td>
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<td>Template type</td>
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<td>Historical table</td>
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<td>Default sort order</td>
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<tr>
<td>By call type and then by date and time</td>
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<tr>
<td>Drilldowns available</td>
</tr>
<tr>
<td>No</td>
</tr>
<tr>
<td>Schema database tables</td>
</tr>
<tr>
<td>Call_Type</td>
</tr>
<tr>
<td>Call_Type_Half_Hour</td>
</tr>
</tbody>
</table>

**Enterprise Name**

The enterprise name of the call type.

Derived from: Call_Type.EnterpriseName

**DateTime**

The date and time when the record was generated in MM/DD/YY (month, day, year) and HH:MM:SS (hours, minutes, seconds) format.

Derived from: Call_Type_Half_Hour.DateTime

**Tasks Routed**

The number of tasks that have been routed during the half-hour interval.

Derived from: Call_Type_Half_Hour.CallsRoutedToHalf

**Wait Time in Queue**

The number of seconds that tasks of this type spent in queue at the CallRouter during the half-hour interval. (This counts only tasks that have left the queue
During the interval. Tasks still in the queue at the end of the interval are not counted.)

Derived from: Call_Type_Half_Hour.RouterQueueWaitTimeToHalf

**Tasks Queued**

The number of tasks removed from the queue to be routed during the half-hour interval.

Derived from: Call_Type_Half_Hour.RouterQueueCallsToHalf

**Avg Delay in Queue**

The average delay in queue (in seconds) for tasks removed from the queue during the half-hour interval.

Derived from: Call_Type_Half_Hour.AvgRouterDelayQToHalf

**Tasks Aban**

The number of tasks that were abandoned while in queue during the half-hour interval.

Derived from: Call_Type_Half_Hour.RouterCallsAbandQToHalf + Call_Type_Half_Hour.IncompleteCallsToHalf

**Call Summary**

The totals of each field for each call type.

**Report Summary**

The totals of each field in the report.
Data:

**Enterprise Name**

The enterprise name for the call type and in parentheses the call type ID.

Derived from: `Call_Type.EnterpriseName + Call_Type_Half_Hour.CallTypeID`

**DateTime**

The date and time when the record was generated in MM/DD/YY (month, day, year) and HH:MM:SS (hours, minutes, seconds) format.

Derived from: `Call_Type_Half_Hour.DateTime`

**Service Level**

The ICM service level for the call type during the half-hour interval. This depends on how the service level is configured. There are three different ways for calculating service level based on the effect of abandoned tasks on the service level configuration parameter:

- Ignore abandoned tasks: service level = \( \frac{\text{ServiceLevelCalls}}{\text{ServiceLevelCallsOffered} - \text{ServiceLevelAband}} \)

- Negative impact of abandon tasks: service level = \( \frac{\text{ServiceLevelCalls}}{\text{ServiceLevelCallsOffered}} \)

- Positive impact of abandoned tasks: service level = \( \frac{\text{ServiceLevelCalls} + \text{ServiceLevelAband}}{\text{ServiceLevelCallsOffered}} \)

In the preceding calculations, \( \text{ServiceLevelCallsOffered} \) are all the tasks answered within the threshold. For example: all tasks answered within 5 minutes.

Derived from: `\( \frac{\text{Call_Type_Half_Hour.HandledTimeTo5}}{\text{Call_Type_Real_Time.CallsHandledTo5}} \)`

**Aban Within Service Level**

The total number of tasks of this call type abandoned within the service level threshold during the half-hour interval.

Derived from: `Call_Type_Half_Hour.ServiceLevelAbandonHalf`

**ASA**

The Average Speed of Answer. The average answer wait time from when first queue to skill group of LAA select node was executed for this call to when this call was answered. This is an important measure of service quality because the time can vary, even over the course of one day, due to call volumes and staff levels.

Derived from: `\( \frac{\text{Call_Type_Half_Hour.AnswerWaitTimeHalf}}{\text{Call_Type_Half_Hour.CallsHandledHalf}} \)`
**Tasks Offered**

Tasks that have been offered to this call type. Tasks offered = tasks handled + tasks abandoned + return busy + return ring + default treatment + network routed + overflowout.

Derived from: Call_Type_Half_Hour.CallsOfferedHalf

**Tasks Queued**

The number of tasks removed from queue to be routed during the half-hour interval.

Derived from: Call_Type_Half_Hour.RouterQueueCallsToHalf

**Tasks Handled**

The number of tasks of this call type handled for the service ending during the half-hour.

Derived from: Call_Type_Half_Hour.CallsHandledHalf

**Tasks Aban**

Includes tasks that abandon while listening to IVR and tasks that abandoned while offered to the agent or on route to the agent's phone or redirected tasks.

Derived from: Call_Type_Half_Hour.RouterCallsAbandQToHalf + Call_Type_Half_Hour.IncomplleteCallsToHalf

**Return Busy**

The number of tasks of this type that ICM software routed to the Busy target during the half-hour interval.

Derived from: Call_Type_Half_Hour.ReturnBusyToHalf

**Return Ring**

The number of tasks of this type that ICM software routed to the Ring target during the half-hour interval.

Derived from: Call_Type_Half_Hour.ReturnRingToHalf

**Default Treatment**

Calls that have been given default treatment or release or end nodes.

Derived from: Call_Type_Half_Hour.ICRDefaultRoutedToHalf

**Network Routed**

For pre-routed tasks, the carrier decides where to route the call.

Derived from: Call_Type_Half_Hour.NetworkDefaultRoutedToHalf
**Overflow Out**
Calls that executed a Requalify or Call Type node and overflowed to another call type.
Derived from: Call_Type_Half_Hour.OverflowOutHalf

**% Queued**
The percentage of all the tasks that came in during the half hour that waited in a queue.
Derived from: (Call_Type_Half_Hour.RouterQueuedCallsToHalf / Call_Type_Half_Hour.CallsOfferedHalf)

**% Aban**
The percentage of all the tasks that came in during the half hour that were abandoned.
Derived from: (Call_Type_Half_Hour.RouterCallsAbandQToHalf / Call_Type_Half_Hour.CallsOfferedHalf)

**Avg Aban Delay Time**
The average delay time of abandoned calls in queue for this call type during the current half-hour interval.
Derived from: Call_Type_Half_Hour.DelayQAbandTimeHalf / Call_Type_Half_Hour.RouterCallsAbandQToHalf

**Call Type Summary**
A summary of each field for each call type.

**Report Summary**
A summary of each field for all call types.
caltyp22: Call Type Daily Report

<table>
<thead>
<tr>
<th>Overview:</th>
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<tbody>
<tr>
<td>Title</td>
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<tr>
<td>Subject</td>
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<td></td>
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<tr>
<td>Purpose</td>
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<tr>
<td>Applicable environment</td>
</tr>
<tr>
<td>Template type</td>
</tr>
<tr>
<td>Default sort order</td>
</tr>
<tr>
<td>Drilldowns available</td>
</tr>
<tr>
<td>Schema database tables</td>
</tr>
</tbody>
</table>

Data:

Enterprise Name

The enterprise name for the call type and in parentheses the call type ID.

Derived from: Call_Type.EnterpriseName + Call_Type_Half_Hour.CallTypeID

Date

The date when the record was generated in MM/DD/YY (month, day, year) format.

Derived from: Call_Type_Half_Hour.DateTime

Service Level

The ICM service level for the call type during the half-hour interval. This depends on how the service level is configured. There are three different ways for calculating service level based on the effect of abandoned tasks on the service level configuration parameter:

- Ignore abandoned tasks: service level = ServiceLevelCalls/(ServiceLevelCallsOffered – ServiceLevelAband)
- Negative impact of abandon tasks: service level = ServiceLevelCalls/(ServiceLevelCallsOffered)
- Positive impact of abandoned tasks: service level = (ServiceLevelCalls + ServiceLevelAband)/ServiceLevelCallsOffered
In the preceding calculations, ServiceLevelCallsOffered are all the tasks answered within the threshold. For example: all tasks answered within 5 minutes.

Derived from: (Call_Type_Half_Hour.HandledTimeTo5 / Call_Type_Real_Time.CallsHandledTo5)

**Aban Within Service Level**

The total number of tasks of this call type abandoned within the service level threshold during the half-hour interval.

Derived from: Call_Type_Half_Hour.ServiceLevelAbandonHalf

**ASA**

The Average Speed of Answer. The average answer wait time from when first queue to skill group of LAA select node was executed for this call to when this call was answered. This is an important measure of service quality because the time can vary, even over the course of one day, due to call volumes and staff levels.

Derived from: (Call_Type_Half_Hour.AnswerWaitTimeHalf / Call_Type_Half_Hour.CallsHandledHalf)

**Tasks Offered**

Tasks that have been offered to this call type. Tasks offered = tasks handled + tasks abandoned + return busy + return ring + default treatment + network routed + overflowout.

Derived from: Call_Type_Half_Hour.CallsOfferedHalf

**Tasks Queued**

The number of tasks removed from queue to be routed during the half-hour interval.

Derived from: Call_Type_Half_Hour.RouterQueueCallsToHalf

**Tasks Handled**

The number of tasks of this call type handled for the service ending during the half-hour.

Derived from: Call_Type_Half_Hour.CallsHandledHalf

**Tasks Aban**

Includes tasks that abandon while listening to IVR and tasks that abandoned while offered to the agent or on route to the agent's phone or redirected tasks.

Derived from: Call_Type_Half_Hour.RouterCallsAbandQToHalf + Call_Type_Half_Hour.IncompleteCallsToHalf
Return

Busy
The number of tasks of this type that ICM software routed to the Busy target during the half-hour interval.
Derived from: Call_Type_Half_Hour.ReturnBusyToHalf

Return

Ring
The number of tasks of this type that ICM software routed to the Ring target during the half-hour interval.
Derived from: Call_Type_Half_Hour.ReturnRingToHalf

Default Treatment
Calls that have been given default treatment or release or end nodes.
Derived from: Call_Type_Half_Hour.ICRDefaultRoutedToHalf

Network Routed
For pre-routed tasks, the carrier decides where to route the call.
Derived from: Call_Type_Half_Hour.NetworkDefaultRoutedToHalf

Overflow Out
Calls that executed a Requalify or Call Type node and overflowed to another call type.
Derived from: Call_Type_Half_Hour.OverflowOutHalf

% Queued
The percentage of all the tasks that came in during the half hour that waited in a queue.
Derived from: (Call_Type_Half_Hour.RouterQueuedCallsToHalf / Call_Type_Half_Hour.CallsOfferedHalf)

% Aban
The percentage of all the tasks that came in during the half hour that were abandoned.
Derived from: (Call_Type_Half_Hour.RouterCallsAbandQToHalf / Call_Type_Half_Hour.CallsOfferedHalf)

Avg Aban Delay Time
The average delay time of abandoned calls in queue for this call type during the current half-hour interval.
Derived from: Call_Type_Half_Hour.DelayQAbandTimeHalf / Call_Type_Half_Hour.RouterCallsAbandQToHalf

Call Type Summary
A summary of each field for each call type.
Report Summary
A summary of each field for all call types.

caltyp23: Call Type Historical All Fields Report

<table>
<thead>
<tr>
<th>Overview:</th>
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<td>Applicable environment</td>
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<td>Default sort order</td>
</tr>
<tr>
<td>Drilldowns available</td>
</tr>
<tr>
<td>Schema database tables</td>
</tr>
</tbody>
</table>

Data:

**Enterprise Name**
The enterprise name for the call type and in parentheses the call type ID.
Derived from: Call_Type.EnterpriseName + Call_Type_Half_Hour.CallTypeID

**DateTime** (no label)
The date and time when the record was generated in MM/DD/YY (month, day, year) and HH:MM:SS (hours, minutes, seconds) format.
Derived from: Call_Type_Half_Hour.DateTime

**Time Zone**
The time zone for the date and time. The value is the offset in minutes from Greenwich Mean Time (GMT). GMT is the time zone at the meridian at Greenwich, England. This time zone is used as an international standard.
Derived from: Call_Type_Half_Hour.TimeZone
**Router Q Wait Time**

The number of seconds tasks of this type spent in queue at the CallRouter during the half-hour interval. (This counts only tasks that have left the queue during the interval. Calls still in the queue at the end of the interval are not counted.)

Derived from: Call_Type_Half_Hour.RouterQueueWaitTimeToHalf

**Router Q Tasks**

The number of tasks removed from queue to be routed during the half-hour interval.

Derived from: Call_Type_Half_Hour.RouterQueueCallsToHalf

**Avg Router Delay Queue**

The average delay in queue (in seconds) for tasks removed from the queue during the half-hour interval.

Derived from: Call_Type_Half_Hour.AvgRouterDelayQToHalf

**Router Tasks Aban Queue**

The number of tasks that were abandoned while in queue during the half-hour interval.

Derived from: Call_Type_Half_Hour.RouterCallsAbandQToHalf

**Router Q Call Type Limit**

The number of queue attempts that failed because the limit for the call type was reached.

Derived from: Call_Type_Half_Hour.RouterQueueCallTypeLimitToHalf

**Router Q Global Limit**

The number of queue attempts that failed because the global system limit was reached.

Derived from: Call_Type_Half_Hour.RouterQueueGlobalLimitToHalf

**Tasks Routed**

The number of tasks of this type that have been routed during the current half-hour interval.

Derived from: Call_Type_Half_Hour.CallsRoutedToHalf

**Error Count**

The number of errors for tasks of this type during the current half-hour interval.

Derived from: Call_Type_Half_Hour.ErrorCountToHalf
ICR Default Routed
The number of tasks of this type for which the ICM used default routing during the current half-hour interval.
Derived from: Call_Type_Half_Hour.ICRDefaultRoutedToHalf

Network Default Routed
The number of tasks of this type for which the IXC used default routing during the current half-hour interval.
Derived from: Call_Type_Half_Hour.NetworkDefaultRoutedToHalf

Return Busy
The number of tasks of this type that the ICM software routed to the Busy target during the half-hour interval.
Derived from: Call_Type_Half_Hour.ReturnBusyToHalf

Return Ring
The number of tasks of this type that the ICM software routed to the Ring target during the half-hour interval.
Derived from: Call_Type_Half_Hour.ReturnRingToHalf

Network Announcement
The number of tasks routed with an announcement node during the half-hour period.
Derived from: Call_Type_Half_Hour.NetworkAnnouncementToHalf

Answer Wait Time
The sum of answer wait time in seconds for all tasks answered for the call type during the half-hour interval.
Derived from: Call_Type_Half_Hour.AnswerWaitTimeHalf

Tasks Handled
The total number of tasks handled for the call type during the half-hour interval.
Derived from: Call_Type_Half_Hour.CallsHandledHalf

Tasks Offered
The number of tasks of this type that have been. Calls Offered = Calls Handled + Calls Abandoned + return busy + return ring + default treatment + Network routed + Overflow Out.
Derived from: Call_Type_Half_Hour.CallsOfferedHalf
Handle Time
The total handle time in seconds for all tasks of this call type ending during the half-hour interval.
Derived from: Call_Type_Half_Hour.HandleTimeHalf

Service Level Aban
The total number of tasks of this call type abandoned within the service level threshold during the half-hour interval.
Derived from: Call_Type_Half_Hour.ServiceLevelAbandHalf

Service Level Tasks
The total number of tasks of this call type answered within the ICM service level threshold during the half-hour interval.
Derived from: Call_Type_Half_Hour.ServiceLevelCallsHalf

Service Level Tasks Offered
The number of tasks of this call type that had service level events during the half-hour interval.
Derived from: Call_Type_Half_Hour.ServiceLevelCallsOfferedHalf

Service Level Half
The ICM service level for the call type during the half-hour interval.
Derived from: Call_Type_Half_Hour.ServiceLevelHalf

Talk Time Half
The total talk time in seconds for tasks of this call type ending during the half-hour interval.
Derived from: Call_Type_Half_Hour.TalkTimeHalf

Overflow Out Half
The number of tasks overflowed out for this call type during the current half-hour interval.
Derived from: Call_Type_Half_Hour.OverflowOutHalf

Hold Time To Half
The total hold time in seconds for tasks of this call type ending during the half-hour interval.
Derived from: Call_Type_Half_Hour.HoldTimeToHalf

Incomplete Tasks Half
Indicates the number of tasks that were routed but did not arrive at the PG.
Derived from: Call_Type_Half_Hour.IncompleteCallsHalf
Call Summary
    A summary of each field for each call type.

Report Summary
    The totals for each field.
Peripheral, Route, and Routing Client Reports

This section describes:

- Peripheral reports, page 9-1
- Route reports, page 9-14
- Routing client reports, page 9-44

Peripheral reports

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

The following table lists the ICM peripheral report templates that WebView provides. You can click on the name of a peripheral report in the table to see more detailed information about the data in that report, and how the data is derived from the ICM software’s database.

<table>
<thead>
<tr>
<th>Template Name</th>
<th>Applicable Environment</th>
<th>Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>periph01: Peripheral Real Time Report, page 9-2</td>
<td>Standard ACD</td>
<td>real-time table</td>
<td>Switch status, call and agent status, and service levels. For use with all peripheral types.</td>
</tr>
<tr>
<td>periph02: Switch Node Software Status Display Real Time Report, page 9-4</td>
<td>Standard ACD</td>
<td>real-time table</td>
<td>Trunks busy (ATB), calls in progress, SWT TRMS, and DI Groups status. For use only with Rockwell Galaxy ACDs.</td>
</tr>
<tr>
<td>periph03: Time Switch Node Hardware Status Display Real Time Report, page 9-5</td>
<td>Standard ACD</td>
<td></td>
<td>Processor, data receive, control, and switch-clock status. For use only with the Rockwell Galaxy ACDs.</td>
</tr>
</tbody>
</table>
Peripheral real-time reports

This section describes the following real-time reports:

- periph01: Peripheral Real Time Report, page 9-2
- periph02: Switch Node Software Status Display Real Time Report, page 9-4
- periph04: Peripheral Real Time All Fields Report, page 9-7

periph01: Peripheral Real Time Report

<table>
<thead>
<tr>
<th>Overview:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Title</strong></td>
</tr>
<tr>
<td><strong>Subject</strong></td>
</tr>
<tr>
<td><strong>Purpose</strong></td>
</tr>
<tr>
<td><strong>Applicable environment</strong></td>
</tr>
<tr>
<td><strong>Template type</strong></td>
</tr>
<tr>
<td><strong>Default sort order</strong></td>
</tr>
<tr>
<td><strong>Drilldowns available</strong></td>
</tr>
<tr>
<td><strong>Schema database table</strong></td>
</tr>
</tbody>
</table>
Data:

**Enterprise Name**
Enterprise name
Derived from: Peripheral.EnterpriseName

**Datetime**
Date and time
Derived from: Peripheral_Real_Time.DateTime

**Status**
The current failure state of the peripheral:
0 = normal operation
1 - 31 = failures that do not affect functionality
32 - 63 = degraded operation (task routing still possible)
64 - 127 = failures that prevent task routing.
Derived from: Peripheral_Real_Time.Status

**Online**
The current on-line state of the peripheral as determined by the Central Controller.
0 = off-line
1 = on-line
Derived from: Peripheral_Real_Time.Online

**Tasks In Progress**
The number of tasks to a route or service that are currently in queue or being handled at the peripheral now.
Derived from: Peripheral_Real_Time.CallsInProgress

**Agents Logged On**
The number of agents in the skill group who are currently logged on or who were logged on during an interval. The time an agent spends logged on is also tracked.
Derived from: Peripheral_Real_Time.AgentsLoggedOn

**Mode**
The current mode of the peripheral as reported by the Peripheral Gateway (PG).
0 = off-line
1 = on-line
2 = on-line using backup processor
Derived from: Peripheral_Real_Time.Mode
Service Level30
A measurement of how well you are meeting your service level goals for answering tasks for the last half hour.
Derived from: Peripheral_Real_Time.ServiceLevelHalf

Service Level Today
A measurement of how well you are meeting your service level goals for answering tasks for the day.
Derived from: Peripheral_Real_Time.ServiceLevelToday

periph02: Switch Node Software Status Display Real Time Report

<table>
<thead>
<tr>
<th>Overview:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Title</td>
</tr>
<tr>
<td>Subject</td>
</tr>
<tr>
<td>Purpose</td>
</tr>
<tr>
<td>Applicable environment</td>
</tr>
<tr>
<td>Template type</td>
</tr>
<tr>
<td>Default sort order</td>
</tr>
<tr>
<td>Drilldowns available</td>
</tr>
<tr>
<td>Schema database table</td>
</tr>
</tbody>
</table>

Data:

Node Name
Derived from: Peripheral.EnterpriseName

Node Time
Derived from: DateTime

ATB (All Trunks Busy)
The state of a trunk group when all trunks are simultaneously in use. The trunk group cannot accept any new inbound or outbound tasks in this state. The ICM tracks the amount of time during which all trunks in a trunk group are busy during the current half-hour interval.
Derived from: Peripheral_Real_Time.PeripheralData2
**Task In Progress**
The number of tasks to a route or service that are currently in queue or being handled at the peripheral now.
Derived from: Peripheral_Real_Time.CallsInProgress

**SWT TRMS Inactive** (Terminations out of sync)
Derived from: Peripheral_Real_Time.PeripheralData4

**SWT TRMS Active** (Terminations implemented)
Derived from: Peripheral_Real_Time.PeripheralData3

**DIGroups Inactive** (Switch level out of sync)
Derived from: Peripheral_Real_Time.PeripheralData6

**DIGroups Active** (Switch level implemented)
Derived from: Peripheral_Real_Time.PeripheralData5

**Report Summary**
The totals for each field in the report.

**periph03: Time Switch Node Hardware Status Display Real Time Report**

<table>
<thead>
<tr>
<th>Overview:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Title</strong></td>
</tr>
<tr>
<td><strong>Subject</strong></td>
</tr>
<tr>
<td><strong>Purpose</strong></td>
</tr>
<tr>
<td><strong>Applicable environment</strong></td>
</tr>
<tr>
<td><strong>Template type</strong></td>
</tr>
<tr>
<td><strong>Default sort order</strong></td>
</tr>
<tr>
<td><strong>Drilldowns available</strong></td>
</tr>
<tr>
<td><strong>Schema database table</strong></td>
</tr>
</tbody>
</table>

**Data:**

**Node Name**
The enterprise name for the peripheral.
Derived from: EnterpriseName
Peripheral, Route, and Routing Client Reports

**Peripheral, Route, and Routing Client Reports**

**periph03: Time Switch Node Hardware Status Display Real**

**Processor A Function Status**
Peripheral-specific data. For a Galaxy, the processor A function status. PeripheralData1 is the ACD hardware status flag.
Derived from: 
\[ \text{Derived from: } ((\text{Peripheral\_Real\_Time.PeripheralData1} \& 0x0002) \times 2) + (\text{Peripheral\_Real\_Time.PeripheralData1} \& 0x0001) \]

**Processor B Function Status**
Peripheral-specific data. For a Galaxy, the processor B function status. PeripheralData1 is the ACD hardware status flag.
Derived from: 
\[ \text{Derived from: } ((\text{Peripheral\_Real\_Time.PeripheralData1} \& 0x0008) \times 2) + (\text{Peripheral\_Real\_Time.PeripheralData1} \& 0x0004) \]

**Inter-Prcsr Link Status**
Peripheral-specific data. For a Galaxy, the inter-processor link status. PeripheralData1 is the ACD hardware status flag.
Derived from: 
\[ \text{Derived from: } \text{Peripheral\_Real\_Time.PeripheralData1} \& 0x0080 \]

**Recovery Status**
Peripheral-specific data. For a Galaxy, the recovery status. PeripheralData1 is the ACD hardware status flag.
Derived from: 
\[ \text{Derived from: } \text{Peripheral\_Real\_Time.PeripheralData1} \& 0x0100 \]

**Control Status**
Peripheral-specific data. For a Galaxy, the control status. PeripheralData1 is the ACD hardware status flag.
Derived from: 
\[ \text{Derived from: } \text{Peripheral\_Real\_Time.PeripheralData1} \& 0x1000 \]

**Switch Clock Status A**
Peripheral-specific data. For a Galaxy, the switch clock status A. PeripheralData1 is the ACD hardware status flag.
Derived from: 
\[ \text{Derived from: } \text{Peripheral\_Real\_Time.PeripheralData1} \& 0x4000 \]

**Switch Clock Status B**
Peripheral-specific data. For a Galaxy, the switch clock status B. PeripheralData1 is the ACD hardware status flag.
Derived from: 
\[ \text{Derived from: } \text{Peripheral\_Real\_Time.PeripheralData1} \& 0x8000 \]
Peripheral, Route, and Routing Client Reports

Periph04: Peripheral Real Time All Fields Report

**Overview:**

<table>
<thead>
<tr>
<th>Title</th>
<th>The name you give it when you save the report.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Subject</td>
<td>A table of all the selected peripherals listing all the available peripheral real-time report data.</td>
</tr>
<tr>
<td>Purpose</td>
<td>To show all the available peripheral real-time data in the Peripheral_Real_Time database table so that you can select which data you want for a customized peripheral real-time report.</td>
</tr>
<tr>
<td>Applicable environment</td>
<td>Standard ACD</td>
</tr>
<tr>
<td>Template type</td>
<td>Real-time table</td>
</tr>
<tr>
<td>Default sort order</td>
<td>By peripheral</td>
</tr>
<tr>
<td>Drilldowns available</td>
<td>No</td>
</tr>
<tr>
<td>Schema database tables</td>
<td>Peripheral</td>
</tr>
<tr>
<td></td>
<td>Peripheral_Real_Time</td>
</tr>
</tbody>
</table>

**Data:**

**Enterprise Name**

The peripheral's enterprise name

Derived from: Peripheral.EnterpriseName

**Peripheral ID**

The peripheral's ID number.

Derived from: Peripheral.PeripheralID

**DateTime**

The date and time that this data was last updated.

Derived from: Peripheral_Real_Time.DateTime

**Time Zone**

The time zone at the peripheral. The value is the offset in minutes from GMT.

Derived from: Peripheral_Real_Time.PeripheralTimeZone
**Status**

The current failure state of the peripheral:
0 = normal operation
1 - 31 = failures that do not effect functionality
32 - 63 = degraded operation (task routing still possible)
64 - 127 = failures that prevent task routing

*Derived from: Peripheral_Real_Time.Status*

**OnLine**

The current on-line state of the peripheral as determined by the Central Controller: 0 = off-line, 1 = on-line

*Derived from: Peripheral_Real_Time.Online*

**Time Offset**

The difference in seconds between the peripheral’s time and the Central Controller’s time.

*Derived from: Peripheral_Real_Time.PeripheralTimeOffset*

**Tasks In Progress**

The number of tasks currently in progress at the peripheral.

*Derived from: Peripheral_Real_Time.CallsInProgress*

**Agents Log On**

The number of agents currently logged on to the peripheral.

*Derived from: Peripheral_Real_Time.AgentsLoggedOn*

**Offered30**

The number of tasks offered to the peripheral during the current half-hour interval.

*Derived from: Peripheral_Real_Time.CallsOfferedHalf*

**Offered Today**

The number of tasks offered to the peripheral since midnight.

*Derived from: Peripheral_Real_Time.CallsOfferedToday*

**SL Offered30**

The total number of tasks to the peripheral that had a service level event during the current half-hour interval.

*Derived from: Peripheral_Real_Time.ServiceLevelCallsOfferedHalf*

**SL Offered Today**

The total number of tasks to the peripheral that had a service level event since midnight.

*Derived from: Peripheral_Real_Time.ServiceLevelCallsOfferedToday*
**SL Aban30**
The total number of tasks to the peripheral abandoned within the ICM service level threshold during the current half-hour interval.
Derived from: `Peripheral_Real_Time.ServiceLevelAbandHalf`

**SL Aban Today**
Cumulative total of tasks to the peripheral abandoned within the ICM service level threshold since midnight.
Derived from: `Peripheral_Real_Time.ServiceLevelAbandToday`

**SL30**
The total number of tasks to the peripheral answered within the ICM service level threshold during the current half-hour interval.
Derived from: `Peripheral_Real_Time.ServiceLevelCallsHalf`

**SL Today**
Cumulative total of tasks to the peripheral answered within the ICM service level threshold since midnight.
Derived from: `Peripheral_Real_Time.ServiceLevelCallsToday`

**Data1**
Peripheral-specific data. For a Galaxy, the ACD hardware status flag.
Derived from: `Peripheral_Real_Time.PeripheralData1`

**Data2**
Peripheral-specific data. For a Galaxy, Outcall ATB failures.
Derived from: `Peripheral_Real_Time.PeripheralData2`

**Data3**
Peripheral-specific data. For a Galaxy, Terminations Implemented.
Derived from: `Peripheral_Real_Time.PeripheralData3`

**Data4**
Peripheral-specific data. For a Galaxy, Terminations Out of Sync.
Derived from: `Peripheral_Real_Time.PeripheralData4`

**Data5**
Peripheral-specific data. For a Galaxy, Switch Level Implemented.
Derived from: `Peripheral_Real_Time.PeripheralData5`

**Data6**
Peripheral-specific data. For a Galaxy, Switch Level Out of Sync.
Derived from: `Peripheral_Real_Time.PeripheralData6`
Data7
Peripheral-specific data.
Derived from: Peripheral_Real_Time.PeripheralData7

Data8
Peripheral-specific data.
Derived from: Peripheral_Real_Time.PeripheralData8

Data9
Peripheral-specific data.
Derived from: Peripheral_Real_Time.PeripheralData9

Data10
Peripheral-specific data.
Derived from: Peripheral_Real_Time.PeripheralData10

Data11
Peripheral-specific data.
Derived from: Peripheral_Real_Time.PeripheralData11

Data12
Peripheral-specific data.
Derived from: Peripheral_Real_Time.PeripheralData12

Data13
Peripheral-specific data.
Derived from: Peripheral_Real_Time.PeripheralData13

Data14
Peripheral-specific data.
Derived from: Peripheral_Real_Time.PeripheralData14

Data15
Peripheral-specific data.
Derived from: Peripheral_Real_Time.PeripheralData15

Data16
Peripheral-specific data.
Derived from: Peripheral_Real_Time.PeripheralData16
**Mode**

Current mode of the peripheral as reported by the PG: 0 = off-line; 1 = on-line.
Derived from: Peripheral_Real_Time.Mode

**Current Half Hour**

Date and time at the start of the current half-hour interval.
Derived from: Peripheral_Real_Time.CurrentHalfHour

**User Control**

Unused.
Derived from: Peripheral_Real_Time.UserControl

**Routed30**

The number of tasks routed to the peripheral during the current half-hour interval.
Derived from: Peripheral_Real_Time.CallsRoutedHalf

**Routed Today**

The number of tasks routed to the peripheral since midnight.
Derived from: Peripheral_Real_Time.CallsRoutedToday

**CTI Server OnLine**

Indicates the state of the CTI Server, if any, associated with the peripheral:
0 = Off-line 1 = On-line
Derived from: Peripheral_Real_Time.CTIServerOnline
Peripheral historical reports

This section describes the *periph05: Peripheral Historical All Fields Report*, page 9-12.

periph05: Peripheral Historical All Fields Report

<table>
<thead>
<tr>
<th><strong>Overview:</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Title</strong></td>
<td>The name you give it when you save the report.</td>
</tr>
<tr>
<td><strong>Subject</strong></td>
<td>A table of all the selected peripherals listing all the available peripheral half-hour report data for the selected interval found in the Peripheral_Half_Hour database table. Fields applicable to a voice domain only are prefixed with an asterisk (*). Such fields are not applicable for e-mail or collaboration media.</td>
</tr>
<tr>
<td><strong>Purpose</strong></td>
<td>To show all the available peripheral historical report data in the Peripheral_Half_Hour database table so that you can select which data you want for a customized peripheral historical report</td>
</tr>
<tr>
<td><strong>Applicable environment</strong></td>
<td>Standard ACD</td>
</tr>
<tr>
<td><strong>Template type</strong></td>
<td>Historical table</td>
</tr>
<tr>
<td><strong>Default sort order</strong></td>
<td>By peripheral</td>
</tr>
<tr>
<td><strong>Drilldowns available</strong></td>
<td>No</td>
</tr>
<tr>
<td><strong>Schema database tables</strong></td>
<td>Peripheral</td>
</tr>
<tr>
<td></td>
<td>Peripheral_Half_Hour</td>
</tr>
</tbody>
</table>

**Data:**

**Enterprise Name**

The peripheral's enterprise name.

Derived from: Peripheral.EnterpriseName

**Peripheral ID**

The peripheral's ID number.

Derived from: Peripheral.PeripheralID

**DateTime**

The Central Controller date and time at the start of the half-hour interval.

Derived from: Peripheral_Half_Hour.DateTime
**Time Zone**

The time zone for the date and time. The value is the offset in minutes from GMT.

Derived from: Peripheral_Half_Hour.TimeZone

**Recovery Key**

A value used internally by ICM software to track virtual time.

Derived from: Peripheral_Half_Hour.RecoveryKey

**Peripheral DateTime**

The number of seconds the associated Peripheral Gateway was able to provide peripheral data services to the CallRouter during the half-hour interval.

Derived from: Peripheral_Half_Hour.ActivePeripheralDataTimeToHalf

**Routing Client**

The number of seconds the associated Peripheral Gateway was able to provide routing client support to the CallRouter during the half-hour interval.

Derived from: Peripheral_Half_Hour.ActiveRoutingClientTimeToHalf

**Peripheral Time**

The number of seconds the associated Peripheral Gateway’s connections to the peripheral were in the Active state during the half-hour interval.

Derived from: Peripheral_Half_Hour.ActivePeripheralTimeToHalf

**CTI Server Time**

The number of seconds the associated CTI Server was active during the half-hour interval.

Derived from: Peripheral_Half_Hour.ActiveCTIServerTimeToHalf

**Offered**

Total number of incoming ACD tasks and internal ACD tasks offered to the peripheral during the half-hour interval.

Derived from: Peripheral_Half_Hour.CallsOfferedToHalf

**SL Offered**

The number of tasks to the peripheral that had a service level event during the half-hour interval.

Derived from: Peripheral_Half_Hour.ServiceLevelCallsOfferedToHalf

**SL Tasks**

The number of tasks to the peripheral answered within the service level threshold during the half-hour interval.

Derived from: Peripheral_Half_Hour.ServiceLevelCallsToHalf
SL Aban

The number of tasks to the peripheral abandoned within the service level threshold during the half-hour interval.
Derived from: Peripheral_Half_Hour.ServiceLevelAbandToHalf

SL

The ICM software service level for the peripheral during the half-hour interval.
Derived from: Peripheral_Half_Hour.ServiceLevelToHalf

Route reports

You can report on many types of task statistics for routes, such as the number of tasks in progress, tasks in queue, or tasks handled (either in real-time or over a specified period of time).

All real-time templates for routes take data from the Route_Real_Time table. All historical templates for routes take data from the Route_Half_Hour table. To arrive at daily values, WebView sums the Route_Half_Hour rows for each day.

The following table lists all the ICM route report templates that WebView provides. You can click on the name of a route report in the following table to see more detailed information about the data in that report, and how the data is derived from the ICM software database.

**Table 9-2 Route Templates**

<table>
<thead>
<tr>
<th>Template Name</th>
<th>Applicable Environment</th>
<th>Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>routes01: Route Queue Delay Status Real Time Report</td>
<td>Standard ACD</td>
<td>real-time</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></td>
<td></td>
<td>bar graph</td>
<td></td>
</tr>
<tr>
<td>routes02: Route Status Real Time Report</td>
<td>Standard ACD</td>
<td>real-time</td>
<td>The number of tasks in progress versus the number of tasks in queue.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>bar graph</td>
<td></td>
</tr>
<tr>
<td>routes03: Effect of Abandoned Tasks on Service</td>
<td>Standard ACD</td>
<td>real-time</td>
<td>The number of tasks offered, handled, abandoned, and the effect of abandoned tasks on service levels.</td>
</tr>
<tr>
<td>Levels Real Time Report</td>
<td></td>
<td>table</td>
<td></td>
</tr>
<tr>
<td>routes04: Route Tasks Trend Analysis Real Time</td>
<td>Standard ACD</td>
<td>real-time</td>
<td>Task counts and service levels (since end of last 5-minute and half-hour intervals, and since midnight).</td>
</tr>
<tr>
<td>Report</td>
<td></td>
<td>table</td>
<td></td>
</tr>
</tbody>
</table>
### Table 9-2  Route Templates (continued)

<table>
<thead>
<tr>
<th>Template Name</th>
<th>Applicable Environment</th>
<th>Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>routes05: Route Tasks Offered Over Half Hour Report, page 9-22</td>
<td>Standard ACD</td>
<td>real-time pie chart</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 Report, page 9-23</td>
<td>Standard ACD</td>
<td>real-time bar graph</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 Report, page 9-24</td>
<td>Standard ACD</td>
<td>real-time table</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 Report, page 9-27</td>
<td>Standard ACD</td>
<td>real-time table</td>
<td>All the available route real-time report data in the Route_Real_Time database table.</td>
</tr>
<tr>
<td>routes13: Route Historical All Fields Report, page 9-38</td>
<td>Standard ACD</td>
<td>historical table</td>
<td>All the available route historical report data in the Route_Half_Hour database table.</td>
</tr>
</tbody>
</table>

### Route real-time reports

This section describes the following real-time reports:

- routes01: Route Queue Delay Status Real Time Report, page 9-16
- routes02: Route Status Real Time Report, page 9-17
- routes03: Effect of Abandoned Tasks on Service Levels Real Time Report, page 9-18
- routes04: Route Tasks Trend Analysis Real Time Report, page 9-20
- routes05: Route Tasks Offered Over Half Hour Report, page 9-22
- routes06: Route Service Levels Real Time Report, page 9-23
- routes07: Route Tasks, Averages and Service Levels Real Time Report, page 9-24
- routes08: Route Real Time All Fields Report, page 9-27
routes01: Route Queue Delay Status Real Time Report

**Overview:**

<table>
<thead>
<tr>
<th>Title</th>
<th>The name you give it when you save the report</th>
</tr>
</thead>
<tbody>
<tr>
<td>Subject</td>
<td>A bar graph of the selected routes showing the time (in seconds) for delays in queue, the longest task in queue, and the average speed of answer (ASA) over the last five minutes.</td>
</tr>
<tr>
<td>Purpose</td>
<td>To show the current status for route queue delay</td>
</tr>
<tr>
<td>Applicable environment</td>
<td>Standard ACD</td>
</tr>
<tr>
<td>Template type</td>
<td>Real-time bar graph</td>
</tr>
<tr>
<td>Default sort order</td>
<td>By the route</td>
</tr>
<tr>
<td>Drilldowns available</td>
<td>No</td>
</tr>
<tr>
<td>Schema database table</td>
<td>Route, Route_Real_Time, Controller_Time</td>
</tr>
</tbody>
</table>

**Data:**

**Enterprise Name**

The enterprise name for the route.

Derived from: Route.EnterpriseName

**Average Delay in Queue**

The average time that tasks spent in the queue for a route or service. Delay time can also take into consideration abandoned tasks. For example, the DelayQAbandTimeToHalf is the sum of delay time for all tasks to a route or service that were abandoned in queue during a half-hour interval.

Derived from: Route_Real_Time.AvgDelayQNow

**Longest Task in Queue**

The time that the longest task in queue for the service or route has been in the queue.

Derived from: DateDiff(ss, Route_Real_Time.LongestCallQ, Controller_Time.NowTime)
Average Speed of Answer

The average answer wait time that all tasks offered to the service during the interval waited before being answered.

Derived from: Route_Real_Time.AvgSpeedAnswerTo5

routes02: Route Status Real Time Report

<table>
<thead>
<tr>
<th>Overview:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Title</strong></td>
</tr>
<tr>
<td><strong>Subject</strong></td>
</tr>
<tr>
<td><strong>Purpose</strong></td>
</tr>
<tr>
<td><strong>Applicable environment</strong></td>
</tr>
<tr>
<td><strong>Template type</strong></td>
</tr>
<tr>
<td><strong>Default sort order</strong></td>
</tr>
<tr>
<td><strong>Drilldowns available</strong></td>
</tr>
<tr>
<td><strong>Schema database table</strong></td>
</tr>
</tbody>
</table>

Data:

Active

The number of tasks for the service or route on which agents are in the Active state or in the talking state. The Talking state tracks agents who are in either the Talking In, Talking Out, or Talking Other states (now or during an interval). The time agents spend in each of these states is tracked individually. A more general database table called TalkTime sums the time that agents spend in any of the talking states.

Derived from: Route_Real_Time.AgentsTalking

Tasks in Queue

The number of tasks to the service or route that are in queue at the peripheral.

Derived from: Route_Real_Time.CallsQNow
routes03: Effect of Abandoned Tasks on Service Levels Real Time Report

<table>
<thead>
<tr>
<th>Overview:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Title</td>
</tr>
<tr>
<td>The name you give it when you save the report</td>
</tr>
<tr>
<td>Subject</td>
</tr>
<tr>
<td>A table of the selected routes showing data on tasks offered, handled, abandoned, and the effect of abandoned tasks on service levels.</td>
</tr>
<tr>
<td>Purpose</td>
</tr>
<tr>
<td>To show the effect of abandoned tasks on service levels</td>
</tr>
<tr>
<td>Applicable environment</td>
</tr>
<tr>
<td>Standard ACD</td>
</tr>
<tr>
<td>Template type</td>
</tr>
<tr>
<td>Real-time table</td>
</tr>
<tr>
<td>Default sort order</td>
</tr>
<tr>
<td>By media routing domain and then by route</td>
</tr>
<tr>
<td>Drilldowns available</td>
</tr>
<tr>
<td>No</td>
</tr>
<tr>
<td>Schema database table</td>
</tr>
<tr>
<td>Media_Routing_Domain</td>
</tr>
<tr>
<td>Route</td>
</tr>
<tr>
<td>Route_Real_Time</td>
</tr>
</tbody>
</table>

Data:

Route
The route enterprise name.
Derived from: Route.EnterpriseName

Offered
The number of tasks offered to a specific route or service. An offered call is an incoming call or internal call that is sent to a specific route or service. In real-time data, a call is counted as offered as soon as it is sent to the route, service, or service array.
Derived from: Route_Real_Time.CallsOfferedHalf

Handled
The number of tasks handled by a specific route or service. A call is counted as handled when it is finished. For example, the CallsHandledTo5 field counts the number of tasks that finished during the five-minute interval. These tasks might have been answered before the interval began.
Derived from: Route_Real_Time.CallsHandledHalf

Aban
The number of tasks to a service or route that were abandoned during the interval (for example, during the current half-hour). An abandoned call is a call in which the caller hangs up before the call is answered.
Derived from: Route_Real_Time.CallsAbandQHalf
**Aban Within Service Level**

Tasks that are abandoned before reaching the service level threshold. For example, if you set the service level threshold to 15 seconds, and the caller hung up after waiting in queue for ten seconds, this call would be counted as abandoned within the service level. These tasks are used in calculating the three service level types. You can specify that tasks such as these not be counted as abandoned by specifying an abandoned call wait time value.

Derived from: Route_Real_Time.ServiceLevelAbandHalf

---

**Service Level Without Aban**

A service level calculated by the ICM software which ignores tasks that were abandoned before the service level threshold expired.

The service level without abandoned tasks is calculated as follows: the number of tasks answered within the service level threshold divided by the number of tasks that had a service level event minus the number of tasks that were abandoned before exceeding the service level threshold. Tasks abandoned before the service level threshold expired are removed from this calculation.

Derived from: Route_Real_Time.ServiceLevelCallsHalf / Route_Real_Time.ServiceLevelCallsOfferedHalf

---

**Service Level With Aban**

A service level calculated by the ICM software which counts abandoned tasks. The service level with abandoned tasks is calculated using one of the following methods:

Abandoned tasks negatively impact service level:
The number of tasks answered within the service level threshold divided by the number of tasks that had a service level event. This treats the abandoned tasks as though they had exceeded the service level threshold.

Abandoned tasks positively impact service level:
The number of tasks answered within the service level threshold plus the number of tasks abandoned within the threshold, all divided by the number of tasks that had a service level event. This treats abandoned tasks as though they were answered within the threshold.

Derived from:

$\frac{(\text{Route}_\text{Real}_\text{Time}.\text{ServiceLevelCallsHalf} + \text{Route}_\text{Real}_\text{Time}.\text{ServiceLevelAbandHalf})}{\text{Route}_\text{Real}_\text{Time}.\text{ServiceLevelCallsOfferedHalf}}$

---

**Route Summary**

A summary of all fields for a route.

---

**Report Summary**

A summary of all fields for all routes.
routes04: Route Tasks Trend Analysis Real Time Report

<table>
<thead>
<tr>
<th><strong>Overview:</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Title</strong></td>
</tr>
<tr>
<td><strong>Subject</strong></td>
</tr>
<tr>
<td><strong>Purpose</strong></td>
</tr>
<tr>
<td><strong>Applicable environment</strong></td>
</tr>
<tr>
<td><strong>Template type</strong></td>
</tr>
<tr>
<td><strong>sort order</strong></td>
</tr>
<tr>
<td><strong>Drilldowns available</strong></td>
</tr>
<tr>
<td><strong>Schema database table</strong></td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>

**Data:**

**Route**

The enterprise name of the route.
Derived from: Route.EnterpriseName

**Offered5**

The number of tasks offered to a specific route or service. In real-time data, a task is counted as offered as soon as it is sent to the route, service, or service array.
Derived from: Route_Real_Time.CallsOfferedTo5

**Ans5**

The number of tasks answered by agents or other answering resources. The tasks might still be in progress when the interval ends. By contrast, a task is not counted as handled until it is finished.
Derived from: Route_Real_Time.CallsAnsweredTo5

**Aban5**

The number of tasks to a service or route that were abandoned during the interval (for example, during the current half-hour).
Derived from: Route_Real_Time.CallsAbandQTo5
**Service Level5**

A measurement of how well you are meeting your service level goals for answering tasks for the last five minutes.

Derived from:

\[
\frac{(\text{Route\_Real\_Time\_ServiceLevel\_Calls\_To5} + \text{Route\_Real\_Time\_ServiceLevel\_Aband\_To5})}{\text{Route\_Real\_Time\_ServiceLevel\_Calls\_Offered\_To5}}
\]

**Offered 30**

The number of tasks offered to a specific route or service. In real-time data, a task is counted as offered as soon as it is sent to the route, service, or service array.

Derived from: Route\_Real\_Time\_Calls\_Offered\_Half

**Ans 30**

The number of tasks answered by agents or other answering resources. The tasks might still be in progress when the interval ends. By contrast, a task is not counted as handled until it is finished.

Derived from: Route\_Real\_Time\_Calls\_Answered\_Half

**Aban 30**

The number of tasks to a service or route that were abandoned during the interval (for example, during the current half-hour).

Derived from: Route\_Real\_Time\_Calls\_Aband\_Q\_Half

**Service Level 30**

A measurement of how well you are meeting your service level goals for answering tasks for the current half hour.

Derived from:

\[
\frac{(\text{Route\_Real\_Time\_ServiceLevel\_Calls\_Half} + \text{Route\_Real\_Time\_ServiceLevel\_Aband\_Half})}{\text{Route\_Real\_Time\_ServiceLevel\_Calls\_Offered\_Half}}
\]

**Offered Today**

The number of tasks offered to a specific route or service. In real-time data, a task is counted as offered as soon as it is sent to the route, service, or service array.

Derived from: Route\_Real\_Time\_Calls\_Offered\_Today

**Ans Today**

The number of tasks answered by agents or other answering resources. The tasks might still be in progress when the interval ends. By contrast, a task is not counted as handled until it is finished.

Derived from: Route\_Real\_Time\_Calls\_Answered\_Today
Aban Today

The number of tasks to a service or route that were abandoned during the interval (for example, during the current half-hour).

Derived from: Route_Real_Time.CallsAbandQToday

Service Level Today

A measurement of how well you are meeting your service level goals for answering tasks for the current day.

Derived from:

(Route_Real_Time.ServiceLevelCallsToday + Route_Real_Time.ServiceLevelAbandToday) / Route_Real_Time.ServiceLevelCallsOfferedToday

Report Summary

A summary of all fields for all routes.

routes05: Route Tasks Offered Over Half Hour Report

<table>
<thead>
<tr>
<th>Overview:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Title</td>
</tr>
<tr>
<td>Subject</td>
</tr>
<tr>
<td>Purpose</td>
</tr>
<tr>
<td>Applicable environment</td>
</tr>
<tr>
<td>Template type</td>
</tr>
<tr>
<td>sort order</td>
</tr>
<tr>
<td>Drilldowns available</td>
</tr>
<tr>
<td>Schema database table</td>
</tr>
</tbody>
</table>

Data:

Route

The enterprise name of the route.

Derived from: Route.EnterpriseName

Tasks Offered

The number of tasks offered to a specific route or service.

Derived from: Route_Real_Time.CallsOfferedHalf
routes06: Route Service Levels Real Time Report

<table>
<thead>
<tr>
<th>Overview:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Title</strong></td>
</tr>
<tr>
<td><strong>Subject</strong></td>
</tr>
<tr>
<td><strong>Purpose</strong></td>
</tr>
<tr>
<td><strong>Applicable environment</strong></td>
</tr>
<tr>
<td><strong>Template type</strong></td>
</tr>
<tr>
<td><strong>Default sort order</strong></td>
</tr>
<tr>
<td><strong>Drilldowns available</strong></td>
</tr>
<tr>
<td><strong>Schema database table</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Data:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Route</strong></td>
</tr>
<tr>
<td>The enterprise name of the route.</td>
</tr>
<tr>
<td>Derived from: Route.EnterpriseName</td>
</tr>
<tr>
<td><strong>Service Level5</strong> (last five minutes)</td>
</tr>
<tr>
<td>A measurement of how well you are meeting your goals for answering tasks. More precisely, the service level is the percentage of incoming tasks that are answered within a specified service level threshold. Three slightly different calculations can be used for the service level. Specifically, abandoned tasks can be accounted in three different ways:</td>
</tr>
<tr>
<td>- Abandoned tasks ignored</td>
</tr>
<tr>
<td>- Abandoned tasks have negative impact</td>
</tr>
<tr>
<td>- Abandoned tasks have positive impact</td>
</tr>
<tr>
<td>The ICM software keeps track of two different service levels: the peripheral service level is the service level as calculated by the peripheral; the ICM service level is the service level as calculated by the ICM system.</td>
</tr>
<tr>
<td>Derived from: (ServiceLevelCallsTo5 + ServiceLevelAbandTo5) / ServiceLevelCallsOfferedTo5</td>
</tr>
</tbody>
</table>
Service Level30 (current half-hour)
Same as above, but calculated for the current half-hour interval.
Derived from: (ServiceLevelCallsHalf + ServiceLevelAbandHalf) / ServiceLevelCallsOfferedHalf

Service Level Today
Same as above, but calculated for today.
Derived from: (ServiceLevelCallsToday + ServiceLevelAbandToday) / ServiceLevelCallsOfferedToday

routes07: Route Tasks, Averages and Service Levels Real Time Report

<table>
<thead>
<tr>
<th>Overview:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Title</td>
</tr>
<tr>
<td>Subject</td>
</tr>
<tr>
<td>Purpose</td>
</tr>
<tr>
<td>Applicable environment</td>
</tr>
<tr>
<td>Template type</td>
</tr>
<tr>
<td>Default sort order</td>
</tr>
<tr>
<td>Drilldowns available</td>
</tr>
<tr>
<td>Schema database table</td>
</tr>
</tbody>
</table>

Data:

Route
The route enterprise name.
Derived from: Route.EnterpriseName

Active
The number of tasks for the service or route on which agents are active (that is, the agent handling the task is currently in the active or talking state).
Derived from: Route_Real_Time.AgentsTalking
**Queued Now**

The number of tasks to the service or route that are in queue at the peripheral.

Derived from: Route_Real_Time.CallsQNow

**Avg Delay Now**

The average time that tasks spent in the queue for a route or service. Delay time can also take into consideration abandoned tasks. For example, the DelayQAbandTimeToHalf is the sum of delay time for all tasks to a route or service that were abandoned in queue during a half-hour interval.

Derived from: Route_Real_Time.CallsQNowTime * 1.0 / Route_Real_Time.CallsQNow

**Longest in Queue Now**

The time that the longest call in queue for the service or route has been in the queue.

Derived from: DateDiff(ss, Route_Real_Time.LongestCallQ, Controller_Time.NowTime)

**Offered5**

The number of tasks offered to a specific route or service. An offered call is an incoming call or internal call that is sent to a specific route or service. In real-time data, a call is counted as offered as soon as it is sent to the route, service, or service array.

Derived from: Route_Real_Time.CallsOfferedTo5

**Handled5**

The number of tasks handled by a specific route or service. A call is counted as handled when it is finished. For example, the CallsHandledTo5 field counts the number of tasks that finished during the five-minute interval. These tasks might have been answered before the interval began.

Derived from: Route_Real_Time.CallsHandledTo5

**% Handled5**

The percentage of calls handled during the current five minutes.

Derived from: (Route_Real_Time.CallsHandledTo5) * 1.0 / (Route_Real_Time.CallsHandledTo5 + Route_Real_Time.CallsAbandQTo5)

**Aban5**

The number of tasks to a service or route that were abandoned during the interval (for example, during the current half-hour). An abandoned call is a call in which the caller hangs up before the call is answered.

Derived from: Route_Real_Time.CallsAbandQTo5
% Aban5
The percentage of tasks abandoned within the current five minutes.
Derived from: \((\text{Route\_Real\_Time.CallAbandonedTo5}) \times 1.0 / (\text{Route\_Real\_Time.CallsHandledTo5} + \text{Route\_Real\_Time.CallAbandonedTo5})\)

ASA5
The average answer wait time that all tasks offered to the service during the half-hour interval waited before being answered.
Derived from: \(\text{Route\_Real\_Time.AnswerWaitTimeTo5} \times 1.0 / \text{Route\_Real\_Time.CallsAnsweredTo5}\)

AHT5
The average handle time for tasks handled by agents for the service or skill group. Handle time includes the time agents spend in the Talking In, Hold, Work Ready, and Work Not Ready states.
Derived from: \(\text{Route\_Real\_Time.HandleTimeTo5} \times 1.0 / \text{Route\_Real\_Time.CallsHandledTo5}\)

ATT5
The average time that agents in a skill group were in the Talking In, Talking Out, and Talking Other states during an interval.
Derived from: \(\text{Route\_Real\_Time.TalkTimeTo5} \times 1.0 / \text{Route\_Real\_Time.CallsHandledTo5}\)

Service Level5
A measurement of how well you are meeting your goals for answering tasks. More precisely, the service level is the percentage of incoming tasks that are answered within a specified service level threshold. Three slightly different calculations can be used for the service level. Specifically, abandoned tasks can be accounted in three different ways:
- Abandoned tasks ignored
- Abandoned tasks have negative impact
- Abandoned tasks have positive impact
ICM software keeps track of two different service levels: the peripheral service level is the service level as calculated by the peripheral; the ICM service level is the service level as calculated by the ICM system.
Derived from: \((\text{Route\_Real\_Time.ServiceLevelCallsTo5} + \text{Route\_Real\_Time.ServiceLevelAbandonedTo5}) \times 1.0 / \text{Route\_Real\_Time.ServiceLevelCallsOfferedTo5}\)

Service Level30
Same as above, but calculated for the current half-hour.
Derived from: \((\text{Route\_Real\_Time.ServiceLevelCallsHalf} + \text{Route\_Real\_Time.ServiceLevelAbandonedHalf}) \times 1.0 / \text{Route\_Real\_Time.ServiceLevelCallsOfferedHalf}\)
Service Level Today

Same as above, but calculated for today.
Derived from: (Route_Real_Time.ServiceLevelCallsToday + Route_Real_Time.ServiceLevelAbandToday) * 1.0 / Route_Real_Time.ServiceLevelCallsOfferedToday

Route Summary

A summary of all fields for each route.

Report Summary

A summary of all fields for all routes.

routes08: Route Real Time All Fields Report

<table>
<thead>
<tr>
<th>Overview:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Title</td>
</tr>
<tr>
<td>Subject</td>
</tr>
<tr>
<td>Purpose</td>
</tr>
<tr>
<td>Applicable environment</td>
</tr>
<tr>
<td>Template type</td>
</tr>
<tr>
<td>Default sort order</td>
</tr>
<tr>
<td>Drilldowns available</td>
</tr>
</tbody>
</table>
| Schema database tables | Route  
Route_Real_Time |

Data:

Route

The name of the route.
Derived from: Route.EnterpriseName

DateTime

The date and time at the start of the half-hour interval.
Derived from: Route_Real_Time.DateTime
Route ID
The route ID number.
Derived from: Route.RouteID

AgentsTalking
The number of agents for the route currently in the talking state
Derived from: Route_Real_Time.AgentsTalking

AnswerWaitTimeHalf
The sum of answer wait time in seconds for all calls offered to the route during the current half-hour interval.
Derived from: Route_Real_Time.AnswerWaitTimeHalf

AnswerWaitTimeTo5
The sum of answer wait time in seconds for all calls offered to the route during the current five-minute interval.
Derived from: Route_Real_Time.AnswerWaitTimeTo5

AnswerWaitTimeToday
The sum of answer wait time in seconds for all calls offered to the route since midnight.
Derived from: Route_Real_Time.AnswerWaitTimeToday

AvgDelayQAbandTo5
The average delay time of abandoned calls in queue for the route during the current five-minute interval: DelayQAbandTimeTo5 / CallsAbandQTo5.
Derived from: Route_Real_Time.AvgDelayQAbandTo5

AvgDelayQNow
The average delay for calls to the route currently in queue.
Derived from: Route_Real_Time.AvgDelayQNow

AvgHandleTimeTo5
The average handle time in seconds for calls to the route ending during the current five-minute interval: HandleTimeTo5 / CallsHandledTo5.
Derived from: Route_Real_Time.AvgHandleTimeTo5

AvgSpeedAnswerTo5
The average answer wait time for all calls offered to the route during the current five-minute interval: AnswerWaitTimeTo5 / CallsOfferedTo5.
Derived from: Route_Real_Time.AvgSpeedAnswerTo5
**AvgTalkTimeTo5**

The average talk time in seconds for calls to the route ending during the current five-minute interval: TalkTimeTo5 / CallsHandledTo5.

Derived from: Route_Real_Time.AvgTalkTimeTo5

**CallsAbandQHalf**

The number of calls to this route abandoned while in queue or ringing during the current half-hour interval.

Derived from: Route_Real_Time.CallsAbandQHalf

**CallsAbandQTo5**

The number of calls to the route abandoned while in queue or ringing during the current five-minute interval.

Derived from: Route_Real_Time.CallsAbandQTo5

**CallsAbandQToday**

The number of calls to this route abandoned while in queue or ringing since midnight.

Derived from: Route_Real_Time.CallsAbandQToday

**CallsAnsweredHalf**

The number of calls to the route answered by agents during the current half-hour interval.

Derived from: Route_Real_Time.CallsAnsweredHalf

**CallsAnsweredTo5**

The number of calls to the route answered by agents during the current five-minute interval.

Derived from: Route_Real_Time.CallsAnsweredTo5

**CallsAnsweredToday**

The number of calls to the route answered by agents since midnight.

Derived from: Route_Real_Time.CallsAnsweredToday

**CallsHandledHalf**

The number of calls handled on the route during the current half-hour interval.

Derived from: Route_Real_Time.CallsHandledHalf

**CallsHandledTo5**

The number of calls handled for the route during the current five-minute interval.

Derived from: Route_Real_Time.CallsHandledTo5
Peripheral, Route, and Routing Client Reports

**CallsHandledToday**
- The number of calls handled on the route since midnight.
  - Derived from: Route_Real_Time.CallsHandledToday

**CallsIncomingHalf**
- The number of incoming calls on this route during the current half-hour interval.
  - Derived from: Route_Real_Time.CallsIncomingHalf

**CallsIncomingToday**
- The number of incoming calls on this route since midnight.
  - Derived from: Route_Real_Time.CallsIncomingToday

**CallsInProgress**
- The number of calls in queue or being handled on this route now.
  - Derived from: Route_Real_Time.CallsInProgress

**CallsLeftQTo5**
- The number of calls to the route that were removed from the queue during the current five-minute interval (includes abandoned calls).
  - Derived from: Route_Real_Time.CallsLeftQTo5

**CallsOfferedHalf**
- The number of incoming calls plus internal calls offered on this route during the current half-hour interval.
  - Derived from: Route_Real_Time.CallsOfferedHalf

**CallsOfferedTo5**
- The number of calls offered to the route during the current five-minute interval.
  - Derived from: Route_Real_Time.CallsOfferedTo5

**CallsOfferedToday**
- The number of incoming calls plus internal calls offered on this route since midnight.
  - Derived from: Route_Real_Time.CallsOfferedToday

**CallsQNow**
- The number of calls to the route in queue now at the peripheral.
  - Derived from: Route_Real_Time.CallsQNow
CallsQNowTime
The total queue time in seconds for all calls to the route currently in queue.
Derived from: Route_Real_Time.CallsQNowTime

CallsRoutedHalf
The number of calls sent on this route during the current half-hour interval.
Derived from: Route_Real_Time.CallsRoutedHalf

CallsRoutedToday
The number of calls the ICM software sent to this route since midnight.
Derived from: Route_Real_Time.CallsRoutedToday

DelayQAbandTimeTo5
The sum of delay time of all calls to route abandoned in queue during the current five-minute interval.
Derived from: Route_Real_Time.DelayQAbandTimeTo5

HandleTimeHalf
The total handle time in seconds for calls to the route ending during the current half-hour interval.
Derived from: Route_Real_Time(HandleTimeHalf

HandleTimeTo5
The total handle time in seconds for calls to the route ending during the current five-minute interval.
Derived from: Route_Real_Time.HandleTimeTo5

HandleTimeToday
The total handle time in seconds for calls to the route ending since midnight.
Derived from: Route_Real_Time.HandleTimeToday

LongestCallQ
Time that the longest call in the queue for the route was put there.
Derived from: Route_Real_Time.LongestCallQ

OverflowInNow
The number of overflowed in calls now in queue or in progress for the route.
Derived from: Route_Real_Time.OverflowInNow

OverflowOutNow
The number of overflowed out calls for the route now in queue or in progress elsewhere.
Derived from: Route_Real_Time.OverflowOutNow
**ServiceLevelAbandHalf**

The number of calls to the route abandoned within the ICM service level threshold during the current half-hour interval.

Derived from: Route_Real_Time.ServiceLevelAbandHalf

**ServiceLevelAbandTo5**

The number of calls abandoned within the ICM service level threshold during the current five-minute interval.

Derived from: Route_Real_Time.ServiceLevelAbandTo5

**ServiceLevelAbandToday**

The number of calls to the route abandoned within the ICM service level threshold since midnight.

Derived from: Route_Real_Time.ServiceLevelAbandToday

**ServiceLevelCallsHalf**

The number of calls to the route answered within the ICM service level threshold during the current half-hour interval.

Derived from: Route_Real_Time.ServiceLevelCallsHalf

**ServiceLevelCallsOfferedHalf**

The number of calls to the route that have had a service level event during the current half-hour interval.

Derived from: Route_Real_Time.ServiceLevelCallsOfferedHalf

**ServiceLevelCallsOfferedTo5**

The number of calls to the route that have been either answered or abandoned during the current five-minute interval.

Derived from: Route_Real_Time.ServiceLevelCallsOfferedTo5

**ServiceLevelCallsOfferedToday**

The number of calls to the route that have had a service level event since midnight.

Derived from: Route_Real_Time.ServiceLevelCallsOfferedToday

**ServiceLevelCallsQHeld**

The number of calls to the route currently in queue for longer than the service level threshold.

Derived from: Route_Real_Time.ServiceLevelCallsQHeld

**ServiceLevelCallsTo5**

The number of calls to the route answered within the ICM service level threshold during the current five-minute interval.

Derived from: Route_Real_Time.ServiceLevelCallsTo5
**ServiceLevelCallsToday**

The number of calls to the route answered within the ICM service level threshold since midnight.

Derived from: Route_Real_Time.ServiceLevelCallsToday

**ServiceLevelHalf**

ICM service level for the route during the current half-hour interval.

Derived from: Route_Real_Time.ServiceLevelHalf

**ServiceLevelTo5**

ICM service level for the route during the current five-minute interval.

Derived from: Route_Real_Time.ServiceLevelTo5

**ServiceLevelToday**

ICM service level for the route since midnight. The ICM software uses the same type of calculation as specified for the service associated with the route.

Derived from: Route_Real_Time.ServiceLevelToday

**TalkTimeHalf**

The total talk time in seconds for calls to the route ending during the current half-hour interval.

Derived from: Route_Real_Time.TalkTimeHalf

**TalkTimeTo5**

The total talk time in seconds for calls to the route ending during the current five-minute interval.

Derived from: Route_Real_Time.TalkTimeTo5

**TalkTimeToday**

The total talk time in seconds for calls to the route ending since midnight.

Derived from: Route_Real_Time.TalkTimeToday

**HoldTimeTo5**

The total hold time in seconds for calls to the route ending during the current five-minute interval.

Derived from: Route_Real_Time.HoldTimeTo5

**HoldTimeHalf**

The total hold time in seconds for calls to the route ending during the current half-hour interval.

Derived from: Route_Real_Time.HoldTimeHalf
HoldTimeToday
The total hold time in seconds for calls to the route ending since midnight.
Derived from: Route_Real_Time.HoldTimeToday

Route historical reports
This section describes the following historical reports:
- routes11: Tasks Analysis of Routes Daily Report, page 9-34
- routes12: Tasks Analysis of Routes Half Hour Report, page 9-36
- routes13: Route Historical All Fields Report, page 9-38

routes11: Tasks Analysis of Routes Daily Report

<table>
<thead>
<tr>
<th>Overview:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Title</td>
</tr>
<tr>
<td>Subject</td>
</tr>
<tr>
<td>Purpose</td>
</tr>
<tr>
<td>Applicable environment</td>
</tr>
<tr>
<td>Template type</td>
</tr>
<tr>
<td>Default sort order</td>
</tr>
<tr>
<td>Drilldowns available</td>
</tr>
<tr>
<td>Schema database table</td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>

Data:

Route
The route enterprise name.
Derived from: Route.EnterpriseName

Date
The date when the record was generated in MM/DD/YY (month, day, year) format.
Derived from: Route_Half_Hour.Date_time
**Service Level**

ICM software keeps track of two different service levels: the peripheral service level is the service level as calculated by the peripheral; the ICM service level is the service level as calculated by the ICM system.

Derived from: \( \frac{(\text{Route\_Half\_Hour\_ServiceLevel\_CallsToHalf} + \text{Route\_Half\_Hour\_ServiceLevel\_AbandToHalf}) \times 1.0}{\text{Route\_Half\_Hour\_ServiceLevel\_CallsOfferedToHalf}} \)

**ASA**

The average answer wait time that all tasks offered to the service or route during the half-hour interval waited before being answered.

Derived from: \( \frac{\text{Route\_Half\_Hour\_Answer\_Wait\_Time\_ToHalf} \times 1.0}{\text{Route\_Half\_Hour\_Calls\_Answered\_ToHalf}} \)

**AHT**

The average handle time for tasks handled by agents for the service or skill group.

Derived from: \( \frac{\text{Route\_Half\_Hour\_Handle\_Time\_ToHalf} \times 1.0}{\text{Route\_Half\_Hour\_Calls\_Handled\_ToHalf}} \)

**Avg Delay in Queue**

The average time that tasks spent in the queue for a route or service. Delay time can also take abandoned tasks into consideration.

Derived from: \( \frac{\text{Route\_Half\_Hour\_Delay\_Q\_Time\_ToHalf} \times 1.0}{\text{Route\_Half\_Hour\_Calls\_Q\_ToHalf}} \)

**Offered**

The number of tasks offered to a specific route or service.

Derived from: \( \text{Route\_Half\_Hour\_Calls\_Offered\_ToHalf} \)

**Handled**

The number of tasks handled by a specific route or service.

Derived from: \( \text{Route\_Half\_Hour\_Calls\_Handled\_ToHalf} \)

**% Handled**

The percentage of tasks handled by a specific route or service.

Derived from: \( \frac{\text{Route\_Half\_Hour\_Calls\_Handled\_ToHalf} \times 1.0}{(\text{Route\_Half\_Hour\_Calls\_Handled\_ToHalf} + \text{Route\_Half\_Hour\_Calls\_Aband\_Q\_ToHalf})} \)

**Aban**

The number of abandoned tasks during the interval (for example, during the current half-hour).

Derived from: \( \text{Route\_Half\_Hour\_Calls\_Aband\_Q\_ToHalf} \)
% Aban

The percentage of abandoned tasks during the interval.
Derived from: Route_Half_Hour.CallsAbandQToHalf * 1.0 / (Route_Half_Hour.CallsHandledToHalf + Route_Half_Hour.CallsAbandQToHalf)

Route Summary

A summary of all fields for each route.

Report Summary

A summary of all fields for all routes.

routes12: Tasks Analysis of Routes Half Hour Report

<table>
<thead>
<tr>
<th>Overview:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Title</td>
<td>The name you give it when you save the report</td>
</tr>
<tr>
<td>Subject</td>
<td>A table of the selected routes showing half-hour task count, queue delay-time, and service level totals.</td>
</tr>
<tr>
<td>Purpose</td>
<td>To show route half-hour activity and performance for the selected time period.</td>
</tr>
<tr>
<td>Applicable environment</td>
<td>Standard ACD</td>
</tr>
<tr>
<td>Template type</td>
<td>Historical table</td>
</tr>
<tr>
<td>Default sort order</td>
<td>By the route and then by date and time</td>
</tr>
<tr>
<td>Drilldowns available</td>
<td>No</td>
</tr>
<tr>
<td>Schema database table</td>
<td>Route Route_Half_Hour</td>
</tr>
</tbody>
</table>

Data:

Route

The route enterprise name.
Derived from: Route.EnterpriseName

DateTime

The date and time when the record was generated in MM/DD/YY (month, day, year) and HH:MM:SS (hours, minutes, seconds) format.
Derived from: Route_Half_Hour.DateTime
**Service Level**

The ICM software keeps track of two different service levels: the peripheral service level is the service level as calculated by the peripheral; the ICM service level is the service level as calculated by the ICM system.

Derived from: \( \frac{(\text{Route}_{\text{Half Hour}}.\text{ServiceLevelCallsToHalf} + \text{Route}_{\text{Half Hour}}.\text{ServiceLevelAbandToHalf}) \times 1.0}{\text{Route}_{\text{Half Hour}}.\text{ServiceLevelCallsOfferedToHalf}} \)

**ASA**

The average answer wait time that all tasks offered to the service during the half-hour interval waited before being answered.

Derived from: \( \frac{\text{Route}_{\text{Half Hour}}.\text{AnswerWaitTimeToHalf} \times 1.0}{\text{Route}_{\text{Half Hour}}.\text{CallsAnsweredToHalf}} \)

**AHT**

The average handle time for tasks handled by agents for the service or skill group.

Derived from: \( \frac{\text{Route}_{\text{Half Hour}}.\text{HandleTimeToHalf} \times 1.0}{\text{Route}_{\text{Half Hour}}.\text{CallsHandledToHalf}} \)

**Avg Delay in Queue**

The average time that tasks spent in the queue for a route or service. Delay time can also take abandoned tasks into consideration.

Derived from: \( \frac{\text{Route}_{\text{Half Hour}}.\text{DelayQTimeToHalf} \times 1.0}{\text{Route}_{\text{Half Hour}}.\text{CallsQToHalf}} \)

**Offered**

The number of tasks offered to a specific route or service.

Derived from: \( \text{Route}_{\text{Half Hour}}.\text{CallsOfferedToHalf} \)

**Handled**

The number of tasks handled by a specific route or service.

Derived from: \( \text{Route}_{\text{Half Hour}}.\text{CallsHandledToHalf} \)

**% Handled**

The percentage of tasks handled by a specific route or service.

Derived from: \( \frac{\text{Route}_{\text{Half Hour}}.\text{CallsHandledToHalf} \times 1.0}{(\text{Route}_{\text{Half Hour}}.\text{CallsHandledToHalf} + \text{Route}_{\text{Half Hour}}.\text{CallsAbandQToHalf})} \)

**Aban**

The number of abandoned tasks to a service or route during the interval (for example, during the current half-hour).

Derived from: \( \text{Route}_{\text{Half Hour}}.\text{CallsAbandQToHalf} \)
% Aban
The percentage of abandoned tasks to a service or route during the interval (for example, during the current half-hour).
Derived from: Route_Half_Hour.CallsAbandQToHalf * 1.0 / (Route_Half_Hour.CallsHandledToHalf + Route_Half_Hour.CallsAbandQToHalf)

Route Summary
A summary of all fields for each route.

routes13: Route Historical All Fields Report

<table>
<thead>
<tr>
<th>Overview:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Title</strong></td>
</tr>
<tr>
<td><strong>Subject</strong></td>
</tr>
<tr>
<td><strong>Purpose</strong></td>
</tr>
<tr>
<td><strong>Applicable environment</strong></td>
</tr>
<tr>
<td><strong>Template type</strong></td>
</tr>
<tr>
<td><strong>Default sort order</strong></td>
</tr>
<tr>
<td><strong>Drilldowns available</strong></td>
</tr>
<tr>
<td><strong>Schema database tables</strong></td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>

Data:

Route
The name of the route.
Derived from: Route.EnterpriseName

Route ID
The route ID number.
Derived from: Route.RouteID

DateTime
The date and time at the start of the half-hour interval.
Derived from: Route_Half_Hour.DateTime
TimeZone
The time zone for the date and time. The value is the offset in minutes from GMT.
Derived from: Route_Half_Hour.TimeZone

Offered
The total of incoming tasks plus internal tasks offered on this route during the half-hour interval.
Derived from: Route_Half_Hour.CallsOfferedToHalf

Incoming
The total of incoming tasks on this route during the half-hour interval. Incoming tasks include only Inbound ACD tasks arriving on trunks (that is, tasks that are not internally generated).
Derived from: Route_Half_Hour.CallsIncomingToHalf

Handled
The total number of tasks handled on this route during the half-hour interval. CallsHandled includes all tasks handled by any answering resource for the route (for example, an IVR, agent, or voice mail port).
Derived from: Route_Half_Hour.CallsHandledToHalf

Routed
The total tasks the ICM software sent to this route during the half-hour interval.
Derived from: Route_Half_Hour.CallsRoutedToHalf

Aband in Queue
The number of tasks abandoned in queue on this route during the half-hour interval.
Derived from: Route_Half_Hour.CallsAbandQToHalf

Service Level
The cumulative ICM service level for the route during the half-hour interval. The ICM software uses the same type of service level calculation as specified for the service associated with the route.
Derived from: Route_Half_Hour.ServiceLevelToHalf

Service Level Tasks
The cumulative total of tasks to the route answered within the ICM service level during the half-hour interval.
Derived from: Route_Half_Hour.ServiceLevelCallsToHalf
Peripheral, Route, and Routing Client Reports

routes13: Route Historical All Fields Report

**Service Level Aban**
Cumulative total of tasks to the route abandoned within the ICM service level during the half-hour interval.
Derived from: Route_Half_Hour.ServiceLevelAbandToHalf

**Service Level Offered**
The number of tasks to the route answered or abandoned during the half-hour interval.
Derived from: Route_Half_Hour.ServiceLevelCallsOfferedToHalf

**Avg Delay Q**
The average delay in seconds for tasks queued for the route during the half-hour interval. The value is calculated as follows:
\[ \text{DelayQ} = \frac{\text{TimeToHalf}}{\text{CallsQToHalf}} \]
Derived from: Route_Half_Hour.AvgDelayQToHalf

**Delay Q Time**
The sum of delay time of all tasks in queue for the route during the half-hour interval. This field is populated with the LocalQTime from the Termination_Call_Detail record.
Derived from: Route_Half_Hour.DelayQTimeToHalf

**Queued**
The number of tasks to the route in queue during the half-hour interval. A call that queues multiple times is counted as queued once for the route.
Derived from: Route_Half_Hour.CallsQToHalf

**Avg Delay Q Aband**
The average delay time of tasks to the route that were abandoned in queue during the half-hour interval. This value is calculated as follows:
\[ \text{DelayQAband} = \frac{\text{TimeToHalf}}{\text{CallsAbandQToHalf}} \]
Derived from: Route_Half_Hour.AvgDelayQAbandToHalf

**Avg Delay Q Aband Time**
The total number of seconds that tasks to the route that were abandoned in queue waited during the interval. These are tasks that existed in the queue but were abandoned before being handled by an agent or trunk device.
Derived from: Route_Half_Hour.DelayQAbandTimeToHalf

**Answer Wait Time**
The sum of answer wait time in seconds for all incoming tasks to the route during the half-hour interval.
Derived from: Route_Half_Hour.AnswerWaitTimeToHalf
ASA (Average Speed of Answer)

The Average answer wait time for all incoming tasks to the route in the half-hour interval. This value is calculated as follows: AnswerWaitTimeToHalf / CallsAnsweredToHalf.

Derived from: Route_Half_Hour.AvgSpeedAnswerToHalf

Avg Talk Time

The average talk time in seconds for tasks to the route. Talk time includes the time that tasks were in a talking or hold state. It is populated with the TalkTime and HoldTime associated with call to the route (from Termination_Call_Detail). This value is calculated as follows: TalkTimeToHalf / CallsHandledToHalf. The field is updated in the database when all after-call work associated with the call is completed.

Derived from: Route_Half_Hour.AvgTalkTimeToHalf

Talk Time

The number of seconds the call was talking plus the number of seconds the call was on hold. TalkTime for routes and services is taken from the TalkTime and HoldTime fields in the Termination_Call_Detail records. It is updated in the database when any after-call work associated with the call is completed.

Derived from: Route_Half_Hour.TalkTimeToHalf

AHT

The average handled tasks time in seconds for tasks counted as handled for the route during the half-hour interval.

HandleTime is tracked only for inbound ACD tasks that are counted as handled for the service. HandleTime is the time spent from the call being answered by the agent to the time the agent completed after-call work time for the call. This includes any TalkTime, HoldTime, and WorkTime associated with the call (all from Termination_Call_Detail). This value is calculated as follows: HandleTimeToHalf / CallsHandledToHalf. The AvgHandleTime value is updated in the database when the after-call work time associated with the call is completed.

Derived from: Route_Half_Hour.AvgHandleTimeToHalf

Handle Time

The total time in seconds that tasks were handled for the route during the half-hour interval.

Handle time is tracked only for inbound ACD tasks that are counted as handled for the route. HandleTime is the time spent from the call being answered by the agent to the time the agent completed after-call work time for the call. This includes any HoldTime, TalkTime, and WorkTime associated with the call (from Termination_Call_Detail). The HandleTime and AvgHandleTime values are updated in the database when the after-call work time associated with the call is completed.

Derived from: Route_Half_Hour.HandleTimeToHalf
Ans

The total number of tasks answered by agents, IVRs, or voice-mail ports for the route during the half-hour interval.
Derived from: Route_Half_Hour.CallsAnsweredToHalf

Longest Task Aband

The longest time in seconds a call was in queue for the route before being abandoned during the half-hour interval. This includes the LocalQTime, DelayTime, and RingTime for the call from the Termination_Call_Detail record.
Derived from: Route_Half_Hour.LongestCallAbandTime

Longest Task Delay Q

The longest time in seconds a call was in queue for the route before being answered during the half-hour interval. This includes the LocalQTime for the call from the Termination_Call_Detail record.
Derived from: Route_Half_Hour.LongestCallDelayQTime

Recovery Key

A value used internally by the ICM software to track virtual time.
Derived from: Route_Half_Hour.RecoveryKey

Recovery Day

A value used internally by the ICM software to track virtual time.
Derived from: Route_Half_Hour.RecoveryDay

Short Tasks

The total number of tasks to the route that were too short to be considered abandoned during the half-hour interval. A call is determined to be a short call if it is abandoned before the Abandoned Call Wait Time expired. Short tasks are not considered abandoned, nor are they accounted for in any of the ICM abandoned tasks calculations.
Derived from: Route_Half_Hour.ShortCallsToHalf

Short Task Time

The time, in seconds, accumulated by tasks that were too short to be counted as abandoned during the half-hour interval. These tasks were abandoned before the abandoned call wait time expired.
Derived from: Route_Half_Hour.ShortCallsTimeToHalf
**Forced Closed Tasks**

The number of tasks to the route that were determined to be closed following an interruption in data during the half-hour interval. ForcedClosedCalls are tasks that terminated because of errors tracking the call’s state transition. Calls may become forced closed if there is lack of events from the ACD’s CTI interfaces (for example, a lack of a Disconnect event, or failure on the switch’s CTI connection).

Derived from: Route_Half_Hour.ForcedClosedCallsToHalf

**Overflow In**

The number of tasks that the peripheral retargeted, or overflowed, into the route during the half-hour interval. The ICM software keeps counts of the number of tasks moved out of each service or route (overflowed out) and moved into each service or route (overflowed in).

Derived from: Route_Half_Hour.OverflowInToHalf

**Overflow Out**

The number of tasks the peripheral retargeted, or overflowed, out of the route during the half-hour interval. The ICM software keeps counts of the number of tasks moved our of each service or route (overflowed out) and moved into each service or route (overflowed in).

Derived from: Route_Half_Hour.OverflowOutToHalf

**Hold Time**

The total hold time in seconds for tasks to the route that ended during the half-hour interval.

Derived from: Route_Half_Hour.HoldTimeToHalf

**Blind Transfer Out**

The number of tasks that were blind transferred out for this route during the half-hour interval.

Derived from: Route_Half_Hour.BlindTransferOutToHalf
Routing client reports

The historical template for routing clients takes data from the Route_Half_Hour table. To arrive at daily values, WebView sums the Route_Half_Hour rows for each day.

The following table shows all the ICM routing client report templates that WebView provides. Click on the name of the report in the following table to see more detailed information about the data in that report, and how the data is derived from the ICM software database.

**Table 9-3 Routing Client Templates**

<table>
<thead>
<tr>
<th>Template Name</th>
<th>Applicable Environment</th>
<th>Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>rtecli12: Routing Client Historical All Fields Report, page 9-46</td>
<td>Standard ACD</td>
<td>historical table</td>
<td>All the available agent route historical report data in the Routing_Client_Five_Minute database table</td>
</tr>
</tbody>
</table>

Routing client real-time reports

This section describes the **rtecli11: Routing Client Performance Report, page 9-44**.

**rtecli11: Routing Client Performance Report**

<table>
<thead>
<tr>
<th>Overview:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Title</strong></td>
</tr>
<tr>
<td><strong>Subject</strong></td>
</tr>
<tr>
<td><strong>Purpose</strong></td>
</tr>
<tr>
<td><strong>Applicable environment</strong></td>
</tr>
<tr>
<td><strong>Template type</strong></td>
</tr>
<tr>
<td><strong>Default sort order</strong></td>
</tr>
<tr>
<td><strong>Drilldowns available</strong></td>
</tr>
<tr>
<td><strong>Schema database table</strong></td>
</tr>
</tbody>
</table>
**Data:**

**Physical Controller**
- The enterprise name of the routing client.
- Derived from: `Routing_Client.EnterpriseName`

**DateTime**
- The date and time when the record was generated in MM/DD/YY (month, day, year) and HH:MM:SS (hours, minutes, seconds) format.
- Derived from: `Route_Client_Five_Minute.DateTime`

**Responses**
- The number of route responses to the routing client during the five-minute interval.
- Derived from: `Routing_Client_Five_Minute.ResponseTo5`

**Rcv In Error**
- The number or routing requests from the routing client that produced errors during the five-minute interval.
- Derived from: `Routing_Client_Five_Minute.RcvInErrorTo5`

**Timeout Tasks**
- The number of route responses to the routing client that timed out during the five-minute interval.
- Derived from: `Routing_Client_Five_Minute.TimeoutCallsTo5`

**Max Delay**
- The maximum delay, in milliseconds, of route responses to the routing client during the five-minute interval.
- Derived from: `Routing_Client_Five_Minute.MaxDelay`

**Late Tasks**
- The number of route responses to the routing client that exceeded the late threshold but did not time out.
- Derived from: `Routing_Client_Five_Minute.LateCallsTo5`

**Discarded Tasks**
- The number of routing requests from the routing client that were discarded because of an internal constraint such as buffering.
- Derived from: `Routing_Client_Five_Minute.DiscardedCallsTo5`

**Report Summary**
- A summary of all fields for all routing clients.
Routing client historical reports

This section describes the rtecli12: Routing Client Historical All Fields Report, page 9-46.

rtecli12: Routing Client Historical All Fields Report

<table>
<thead>
<tr>
<th>Overview:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Title</td>
<td>The name you give it when you save the report.</td>
</tr>
<tr>
<td>Subject</td>
<td>A table of all the selected routing clients listing all the available routing-client historical report data for the selected interval.</td>
</tr>
<tr>
<td>Purpose</td>
<td>To show all the available agent route historical report data in the Routing_Client_Five_Minute database table so that you can select which data you want for a customized routing-client historical report</td>
</tr>
<tr>
<td>Applicable environment</td>
<td>Standard ACD</td>
</tr>
<tr>
<td>Template type</td>
<td>Historical table</td>
</tr>
<tr>
<td>Default sort order</td>
<td>By routing client and then by date and time</td>
</tr>
<tr>
<td>Drilldowns available</td>
<td>No</td>
</tr>
<tr>
<td>Schema database tables</td>
<td>Routing Client</td>
</tr>
<tr>
<td></td>
<td>Routing_Client_Five_Minute</td>
</tr>
</tbody>
</table>

Data:

**Routing Client Enterprise Name**

The routing client enterprise name

Derived from: Routing_Client.EnterpriseName

**DateTime**

Central Controller date and time at the start of the five-minute interval.

Derived from: Routing_Client_Five_Minute.DateTime

**Routing ClientID**

The routing client ID number.

Derived from: Routing_Client_Five_Minute.RoutingClientID

**Physical ControllerID**

The Physical Interface Controller ID number.

Derived from: Routing_Client_Five_Minute.PhysicalControllerID
**Timezone**
The time zone for the date and time. The value is the offset in minutes from GMT.
Derived from: Routing_Client_Five_Minute.TimeZone

**Responses5**
The number of route responses to the routing client during the five-minute interval.
Derived from: Routing_Client_Five_Minute.ResponsesTo5

**Mean Response5**
Mean time, in milliseconds, for the responses to the routing client during the five-minute interval.
Derived from: Routing_Client_Five_Minute.MeanResponseTo5

**Rcv In Error5**
The number of requests from the routing client that produced errors during the five-minute interval.
Derived from: Routing_Client_Five_Minute.RcvInErrorTo5

**Timeout Tasks5**
The number of responses to the routing client that timed out during the five-minute interval.
Derived from: Routing_Client_Five_Minute.TimeoutCallsTo5

**Max Delay**
Maximum delay, in milliseconds, of responses to the routing client during the five-minute interval.
Derived from: Routing_Client_Five_Minute.MaxDelay

**Late Tasks5**
The number of responses to the routing client that exceeded the late threshold but did not timeout.
Derived from: Routing_Client_Five_Minute.LateCallsTo5

**Discarded Tasks5**
The number of requests from the routing client discarded because of an internal constraint, such as buffering.
Derived from: Routing_Client_Five_Minute.DiscardedCallsTo5

**Circular Route Responses5**
The number of responses to the routing client during the five-minute interval in which the destination is the same as the source.
Derived from: Routing_Client_Five_Minute.CircularRouteResponsesTo5
Recovery Day
A value used internally by the ICM software to track virtual time.
Derived from: Routing_Client_Five_Minute.RecoveryDay

Recovery Key
A value used internally by the ICM software to track virtual time.
Derived from: Routing_Client_Five_Minute.RecoveryKey

Transl Route Aborted5
The number of translation route requests initiated by the routing client that were aborted during the five-minute interval.
Derived from: Routing_Client_Five_Minute.TranslationRouteAbortedTo5

Transl Route Timeout5
The number of translation route requests received by the routing client that exceeded the timeout threshold during the five-minute interval.
Derived from: Routing_Client_Five_Minute.TranslationRouteTimedOutTo5

New Tasks5
The number of New Task messages the routing client sent to the ICM software during the five-minute interval.
Derived from: Routing_Client_Five_Minute.NewCallTo5

ReqInstr5
The number of Request Instruction messages the routing client sent to the ICM software during the five-minute interval.
Derived from: Routing_Client_Five_Minute.ReqInstrTo5

Connect5
The number of Connect messages the ICM software sent to the routing client during the five-minute interval.
Derived from: Routing_Client_Five_Minute.ConnectTo5

Task Gap5
The number of Call Gap messages the ICM software sent to the routing client during the five-minute interval.
Derived from: Routing_Client_Five_Minute.CallGapTo5

Activity Test5
The number of Activity Test messages sent during the five-minute interval.
Derived from: Routing_Client_Five_Minute.ActivityTestTo5
**Task Event Report5**
The number of Call Event Report messages the routing client sent to the ICM software during the five-minute interval.
Derived from: Routing_Client_Five_Minute.CallEventReportTo5

**Reroute Req5**
The number of ReRoute Request messages the routing client sent to the ICM software during the five-minute interval.
Derived from: Routing_Client_Five_Minute.ReRouteReqTo5

**Run Script5**
The number of Run Script messages the ICM software sent to the routing client during the five-minute interval.
Derived from: Routing_Client_Five_Minute.RunScriptTo5

**Script Resp5**
The number of Script Response messages the routing client sent to the ICM software during the five-minute interval.
Derived from: Routing_Client_Five_Minute.ScriptRespTo5

**Dialog Fail5**
The number of Dialog Fail messages the ICM software sent to the routing client during the five-minute interval.
Derived from: Routing_Client_Five_Minute.DialogFailTo5

**Dialog Error Conf5**
The number of Dialog Fail Confirm messages the routing client sent to the ICM software during the five-minute interval.
Derived from: Routing_Client_Five_Minute.DialogErrorConfTo5

**Destination5**
The number of destination labels the ICM software sent to the routing client during the five-minute interval.
Derived from: Routing_Client_Five_Minute.DestinationTo5

**Announcement5**
The number of announcement labels the ICM software sent to the routing client during the five-minute interval.
Derived from: Routing_Client_Five_Minute.AnnouncementTo5

**Periph Queue5**
The number of peripheral queue messages the ICM software sent to the routing client during the five-minute interval.
Derived from: Routing_Client_Five_Minute.PeripheralQueueTo5
**Task Router Queue**

The number of CallRouter queue messages the ICM software sent to the routing client during the five-minute interval.

Derived from: Routing_Client_Five_Minute.CallRouterQueueTo5

**Network Busy**

The number of Busy labels the ICM software sent to the routing client during the five-minute interval.

Derived from: Routing_Client_Five_Minute.NetworkBusyTo5

**Network Ring**

The number of Ring labels the ICM software sent to the routing client during the five-minute interval.

Derived from: Routing_Client_Five_Minute.NetworkRingTo5

**Network Post Query**

The number of Post-Query labels the ICM software sent to the routing client during the five-minute interval.

Derived from: Routing_Client_Five_Minute.NetworkPostQueryTo5

**Network Default**

The number of Network Default responses the ICM software sent to the routing client during the five-minute interval.

Derived from: Routing_Client_Five_Minute.NetworkDefaultTo5

**Network Resource**

The number of Network Resource labels the ICM software sent to the routing client during the five-minute interval.

Derived from: Routing_Client_Five_Minute.NetworkResourceTo5

**Route Select Failure**

The number of Route Select Failure messages the routing client sent to the ICM software during the five-minute interval.

Derived from: Routing_Client_Five_Minute.RouteSelectFailureTo5

**Called Party Busy**

The number of Called Party Busy messages the routing client sent to the ICM software during the five-minute interval.

Derived from: Routing_Client_Five_Minute.CalledPartyBusyTo5

**No Answer**

The number of No Answer messages the routing client sent to the ICM software during the five-minute interval.

Derived from: Routing_Client_Five_Minute.NoAnswerTo5
Answer5
The number of Answered messages the routing client sent to the ICM software during the five-minute interval.
Derived from: Routing_Client_Five_Minute.AnswerTo5

Aban5
The number of Abandoned messages the routing client sent to the ICM software during the five-minute interval.
Derived from: Routing_Client_Five_Minute.AbandonTo5

Disconnect5
The number of Disconnect messages the routing client sent to the ICM software during the five-minute interval.
Derived from: Routing_Client_Five_Minute.DisconnectTo5

Histgr0
The number of tasks routed in a 100 millisecond period.
Derived from: Routing_Client_Five_Minute.Histogram0

Histgr1
The number of tasks routed in a 100 millisecond period.
Derived from: Routing_Client_Five_Minute.Histogram1

Histgr2
The number of tasks routed in a 100 millisecond period.
Derived from: Routing_Client_Five_Minute.Histogram2

Histgr3
The number of tasks routed in a 100 millisecond period.
Derived from: Routing_Client_Five_Minute.Histogram3

Histgr4
The number of tasks routed in a 100 millisecond period.
Derived from: Routing_Client_Five_Minute.Histogram4

Histgr5
The number of tasks routed in a 100 millisecond period.
Derived from: Routing_Client_Five_Minute.Histogram5

Histgr6
The number of tasks routed in a 100 millisecond period.
Derived from: Routing_Client_Five_Minute.Histogram6
Histgr7
The number of tasks routed in a 100 millisecond period.
Derived from: Routing_Client_Five_Minute.Histogram7

Histgr8
The number of tasks routed in a 100 millisecond period.
Derived from: Routing_Client_Five_Minute.Histogram8

Histgr9
The number of tasks routed in a 100 millisecond period.
Derived from: Routing_Client_Five_Minute.Histogram9

Histgr10
The number of tasks routed in a 100 millisecond period.
Derived from: Routing_Client_Five_Minute.Histogram10

Histgr11
The number of tasks routed in a 100 millisecond period.
Derived from: Routing_Client_Five_Minute.Histogram11

Histgr12
The number of tasks routed in a 100 millisecond period.
Derived from: Routing_Client_Five_Minute.Histogram12

Histgr13
The number of tasks routed in a 100 millisecond period.
Derived from: Routing_Client_Five_Minute.Histogram13

Histgr14
The number of tasks routed in a 100 millisecond period.
Derived from: Routing_Client_Five_Minute.Histogram14

Histgr15
The number of tasks routed in a 100 millisecond period.
Derived from: Routing_Client_Five_Minute.Histogram15

Histgr16
The number of tasks routed in a 100 millisecond period.
Derived from: Routing_Client_Five_Minute.Histogram16

Histgr17
The number of tasks routed in a 100 millisecond period.
Peripheral, Route, and Routing Client Reports  

rtecli12: Routing Client Historical All Fields Report

Derived from: Routing_Client_Five_Minute.Histogram17

**Histgr18**
The number of tasks routed in a 100 millisecond period.
Derived from: Routing_Client_Five_Minute.Histogram18

**Histgr19**
The number of tasks routed in a 100 millisecond period.
Derived from: Routing_Client_Five_Minute.Histogram19

**Num Cancel Ind**
The number of cancel indications the IVR routing client sent to the IVR during the five-minute interval.
Derived from: Routing_Client_Five_Minute.NumCancelInd

**Num Release Ind**
The number of release indications the IVR routing client sent to the IVR during the five-minute interval.
Derived from: Routing_Client_Five_Minute.NumReleasInd

**Num Blind Trans Conf5**
The number of blind transfer confirmation messages the routing client sent during the five-minute interval.
Derived from: Routing_Client_Five_Minute.NumBlindTransferConfTo5

**Num Trans Event5**
The number of transfer event messages the routing client sent during the five-minute interval.
Derived from: Routing_Client_Five_Minute.NumTransferEventTo5

**Num Tasks Failed Event5**
The number of task failure event messages the routing client sent during the five-minute interval.
Derived from: Routing_Client_Five_Minute.NumCallFailedEventTo5
Service Reports

This section describes:
- Service Database Tables, page 10-1
- Enterprise service reports, page 10-1
- Peripheral service reports, page 10-68
- Service array reports, page 10-142

Service Database Tables

Service data is stored in the Service_Real_Time and Service_Half_Hour tables. To arrive at daily values, ICM software sums the Service_Half_Hour rows for each day.

Enterprise service reports

An enterprise service is a collection of peripheral services, typically from several contact centers. While each individual service is tied to a specific peripheral, an enterprise service can span several peripherals.

For IPCC contact centers, an enterprise service is composed of one peripheral IVR service and one or more peripheral agent services.

**Note:** Use the Call Type or Skill Group templates for obtaining queue data. For more information, see Missing call in queue information in the service real time and half hour report data fields, page 2-20.

The following table lists the standard enterprise service report templates that WebView provides. You can click on the name of an enterprise service report in the following table to see more detailed information about the data in that report, and how the data is derived from the ICM software's database.
<table>
<thead>
<tr>
<th>Template Name</th>
<th>Applicable Environment</th>
<th>Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>entsvc01: Enterprise Service Queue Delay Status Real Time Report, page 10-4</td>
<td>Standard ACD</td>
<td>real-time bar graph</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 Report, page 10-6</td>
<td>Standard ACD</td>
<td>real-time bar graph</td>
<td>The number of tasks on which agents are talking and the number of tasks in queue.</td>
</tr>
<tr>
<td>entsvc03: Effect of Abandoned Tasks on Enterprise Service Service Levels Report, page 10-7</td>
<td>Standard ACD</td>
<td>real-time table</td>
<td>Tasks offered, handled, abandoned, and the effect of abandoned tasks on service levels.</td>
</tr>
<tr>
<td>entsvc04: Enterprise Service Trend Analysis Report, page 10-9</td>
<td>Standard ACD</td>
<td>real-time table</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 Report, page 10-11</td>
<td>Standard ACD</td>
<td>real time pie chart</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 Report, page 10-12</td>
<td>Standard ACD</td>
<td>Real-Time bar graph</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, page 10-14</td>
<td>Standard ACD</td>
<td>real-time table</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 Report, page 10-17</td>
<td>Standard ACD</td>
<td>real-time table</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 Report, page 10-21</td>
<td>Standard ACD</td>
<td>real-time table</td>
<td>Service array task counts, queue status, and service level data for the last five minutes.</td>
</tr>
<tr>
<td>entsvc12: Tasks Analysis of Enterprise Services Half Hour Report, page 10-48</td>
<td>Standard ACD</td>
<td>historical table</td>
<td>Half-hour task counts, queue delay-time totals, and service level totals.</td>
</tr>
<tr>
<td>entsvc13: Enterprise Service Tasks Offered Daily Report, page 10-50</td>
<td>Standard ACD</td>
<td>historical bar graph</td>
<td>The number of tasks offered per day.</td>
</tr>
<tr>
<td>entsvc14: Enterprise Service Tasks Handled Daily Report, page 10-51</td>
<td>Standard ACD</td>
<td>historical bar graph</td>
<td>The number of tasks handled per day.</td>
</tr>
<tr>
<td>entsvc15: Enterprise Service Tasks Abandoned Daily Report, page 10-52</td>
<td>Standard ACD</td>
<td>historical bar graph</td>
<td>The number of tasks abandoned per day.</td>
</tr>
</tbody>
</table>
The section describes the following real-time reports:

- **entsvc01**: Enterprise Service Queue Delay Status Real Time Report, page 10-4
- **entsvc02**: Enterprise Service Status Real Time Report, page 10-6
- **entsvc03**: Effect of Abandoned Tasks on Enterprise Service Service Levels Report, page 10-7
- **entsvc04**: Enterprise Service Trend Analysis Report, page 10-9
- **entsvc05**: Enterprise Service Tasks Offered Over Half Hour Report, page 10-11
- **entsvc06**: Enterprise Service Service Levels Real Time Report, page 10-12
- **entsvc07**: Enterprise Service Tasks, Averages and Service Levels Real Time, page 10-14
- **entsvc08**: Task and Agent Status Real Time Report, page 10-17
- **entsvc09**: Service Array Tasks, Averages and Service Levels Real Time Report, page 10-21
- **entsvc23**: Enterprise Service Real Time All Fields Report, page 10-24
entsvc01: Enterprise Service Queue Delay Status Real Time Report

### Overview:

<table>
<thead>
<tr>
<th>Overview</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Title</td>
<td>The name you give it when you save the report</td>
</tr>
<tr>
<td>Subject</td>
<td>A bar graph of the selected Enterprise Service(s) showing 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>Purpose</td>
<td>To show the current queue-delay status for the selected enterprise service(s)</td>
</tr>
<tr>
<td>Applicable environment</td>
<td>Standard ACD</td>
</tr>
<tr>
<td>Template type</td>
<td>Real-time bar graph</td>
</tr>
<tr>
<td>Default sort order</td>
<td>By enterprise service</td>
</tr>
<tr>
<td>Drilldowns available</td>
<td>No</td>
</tr>
<tr>
<td>Schema database table</td>
<td>Enterprise_Service, Enterprise_Service_Member, Service_Real_Time</td>
</tr>
</tbody>
</table>

### Data:

**Enterprise Service**

The enterprise name of the enterprise service.

Derived from: Enterprise_Service.EnterpriseName

**Average Delay in Queue**

The average time that tasks spent in the queue for a route or service. Delay time can also take into consideration abandoned tasks. For example, the DelayQAbandTimeToHalf is the sum of delay time for all tasks to a route or service that were abandoned in queue during a half-hour interval.

Derived from: sum(Service_Real_Time.CallsQNowTime) * 1.0 / sum(Service_Real_Time.CallsQNow)

**Minimum Expected Delay**

The ICM software's predicted delay for any new task added to a service or route queue. The expected delay value is valid only if no agents are available for the route or service.

Derived from: min(Service_Real_Time.ExpectedDelay)
**Longest Task in Queue**

The time that the longest task in the queue for the service or route has been in the queue.

Derived from: `max(DateDiff(ss, Service_Real_Time.LongestCallQ, Controller_Time.NowTime))`

**Average Speed of Answer**

The average answer wait time that all tasks handled by the service during the last five minutes waited before being answered.

The average answer wait time is the sum of the time that all incoming tasks to a route or service waited before being answered during the current interval. This includes delay time, queue time, and ring time.

Derived from: `(Service_Real_Time.AnswerWaitTimeTo5) * 1.0 / Service_Real_Time.CallsHandledTo5`
entsvc02: Enterprise Service Status Real Time Report

### Data:

#### Enterprise Service

The enterprise name of the enterprise service.

Derived from: Enterprise_Service.EnterpriseName

#### Active

The number of tasks for the service or route on which agents are in the active or talking state.

The Talking state tracks agents who are in either the Talking In, Talking Out, or Talking Other states (now or during an interval). The time agents spend in each of these states is tracked individually. A more general database table called TalkTime sums the time that agents spend in any of the talking states.

Derived from: sum(Service_Real_Time.AgentsTalking)

#### Tasks in Queue

The number of tasks to the service or route that are in queue at the peripheral.

Derived from: sum(Service_Real_Time.CallsQNow)
entsvc03: Effect of Abandoned Tasks on Enterprise Service Service Levels Report

<table>
<thead>
<tr>
<th>Overview:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Title</strong></td>
</tr>
<tr>
<td><strong>Subject</strong></td>
</tr>
<tr>
<td><strong>Purpose</strong></td>
</tr>
<tr>
<td><strong>Applicable environment</strong></td>
</tr>
<tr>
<td><strong>Template type</strong></td>
</tr>
<tr>
<td><strong>Default sort order</strong></td>
</tr>
<tr>
<td><strong>Drilldowns available</strong></td>
</tr>
</tbody>
</table>
| **Schema database table** | Enterprise_Service
Enterprise_Service_Member
Service_Real_Time |

<table>
<thead>
<tr>
<th>Data:</th>
</tr>
</thead>
</table>

**Enterprise Service**

The enterprise name of the enterprise service.

Derived from: Enterprise_Service.EnterpriseName

**Offered**

The number of tasks offered to a specific route or service. An offered task is an incoming task or internal task that is sent to a specific route or service. In real-time data, a task is counted as offered as soon as it is sent to the route, service, or service array.

Derived from: sum(Service_Real_Time.CallsOfferedHalf)

**Handled**

The number of tasks handled by a specific route or service. A task is counted as handled when it is finished. For example, the CallsHandledTo5 field counts the number of tasks that finished during the five-minute interval. These tasks might have been answered before the interval began.

Derived from: sum(Service_Real_Time.CallsHandledHalf)
Abandoned Tasks:

The number of tasks to a service or route that were abandoned during the interval (for example, during the current half-hour). An abandoned task is a task in which the caller hangs up before the task is answered.

Derived from: sum(Service_Real_Time.CallsAbandQHalf)

Abandoned Within Service Level:

Tasks that are abandoned before reaching the service level threshold. For example, if you set the service level threshold to 15 seconds, and the caller hung up after waiting in queue for ten seconds, this task would be counted as abandoned within the service level. These tasks are used in calculating the three service level types. You can specify that tasks such as these not be counted as abandoned by specifying an abandoned task wait time value.

Derived from: sum(Service_Real_Time.ServiceLevelAbandHalf)

Service Level With Abandoned:

A service level calculated by the ICM software which counts abandoned calls. The service level with abandoned tasks is calculated using one of the following methods:

Abandoned tasks negatively impact service level:

The number of tasks answered within the service level threshold divided by the number of tasks that had a service level event. This treats the abandoned tasks as though they had exceeded the service level threshold.

Abandoned tasks positively impact service level:

The number of tasks answered within the service level threshold plus the number of tasks abandoned within the threshold, all divided by the number of tasks that had a service level event. This treats abandoned tasks as though they were answered within the threshold.

Derived from: sum(Service_Real_Time.ServiceLevelCallsHalf + Service_Real_Time.ServiceLevelAbandHalf) * 1.0/ sum(Service_Real_Time.ServiceLevelCallsOfferedHalf)

Service Level Without Abandoned:

A service level calculated by ICM software which ignores tasks that were abandoned before the service level threshold expired.

The service level without abandoned tasks is calculated as follows: the number of tasks answered within the service level threshold divided by the number of tasks that had a service level event minus the number of tasks that were abandoned before exceeding the service level threshold. Tasks abandoned before the service level threshold expired are removed from this calculation.

Derived from: sum(Service_Real_Time.ServiceLevelCallsHalf) * 1.0/ (sum(Service_Real_Time.ServiceLevelCallsOfferedHalf) - sum(Service_Real_Time.ServiceLevelAbandHalf))

Report Summary:

The total of each field for all enterprise services.
entsvc04: Enterprise Service Trend Analysis Report

<table>
<thead>
<tr>
<th>Overview:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Title</strong></td>
</tr>
<tr>
<td><strong>Subject</strong></td>
</tr>
<tr>
<td><strong>Purpose</strong></td>
</tr>
<tr>
<td><strong>Applicable environment</strong></td>
</tr>
<tr>
<td><strong>Template type</strong></td>
</tr>
<tr>
<td><strong>Default sort order</strong></td>
</tr>
<tr>
<td><strong>Drilldowns available</strong></td>
</tr>
</tbody>
</table>
| **Schema database table** | Enterprise_Service
Enterprise_Service_Member
Service_Real_Time |

**Data:**

**Enterprise Service**

The enterprise name of the enterprise service.

Derived from: Enterprise_Service.EnterpriseName

**Offered5**

The number of tasks offered to a specific route or service in the current five-minute interval. In real-time data, a task is counted as offered as soon as it is sent to the route, service, or service array.

Derived from: Service_Real_Time.CallsOfferedTo5
Ans5
The number of tasks answered by agents or other answering resources of a
route or service in the current five-minute interval.
Derived from: Service_Real_Time.CallsAnsweredTo5

Aban5
The number of tasks to a service or route that were abandoned during the
current five-minute interval.
Derived from: Service_Real_Time.CallsAbandQTo5

Service Level5
A measurement of how well you are meeting your service level goals for
answering tasks. This measurement includes abandoned tasks.
Derived from: (Service_Real_Time.ServiceLevelCallsTo5 +
Service_Real_Time.ServiceLevelAbandTo5) * 1.0 /
Service_Real_Time.ServiceLevelCallsOfferedTo5

Offered30
The number of tasks to a service or route that were offered during the current
half-hour interval.
Derived from: Service_Real_Time.CallsOfferedHalf

Ans30
The number of tasks to a service or route that were answered during the
current half-hour interval.
Derived from: Service_Real_Time.CallsAnsweredHalf

Aban30
The number of tasks to a service or route that were abandoned during the
current half-hour interval.
Derived from: Service_Real_Time.Service_Real_Time.CallsAbandQHalf

Service Level30
A measurement of how well you are meeting your service level goals for
answering tasks. This measurement does not include abandoned tasks.
Derived from: (Service_Real_Time.ServiceLevelCallsHalf +
Service_Real_Time.ServiceLevelAbandHalf) * 1.0 /
Service_Real_Time.ServiceLevelCallsOfferedHalf

Offered Today
The number of tasks offered to a service or route during the current day.
Derived from: Service_Real_Time.CallsOfferedToday
**Ans Today**

The number of tasks answered by a service during the current day.
Derived from: Service_Real_Time.CallsAnsweredToday

**Aban Today**

The number of tasks abandoned by a service during the current day.
Derived from: Service_Real_Time.CallsAbandQToday

**Service Level Today**

The service level for the day.
Derived from: (Service_Real_Time.CallsOfferedToday + Service_Real_Time.CallsToday) * 1.0 / Service_Real_Time.CallsOfferedToday

**Report Summary**

The total of each field for all enterprise services.

---

### Overview:

<table>
<thead>
<tr>
<th>Title</th>
<th>The name you give it when you save the report</th>
</tr>
</thead>
<tbody>
<tr>
<td>Subject</td>
<td>A pie chart of the selected Enterprise Service(s) showing the percentage distribution of tasks offered since the end of the last half-hour interval.</td>
</tr>
<tr>
<td>Purpose</td>
<td>To show enterprise service half-hour task distribution</td>
</tr>
<tr>
<td>Applicable environment</td>
<td>Standard ACD</td>
</tr>
<tr>
<td>Template type</td>
<td>Real-time Pie Chart</td>
</tr>
<tr>
<td>Default sort order</td>
<td>By enterprise service</td>
</tr>
<tr>
<td>Drilldowns available</td>
<td>No</td>
</tr>
<tr>
<td>Schema database table</td>
<td>Enterprise_Service, Enterprise_Service_Member, Service_Real_Time</td>
</tr>
</tbody>
</table>

### Data:

**Enterprise Service**

The enterprise name of the enterprise service.
Derived from: Enterprise_Service.EnterpriseName
Tasks Offered
The number of tasks offered to a specific route or service. An offered task is an incoming task or internal task that is sent to a specific route or service. In real-time data, a task is counted as offered as soon as it is sent to the route, service, or service array.

Derived from: Service_Real_Time.CallsOfferedHalf

entsvc06: Enterprise Service Service Levels Real Time Report

<table>
<thead>
<tr>
<th>Overview:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Title</td>
<td>The name you give it when you save the report</td>
</tr>
<tr>
<td>Subject</td>
<td>A bar graph of the selected Enterprise Service(s) showing service levels since the end of the last five-minute interval, the last half-hour interval, and since midnight.</td>
</tr>
<tr>
<td>Purpose</td>
<td>To show the service-level trend of the selected enterprise services.</td>
</tr>
<tr>
<td>Applicable environment</td>
<td>Standard ACD</td>
</tr>
<tr>
<td>Template type</td>
<td>Real-time bar graph</td>
</tr>
<tr>
<td>Default sort order</td>
<td>By enterprise service</td>
</tr>
<tr>
<td>Drilldowns available</td>
<td>No</td>
</tr>
</tbody>
</table>
| Schema database table | Enterprise_Service
Enterprise_Service_Member
Service_Real_Time |

Data:

Enterprise Service
The enterprise name of the enterprise service.

Derived from: Enterprise_Service.EnterpriseName
**Service Level** (last five minutes)

A measurement of how well you are meeting your goals for answering tasks. More precisely, the service level is the percentage of incoming tasks that are answered within a specified service level threshold. Three slightly different calculations can be used for the service level. Specifically, abandoned tasks can be accounted in three different ways:

- Abandoned tasks ignored
- Abandoned tasks have negative impact
- Abandoned tasks have positive impact

ICM software keeps track of two different service levels: the peripheral service level is the service level as calculated by the peripheral; ICM service level is the service level as calculated by ICM software.

Derived from: \[
\frac{\text{sum} \left( \text{Service\_Real\_Time\_ServiceLevelCallsTo5} + \text{Service\_Real\_Time\_ServiceLevelAbandTo5} \right)}{\text{sum} \left( \text{Service\_Real\_Time\_ServiceLevelCallsOfferedTo5} \right)}
\]

**Service Level** (current half-hour)

Same as above, with calculations adjusted for the current half-hour.

Derived from: \[
\frac{\text{sum} \left( \text{Service\_Real\_Time\_ServiceLevelCallsHalf} + \text{Service\_Real\_Time\_ServiceLevelAbandHalf} \right)}{\text{sum} \left( \text{Service\_Real\_Time\_ServiceLevelCallsOfferedHalf} \right)}
\]

**Service Level** (for today)

Same as above, with calculations adjusted for the time period since midnight.

Derived from: \[
\frac{\text{sum} \left( \text{Service\_Real\_Time\_ServiceLevelCallsToday} + \text{Service\_Real\_Time\_ServiceLevelAbandToday} \right)}{\text{sum} \left( \text{Service\_Real\_Time\_ServiceLevelCallsOfferedToday} \right)}
\]
Data:

Enterprise Service
   The enterprise name of the enterprise service.
   Derived from: Enterprise_Service.EnterpriseName

Active
   The number of tasks for the service or route on which agents are busy (that is, the agent handling the task is currently in the active or talking state).
   Derived from: Service_Real_Time.AgentsTalking

Queued
   The number of tasks to the service or route that are in queue at the peripheral.
   Derived from: Service_Real_Time.CallsQNow

Avg Delay
   The sum of time that tasks spent in the queue for a route or service. Delay time can also take into consideration abandoned tasks. For example, the DelayQAbandTimeToHalf is the sum of delay time for all tasks to a route or service that were abandoned in queue during a half-hour interval.
   Derived from: Service_Real_Time.CallsQNowTime * 1.0 / Service_Real_Time.CallsQNow
Longest in Queue
The time that the longest task in queue for the service or route has been in the queue.
Derived from: DateDiff(seconds, Service_Real_Time.LongestCallQ, Controller_Time.NowTime )

Offered5
The number of tasks offered to a specific route or service. An offered task is an incoming task or internal task that is sent to a specific route or service. In real-time data, a task is counted as offered as soon as it is sent to the route, service, or service array.
Derived from: Service_Real_Time.CallsOfferedTo5

Handled5
The number of tasks handled by a specific route or service. A task is counted as handled when it is finished. For example, the CallsHandledTo5 field counts the number of tasks that finished during the five-minute interval. These tasks might have been answered before the interval began.
Derived from: Service_Real_Time.CallsHandledTo5

% Handled5
The percentage of tasks that were offered to the service in the last five minutes that were handled by the service.
Derived from: (Service_Real_Time.CallsHandledTo5) * 1.0 / (Service_Real_Time.CallsHandledTo5 + Service_Real_Time.CallsAbandQTo5)

Aban5
The number of tasks to a service or route that were abandoned during the interval. An abandoned task is a task in which the caller hangs up before the call is answered.
Derived from: Service_Real_Time.CallsAbandQTo5

% Aban5
The percentage of tasks offered to the service in the last five minutes that were abandoned.
Derived from: (Service_Real_Time.CallsAbandQTo5) *1.0/ (Service_Real_Time.CallsHandledTo5 + Service_Real_Time.CallsAbandQTo5)

ASA5
The average speed of answer wait time that all tasks offered to the service during the half-hour interval waited before being answered.
Derived from: Service_Real_Time.AnswerWaitTimeTo5 * 1.0 / Service_Real_Time.CallsAnsweredTo5
AHT5
The average handle time for tasks handled by agents for the service or skill group. Handle time includes the time agents spend in the Talking In, Hold, Work Ready, and Work Not Ready states.
Derived from: \[
\frac{\text{sum} (\text{Service Real Time.HandleTimeTo5})}{\text{sum} (\text{Service Real Time.CallsHandledTo5})}
\]

ATT5
The average time that agents in a skill group were in the Talking In, Talking Out, and Talking Other states during an interval.
Derived from: \[
\frac{\text{Service Real Time.TalkTimeTo5} \times 1.0}{\text{Service Real Time.CallsHandledTo5}}
\]

Service Level5
A measurement of how well you are meeting your goals for answering tasks. More precisely, the service level is the percentage of incoming tasks that are answered within a specified service level threshold. Three slightly different calculations can be used for the service level. Specifically, abandoned tasks can be accounted in three different ways:
- Abandoned tasks ignored
- Abandoned tasks have negative impact
- Abandoned tasks have positive impact
ICM software keeps track of two different service levels: the peripheral service level is the service level as calculated by the peripheral; the ICM service level is the service level as calculated by the ICM software.
Derived from: \[
\frac{(\text{Service Real Time.ServiceLevelCallsTo5} + \text{Service Real Time.ServiceLevelAbandTo5}) \times 1.0}{\text{Service Real Time.ServiceLevelCallsOfferedTo5}}
\]

Service Level30
Same as above, with calculations for the current half hour.
Derived from: \[
\frac{(\text{Service Real Time.ServiceLevelCallsHalf} + \text{Service Real Time.ServiceLevelAbandHalf}) \times 1.0}{\text{Service Real Time.ServiceLevelCallsOfferedHalf}}
\]

Service Level Today
Same as above, with calculations for the time period since midnight.
Derived from: \[
\frac{(\text{Service Real Time.ServiceLevelCallsToday} + \text{Service Real Time.ServiceLevelAbandToday}) \times 1.0}{\text{Service Real Time.ServiceLevelCallsOfferedToday}}
\]

Report Summary
The total of each field for all services.
entsvc08: Task and Agent Status Real Time Report

### Overview:

<table>
<thead>
<tr>
<th>Title</th>
<th>The name you give it when you save the report</th>
</tr>
</thead>
<tbody>
<tr>
<td>Subject</td>
<td>A table of the selected Enterprise Service(s) showing task and queue status in real-time where service/skill group mapping is available.</td>
</tr>
<tr>
<td>Purpose</td>
<td>To show current enterprise service task and queue status</td>
</tr>
<tr>
<td>Applicable environment</td>
<td>Standard ACD</td>
</tr>
<tr>
<td>Template type</td>
<td>Real-time table</td>
</tr>
<tr>
<td>Default sort order</td>
<td>By enterprise service</td>
</tr>
<tr>
<td>Drilldowns available</td>
<td>Yes</td>
</tr>
<tr>
<td>Schema database table</td>
<td>Enterprise_Service, Enterprise_Service_Member, Service_Real_Time, Skill_Group_Real_Time, Service_Member</td>
</tr>
</tbody>
</table>

### Data:

**Enterprise Service**

The enterprise name of the enterprise service.

Derived from: Enterprise_Service.EnterpriseName

**Tasks In Progress**

The number of inbound and outbound tasks currently that had previously been offered (for example, calls being played an announcement, queued calls, or connected calls) and are currently being handled for the service.

Derived from: Service_Real_Time.CallsInProgress

**Queued Now**

The number of tasks to the service or route that are in queue at the peripheral.

Derived from: Service_Real_Time.CallsQNow
Handled Now
The number of tasks to the service currently queued for longer than the service level threshold.
Derived from: Service_Real_Time.ServiceLevelCallsQHeld

Log On
The number of agents for the service who are logged on to their primary assignment gate (also referred to as the agent's primary position).

The Rockwell Galaxy ACD allows agents to have primary, secondary, and tertiary assignments to a gate. In this context, a gate is similar to an ICM skill group. For example, if several agents are logged on to their primary assignment gates and these gates, or skill groups, support a service in the report you are viewing, then these agents are counted under primary position manned.

Derived from: Skill_Group_Real_Time.LoggedOn

Avail
The number of agents not currently involved in task work and who are ready to accept tasks.
Derived from: Skill_Group_Real_Time.Avail

Active In
The number of agents talking on inbound tasks. The ICM software tracks the number of agents in the Talking in state and the time agents spend in this state.

Derived from: Skill_Group_Real_Time.TalkingIn

Active Out
The number of agents talking on outbound tasks. The ICM software tracks the number of agents in the Talking out state and the time agents spend in this state.

Derived from: Skill_Group_Real_Time.TalkingOut

Work Ready
The number of agents performing after-task work.
Derived from: Skill_Group_Real_Time.WorkReady

Other
The sum of the time that agents spend in the Not Ready state in which agents are logged on, not involved in any task activity but not ready to accept tasks, and in the Busy Other state in which agents in the skill group are busy in other skill groups.

ASA5
The average answer wait time that all tasks offered to the service during the interval waited before being answered.
Derived from: Service_Real_Time.AnswerWaitTimeTo5 * 1.0 / Service_Real_Time.CallsAnsweredTo5

Service Level5
A measurement of how well you are meeting your service level goals for answering tasks during the last 5 minutes.
Derived from: (Service_Real_Time.ServiceLevelCallsTo5 + Service_Real_Time.ServiceLevelAbandTo5)* 1.0 / Service_Real_Time.ServiceLevelCallsOfferedTo5

Offered 30
The number of tasks offered to a specific route or service.
Derived from: Service_Real_Time.CallsOfferedHalf

Handled 30
The number of tasks handled by a specific route or service.
Derived from: Service_Real_Time.CallsHandledHalf

Aban 30
The number of tasks abandoned by a route or service during the interval.
Derived from: Service_Real_Time.CallsAbandQHalf

% Aban 30
The percentage of tasks to a service or route that were abandoned during the interval.
Derived from: Service_Real_Time.CallsAbandQHalf * 1.0 / Service_Real_Time.CallsOfferedHalf

Service Level30
A measurement of how well you are meeting your service level goals for answering tasks during the last 30 minutes.
ICM software keeps track of two different service levels: the peripheral service level is the service level as calculated by the peripheral; the ICM service level is the service level as calculated by the ICM system.
Derived from: (Service_Real_Time.ServiceLevelCallsHalf + Service_Real_Time.ServiceLevelAbandHalf) * 1.0 / Service_Real_Time.ServiceLevelCallsOfferedHalf + Service_Real_Time.ServiceLevelAbandHalf
ICM30
The percentage of tasks that were routed by the Cisco Intelligent Call Management (ICM) product. The ICM tracks the number of ICM-routed tasks in the CallsRoutedHalf fields of the central and local databases.
Derived from: Service_Real_Time.CallsRoutedHalf * 1.0 / Service_Real_Time.CallsOfferedHalf

Offered Today
The number of tasks offered to a specific route or service.
Derived from: Service_Real_Time.CallsOfferedToday

Handled Today
The number of tasks handled by a specific route or service.
Derived from: Service_Real_Time.CallsHandledToday

Aban Today
The percentage of abandoned tasks to a service or route today.
Derived from: Service_Real_Time.CallsAbandQToday

% Aban Today
The percentage of abandoned tasks to a service or route today.
Derived from: Service_Real_Time.CallsAbandQToday * 1.0 / sum(Service_Real_Time.CallsOfferedToday

Service Level Today
A cumulative measurement of how well you are meeting your service level goals for answering tasks today.
The ICM software keeps track of two different service levels: the peripheral service level is the service level as calculated by the peripheral; the ICM service level is the service level as calculated by the ICM system.
Derived from: (Service_Real_Time.ServiceLevelCallsToday + Service_Real_Time.ServiceLevelAbandToday) * 1.0 / Service_Real_Time.ServiceLevelCallsOfferedToday + Service_Real_Time.ServiceLevelAbandToday

ICM Today
The percentage of tasks that were routed by the CallRouter. The ICM software tracks the number of the ICM-routed tasks in the CallsRoutedHalf fields of the central and local databases.
Derived from: Service_Real_Time.CallsRoutedToday * 1.0 / Service_Real_Time.CallsOfferedToday
entsvc09: Service Array Tasks, Averages and Service Levels Real Time Report

### Overview:

<table>
<thead>
<tr>
<th>Title</th>
<th>The name you give it when you save the report</th>
</tr>
</thead>
<tbody>
<tr>
<td>Subject</td>
<td>A table of the selected Enterprise Service(s) showing service array task counts, queue status, and service level data in real time and for the last five minutes.</td>
</tr>
<tr>
<td>Purpose</td>
<td>To show service array tasks, averages, and service levels</td>
</tr>
<tr>
<td>Applicable environment</td>
<td>Standard ACD</td>
</tr>
<tr>
<td>Template type</td>
<td>Real-time table</td>
</tr>
<tr>
<td>Default sort order</td>
<td>By enterprise service</td>
</tr>
<tr>
<td>Drilldowns available</td>
<td>Yes</td>
</tr>
<tr>
<td>Schema database table</td>
<td>Service_Real_Time, Service_Array_Member, Service_Array, Controller_Time</td>
</tr>
</tbody>
</table>

### Data:

**Service Array**

The enterprise name for the service array

Derived from: Service_Array.EnterpriseName

**Active**

The number of tasks for the service or route on which agents are active (that is, the agent handling the task is currently working on a non voice task or in the talking state).

Derived from: Service_Real_Time.AgentsTalking

**Queued**

The number of tasks to the service or route that are in queue at the peripheral.

Derived from: Service_Real_Time.CallsQNow
Avg Delay
The sum of time that tasks spent in the queue for a route or service.
Delay time can also take into consideration abandoned tasks. For example, the DelayQAbandTimeToHalf is the sum of delay time for all tasks to a route or service that were abandoned in queue during a half-hour interval.
Derived from: Service_Real_Time.CallsQNowTime \* 1.0 / Service_Real_Time.CallsQNow

Longest In Queue
The time that the longest task in queue for the service or route has been in the queue.
Derived from: DateDiff(ss, Service_Real_Time.LongestCallQ, Controller_Time.NowTime )

Offered5
The number of tasks offered to a specific route or service. An offered task is an incoming task or internal task that is sent to a specific route or service. In real-time data, a task is counted as offered as soon as it is sent to the route, service, or service array.
Derived from: Service_Real_Time.CallsOfferedTo5

Handled5
The number of tasks handled by a specific route or service. A task is counted as handled when it is finished. For example, the CallsHandledTo5 field counts the number of tasks that finished during the five-minute interval. These tasks might have been answered before the interval began.
Derived from: Service_Real_Time.CallsHandledTo5

% Handled5
The percentage of tasks handled by a route or service in the current five minutes.
Derived from: Service_Real_Time.CallsHandledTo5 / Service_Real_Time.CallsOfferedTo5

Aban5
The number of tasks to a service or route that were abandoned during the interval (for example, during the current five-minute interval). An abandoned task is a task in which the caller hangs up before the task is answered.
Derived from: Service_Real_Time.CallsAbandQTo5
% Aban5
The percentage of tasks abandoned by a route or service in the current five minutes.
Derived from: \( \frac{(Service\_Real\_Time.CallsAbandQTo5) \times 1.0}{Service\_Real\_Time.CallsOfferedTo5} \)

ASA5
The average answer wait time that all tasks offered to the service during the five-minute interval waited before being answered.
Derived from: \( \frac{Service\_Real\_Time.AnswerWaitTimeTo5 \times 1.0}{Service\_Real\_Time.CallsAnsweredTo5} \)

AHT5
The average handle time for tasks handled by agents for the service or skill group. Handle time includes the time agents spend in the Talking In, Hold, Work Ready, and Work Not Ready states.
Derived from: \( \frac{\text{sum}(Service\_Real\_Time.HandleTimeTo5)}{\text{sum}(Service\_Real\_Time.CallsHandledTo5)} \)

ATT5
The average time that agents in a skill group were in the Talking In, Talking Out, and Talking Other states during an interval.
Derived from: \( \frac{Service\_Real\_Time.TalkTimeTo5 \times 1.0}{Service\_Real\_Time.CallsHandledTo5} \)

Service Level5
A measurement of how well you are meeting your goals for answering tasks. More precisely, the service level is the percentage of incoming tasks that are answered within a specified service level threshold. Three slightly different calculations can be used for the service level. Specifically, abandoned tasks can be accounted in three different ways:
- Abandoned tasks ignored
- Abandoned tasks have negative impact
- Abandoned tasks have positive impact
ICM software keeps track of two different service levels: the peripheral service level is the service level as calculated by the peripheral; the ICM service level is the service level as calculated by the ICM system.
Derived from: \( \frac{(Service\_Real\_Time.ServiceLevelCallsTo5 + Service\_Real\_Time.ServiceLevelAbandTo5) \times 1.0}{Service\_Real\_Time.ServiceLevelCallsOfferedTo5} \)
**Service Level30**
Same as above, with calculations for the current half-hour.
Derived from: \( \frac{(Service\_Real\_Time.ServiceLevelCallsHalf + Service\_Real\_Time.ServiceLevelAbandHalf) \times 1.0}{Service\_Real\_Time.ServiceLevelCallsOfferedHalf} \)

**Service Level Today**
Same as above, with calculations for the time period since midnight.
Derived from: \( \frac{(Service\_Real\_Time.ServiceLevelCallsToday + Service\_Real\_Time.ServiceLevelAbandToday) \times 1.0}{Service\_Real\_Time.ServiceLevelCallsOfferedToday} \)

**Report Summary**
The total of each field for all peripheral services.

---

**Overview:**

<table>
<thead>
<tr>
<th>Title</th>
<th>The name you give it when you save the report.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Subject</td>
<td>A table of all the selected enterprise services listing all the service real-time report data.</td>
</tr>
<tr>
<td>Purpose</td>
<td>To show all the available enterprise-service real-time data in the Service_Real_Time database table so that you can select which data you want for a customized enterprise-service real-time report.</td>
</tr>
<tr>
<td>Applicable environment</td>
<td>Standard ACD</td>
</tr>
<tr>
<td>Template type</td>
<td>Real-time table</td>
</tr>
<tr>
<td>Default sort order</td>
<td>By enterprise service</td>
</tr>
<tr>
<td>Drilldowns available</td>
<td>Yes</td>
</tr>
</tbody>
</table>
| Schema database tables | Enterprise_Service
Enterprise_Service_Member
Service_Real_Time |

---

**Data:**

**Enterprise Service**
The enterprise name of the enterprise service.
Derived from: Enterprise_Service.EnterpriseName
Skilltarget ID
The enterprise service's ID number.
Derived from: Service_Real_Time.SkillTargetID

DateTime
The date and time of the selected row's data in MM/DD/YYYY (month, day, year) and HH:MM:SS (hour, minute, second) format.
Derived from: Service_Real_Time.DateTime

Talking
The number of agents for the service currently in the Talking or Active state
Derived from: Service_Real_Time.AgentsTalking

Ans Wait
Sum of answer wait time in seconds for all tasks offered to the service during the current half-hour interval.
Derived from: Service_Real_Time.AnswerWaitTimeHalf

Ans Wait Time5
Sum of answer wait time in seconds for all tasks offered to the service during the current five-minute interval.
Derived from: Service_Real_Time.AnswerWaitTimeTo5

Ans Wait Time Today
Sum of answer wait time in seconds for all tasks offered to the service since midnight.
Derived from: Service_Real_Time.AnswerWaitTimeToday

Avg Delay Q Aban5
Average delay time of abandoned tasks in queue for the service during the current five-minute interval. This value is calculated as follows: \( \frac{\text{DelayQAbandTimeTo5}}{\text{CallsAbandQTo5}} \).
Derived from: Service_Real_Time.AvgDelayQAbandTo5

Avg Delay Q Aban Now
Average delay for tasks currently in queue for the service.
Derived from: Service_Real_Time.AvgDelayQNow

AHT5
Average handle time in seconds for tasks to the service during the current five-minute interval. The value is calculated as follows: \( \frac{\text{HandleTimeTo5}}{\text{CallsHandledTo5}} \).
HandleTime is tracked only for inbound ACD tasks that are counted as handled for the service. HandleTime is the time spent from the task being answered by the agent to the time the agent completed after-task work time for the task. This includes any TalkTime, HoldTime, and WorkTime associated with the task (all from Termination_Call_Detail).

The AvgHandleTime value is updated in the database when the after-task work time associated with the task has completed.

Derived from: Service_Real_Time.AvgHandleTimeTo5

**ASA5**

Average answer wait time for all tasks offered to the service during the current five-minute interval: AnswerWaitTimeTo5 / CallsAnsweredTo5.

Derived from: Service_Real_Time.AvgSpeedAnswerTo5

**ATT5**

Average talk time in seconds for tasks to the service ending during the current five-minute interval. The value is calculated as follows: TalkTimeTo5 / CallsHandledTo5

Talk time includes the time that tasks were in a talking or hold state. It is populated with the TalkTime and HoldTime associated with task to the service or route (from Termination_Call_Detail).

The field is updated in the database when all after-task work associated with the tasks is completed.

Derived from: Service_Real_Time.AvgTalkTimeTo5

**Aban Q**

The number of tasks to this service abandoned while in queue or ringing during the half-hour interval.

Derived from: Service_Real_Time.CallsAbandQHalf

**Aban Q5**

The number of tasks to the service abandoned while in queue or ringing during the current five-minute interval.

Derived from: Service_Real_Time.CallsAbandQTo5

**Aban Q Today**

The number of tasks to this service abandoned while in queue or ringing since midnight.

Derived from: Service_Real_Time.CallsAbandQToday

**Answered30**

The number of tasks to the service answered by agents during the current half-hour interval.

Derived from: Service_Real_Time.CallsAnsweredHalf
Answered5
The number of tasks to the service answered by agents during the current five-minute interval.
Derived from: Service_Real_Time.CallsAnsweredTo5

Answered Today
The number of tasks to the service answered by agents since midnight.
Derived from: Service_Real_Time.CallsAnsweredToday

Handled
The number of tasks handled on the service during the current half-hour interval.
Derived from: Service_Real_Time.CallsHandledHalf

Handled5
The number of tasks handled for the service during the current five-minute interval.
Derived from: Service_Real_Time.CallsHandledTo5

Handled Today
The number of tasks handled on the service since midnight.
Derived from: Service_Real_Time.CallsHandledToday

Incoming30
The number of incoming tasks for this service during the current half-hour interval. Incoming tasks include only Inbound ACD tasks arriving on trunks (that is, tasks that are not internally generated).
Derived from: Service_Real_Time.CallsIncomingHalf

Incoming5
The number of incoming tasks to the service during the current five-minute interval. Incoming tasks include only Inbound ACD tasks arriving on trunks (that is, tasks that are not internally generated).
Derived from: Service_Real_Time.CallsIncomingTo5

Incoming Today
The number of incoming tasks for this service since midnight. Incoming tasks include only Inbound ACD tasks arriving on trunks (that is, tasks that are not internally generated).
Derived from: Service_Real_Time.CallsIncomingToday
In Now
The number of incoming tasks for the service currently in progress.
Derived from: Service_Real_Time.CallsInNow

In Progress
The number of inbound and outbound tasks currently that had previously been offered (for example, tasks being played an announcement, queued tasks, or connected tasks) and are currently being handled for the service.
Derived from: Service_Real_Time.CallsInProgress

Left5
The number of tasks to the service that were removed from queue during the current five-minute interval (used to calculate expected delay).
Derived from: Service_Real_Time.CallsLeftQTo5

Offered30
The number of incoming tasks plus internal tasks offered on this service during the current half-hour interval.
Derived from: Service_Real_Time.CallsOfferedHalf

Offered5
The number of tasks offered to the service during the current five-minute interval.
Derived from: Service_Real_Time.CallsOfferedTo5

Offered Today
The number of incoming tasks plus internal tasks offered on this service since midnight.
Derived from: Service_Real_Time.CallsOfferedToday

Out30
The number of outbound tasks made by agents for the service during the current half-hour interval.
Derived from: Service_Real_Time.CallsOutHalf

Out Now
The number of outbound tasks by agents for the service that are currently in progress.
Derived from: Service_Real_Time.CallsOutNow
Out5
The number of outbound tasks made by agents for the service during the current five-minute interval.
 Derived from: Service_Real_Time.CallsOutTo5

Out Today
The number of outbound tasks made by agents for the service since midnight.
 Derived from: Service_Real_Time.CallsOutToday

Queue Now
The number of tasks to the service in queue now at the peripheral.
 Derived from: Service_Real_Time.CallsQNow

Queue Now Time
Total time of all tasks to the service currently in queue.
 Derived from: Service_Real_Time.CallsQNowTime

Routed30
The number of tasks routed to this service by the ICM software for the current half-hour interval.
 Derived from: Service_Real_Time.CallsRoutedHalf

Routed Today
The number of tasks the ICM software sent to this service since midnight.
 Derived from: Service_Real_Time.CallsRoutedToday

Term Other30
The number of tasks offered to the service but not otherwise accounted for during the current half-hour interval. These are tasks that do not fit into the criteria for handled, abandoned, or transferred tasks. They were terminated for other reasons, which may include drop/no answer, forced busy, or timed out.
 Derived from: Service_Real_Time.CallsTerminatedOtherHalf

Term Other5
The number of tasks offered to the service but not otherwise accounted for during the current five-minute interval. These are tasks that do not fit into the criteria for handled, abandoned, or transferred tasks. They were terminated for other reasons, which may include drop/no answer, forced busy, or timed out.
 Derived from: Service_Real_Time.CallsTerminatedOtherTo5
**Term Other Today**

The number of offered to the service but not otherwise accounted for since midnight. These are tasks that do not fit into the criteria for handled, abandoned, or transferred tasks. They were terminated for other reasons, which may include drop/no answer, forced busy, or timed out.

Derived from: Service_Real_Time.CallsTerminatedOtherToday

**Delay Q Aban**

Sum of delay time of all tasks to service abandoned in queue during the current five-minute interval.

Derived from: Service_Real_Time.DelayQAbanTimeTo5

**Expected Delay**

Predicted delay for any new task added to the service queue. This is valid only if no agents are available.

Derived from: Service_Real_Time.ExpectedDelay

**Handled Time30**

Total handle time in seconds for tasks to the service ending during the current half-hour interval.

Derived from: Service_Real_Time.HandleTimeHalf

**Handled Time5**

Total handle time in seconds for tasks to the service ending during the current five-minute interval.

Derived from: Service_Real_Time.HandleTimeTo5

**Handled Time Today**

Total handle time in seconds for tasks to the service ending since midnight.

Derived from: Service_Real_Time.HandleTimeToday

**Longest Avail**

Time that the longest available agent for the service became available.

Derived from: Service_Real_Time.LongestAvailAgent

**Longest Task Q**

Time that the longest task in the queue for the service was put there.

Derived from: Service_Real_Time.LongestCallQ
**Overflow In30**

The number of tasks the peripheral overflowed into this service during the current half-hour interval.

Derived from: Service_Real_Time.OverflowInHalf

**Overflow In5**

The number of tasks the peripheral overflowed into this service during the current five-minute interval.

Derived from: Service_Real_Time.OverflowInTo5

**Overflow In Mode**

The service accepts overflow in tasks if the delay for the longest delayed task is less than this value. If 0, the service always accepts overflow in tasks; if 127, the service never accepts overflow in tasks.

Derived from: Service_Real_Time.OverflowInMode

**Overflow In Now**

The number of overflowed in tasks now in queue or in progress for the service.

Derived from: Service_Real_Time.OverflowInNow

**Overflow In Today**

The number of tasks overflowed into this service since midnight.

Derived from: Service_Real_Time.OverflowInToday

**Overflow Out30**

The number of tasks overflowed out of this service during the current half-hour interval.

Derived from: Service_Real_Time.OverflowOutHalf

**Overflow Out Mode**

The service attempts to overflow out tasks if the delay for the longest delayed task is greater than this value. If 0, the service attempts to overflow out all tasks; if 127, the service never attempts to overflow out tasks.

Derived from: Service_Real_Time.OverflowOutMode

**Overflow Out Now**

The number of overflowed out tasks for the service now in queue or in progress elsewhere.

Derived from: Service_Real_Time.OverflowOutNow
Overflow Out5
The number of tasks overflowed out of this service during the current
five-minute interval.
Derived from: Service_Real_Time.OverflowOutTo5

Overflow Out Today
The number of tasks overflowed out of this service since midnight.
Derived from: Service_Real_Time.OverflowOutToday

Peripheral SL Tasks30
The number of tasks to the service handled within the peripheral service level
during the current half-hour interval.
Derived from: Service_Real_Time.PeriphServiceLevelCallsHalf

Peripheral SL Tasks Today
The number of tasks to this service handled within the peripheral service level
since midnight.
Derived from: Service_Real_Time.PeriphServiceLevelCallsToday

Peripheral SL
The service level for the service calculated by the peripheral during the current
half-hour interval.
Derived from: Service_Real_Time.PeriphServiceLevelHalf

Peripheral SL Offered30
The number of offered tasks used to calculate the peripheral service level for
the current half-hour interval.
Derived from: Service_Real_Time.PeriphServiceLevelOfferHalf

Peripheral SL Offered Today
The number of offered tasks used to calculate the peripheral service level
since midnight.
Derived from: Service_Real_Time.PeriphServiceLevelOfferToday

Peripheral SL5
The service level for the service calculated by the peripheral during the current
five-minute interval.
Derived from: Service_Real_Time.PeriphServiceLevelTo5

Peripheral SL Today
The service level for the service calculated by the peripheral since midnight.
Derived from: Service_Real_Time.PeriphServiceLevelToday
**SL Aban30**

The number of tasks to the service abandoned within the ICM service level threshold during the current half-hour interval.

Derived from: Service_Real_Time.ServiceLevelAbandHalf

**SL Aban5**

The number of tasks abandoned within the ICM service level threshold during the current five-minute interval.

Derived from: Service_Real_Time.ServiceLevelAbandTo5

**SL Aban Today**

The number of tasks to the service abandoned within the ICM service level threshold since midnight.

Derived from: Service_Real_Time.ServiceLevelAbandToday

**SL Tasks30**

The number of tasks to the service answered within the ICM service level threshold during the current half-hour interval.

Derived from: Service_Real_Time.ServiceLevelCallsHalf

**SL Tasks Offered30**

The number of tasks to the service that have had a service level event during the current half-hour interval.

Derived from: Service_Real_Time.ServiceLevelCallsOfferedHalf

**SL Tasks Offered5**

The number of tasks to the service for which a service level event occurred during the current five-minute interval.

Derived from: Service_Real_Time.ServiceLevelCallsOfferedTo5

**SL Tasks Offered Today**

The number of tasks to the service that have had a service level event since midnight.

Derived from: Service_Real_Time.ServiceLevelCallsOfferedToday

**SL Tasks Q Held**

The number of tasks to the service currently in queue for longer than the service level threshold.

Derived from: Service_Real_Time.ServiceLevel CallsQ Held
**SL Tasks5**
The number of tasks to the service answered within the ICM service level threshold during the current five-minute interval.
Derived from: Service_Real_Time.ServiceLevelCallsTo5

**SL Tasks Today**
The number of tasks to the service answered within the ICM service level threshold since midnight.
Derived from: Service_Real_Time.ServiceLevelCallsToday

**SL30**
ICM service level for the service during the current half-hour interval.
Derived from: Service_Real_Time.ServiceLevelHalf

**SL5**
ICM service level for the service during the current five-minute interval.
Derived from: Service_Real_Time.ServiceLevelTo5

**SL Today**
ICM service level for the service since midnight. The ICM software uses the same type of calculation as specified for the service associated with the service.
Derived from: Service_Real_Time.ServiceLevelToday

**Service Mode Indicator**
The current mode of the service:
1 = Day service
2 = Night service
3 = Closed with answer
4 = Closed, no answer
5 = Transition
6 = Open
13 = Pilot Status Other. Note: This field may also be used to encode overflow information for a Galaxy ACD.
Derived from: Service_Real_Time.ServiceModeIndicator

**Talk Time30**
The total talk time in seconds for tasks to the service ending during the current half-hour interval.
Derived from: Service_Real_Time.TalkTimeHalf
**Talk Time5**

The total talk time in seconds for tasks to the service ending during the current five-minute interval.

Derived from: Service_Real_Time.TalkTimeTo5

**Talk Time Today**

The total talk time in seconds for tasks to the service ending since midnight.

Derived from: Service_Real_Time.TalkTimeToday

**Transfer In30**

The number of tasks transferred into the service during the current half-hour interval.

Derived from: Service_Real_Time.TransferInCallsHalf

**Transfer In5**

The number of tasks transferred into the service during the current five-minute interval.

Derived from: Service_Real_Time.TransferInCallsTo5

**Transfer In Today**

The number of tasks transferred into the service since midnight.

Derived from: Service_Real_Time.TransferInCallsToday

**Transfer Out30**

The number of tasks transferred out of the service during the current half-hour interval.

Derived from: Service_Real_Time.TransferOutCallsHalf

**Transfer Out5**

The number of tasks transferred out of the service during the current five-minute interval.

Derived from: Service_Real_Time.TransferOutCallsTo5

**Transfer Out Today**

The number of tasks transferred out of the service since midnight.

Derived from: Service_Real_Time.TransferOutCallsToday

**Auto Out Now**

The number of agents currently talking on AutoOut (predictive) tasks for the service.

Derived from: Service_Real_Time.AutoOutCallsNow
**Auto Out5**

The number of completed AutoOut (predictive) tasks made by agents for the service during the current five-minute interval. The value is updated in the database when the after-task work time associated with the task (if any) has completed.

Derived from: Service_Real_Time.AutoOutCallsTo5

**Auto Out Time5**

Total handle time, in seconds, for completed AutoOut (predictive) tasks handled by this service during the current five-minute interval.

Handle time includes WorkTime, TalkTime, and HoldTime, all of which are taken from the Termination_Call_Detail records. The AutoOutCallsTime value includes the time spent from the task being initiated to the time the agent completes after-task work time for the task. The value is updated in the database when the after-task work time associated with the task (if any) has completed.

Derived from: Service_Real_Time.AutoOutCallsTimeTo5

**Auto Out Talk Time5**

Total talk time, in seconds, for completed AutoOut (predictive) tasks handled by the service during the current five-minute interval.

This value includes the time spent from the task being initiated to the time the agent begins after-task work for the task. It is based on TalkTime from Termination_Call_Detail. It therefore includes the HoldTime associated with the task. AutoOutCallsTalkTime is updated in the database when the after-task work time associated with the task (if any) has completed.

Derived from: Service_Real_Time.AutoOutCallsTalkTimeTo5

**Auto Out Hold5**

Total number of completed AutoOut (predictive) tasks made for this service since midnight. The value is updated in the database when the after-task work time associated with the task (if any) has completed.

Derived from: Service_Real_Time.AutoOutCallsOnHoldTo5

**Auto Out Hold Time5**

Total handle time, in seconds, for completed AutoOut (predictive) tasks handled by agents for this service since midnight.

Handle time includes WorkTime, TalkTime, and HoldTime, all of which are taken from the Termination_Call_Detail record. The value is updated in the database when the after-task work time associated with the task (if any) has completed.

Derived from: Service_Real_Time.AutoOutCallsOnHoldTimeTo5
Auto Out Today
Total number of completed AutoOut (predictive) tasks made for this service since midnight. The value is updated in the database when the after-task work time associated with the task (if any) has completed.
Derived from: Service_Real_Time.AutoOutCallsToday

Auto Out Time Today
Total handle time, in seconds, for completed AutoOut (predictive) tasks handled by agents for this service since midnight.
Handle time includes WorkTime, TalkTime, and HoldTime, all of which are taken from the Termination_Call_Detail records. The AutoOutCallsTime value includes the time spent from the task being initiated to the time the agent completes after-task work time for the task. The value is updated in the database when the after-task work time associated with the task (if any) has completed.
Derived from: Service_Real_Time.AutoOutCallsTimeToday

Auto Out Talk Time Today
Total talk time, in seconds, for completed AutoOut (predictive) tasks handled by agents for this service since midnight.
This value includes the time spent from the task being initiated to the time the agent begins after-task work for the task. It is based on TalkTime from Termination_Call_Detail. It therefore includes the HoldTime associated with the task. AutoOutCallsTalkTime is updated in the database when the after-task work time associated with the task (if any) has completed.
Derived from: Service_Real_Time.AutoOutCallsTalkTimeToday

Auto Out Hold Today
The number of completed AutoOut (predictive) tasks that agents for this service have placed on hold at least since midnight. The value is updated in the database when the after-task work time associated with the task (if any) has completed.
Derived from: Service_Real_Time.AutoOutCallsOnHoldToday

Auto Out Hold Time Today
The number of seconds AutoOut (predictive) tasks were placed on hold by agents for this service since midnight.
This data element is based on HoldTime from the Termination_Call_Detail record. The value is updated in the database when the after-task work associated with the task (if any) has completed.
Derived from: Service_Real_Time.AutoOutCallsOnHoldTimeToday
**Auto Out30**

The number of completed AutoOut (predictive) tasks made by agents for this service during the half-hour interval. The value is updated in the database when the after-task work time associated with the task (if any) has completed.

Derived from: Service_Real_Time.AutoOutCallsHalf

**Auto Out Time30**

Total handle time, in seconds, for completed AutoOut (predictive) tasks handled by the service during the half-hour interval.

Handle time includes WorkTime, TalkTime, and HoldTime, all of which are taken from the Termination_Call_Detail records. The AutoOutCallsTime value includes the time spent from the task being initiated to the time the agent completes after-task work time for the task. The value is updated in the database when the after-task work time associated with the task (if any) has completed.

Derived from: Service_Real_Time.AutoOutCallsTimeHalf

**Auto Out Talk Time30**

Total talk time, in seconds, for completed AutoOut (predictive) tasks handled by the service during the half-hour interval.

This value includes the time spent from the task being initiated to the time the agent begins after-task work for the task. It is based on TalkTime from Termination_Call_Detail. It therefore includes the HoldTime associated with the task. AutoOutCallsTalkTime is updated in the database when the after-task work time associated with the task (if any) has completed.

Derived from: Service_Real_Time.AutoOutCallsTalkTimeHalf

**Auto Out Hold30**

The number of completed AutoOut (predictive) tasks that agents in the service have placed on hold at least once. The value is updated in the database when the after-task work time associated with the task (if any) has completed.

Derived from: Service_Real_Time.AutoOutCallsOnHoldHalf

**Auto Out Hold Time30**

The number of seconds that AutoOut (predictive) tasks were placed on hold by agents in the skill group during the half-hour interval.

This data element is based on HoldTime from the Termination_Call_Detail record. The value is updated in the database when the after-task work associated with the task (if any) has completed.

Derived from: Service_Real_Time.AutoOutCallsOnHoldTimeHalf
Preview Now

The number of agents currently talking on outbound Preview tasks for the service.

Derived from: Service_Real_Time.PreviewCallsNow

Preview5

The number of outbound Preview tasks made by agents for the service during the current five-minute interval. The value is updated in the database when the after-task work time associated with the task (if any) has completed.

Derived from: Service_Real_Time.PreviewCallsTo5

Preview Time5

Total handle time, in seconds, for completed outbound Preview tasks handled by the service during the current five-minute interval.

Handle time includes WorkTime, TalkTime, and HoldTime, all of which are taken from the Termination_Call_Detail records. The PreviewCallsTime value includes the time spent from the task being initiated to the time the agent completes after-task work time for the task. The value is updated in the database when the after-task work time associated with the task (if any) has completed.

Derived from: Service_Real_Time.PreviewCallsTimeTo5

Preview Talk Time5

Total talk time, in seconds, for completed outbound Preview tasks handled by the service during the current five-minute interval.

This value includes the time spent from the task being initiated to the time the agent begins after-task work for the task. It is based on TalkTime from Termination_Call_Detail. It therefore includes the HoldTime associated with the task. PreviewCallsTalkTime is updated in the database when the after-task work time associated with the task (if any) has completed.

Derived from: Service_Real_Time.PreviewCallsTalkTimeTo5

Preview Hold5

The number of outbound Preview tasks that agents for this service have placed on hold at least once during the five-minute interval. The value is updated in the database when the after-task work time associated with the task (if any) has completed.

Derived from: Service_Real_Time.PreviewCallsOnHoldTo5
Preview Hold Time5
The number of seconds outbound Preview tasks were placed on hold by agents for this service during the five-minute interval.

This data element is based on HoldTime from the Termination_Call_Detail record. The value is updated in the database when the after-task work associated with the task (if any) has completed.

Derived from: Service_Real_Time.PreviewCallsOnHoldTimeTo5

Preview Today
The number of outbound Preview tasks made by agents for this service since midnight. The value is updated in the database when the after-task work time associated with the task (if any) has completed.

Derived from: Service_Real_Time.PreviewCallsToday

Preview Time Today
Total handle time, in seconds, for completed outbound Preview tasks handled by agents for this service since midnight.

Handle time includes WorkTime, TalkTime, and HoldTime, all of which are taken from the Termination_Call_Detail records. The PreviewCallsTime value includes the time spent from the task being initiated to the time the agent completes after-task work time for the task. The value is updated in the database when the after-task work time associated with the task (if any) has completed.

Derived from: Service_Real_Time.PreviewCallsTimeToday

Preview Talk Time Today
Total talk time, in seconds, for completed outbound Preview tasks handled by agents for this service since midnight.

This value includes the time spent from the task being initiated to the time the agent begins after-task work for the task. It is based on TalkTime from Termination_Call_Detail. It therefore includes the HoldTime associated with the task. PreviewCallsTalkTime is updated in the database when the after-task work time associated with the task (if any) has completed.

Derived from: Service_Real_Time.PreviewCallsTalkTimeToday

Preview Hold Today
The number of completed outbound Preview tasks made by agents in the skill group during the half-hour interval.

The value is updated in the database when the after-task work time associated with the task (if any) has completed.

Derived from: Service_Real_Time.PreviewCallsOnHoldToday
**Preview Hold Time Today**

The number of seconds outbound Preview tasks were placed on hold by agents for this service since midnight.

This data element is based on HoldTime from the Termination_Call_Detail record. The value is updated in the database when the after-task work associated with the task (if any) has completed.

Derived from: Service_Real_Time.PreviewCallsOnHoldTimeToday

**Preview30**

The number of completed outbound Preview tasks made by agents for this service during the half-hour interval.

The value is updated in the database when the after-task work time associated with the task (if any) has completed.

Derived from: Service_Real_Time.PreviewCallsHalf

**Preview Time30**

Total handle time, in seconds, for completed outbound Preview tasks handled by this service during the half-hour interval.

Handle time includes WorkTime, TalkTime, and HoldTime, all of which are taken from the Termination_Call_Detail records. The PreviewCallsTime value includes the time spent from the task being initiated to the time the agent completes after-task work time for the task. The value is updated in the database when the after-task work time associated with the task (if any) has completed.

Derived from: Service_Real_Time.PreviewCallsTimeHalf

**Preview Talk Time30**

Total talk time, in seconds, for completed outbound Preview tasks handled by the service during the half-hour interval.

This value includes the time spent from the task being initiated to the time the agent begins after-task work for the task. It is based on TalkTime from Termination_Call_Detail. It therefore includes the HoldTime associated with the task. PreviewCallsTalkTime is updated in the database when the after-task work time associated with the task (if any) has completed.

Derived from: Service_Real_Time.PreviewCallsTalkTimeHalf

**Preview Hold30**

The number of completed outbound Preview tasks that agents for the service have placed on hold at least once.

The value is updated in the database when the after-task work time associated with the task (if any) has completed.

Derived from: Service_Real_Time.PreviewCallsOnHoldHalf
**Preview Hold Time30**

The number of seconds outbound Preview tasks were placed on hold by agents for this service during the half-hour interval.

This data element is based on HoldTime from the Termination_Call_Detail record. The value is updated in the database when the after-task work associated with the task (if any) has completed.

Derived from: Service_Real_Time.PreviewCallsOnHoldTimeHalf

**Reserved Now**

The number of agents currently talking on agent reservation tasks for the service.

Derived from: Service_Real_Time.ReserveCallsNow

**Reserved5**

The number of agent reservation tasks made by agents for this service during the current five-minute interval.

The value is updated in the database when the after-task work time associated with the task (if any) has completed.

Derived from: Service_Real_Time.ReserveCallsTo5

**Reserved Time5**

Total handle time, in seconds, for completed agent reservation tasks handled by agents for the service during the current five-minute interval.

Handle time includes WorkTime, TalkTime, and HoldTime, all of which are taken from the Termination_Call_Detail records. The ReserveCallsTime value includes the time spent from the task being initiated to the time the agent completes after-task work time for the task. The value is updated in the database when the after-task work time associated with the task (if any) has completed.

Derived from: Service_Real_Time.ReserveCallsTimeTo5

**Reserve Talk Time5**

Total talk time, in seconds, for completed agent reservation calls handled by agents for the service during the current five-minute interval.

This value includes the time spent from the task being initiated to the time the agent begins after-task work for the task. It is based on TalkTime from Termination_Call_Detail. It therefore includes the HoldTime associated with the task. ReserveCallsTalkTime is updated in the database when the after-task work time associated with the task (if any) has completed.

Derived from: Service_Real_Time.ReserveCallsTalkTimeTo5
**Reserved Hold5**

The number of agent reservation tasks that agents for this service have placed on hold at least once during the five-minute interval.

The value is updated in the database when the after-task work time associated with the task (if any) has completed.

Derived from: Service_Real_Time.ReserveCallsOnHoldTo5

**Reserved Hold Time5**

The number of seconds agent reservation tasks were placed on hold by agents for this service during the five-minute interval.

This data element is based on HoldTime from the Termination_Call_Detail record. The value is updated in the database when the after-task work associated with the task (if any) has completed.

Derived from: Service_Real_Time.ReserveCallsOnHoldTimeTo5

**Reserved Today**

The number of agent reservation tasks made by agents for this service since midnight.

The value is updated in the database when the after-task work time associated with the task (if any) has completed.

Derived from: Service_Real_Time.ReserveCallsToday

**Reserved Time Today**

Total handle time, in seconds, for completed agent reservation tasks handled by agents for this service since midnight.

Handle time includes WorkTime, TalkTime, and HoldTime, all of which are taken from the Termination_Call_Detail records. The ReserveCallsTime value includes the time spent from the task being initiated to the time the agent completes after-task work time for the task. The value is updated in the database when the after-task work time associated with the task (if any) has completed.

Derived from: Service_Real_Time.ReserveCallsTimeToday

**Reserved Talk Time Today**

Total talk time, in seconds, for completed agent reservation tasks handled by agents for this service since midnight. This value includes the time spent from the task being initiated to the time the agent begins after-task work for the task. It is based on TalkTime from Termination_Call_Detail. It therefore includes the HoldTime associated with the task. ReserveCallsTalkTime is updated in the database when the after-task work time associated with the task (if any) has completed.

Derived from: Service_Real_Time.ReserveCallsTalkTimeToday
Reserved Hold Today
The number of completed agent reservation tasks that agents for this service have placed on hold at least since midnight.
The value is updated in the database when the after-task work time associated with the task (if any) has completed.
Derived from: Service_Real_Time.ReserveCallsOnHoldToday

Reserved Hold Time Today
The number of agent reservation tasks were placed on hold by agents for this service since midnight.
This data element is based on HoldTime from the Termination_Call_Detail record. The value is updated in the database when the after-task work associated with the task (if any) has completed.
Derived from: Service_Real_Time.ReserveCallsOnHoldTimeToday

Reserved30
The number of completed agent reservation tasks made by agents for the service during the half-hour interval.
The value is updated in the database when the after-task work time associated with the task (if any) has completed.
Derived from: Service_Real_Time.ReserveCallsHalf

Reserved Time30
Total handle time, in seconds, for completed agent reservation tasks handled by the service during the half-hour interval.
Handle time includes WorkTime, TalkTime, and HoldTime, all of which are taken from the Termination_Call_Detail records. The ReserveCallsTime value includes the time spent from the task being initiated to the time the agent completes after-task work time for the task. The value is updated in the database when the after-task work time associated with the task (if any) has completed.
Derived from: Service_Real_Time.ReserveCallsTimeHalf

Reserved Talk Time30
Total talk time, in seconds, for completed agent reservation tasks handled by the service during the half-hour interval.
This value includes the time spent from the task being initiated to the time the agent begins after-task work for the task. It is based on TalkTime from Termination_Call_Detail. It therefore includes the HoldTime associated with the task. ReserveCallsTalkTime is updated in the database when the after-task work time associated with the task (if any) has completed.
Derived from: Service_Real_Time.ReserveCallsTalkTimeHalf
Reserved Hold30
The number of completed agent reservation tasks that agents for the service have placed on hold at least once.
The value is updated in the database when the after-task work time associated with the task (if any) has completed.
Derived from: Service_Real_Time.ReserveCallsOnHoldHalf

Reserved Hold Time30
The number of seconds agent reservation tasks were placed on hold by agents for the service during the half-hour interval.
This data element is based on HoldTime from the Termination_Call_Detail record. The value is updated in the database when the after-task work associated with the task (if any) has completed.
Derived from: Service_Real_Time.ReserveCallsOnHoldTimeHalf

Hold Time5
The total hold and/or paused time in seconds for tasks to the service that ended during the current five-minute interval.
Derived from: Service_Real_Time.HoldTimeTo5

Hold Time30
The total hold and/or paused time in seconds for tasks to the service that ended during the current half-hour interval.
Derived from: Service_Real_Time.HoldTimeHalf

Hold Time Today
The total hold and/or paused time in seconds for tasks to the service that ended since midnight.
Derived from: Service_Real_Time.HoldTimeToday
Enterprise service historical reports

This section describes the following historical reports:

- **entsvc11**: Tasks Analysis of Enterprise Services Daily Report, page 10-46
- **entsvc12**: Tasks Analysis of Enterprise Services Half Hour Report, page 10-48
- **entsvc13**: Enterprise Service Tasks Offered Daily Report, page 10-50
- **entsvc14**: Enterprise Service Tasks Handled Daily Report, page 10-51
- **entsvc15**: Enterprise Service Tasks Abandoned Daily Report, page 10-52
- **entsvc16**: Enterprise Service History Daily Report, page 10-53
- **entsvc17**: Enterprise Service Tasks Offered Half Hour Report, page 10-54
- **entsvc18**: Enterprise Gate Analysis Half Hour Report, page 10-55
- **entsvc24**: Enterprise Service Historical All Fields Report, page 10-59

**entsvc11**: Tasks Analysis of Enterprise Services Daily Report

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| **Schema database table** | Enterprise_Service  
Enterprise_Service_Member  
Service_Half_Hour |

**Data:**

**Enterprise Service**

The enterprise name of the enterprise service.

Derived from: Enterprise_Service.EnterpriseName
Date
The date when the record was generated in MM/DD/YY (month, day, year) format.
Derived from: Service_Half_Hour.DateTime

Service Level
ICM software keeps track of two different service levels: the peripheral service level is the service level as calculated by the peripheral; the ICM service level is the service level as calculated by the ICM system.
Derived from: (Service_Half_Hour.ServiceLevelCallsToHalf + Service_Half_Hour.ServiceLevelAbandToHalf) * 1.0 / Service_Half_Hour.ServiceLevelCallsOfferedToHalf

ASA
The average answer wait time that all tasks offered to the service during the half-hour interval waited before being answered.
Derived from: (Service_Half_Hour.AnswerWaitTimeToHalf *1.0)/Service_Half_Hour.CallsAnsweredToHalf

AHT
The average handle time for tasks handled by agents for the service or skill group.
Derived from: (Service_Half_Hour.HandleTimeToHalf * 1.0) / Service_Half_Hour.CallsHandledToHalf

*Avg Delay in Queue
The average time that tasks spent in the queue for a route or service. Delay time can also take into consideration abandoned tasks.
Derived from: (Service_Half_Hour.DelayQTimeToHalf * 1.0) / Service_Half_Hour.CallsQToHalf

Offered
The number of tasks offered to a specific route or service.
Derived from: Service_Half_Hour.CallsOfferedToHalf

Handled
The number of tasks handled by a specific route or service.
Derived from: Service_Half_Hour.CallsHandledToHalf * 1.0 / (Service_Half_Hour.CallsAbandQToHalf + Service_Half_Hour.CallsHandledToHalf)
% Handled
The percentage of tasks handled by a specific route or service.
Derived from: Service_Half_Hour.CallsHandledToHalf / Service_Half_Hour.CallsOfferedToHalf

Aban
The number of abandoned tasks during the interval.
Derived from: Service_Half_Hour.CallsAbandQToHalf

% Aban
The percentage of tasks abandoned during the interval.
Derived from: Service_Half_Hour.CallsAbandQToHalf / Service_Half_Hour.CallsOfferedToHalf

Report Summary
The total of each field for all peripheral services.
Data:

Enterprise Service
The enterprise name of the enterprise service.
Derived from: Enterprise_Service.EnterpriseName

DateTime (no label)
The date and time of the selected row's data in MM/DD/YYYY (month, day, year) and HH:MM:SS (hour, minute, second) format.
Derived from: Service_Half_Hour.DateTime

Service Level
ICM software keeps track of two different service levels: the peripheral service level is the service level as calculated by the peripheral; the ICM service level is the service level as calculated by the ICM system.
Derived from: (Service_Half_Hour.ServiceLevelCallsToHalf + Service_Half_Hour.ServiceLevelAbandToHalf) * 1.0 / Service_Half_Hour.ServiceLevelCallsOfferedToHalf

ASA
The average answer wait time that all tasks offered to the service during the half-hour interval waited before being answered.
Derived from: (Service_Half_Hour.AnswerWaitTimeToHalf *1.0)/Service_Half_Hour.CallsAnsweredToHalf

AHT
The average handle time for tasks handled by agents for the service or skill group.
Derived from: (Service_Half_Hour.HandleTimeToHalf * 1.0) / Service_Half_Hour.CallsHandledToHalf

*Avg Delay in Queue
The average time that tasks spent in the queue for a route or service. Delay time can also take into consideration abandoned tasks.
Derived from: (Service_Half_Hour.DelayQTimeToHalf * 1.0) / Service_Half_Hour.CallsQToHalf

Offered
The number of tasks offered to a specific route or service.
Derived from: Service_Half_Hour.CallsOfferedToHalf

Handled
The number of tasks handled by a specific route or service.
Derived from: Service_Half_Hour.CallsHandledToHalf
% Handled
The percentage of tasks handled by a specific route or service.
Derived from: Service_Half_Hour.CallsHandledToHalf / Service_Half_Hour.CallsOfferedToHalf

Aban
The number of abandoned tasks during the interval (for example, during the current half-hour).
Derived from: Service_Half_Hour.CallsAbandQToHalf

% Aban
The percentage of abandoned tasks.
Derived from: Derived from: Service_Half_Hour.CallsAbandQToHalf / Service_Half_Hour.CallsOfferedToHalf

Service Summary
The total of each field for all selected enterprise services.

entsvc13: Enterprise Service Tasks Offered Daily Report

<table>
<thead>
<tr>
<th>Overview:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Title</td>
</tr>
<tr>
<td>Subject</td>
</tr>
<tr>
<td>Purpose</td>
</tr>
<tr>
<td>Applicable environment</td>
</tr>
<tr>
<td>Template type</td>
</tr>
<tr>
<td>Default sort order</td>
</tr>
<tr>
<td>Drilldowns available</td>
</tr>
</tbody>
</table>
| Schema database table      | Enterprise_Service
                                Enterprise_Service_Member
                                Service_Half_Hour |
Data

**Enterprise Service**

The enterprise name of the enterprise service.
Derived from: Enterprise_Service.EnterpriseName

**Tasks Offered**

The number of tasks offered to a specific route or service. An offered task is an incoming task or internal task that is sent to a specific route or service. In real-time data, a task is counted as offered as soon as it is sent to the route, service, or service array.
Derived from: Service_Half_Hour.CallsOfferedToHalf

extsvc14: Enterprise Service Tasks Handled Daily Report

<table>
<thead>
<tr>
<th>Overview:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Title</strong></td>
</tr>
<tr>
<td><strong>Subject</strong></td>
</tr>
<tr>
<td><strong>Purpose</strong></td>
</tr>
<tr>
<td><strong>Applicable environment</strong></td>
</tr>
<tr>
<td><strong>Template type</strong></td>
</tr>
<tr>
<td><strong>Default sort order</strong></td>
</tr>
<tr>
<td><strong>Drilldowns available</strong></td>
</tr>
<tr>
<td><strong>Schema database table</strong></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>

Data

**Enterprise Service**

The enterprise name of the enterprise service.
Derived from: Enterprise_Service.EnterpriseName

**Tasks Handled**

The number of tasks handled by a specific route or service. A task is counted as handled when it is finished. For example, the CallsHandledToHalf field counts the number of tasks that finished during the half-hour interval. These tasks might have been answered before the interval began.
Derived from: Service_Half_Hour.CallsHandledToHalf
entsvc15: Enterprise Service Tasks Abandoned Daily Report

<table>
<thead>
<tr>
<th>Overview:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Title</strong></td>
</tr>
<tr>
<td><strong>Subject</strong></td>
</tr>
<tr>
<td><strong>Purpose</strong></td>
</tr>
<tr>
<td><strong>Applicable environment</strong></td>
</tr>
<tr>
<td><strong>Template type</strong></td>
</tr>
<tr>
<td><strong>Default sort order</strong></td>
</tr>
<tr>
<td><strong>Drilldowns available</strong></td>
</tr>
<tr>
<td><strong>Schema database table</strong></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>

**Data**

**Enterprise Service**

The enterprise name of the enterprise service.

Derived from: Enterprise_Service.EnterpriseName

*Tasks Abandoned*

The number of tasks to a service or route that were abandoned during the interval.

Derived from: Service_Half_Hour.CallsAbandQToHalf
entsvc16: Enterprise Service History Daily Report

<table>
<thead>
<tr>
<th><strong>Overview:</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Title</strong></td>
</tr>
<tr>
<td><strong>Subject</strong></td>
</tr>
<tr>
<td><strong>Purpose</strong></td>
</tr>
<tr>
<td><strong>Applicable environment</strong></td>
</tr>
<tr>
<td><strong>Template type</strong></td>
</tr>
<tr>
<td><strong>Default sort order</strong></td>
</tr>
<tr>
<td><strong>Drilldowns available</strong></td>
</tr>
</tbody>
</table>
| **Schema database table** | Enterprise_Service
  Enterprise_Service_Member
  Service_Half_Hour |

**Data:**

**Enterprise Service**

The enterprise name of the enterprise service.

Derived from: Enterprise_Service.EnterpriseName

**Tasks Abandoned**

The number of tasks to a service or route that were abandoned during the interval.

Derived from: Service_Half_Hour.CallsAbandQToHalf

**Tasks Handled**

The number of tasks handled by a specific route or service. A task is counted as handled when it is finished. For example, the CallsHandledToHalf field counts the number of tasks that finished during the half-hour interval. These tasks might have been answered before the interval began.

Derived from: Service_Half_Hour.CallsHandledToHalf
Tasks Offered
The number of tasks offered to a specific route or service. An offered task is an incoming task or internal task that is sent to a specific route or service. In real-time data, a task is counted as offered as soon as it is sent to the route, service, or service array.

Derived from: Service_Half_Hour.CallsOfferedToHalf

entsvc17: Enterprise Service Tasks Offered Half Hour Report

<table>
<thead>
<tr>
<th>Overview:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Title</td>
<td>The name you give it when you save the report</td>
</tr>
<tr>
<td>Subject</td>
<td>A table of the selected Enterprise Service(s) showing the half-hour distribution (number) of tasks offered at a half-hour sample rate.</td>
</tr>
<tr>
<td>Purpose</td>
<td>To show the half-hour tasks offered for the selected enterprise services for the selected time period.</td>
</tr>
<tr>
<td>Applicable environment</td>
<td>Standard ACD</td>
</tr>
<tr>
<td>Template type</td>
<td>Historical bar graph</td>
</tr>
<tr>
<td>Default sort order</td>
<td>By enterprise service</td>
</tr>
<tr>
<td>Drilldowns available</td>
<td>No</td>
</tr>
<tr>
<td>Schema database table</td>
<td>Enterprise_Service Enterprise_Service_Member Service_Half_Hour</td>
</tr>
</tbody>
</table>

Data

Enterprise Service
The enterprise name of the enterprise service.

Derived from: Enterprise_Service.EnterpriseName

Tasks Offered
The number of tasks offered to a specific route or service. An offered task is an incoming task or internal task that is sent to a specific route or service. In real-time data, a task is counted as offered as soon as it is sent to the route, service, or service array.

Derived from: Service_Half_Hour.CallsOfferedToHalf
entsvc18: Enterprise Gate Analysis Half Hour Report

Overview:

<table>
<thead>
<tr>
<th>Title</th>
<th>The name you give it when you save the report</th>
</tr>
</thead>
</table>
| Subject | A table of the selected Enterprise Service(s) showing task-handling data for a collection of gates, gathered in half-hour increments.  
A gate is a Rockwell Galaxy term for a peripheral service.  
Fields applicable to a voice domain only are prefixed with an asterisk (*). Such fields are not applicable for e-mail or collaboration media. |
| Purpose | To show gate analysis data for the selected enterprise service(s) for the selected time period. |
| Applicable environment | Standard ACD |
| Template type | Historical table |
| Default sort order | By enterprise service |
| Drilldowns available | Yes |
| Schema database table | Enterprise_Service  
Enterprise_Service_Member  
Service_Half_Hour  
Agent_Skill_Group_Half_Hour |

Data:

Enterprise Service

The enterprise name of the enterprise service.

Derived from: Enterprise_Service.EnterpriseName

Date Time

The date and time of the selected row's data in MM/DD/YYYY (month, day, year) and HH:MM:SS (hour, minute, second) format.

Derived from: Service_Half_Hour.DateTime

Offered

The number of tasks offered to a specific route or service. An offered task is an incoming task or internal task that is sent to a specific route or service. In real-time data, a task is counted as offered as soon as it is sent to the route, service, or service array.

Derived from: Service_Half_Hour.CallsOfferedToHalf
Service Level

A measurement of how well you are meeting your goals for answering tasks. More precisely, the service level is the percentage of incoming tasks that are answered within a specified service level threshold. Three slightly different calculations can be used for the service level. Specifically, abandoned tasks can be accounted in three different ways:

- Abandoned tasks ignored
- Abandoned tasks have negative impact
- Abandoned tasks have positive impact

ICM software keeps track of two different service levels: the peripheral service level is the service level as calculated by the peripheral; the ICM service level is the service level as calculated by the ICM system.

Derived from: \( \frac{(\text{Service}_\text{Half}_\text{Hour}.\text{ServiceLevelCallsToHalf} + \text{Service}_\text{Half}_\text{Hour}.\text{ServiceLevelAbandToHalf}) \times 1.0}{\text{Service}_\text{Half}_\text{Hour}.\text{ServiceLevelCallsOfferedToHalf}} \)

% ICM

The percentage of tasks that were routed by ICM software. ICM software tracks the number of ICM-routed tasks in the CallsRoutedHalf fields of the central and local databases.

Derived from: \( \frac{\text{Service}_\text{Half}_\text{Hour}.\text{CallsRoutedToHalf}}{\text{Service}_\text{Half}_\text{Hour}.\text{CallsOfferedToHalf}} \)

Handled

The number of tasks handled by a specific route or service. A task is counted as handled when it is finished. For example, the CallsHandledToHalf field counts the number of tasks that finished during the half-hour interval. These tasks might have been answered before the interval began.

Derived from: \( \text{Service}_\text{Half}_\text{Hour}.\text{CallsHandledToHalf} \)

% Handled

The percentage of tasks handled by a specific route or service. A task is counted as handled when it is finished. For example, the CallsHandledToHalf field counts the number of tasks that finished during the half-hour interval. These tasks might have been answered before the interval began.

Derived from: \( \frac{\text{Service}_\text{Half}_\text{Hour}.\text{CallsHandledToHalf}}{\text{Service}_\text{Half}_\text{Hour}.\text{CallsOfferedToHalf}} \)

ASA

The average answer wait time that all tasks offered to the service during the half-hour interval waited before being answered.

Derived from: \( \frac{\text{Service}_\text{Half}_\text{Hour}.\text{AnswerWaitTimeToHalf} \times 1.0}{\text{Service}_\text{Half}_\text{Hour}.\text{CallsAnsweredToHalf}} \)
**ATT**

The average time that agents were in the Talking In, Talking Out, and Talking Other states during an interval.

Derived from: 
\[
\frac{(\text{Service}_\text{Half}_\text{Hour.TalkTimeToHalf} \times 1.0)}{\text{Service}_\text{Half}_\text{Hour.CallsHandledToHalf}}
\]

**Avg Wait Time**

The sum of the time that all incoming tasks to a route or service waited before being answered during the current interval. This includes delay time, queue time, and ring time.

Derived from: 
\[
\frac{(\text{Service}_\text{Half}_\text{Hour.HandleTimeToHalf} - \text{Service}_\text{Half}_\text{Hour.TalkTimeToHalf}) \times 1.0}{\text{Service}_\text{Half}_\text{Hour.CallsHandledToHalf}}
\]

**AHT**

The average handle time for tasks handled by agents for the service or skill group. Handle time includes the time agents spend in the Talking In, Hold, Work Ready, and Work Not Ready states.

Derived from: 
\[
\frac{(\text{Service}_\text{Half}_\text{Hour.HandleTimeToHalf} \times 1.0)}{\text{Service}_\text{Half}_\text{Hour.CallsHandledToHalf}}
\]

**Aban**

The number of tasks to a service or route that were abandoned during the interval (for example, during the current half-hour). An abandoned task is a task in which the caller hangs up before the task is answered.

Derived from: 
\[
\text{Service}_\text{Half}_\text{Hour.CallsAbandQToHalf}
\]

**% Aban**

The percentage of tasks to a service or route that were abandoned during the interval.

Derived from: 
\[
\frac{\text{Service}_\text{Half}_\text{Hour.CallsAbandQToHalf}}{\text{Service}_\text{Half}_\text{Hour.CallsOfferedToHalf}}
\]

**% Aban Time**

The percentage of time associated with tasks that were abandoned while offered to the service during the interval.

Derived from: 
\[
\frac{(\text{Service}_\text{Half}_\text{Hour.DelayQAbandTimeToHalf} \times 1.0)}{\text{Service}_\text{Half}_\text{Hour.LoggedOnTimeToHalf}}
\]
Log On Duration
The log on time for all the agents for the service who are logged on to their primary assignment gate (also referred to as the agent's primary position).

The Rockwell Galaxy ACD allows agents to have primary, secondary, and tertiary assignments to a gate. In this context, a gate is similar to an ICM skill group. For example, if several agents are logged on to their primary assignment gates and these gates, or skill groups, support a service in the report you are viewing, then these agents are counted under primary position manned.

Derived from: Skill_Group_Half_Hour.LoggedOnTimeToHalf

% Busy Other
The percentage of time that agents for the enterprise service were in the Busy Other state during the half-hour interval.

Derived from: (Skill_Group_Half_Hour.LoggedOnTimeToHalf - Skill_Group_Half_Hour.AvailTimeToHalf) *100.0 /
Skill_Group_Half_Hour.LoggedOnTimeToHalf

% Avail Time
The percentage of time that agents for the enterprise service were in the Available state during the half-hour interval.

Derived from: Skill_Group_Half_Hour.AvailTimeToHalf / Skill_Group_Half_Hour.LoggedOnTimeToHalf

% Active Time
The percentage of time that agents for the enterprise service were in the active state during the half-hour interval.

Derived from: Skill_Group_Half_Hour.TalkTimeToHalf /
Skill_Group_Half_Hour.LoggedOnTimeToHalf

*% Wrap Up Time
The percentage of time that agents were involved in after-task work. After-task work includes post-task activities, such as completing paperwork or consulting with associates. Agents performing after-task work are either in the Work Ready or Work Not Ready state.

Derived from: (Skill_Group_Half_Hour.WorkReadyTimeToHalf + Skill_Group_Half_Hour.WorkNotReadyTimeToHalf) / logged on time

*% Other
The percentage of time that agents spent in the Not Ready and Busy Other states.

Derived from: (Skill_Group_Half_Hour.LoggedOnTimeToHalf - 
Skill_Group_Half_Hour.AvailTimeToHalf - 
Skill_Group_Half_Hour.TalkTimeToHalf - 
Skill_Group_Half_Hour.WorkReadyTimeToHalf - 
Skill_Group_Half_Hour.WorkNotReadyTimeToHalf) / 
Skill_Group_Half_Hour.LoggedOnTimeToHalf
entsvc24: Enterprise Service Historical All Fields Report

**Overview:**

<table>
<thead>
<tr>
<th>Title</th>
<th>The name you give it when you save the report.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Subject</td>
<td>A table of all the selected enterprise services listing all the available enterprise-service half-hour report data for the selected interval found in the database table. Fields applicable to a voice domain only are prefixed with an asterisk (*). Such fields are not applicable for e-mail or collaboration media.</td>
</tr>
<tr>
<td>Purpose</td>
<td>To show all the available enterprise service historical report data in the Service_Half_Hour database table so that you can select which data you want for a customized enterprise-service historical report</td>
</tr>
<tr>
<td>Applicable environment</td>
<td>Standard ACD</td>
</tr>
<tr>
<td>Template type</td>
<td>Historical table</td>
</tr>
<tr>
<td>Default sort order</td>
<td>By enterprise service</td>
</tr>
<tr>
<td>Drilldowns available</td>
<td>Yes</td>
</tr>
</tbody>
</table>
| Schema database tables | Enterprise_Service  
Enterprise_Service_Member  
Service_Half_Hour |

**Data:**

**Enterprise Service**

The enterprise name of the enterprise service.

Derived from: Enterprise_Service.EnterpriseName

**DateTime**

The date and time of the selected row's data in MM/DD/YYYY (month, day, year) and HH:MM:SS (hour, minute, second) format.

Derived from: Service_Half_Hour.DateTime

**Skilltarget ID**

Foreign key from the Service table.

Derived from: Service_Half_Hour.SkillTargetID
**Timezone**

The time zone for the date and time. The value is the offset in minutes from Greenwich Mean Time (GMT). GMT is the time zone at the meridian at Greenwich, England. This time zone is used as an international standard.

Derived from: Service_Half_Hour.TimeZone

**Out**

The number of outbound tasks placed by agents for the service during the half-hour interval.

Derived from: Service_Half_Hour.CallsOutToHalf

**Term** (terminated)

The number of tasks handled by the service but not otherwise accounted for during the half-hour interval.

Derived from: Service_Half_Hour.CallsTerminatedOtherToHalf

**Offered**

The total of incoming tasks plus internal tasks offered to the service during the half-hour interval.

Derived from: Service_Half_Hour.CallsOfferedToHalf

**SL Offered**

The number of offered tasks used in the peripheral service level calculation for the half-hour interval.

Derived from: Service_Half_Hour.PeriphServiceLevelOfferToHalf

**In Tasks**

The total of incoming tasks to the service during the half-hour interval.

Derived from: Service_Half_Hour.CallsIncomingToHalf

**Transfer In**

The number of tasks transferred into the service during the half-hour interval.

Derived from: Service_Half_Hour.TransferInCallsToHalf

**Handled**

The total tasks handled for the service during the half-hour interval.

Derived from: Service_Half_Hour.CallsHandledToHalf

**Transfer Out**

The number of tasks transferred out of the service during the half-hour interval.

Derived from: Service_Half_Hour.TransferOutCallsToHalf
Routed
The total tasks routed to the service during the half-hour interval.
Derived from: Service_Half_Hour.CallsRoutedToHalf

*Aban Q
The number of tasks abandoned in queue to the service during the half-hour interval.
Derived from: Service_Half_Hour.CallsAbandQToHalf

Peripheral SL
Peripheral service level during the half-hour interval.
Derived from: Service_Half_Hour.PeriphServiceLevelToHalf

Peripheral SL Tasks
The number of tasks to the service answered within the service level, as counted by the peripheral, during the half-hour interval.
Derived from: Service_Half_Hour.PeriphServiceLevelCallsToHalf

SL
The ICM software service level for the service during the half-hour interval.
There are three different ways for calculating service level based on the Effect of Abandoned tasks on the service level configuration parameter:
- Ignore abandoned tasks: service level = ServiceLevelCalls/(ServiceLevelCallsOffered - ServiceLevelAband)
- Negative impact of abandoned tasks: service level = ServiceLevelCalls/(ServiceLevelCallsOffered )
- Positive impact of abandoned tasks: service level = (ServiceLevelCalls + ServiceLevelAband) /ServiceLevelCallsOffered
In the preceding calculations, ServiceLevelCallsOffered are all the tasks answered within the threshold. For example: all tasks answered within 5 minutes.
Derived from: Service_Half_Hour.ServiceLevelToHalf

SL Tasks
The total of tasks to the service answered within the ICM service level threshold during the half-hour interval.
Derived from: Service_Half_Hour.ServiceLevelCallsToHalf

SL Aban
The total of tasks to the service abandoned within the service level threshold during the half-hour interval.
Derived from: Service_Half_Hour.ServiceLevelAbandToHalf
**SL Offered**
The number of tasks to the service that had service level events during the half-hour interval.
Derived from: Service_Half_Hour.ServiceLevelCallsOfferedToHalf

**Avg Delay**
The average delay in the queue for the tasks to the service during the half-hour interval: DelayQTimeToHalf / CallsQToHalf.
Derived from: Service_Half_Hour.AvgDelayQToHalf

**Delay Time**
The sum of the delay time of all the tasks to the service in the queue during the half-hour interval.
Derived from: Service_Half_Hour.DelayQTimeToHalf

**Tasks Q**
The total number of tasks to the service in the queue during the half-hour interval.
Derived from: Service_Half_Hour.CallsQToHalf

**Avg Delay Q Aban**
Average delay time of tasks to the service abandoned in queue during the half-hour interval: DelayQAbandTimeToHalf / CallsAbandQToHalf.
Derived from: Service_Half_Hour.AvgDelayQAbandToHalf

**Delay Q Aban Time**
The total number of seconds that tasks for the service that were abandoned in queue waited during the interval. These are tasks that existed in the queue but were abandoned before being handled by an agent or trunk device.
Derived from: Service_Half_Hour.DelayQAbandTimeToHalf

**ASA**
Average answer wait time for all tasks answered for the service during the half-hour interval: AnswerWaitTimeToHalf / CallsAnsweredToHalf.
Derived from: Service_Half_Hour.AvgSpeedAnswerToHalf

**ASA Time**
Sum of answer wait time in seconds for all tasks answered for the service during the half-hour interval.
Derived from: Service_Half_Hour.AnswerWaitTimeToHalf
ATT
Average task time in seconds for tasks to the service ending during the half-hour interval: TalkTimeToHalf / CallsHandledToHalf.
Derived from: Service_Half.Hour.AvgTalkTimeToHalf

Talk Time
The total time the agent spent in the Active or the Paused state for tasks associated with the service during the interval.
Derived from: Service_Half.Hour.TalkTimeToHalf

AHT
The average handle time of tasks to the service ending during the half-hour interval: HandleTimeToHalf / CallsHandledToHalf.
Derived from: Service_Half.Hour.AvgHandleTimeToHalf

Handle Time
The total handle time in seconds of all tasks to the service ending during the half-hour interval.
Derived from: Service_Half.Hour.HandleTimeToHalf

*Short Tasks
The total number of tasks to the service during the half-hour interval that were too short to be considered abandoned.
A task is determined to be a short task if it is abandoned before the Abandoned Call Wait Time expired. Short tasks are not considered abandoned and they are not accounted for in any of the ICM abandoned tasks calculations. This field is dependent on the AbandonedCallWaitTime threshold.
Derived from: Service_Half.Hour.ShortCallsToHalf

Answered
The total number of tasks answered by agents for the service during the half-hour interval.
Derived from: Service_Half.Hour.CallsAnsweredToHalf

*Longest Aban
Longest time in seconds a task was in queue for the service before being abandoned during the half-hour interval.
Derived from: Service_Half.Hour.LongestCallAbandTime
*Longest Delay
Longest time in seconds a task was in queue for the service before being answered during the half-hour interval.
Derived from: Service_Half_Hour.LongestCallDelayQTime

Recovery Day
A value used internally by ICM software to track virtual time.
Derived from: Service_Half_Hour.RecoveryDay

Recovery Key
A value used internally by ICM software to track virtual time.
Derived from: Service_Half_Hour.RecoveryKey

*Short Tasks Time
Time, in seconds, accumulated by tasks that were too short to be counted as abandoned during the half-hour interval.
Derived from: Service_Half_Hour.ShortCallsTimeToHalf

Forced Close
The number of tasks to the service that were determined to be closed following an interruption in data during the half-hour interval.
Derived from: Service_Half_Hour.ForcedClosedCallsToHalf

Overflow In
The number of tasks the peripheral overflowed into this service during the half-hour interval.
Derived from: Service_Half_Hour.OverflowInToHalf

Overflow Out
The number of tasks the peripheral overflowed out of this service during the half-hour interval.
Derived from: Service_Half_Hour.OverflowOutToHalf

*Auto Out
The total number of completed AutoOut (predictive) tasks made by this service during the half-hour interval. The value is updated in the database when the after-task work time associated with the task (if any) has completed.
Derived From: Service_Half_Hour.AutoOutCallsToHalf
*Auto Out Time*

The total handle time, in seconds, for completed AutoOut (predictive) tasks handled by this service during the half-hour interval.

Handle time includes WorkTime, TalkTime, and HoldTime, all of which are taken from the Termination_Call_Detail records. The AutoOutCallsTime value includes the time spent from the task being initiated to the time the agent completes after-task work time for the task. The value is updated in the database when the after-task work time associated with the task (if any) has completed.

Derived From: Service_Half_Hour.AutoOutCallsTimeToHalf

*Auto Out Talk Time*

The total talk time, in seconds, for completed AutoOut (predictive) tasks handled by the service during the half-hour interval.

This value includes the time spent from the task being initiated to the time the agent begins after-task work for the task. It is based on TalkTime from Termination_Call_Detail. It therefore includes the HoldTime associated with the task. AutoOutCallsTalkTime is updated in the database when the after-task work time associated with the task (if any) has completed.

Derived From: Service_Half_Hour.AutoOutCallsTalkTimeToHalf

*Auto Out Hold*

The total number of completed AutoOut (predictive) tasks that this service has placed on hold at least once. The value is updated in the database when the after-task work time associated with the task (if any) has completed.

Derived From: Service_Half_Hour.AutoOutCallsOnHoldToHalf

*Auto Out Hold Time*

The total number of seconds that AutoOut (predictive) tasks were placed on hold by this service during the half-hour interval.

This data element is based on HoldTime from the Termination_Call_Detail record. The value is updated in the database when the after-task work associated with the task (if any) has completed.

Derived From: Service_Half_Hour.AutoOutCallsOnHoldTimeToHalf

*Preview*

The total number of completed outbound Preview tasks made by this service during the half-hour interval. The value is updated in the database when the after-task work time associated with the task (if any) has completed.

Derived From: Service_Half_Hour.PreviewCallsToHalf

*Preview Time*

The total handle time, in seconds, for completed outbound Preview tasks handled by this service during the half-hour interval.

Handle time includes WorkTime, TalkTime, and HoldTime, all of which are
taken from the Termination_Call_Detail records. The PreviewCallsTime value includes the time spent from the task being initiated to the time the agent completes after-task work time for the task. The value is updated in the database when the after-task work time associated with the task (if any) has completed.

Derived From: Service_Half_Hour.PreviewCallsTimeToHalf

*Preview Talk Time

The total talk time, in seconds, for completed outbound Preview tasks handled by this service during the half-hour interval.

This value includes the time spent from the task being initiated to the time the agent begins after-task work for the task. It is based on TalkTime from Termination_Call_Detail. It therefore includes the HoldTime associated with the task. PreviewCallsTalkTime is updated in the database when the after-task-work time associated with the task (if any) has completed.

Derived From: Service_Half_Hour.PreviewCallsTalkTimeToHalf

*Preview Hold

The total number of completed outbound Preview tasks that this service placed on hold at least once. The value is updated in the database when the after-task work time associated with the task (if any) has completed.

Derived From: Service_Half_Hour.PreviewCallsOnHoldToHalf

*Preview Hold Time

The total number of seconds outbound Preview tasks were placed on hold this service during the half-hour interval. This data element is based on HoldTime from the Termination_Call_Detail record. The value is updated in the database when the after-task work associated with the task (if any) has completed.

Derived From: Service_Half_Hour.PreviewCallsOnHoldTimeToHalf

*Reserved

The total number of completed agent reservation tasks made by this service during the half-hour interval. The value is updated in the database when the after-task work time associated with the task (if any) has completed.

Derived From: Service_Half_Hour.ReserveCallsToHalf

*Reserved Time

The total handle time, in seconds, for completed agent reservation tasks handled by this service during the half-hour interval.

Handle time includes WorkTime, TalkTime, and HoldTime, all of which are taken from the Termination_Call_Detail records. The ReserveCallsTime value includes the time spent from the task being initiated to the time the agent completes after-task work time for the task. The value is updated in the database when the after-task work time associated with the task (if any) has completed.

Derived From: Service_Half_Hour.ReserveCallsTimeToHalf
**Reserved Talk Time**

The total talk time, in seconds, for completed agent reservation tasks handled by the service during the half-hour interval.

This value includes the time spent from the task being initiated to the time the agent begins after-task work for the task. It is based on TalkTime from Termination_Call_Detail. It therefore includes the HoldTime associated with the task. ReserveCallsTalkTime is updated in the database when the after-task work time associated with the task (if any) has completed.

Derived From: Service_Half_Hour.ReserveCallsTalkTimeToHalf

**Reserved Hold**

The total number of completed agent reservation tasks that this service placed on hold at least once. The value is updated in the database when the after-task work time associated with the task (if any) has completed.

Derived From: Service_Half_Hour.ReserveCallsOnHoldToHalf

**Reserved Hold Time**

The total number of seconds agent reservation tasks were placed on hold by this service during the half-hour interval.

This data element is based on HoldTime from the Termination_Call_Detail record. The value is updated in the database when the after-task work associated with the task (if any) has completed.

Derived From: Service_Half_Hour.ReserveCallsOnHoldTimeToHalf

**Hold Time**

The total hold time in seconds for tasks to the service that ended during the half-hour interval.

Derived From: Service_Half_Hour.HoldTimeToHalf

**BlindTransfer Out**

The number of tasks that were blind transferred out by agents in this service during the half-hour interval.

Derived From: Service_Half_Hour.BlindTransfersOutToHalf

**Report Summary**

Summaries for each field in the table.
Peripheral service reports

A peripheral service is a service that is tied to a specific peripheral (ACD, PBX, IVR) in the contact center enterprise. A single peripheral might have several services defined such as Sales, Technical Support, and Customer Accounts.

**Note**: Use the Call Type or Skill Group templates for obtaining queue data. For more information, see Missing call in queue information in the service real time and half hour report data fields, page 2-20.

The following table lists all the ICM peripheral service report templates that WebView provides. You can click on the name of a peripheral service report in the following table to see more detailed information about the data in that report, and how the data is derived from the ICM software's database.

**Table 10-2 Peripheral Service Templates**

<table>
<thead>
<tr>
<th>Template Name</th>
<th>Applicable Environment</th>
<th>Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>persvc01: Peripheral Service Queue Delay Status Real Time Report, page 10-71</td>
<td>Standard ACD</td>
<td>real-time bar graph</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 Report, page 10-73</td>
<td>Standard ACD</td>
<td>real-time bar graph</td>
<td>Number of tasks on which agents are talking and the number of tasks in queue.</td>
</tr>
<tr>
<td>persvc03: Effect of Abandoned Tasks on Peripheral Service Levels Report, page 10-74</td>
<td>Standard ACD</td>
<td>real-time table</td>
<td>Calls offered, handled, abandoned, and the effect of abandoned tasks on service levels.</td>
</tr>
<tr>
<td>persvc04: Peripheral Service Tasks Trend Analysis Real Time Report, page 10-76</td>
<td>Standard ACD</td>
<td>real-time table</td>
<td>Call 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 Report, page 10-78</td>
<td>Standard ACD</td>
<td>real time Pie Chart</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 Report, page 10-79</td>
<td>Standard ACD</td>
<td>real-time bar graph</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 Report, page 10-80</td>
<td>Standard ACD</td>
<td>real-time table</td>
<td>Call 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 Report, page 10-83</td>
<td>Standard ACD</td>
<td>real-time table</td>
<td>Current task and queue status where service/skill group mapping is available.</td>
</tr>
</tbody>
</table>
### Table 10-2 Peripheral Service Templates (continued)

<table>
<thead>
<tr>
<th>Template Name</th>
<th>Applicable Environment</th>
<th>Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>persvc13: Peripheral Service Tasks Offered Daily Report Template, page 10-110</td>
<td>Standard ACD</td>
<td>historical bar graph</td>
<td>Number of tasks offered per day.</td>
</tr>
<tr>
<td>persvc14: Peripheral Service TasksHandled Daily Report, page 10-111</td>
<td>Standard ACD</td>
<td>historical bar graph</td>
<td>Number of tasks handled per day.</td>
</tr>
<tr>
<td>persvc15: Peripheral Service Tasks Abandoned Daily Report, page 10-112</td>
<td>Standard ACD</td>
<td>historical bar graph</td>
<td>Number of tasks abandoned per day.</td>
</tr>
<tr>
<td>persvc16: Peripheral Service History Daily Report, page 10-113</td>
<td>Standard ACD</td>
<td>historical bar graph</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 Report Template, page 10-114</td>
<td>Standard ACD</td>
<td>historical bar graph</td>
<td>Distribution (the number) of tasks offered at a half-hour sample rate.</td>
</tr>
<tr>
<td>persvc20: Peripheral Service for IVR Queue Half Hour Report, page 10-119</td>
<td>IPCC</td>
<td>historical table</td>
<td>Activity in the selected IVR service(s) within the selected half-hour interval(s).</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>The persvc20 and persvc21 reports are for IVR services that reside on IVR PGs that have Service Control reporting enabled and queue reporting enabled.</td>
</tr>
<tr>
<td>persvc21: Peripheral Service IVR Queue Daily Report, page 10-121</td>
<td>IPCC</td>
<td>historical table</td>
<td>Daily activity in the selected IVR service(s).</td>
</tr>
<tr>
<td>persvc22: Peripheral Service IVR Self-Service Half Hour Report, page 10-123</td>
<td>IPCC and/or standard ACD</td>
<td>historical table</td>
<td>IVR service activity for the selected half-hour interval(s).</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>The persvc22 and persvc23 reports are for IVR services that reside on IVR PGs that have Service Control reporting enabled and Queue reporting disabled.</td>
</tr>
</tbody>
</table>
### Table 10-2 Peripheral Service Templates (continued)

<table>
<thead>
<tr>
<th>Template Name</th>
<th>Applicable Environment</th>
<th>Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>persvc24: Peripheral Service Agent</td>
<td>IPCC and/or standard ACD</td>
<td>historical table</td>
<td>Agent task activity in a service for the selected half-hour interval(s).</td>
</tr>
<tr>
<td>Half Hour Report, page 10-127</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>persvc25: Peripheral Service Agent</td>
<td>IPCC and/or standard ACD</td>
<td>historical table</td>
<td>Daily agent task activity in a service.</td>
</tr>
<tr>
<td>Daily Report, page 10-130</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>persvc26: Peripheral Service</td>
<td>IPCC and/or standard ACD</td>
<td>historical table</td>
<td>All the available report data from the Service_Half_Hour database table for each selected service during the time period selected when the report is generated.</td>
</tr>
<tr>
<td>Historical All Fields Report, page 10-133</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>persvc27: Peripheral Service Real Time</td>
<td>IPCC and/or standard ACD</td>
<td>historical table</td>
<td>All the available report data from the Service_Real_Time database table for each selected service at the moment the report is generated.</td>
</tr>
<tr>
<td>All Fields Report, page 10-88</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Peripheral service real-time reports

This section describes the following real-time reports:
- persvc01: Peripheral Service Queue Delay Status Real Time Report, page 10-71
- persvc02: Peripheral Service Status Real Time Report, page 10-73
- persvc03: Effect of Abandoned Tasks on Peripheral Service Levels Report, page 10-74
- persvc04: Peripheral Service Tasks Trend Analysis Real Time Report, page 10-76
- persvc05: Peripheral Service Tasks Offered Over Half Hour Report, page 10-78
- persvc07: Peripheral Service Tasks, Averages and Service Levels Real Time Report, page 10-80
- persvc08: Agent and Task Status Real Time Report, page 10-83
- persvc27: Peripheral Service Real Time All Fields Report, page 10-88

persvc01: Peripheral Service Queue Delay Status Real Time Report

<table>
<thead>
<tr>
<th>Overview:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Title</strong></td>
</tr>
<tr>
<td><strong>Subject</strong></td>
</tr>
<tr>
<td><strong>Purpose</strong></td>
</tr>
<tr>
<td><strong>Applicable environment</strong></td>
</tr>
<tr>
<td><strong>Template type</strong></td>
</tr>
<tr>
<td><strong>Default sort order</strong></td>
</tr>
<tr>
<td><strong>Drilldowns available</strong></td>
</tr>
<tr>
<td><strong>Schema database table</strong></td>
</tr>
</tbody>
</table>
Data:

Service

The enterprise name for the service

Derived from: Service.EnterpriseName

*Average Delay in Queue

The average time that tasks spent in the queue for a route or service. Delay time can also take into consideration abandoned tasks. For example, the DelayQAbandTimeToHalf is the sum of delay time for all tasks to a route or service that were abandoned in queue during a half-hour interval.

Derived from: Service_Real_Time.AvgDelayQNow

*Expected Delay

The ICM software's predicted delay for any new task added to a service or route queue. The expected delay value is valid only if no agents are available for the route or service.

Derived from: Service_Real_Time.ExpectedDelay

*Longest Call in Queue

The time that the longest task in queue for the service or route has been in the queue.

Derived from: DateDiff(ss, Service_Real_Time.LongestCallQ, Controller_Time.NowTime)

Average Speed of Answer

The average answer wait time that all tasks offered to the service during the interval waited before being answered.

Derived from: Service_Real_Time.AvgSpeedAnswerTo5
persvc02: Peripheral Service Status Real Time Report

Overview:

<table>
<thead>
<tr>
<th>Title</th>
<th>The name you give it when you save the report</th>
</tr>
</thead>
<tbody>
<tr>
<td>Subject</td>
<td>A bar graph of the selected peripheral services showing the number of tasks on which agents are talking and the number of tasks in queue. Fields applicable to a voice domain only are prefixed with an asterisk (*). Such fields are not applicable for e-mail or collaboration media.</td>
</tr>
<tr>
<td>Purpose</td>
<td>To see current peripheral service activity</td>
</tr>
<tr>
<td>Applicable environment</td>
<td>Standard ACD</td>
</tr>
<tr>
<td>Template type</td>
<td>Real-time bar graph</td>
</tr>
<tr>
<td>Default sort order</td>
<td>By the peripheral service</td>
</tr>
<tr>
<td>Drilldowns available</td>
<td>No</td>
</tr>
<tr>
<td>Schema database table</td>
<td>Service Service_Real_Time</td>
</tr>
</tbody>
</table>

Data:

**Service**

The enterprise name for the service

Derived from: Service.EnterpriseName

**Talking**

The number of tasks for the service or route on which agents are talking (in the Active state). The Talking state tracks agents who are in either the Talking In, Talking Out, or Talking Other states or are working on an incoming task (now or during an interval). The time agents spend in each of these states is tracked individually. A more general database table tasked TalkTime sums the time that agents spend in any of the talking states.

Derived from: Service_Real_Time.AgentsTalking

**Tasks in Queue**

The number of tasks to the service or route that are in queue at the peripheral.

Derived from: Service_Real_Time.CallsQNow
persvc03: Effect of Abandoned Tasks on Peripheral Service Levels Report

<table>
<thead>
<tr>
<th><strong>Overview:</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Title</strong></td>
<td>The name you give it when you save the report</td>
</tr>
<tr>
<td><strong>Subject</strong></td>
<td>A table of the selected peripheral services showing tasks offered, handled, abandoned, and the effect of abandoned tasks on service levels.</td>
</tr>
<tr>
<td><strong>Purpose</strong></td>
<td>To check service levels</td>
</tr>
<tr>
<td><strong>Applicable environment</strong></td>
<td>Standard ACD</td>
</tr>
<tr>
<td><strong>Template type</strong></td>
<td>Real-time table</td>
</tr>
<tr>
<td><strong>Default sort order</strong></td>
<td>By media routing domain and then by peripheral service</td>
</tr>
<tr>
<td><strong>Drilldowns available</strong></td>
<td>Yes</td>
</tr>
</tbody>
</table>
| **Schema database table** | Media_Routing_Domain  
Service  
Service_Real_Time |

**Data:**

**Media**

The media routing domain into which the agent is logged. This is the media routing domain with which the agent's Skill Group is associated.

Derived from: Media_Routing_Domain.EnterpriseName

**Peripheral Service**

The enterprise name of the peripheral service

Derived from: Service.EnterpriseName

**Tasks Offered**

The number of tasks offered to a specific route or service. An offered task is an incoming task or internal task that is sent to a specific route or service. In real-time data, a task is counted as offered as soon as it is sent to the route, service, or service array.

Derived from: Service_Real_Time.CallsOfferedHalf

**Tasks Handled**

The number of tasks handled by a specific route or service. A task is counted as handled when it is finished. For example, the CallsHandledTo5 field counts the number of tasks that finished during the five-minute interval. These tasks might have been answered before the interval began.

Derived from: Service_Real_Time.CallsHandledHalf
Tasks Aban
The number of tasks to a service or route that were abandoned during the interval (for example, during the current half-hour). An abandoned task is a task in which the caller hangs up before the task is answered.
Derived from: Service_Real_Time.CallsAbandQHalf

Aban Within Service Level
Calls that are abandoned before reaching the service level threshold. For example, if you set the service level threshold to 15 seconds, and the caller hung up after waiting in queue for ten seconds, this task would be counted as abandoned within the service level. These tasks are used in calculating the three service level types. You can specify that tasks such as these not be counted as abandoned by specifying an abandoned task wait time value.
Derived from: Service_Real_Time.ServiceLevelAbandHalf

Service Level Without Aban
A service level calculated by the ICM software which ignores tasks that were abandoned before the service level threshold expired. The service level without abandoned tasks is calculated as follows: the number of tasks answered within the service level threshold divided by the number of tasks that had a service level event minus the number of tasks that were abandoned before exceeding the service level threshold. Calls abandoned before the service level threshold expired are removed from this calculation.
Derived from: Service_Real_Time.ServiceLevelCallsHalf * 1.0 / (Service_Real_Time.ServiceLevelCallsOfferedHalf - Service_Real_Time.ServiceLevelAbandHalf)

Service Level With Aban
A service level calculated by the ICM software which counts abandoned tasks. The service level with abandoned tasks is calculated using one of the following methods:
Abandoned tasks negatively impact service level:
The number of tasks answered within the service level threshold divided by the number of tasks that had a service level event. This treats the abandoned tasks as though they had exceeded the service level threshold.
Abandoned tasks positively impact service level:
The number of tasks answered within the service level threshold plus the number of tasks abandoned within the threshold, all divided by the number of tasks that had a service level event. This treats abandoned tasks as though they were answered within the threshold.
Derived from: ((Service_Real_Time.ServiceLevelCallsHalf + Service_Real_Time.ServiceLevelAbandHalf) * 1.0) / Service_Real_Time.ServiceLevelCallsOfferedHalf

Report Summary
The total of each field for all peripheral services.
persvc04: Peripheral Service Tasks Trend Analysis Real Time Report

<table>
<thead>
<tr>
<th>Overview:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Title</strong></td>
</tr>
<tr>
<td><strong>Subject</strong></td>
</tr>
<tr>
<td><strong>Purpose</strong></td>
</tr>
<tr>
<td><strong>Applicable environment</strong></td>
</tr>
<tr>
<td><strong>Template type</strong></td>
</tr>
<tr>
<td><strong>Default sort order</strong></td>
</tr>
<tr>
<td><strong>Drilldowns available</strong></td>
</tr>
<tr>
<td><strong>Schema database table</strong></td>
</tr>
</tbody>
</table>

Data:

**Peripheral Service**

The enterprise name of the peripheral service

Derived from: Service.EnterpriseName

**Offered5**

The number of tasks offered to a specific route or service. In real-time data, a task is counted as offered as soon as it is sent to the route, service, or service array.

Derived from: Service_Real_Time.CallsOfferedTo5

**Ans5**

The number of tasks answered by agents or other answering resources.

Derived from: Service_Real_Time.CallsAnsweredTo5

**Aban5**

The number of tasks to a service or route that were abandoned during the interval (for example, during the current half-hour).

Derived from: Service_Real_Time.CallsAbandQTo5
**Service Level5**
A measurement of how well you are meeting your service level goals for answering tasks for the last five minutes.
Derived from: Service_Real_Time.ServiceLevelTo5

**Offered30**
The number of tasks offered to a specific route or service. In real-time data, a task is counted as offered as soon as it is sent to the route, service, or service array.
Derived from: Service_Real_Time.CallsOfferedHalf

**Ans30**
The number of tasks answered by agents or other answering resources.
Derived from: Service_Real_Time.CallsAnsweredHalf

**Aban30**
The number of tasks to a service or route that were abandoned during the interval (for example, during the current half-hour).
Derived from: Service_Real_Time.CallsAbandQHalf

**Service Level30**
A measurement of how well you are meeting your service level goals for answering tasks for the current half hour.
Derived from: Service_Real_Time.ServiceLevelHalf

**Offered Today**
The number of tasks offered to a specific route or service. In real-time data, a task is counted as offered as soon as it is sent to the route, service, or service array.
Derived from: Service_Real_Time.CallsOfferedToday

**Ans Today**
The number of tasks answered by agents or other answering resources.
Derived from: Service_Real_Time.CallsAnsweredToday

**Aban Today**
The number of tasks to a service or route that were abandoned during the interval (for example, during the current half-hour).
Derived from: Service_Real_Time.CallsAbandQToday
Service Level Today
A measurement of how well you are meeting your service level goals for answering tasks for the current day.
Derived from: Service_Real_Time.ServiceLevelToday

Report Summary
The total of each field for all peripheral services.

persvc05: Peripheral Service Tasks Offered Over Half Hour Report

<table>
<thead>
<tr>
<th>Overview:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Title</td>
<td>The name you give it when you save the report</td>
</tr>
<tr>
<td>Subject</td>
<td>A pie chart of the selected peripheral services showing the percentage distribution of tasks offered since the end of the last half-hour interval.</td>
</tr>
<tr>
<td>Purpose</td>
<td>To display service half-hour activity</td>
</tr>
<tr>
<td>Applicable environment</td>
<td>Standard ACD</td>
</tr>
<tr>
<td>Template type</td>
<td>Real-time pie chart</td>
</tr>
<tr>
<td>Default sort order</td>
<td>By peripheral service</td>
</tr>
<tr>
<td>Drilldowns available</td>
<td>No</td>
</tr>
<tr>
<td>ICM identifier</td>
<td>Service Service_Real_Time</td>
</tr>
</tbody>
</table>

Data

Peripheral Service
The enterprise name of the peripheral service
Derived from: Service.EnterpriseName

Tasks Offered
The number of tasks offered to a specific route or service.
Derived from: Service_Real_Time.CallsOfferedHalf
persvc06: Peripheral Service Service Levels Real Time Report

<table>
<thead>
<tr>
<th>Overview:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Title</td>
</tr>
<tr>
<td>Subject</td>
</tr>
<tr>
<td>Purpose</td>
</tr>
<tr>
<td>Applicable environment</td>
</tr>
<tr>
<td>Template type</td>
</tr>
<tr>
<td>Default sort order</td>
</tr>
<tr>
<td>Drilldowns available</td>
</tr>
</tbody>
</table>
| Schema database table | Service
Service_Real_Time |

Data:

Peripheral Service
The enterprise name of the peripheral service
Derived from: Service.EnterpriseName

Service Level (last five minutes)
A measurement of how well you are meeting your goals for answering tasks. More precisely, the service level is the percentage of incoming tasks that are answered within a specified service level threshold. Three slightly different calculations can be used for the service level. Specifically, abandoned tasks can be accounted in three different ways:
- Abandoned tasks ignored
- Abandoned tasks have negative impact
- Abandoned tasks have positive impact

ICM software keeps track of two different service levels: the peripheral service level is the service level as calculated by the peripheral; the ICM service level is the service level as calculated by the ICM system.
Derived from: Service_Real_Time.ServiceLevelTo5
**Service Reports**  
**persvc07: Peripheral Service Tasks, Averages and Service Levels Real Time Report**

**Service Level** (current half-hour)  
Same as above, but calculated for the current half-hour interval.  
Derived from: Service_Real_Time.ServiceLevelHalf

**Service Level** (for today)  
Same as above, but calculated for today.  
Derived from: Service_Real_Time.ServiceLevelToday

**persvc07: Peripheral Service Tasks, Averages and Service Levels Real Time Report**

### Overview:

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Title</td>
<td>The name you give it when you save the report</td>
</tr>
<tr>
<td>Subject</td>
<td>A table of the selected peripheral services showing task counts, queue status, and service level data in real time and for the last five-minutes. Fields applicable to a voice domain only are prefixed with an asterisk (*). Such fields are not applicable for e-mail or collaboration media.</td>
</tr>
<tr>
<td>Purpose</td>
<td>To show current service level data</td>
</tr>
<tr>
<td>Applicable environment</td>
<td>Standard ACD</td>
</tr>
<tr>
<td>Template type</td>
<td>Real-time table</td>
</tr>
<tr>
<td>Default sort order</td>
<td>By peripheral service</td>
</tr>
<tr>
<td>Drilldowns available</td>
<td>Yes</td>
</tr>
</tbody>
</table>
| Schema database table        | Service  
Service_Real_Time  
Controller_Tiime |
Talking
The number of incoming tasks for the service or route in which agents are in the Active state.
Derived from: Service_Real_Time.AgentsTalking

*Queued
The number of tasks to the service or route that are in queue at the peripheral.
Derived from: Service_Real_Time.CallsQNow

*Avg Delay
The average time that tasks spent in the queue for a route or service. Delay time can also take into consideration abandoned tasks. For example, the DelayQAbandTimeToHalf is the sum of delay time for all tasks to a route or service that were abandoned in queue during a half-hour interval.
Derived from: Service_Real_Time.CallsQNowTime * 1.0 / Service_Real_Time.CallsQNow

*Longest in Queue
The time that the longest task in queue for the service or route has been in the queue.
Derived from: DateDiff(ss, Service_Real_Time.LongestCallQ, Controller_Time.NowTime)

Offered5
The number of tasks offered to the route or service. An offered task is an incoming task or internal task that is sent to a specific route or service. In real-time data, a task is counted as offered as soon as it is sent to the route, service, or service array.
Derived from: Service_Real_Time.CallsOfferedTo5

Handled5
The number of tasks handled by the route or service. A task is counted as handled when it is finished. For example, the CallsHandledTo5 field counts the number of tasks that finished during the five-minute interval. These tasks might have been answered before the interval began.
Derived from: Service_Real_Time.CallsHandledTo5

% Handled5
The percentage of tasks that were offered to the service in the last five minutes that were handled by the service.
Derived from: Service_Real_Time.CallsHandledTo5 * 1.0 / Service_Real_Time.CallsOfferedTo5
Aban5
The number of tasks to the service or route that were abandoned during the
interval (for example, during the current half-hour). An abandoned task is a
task in which the caller hangs up before the task is answered.
Derived from: Service_Real_Time.CallsAbandQTo5

% Aban5
The percentage of tasks offered to the service in the last five minutes that
were abandoned.
Derived from: Service_Real_Time.CallsAbandQTo5 * 1.0 / Service_Real_Time.CallsOfferedTo5

ASA5
The average answer wait time that all tasks offered to the service during the
half-hour interval waited before being answered: AnswerWaitTimeTo5 / CallsOfferedTo5.
Derived from: Service_Real_Time.AnswerWaitTimeTo5 * 1.0 / Service_Real_Time.CallsAnsweredTo5

AHT5
The average handle time for tasks handled by agents for the service or skill
group. Handle time includes the time agents spend in the Talking In, Hold,
Work Ready, and Work Not Ready states.
Derived from: Service_Real_Time.HandleTimeTo5 * 1.0 / Service_Real_Time.CallsHandledTo5

ATT5
The average time that agents in a skill group were in the Talking In, Talking
Out, and Talking Other states during an interval.
Derived from: Service_Real_Time.TalkTimeTo5 * 1.0 / Service_Real_Time.CallsHandledTo5

Service Level5
A measurement of how well you are meeting your goals for answering tasks.
More precisely, the service level is the percentage of incoming tasks that are
answered within a specified service level threshold. Three slightly different
calculations can be used for the service level. Specifically, abandoned tasks
can be accounted in three different ways:
- Abandoned tasks ignored
- Abandoned tasks have negative impact
- Abandoned tasks have positive impact
The ICM software keeps track of two different service levels: the peripheral
service level is the service level as calculated by the peripheral; the ICM
service level is the service level as calculated by the ICM system.
Derived from: Service_Real_Time.ServiceLevelLevelTo5
**Service Level30**
Same as above, but calculated for the current half-hour.
Derived from: Service_Real_Time.ServiceLevelHalf

**Service Level Today**
Same as above, but calculated for today.
Derived from: Service_Real_Time.ServiceLevelToday

**Report Summary**
The total of each field for all peripheral services.

---

**persvc08: Agent and Task Status Real Time Report**

<table>
<thead>
<tr>
<th>Overview:</th>
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<td><strong>Drilldowns available</strong></td>
</tr>
<tr>
<td><strong>Schema database table</strong></td>
</tr>
</tbody>
</table>
Data:

**Media**

The media routing domain into which the agent is logged for doing this type of task. This is the media routing domain associated with the Skill Group in which the agent is currently working.

Each media routing domain has its own skill groups. If an agent is logged into more than one media routing domain, then that agent also belongs to more than one skill group.

Derived from: Media_Routing_Domain.EnterpriseName

**Peripheral Service**

The enterprise name of the peripheral service

Derived from: Service.EnterpriseName

**Tasks In Progress**

The number of tasks offered to a specific route or service.

Derived from: Service_Real_Time.CallsInProgress

**Queued Now**

The number of tasks to the service or route that are in queue at the peripheral.

Derived from: Service_Real_Time.CallsQNow

**Handled Now**

The number of tasks to the service currently queued for longer than the service level threshold.

Derived from: Service_Real_Time.ServiceLevelCallsQHeld

**Log On**

The number of agents for the service who are logged on to their primary assignment gate (also referred to as the agent's primary position).

The Rockwell Galaxy ACD allows agents to have primary, secondary, and tertiary assignments to a gate. In this context, a gate is similar to an ICM skill group. For example, if several agents are logged on to their primary assignment gates and these gates, or skill groups, support a service in the report you are viewing, then these agents are counted under primary position manned.

Derived from: Skill_Group_Real_Time.LoggedOn

**Avail**

The number of agents not currently involved in task work and who are ready to accept tasks.

Derived from: Skill_Group_Real_Time.Avail
*Active In
The number of agents talking on inbound tasks. ICM software tracks the number of agents in the Talking in state and the time agents spend in this state.
Derived from: Skill_Group_Real_Time.TalkingIn

*Active Out
The number of agents talking on outbound tasks. The ICM software tracks the number of agents in the Talking out state and the time agents spend in this state.
Derived from: Skill_Group_Real_Time.TalkingOut

*Work Ready
The number of agents performing after-task work.
Derived from: Skill_Group_Real_Time.WorkReady

*Other
The sum of the time that agents spend in the Not Ready state in which agents are logged on, not involved in any task activity but not ready to accept tasks, and in the Busy Other state in which agents in the skill group are busy in other skill groups.

ASA5
The average answer wait time that all tasks offered to the service during the interval waited before being answered.
Derived from: Service_Real_Time.AnswerWaitTimeTo5 * 1.0 / Service_Real_Time.CallsAnsweredTo5

Service Level5
A measurement of how well you are meeting your service level goals for answering tasks during the last 5 minutes.
Derived from: Service_Real_Time.ServiceLevelTo5

Offered30
The number of tasks offered to a specific route or service.
Derived from: Service_Real_Time.CallsOfferedHalf

Handled30
The number of tasks handled by a specific route or service.
Derived from: Service_Real_Time.CallsHandledHalf
*Aban30
The number of tasks to a service or route that were abandoned during the interval.
Derived from: Service_Real_Time.CallsAbandQHalf

*% Aban30
The percentage of tasks to a service or route that were abandoned during the interval.
Derived from: Service_Real_Time.CallsAbandQHalf * 1.0 / Service_Real_Time.CallsOfferedHalf

Service Level30
A measurement of how well you are meeting your service level goals for answering tasks.
The ICM software keeps track of two different service levels: the peripheral service level is the service level as calculated by the peripheral; the ICM service level is the service level as calculated by the ICM system.
Derived from: Service_Real_Time.ServiceLevelHalf

ICM30
The percentage of tasks that were routed by the ICM software. The ICM software tracks the number of ICM-routed tasks in the CallsRoutedHalf fields of the central and local databases.
Derived from: Service_Real_Time.CallsRoutedHalf * 1.0 / Service_Real_Time.CallsOfferedHalf

Offered Today
The number of tasks offered to a specific route or service. In real-time data, a task is counted as offered as soon as it is sent to the route, service, or service array.
Derived from: Service_Real_Time.CallsOfferedToday

Handled Today
The number of tasks handled by a specific route or service.
Derived from: Service_Real_Time.CallsHandledToday

Aban Today
The number of abandoned tasks to a service or route today.
Derived from: Service_Real_Time.CallsAbandQToday
**% Aban Today**
The percentage of abandoned tasks to a service or route today.
Derived from: Service_Real_Time.CallsAbandQToday * 1.0 / Service_Real_Time.CallsOfferedToday

**Service Level Today**
A cumulative measurement of how well you are meeting your service level goals for answering tasks today.
The ICM software keeps track of two different service levels: the peripheral service level is the service level as calculated by the peripheral; the ICM service level is the service level as calculated by the ICM system.
Derived from: Service_Real_Time.ServiceLevelToday

**ICM Today**
The percentage of tasks that were routed by the ICM software. The ICM software tracks the number of ICM-routed tasks in the CallsRoutedHalf fields of the central and local databases.
Derived from: Service_Real_Time.CallsRoutedToday * 1.0 / Service_Real_Time.CallsOfferedToday

**Report Summary**
The total of each field for all peripheral services.
persvc27: Peripheral Service Real Time All Fields Report

Overview:

<table>
<thead>
<tr>
<th>Title</th>
<th>The name you give it when you save the report.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Subject</td>
<td>A table of all the selected peripheral services listing all the available service real-time report data.</td>
</tr>
<tr>
<td>Purpose</td>
<td>To show all the available peripheral-service real-time data in the Service_Real_Time database table so that you can select which data you want for a customized peripheral-service real-time report. <strong>Note:</strong> This report is designed to be saved and exported or copied to another format. For example, you can export the report to an Excel spreadsheet and modify the report to suit your needs. If that is not acceptable, you can also use a third-party tool to customize your report. Fields applicable to a voice domain only are prefixed with an asterisk (*). Such fields are not applicable for e-mail or collaboration media.</td>
</tr>
<tr>
<td>Applicable environment</td>
<td>IPCC and/or standard ACD</td>
</tr>
<tr>
<td>Template type</td>
<td>Real-time table</td>
</tr>
<tr>
<td>Default sort order</td>
<td>By service and then by the date and time.</td>
</tr>
<tr>
<td>Drilldowns available</td>
<td>Yes</td>
</tr>
</tbody>
</table>
| Schema database tables | Service  
Service_Real_Time |

Data:

**Enterprise Name**

The service name. A name that is unique among all the services in the enterprise.

Derived from: Service.EnterpriseName

**DateTime** (no label)

The date and time of the selected row's data in MM/DD/YYYY and HH:MM:SS (month, day, year, hour, minute, second) format.

Derived from: Service_Real_Time.DateTime

**Avg Delay Q Aban5**

The average delay time of abandoned tasks in queue during the current five-minute interval. This value is calculated as follows: DelayQAbandTimeTo5 / CallsAbandQTo5.

Derived from: Service_Real_Time.AvgDelayQAbandTo5
*Avg Delay Q Now

The average delay for tasks currently in queue for the service.

Derived from: Service_Real_Time.AvgDelayQNow

Talking

The number of service agents currently in the Active state. The Active state is a state in which an agent is working on an incoming task. For calls, this also includes the Talking In, Talking Out, and Talking Other states.

Derived from: Service_Real_Time.AgentsTalking

*Expected Delay

Predicted delay for any new task added to the service queue. This is valid only if no agents are available.

Derived from: Service_Real_Time.ExpectedDelay

Longest Avail Agent

The time that the longest available agent for the service became available.

Derived from: Service_Real_Time.LongestAvailAgent

AHT5

Average handle time in seconds for tasks to the service during the current five-minute interval. The value is calculated as follows:

HandleTimeTo5 / CallsHandledTo5.

HandleTime is tracked only for inbound ACD tasks that are counted as handled for the service. HandleTime is the time spent from the task being answered by the agent to the time the agent completed after-task work time for the task. This includes any TalkTime, HoldTime, and WorkTime associated with the task (all from Termination_Call_Detail). The AvgHandleTime value is updated in the database when the after-task work time associated with the task has completed.

Derived from: Service_Real_Time.AvgHandleTimeTo5

ATT5

Average talk time in seconds for tasks to the service ending during the current five-minute interval. The value is calculated as follows:

TalkTimeTo5 / CallsHandledTo5

Talk time includes the time that tasks were in a talking or hold state. It is populated with the TalkTime and HoldTime associated with task to the service or route (from Termination_Call_Detail). The field is updated in the database when all after-task work associated with the tasks is completed.

Derived from: Service_Real_Time.AvgTalkTimeTo5
ASA5
Average answer wait time for all tasks offered to the service during the current five-minute interval: AnswerWaitTimeTo5 / CallsOfferedTo5.
Answer wait time is the elapsed time from when the task is offered at the peripheral to when it is answered. This includes all DelayTime, LocalQTime, and RingTime associated with the task (all taken from Termination_Call_Detail).
Derived from: Service_Real_Time.AvgSpeedAnswerTo5

*Tasks Aban Q 5
The number of tasks to the service abandoned in queue during the current five-minute interval.
An abandoned task is one in which the caller hung up before being connected with an agent. If the caller hangs up almost immediately, you might not want to count that as an abandoned task. When configuring each peripheral, you can specify the minimum length of an abandoned task.
Derived from: Service_Real_Time.CallsAbandQTo5

*Tasks Aban Q Today
Running total of tasks to the service abandoned in the queue since midnight.
Derived from: Service_Real_Time.CallsAbandQToday

*Tasks Aban Q 30
Running total of tasks to the service abandoned in the queue during the half-hour interval.
Derived from: Service_Real_Time.CallsAbandQHalf

Tasks Routed 30
Running total of tasks routed to this service by the ICM software for the current half-hour interval.
Derived from: Service_Real_Time.CallsRoutedHalf

Tasks Routed Today
Running total of tasks routed to this service by the ICM software since midnight.
Derived from: Service_Real_Time.CallsRoutedToday

*Tasks Q Now
Tasks in queue for the service now at the peripheral.
Derived from: Service_Real_Time.CallsQNow
**Tasks Q Now Time**
The total time of all tasks to the service currently in queue.
Derived from: Service_Real_Time.CallsQNowTime

**Peripheral Service Level Tasks30**
The number of tasks to the service handled within the peripheral service level during the current half-hour interval.
The service level is the percentage of incoming tasks that are answered within a specified threshold. Several slightly different calculations can be used for the service level (specifically, abandoned tasks can be treated in several ways). The ICM software keeps track of two different service levels: the peripheral service level is the proprietary service level as calculated by the peripheral; the ICM service level is the service level as calculated by the ICM software.
Derived from: Service_Real_Time.PeriphServiceLevelCallsHalf

**Peripheral Service Level Tasks Today**
The number of tasks to this service handled within the peripheral service level since midnight.
Derived from: Service_Real_Time.PeriphServiceLevelCallsToday

**Peripheral Service Level 30**
Service level for the service calculated by the peripheral during the current half-hour interval.
Derived from: Service_Real_Time.PeriphServiceLevelHalf

**Peripheral Service Level Offer 30**
The number of offered tasks used to calculate the peripheral service level for the current half-hour interval.
Derived from: Service_Real_Time.PeriphServiceLevelOfferHalf

**Peripheral Service Level Offer Today**
The number of offered tasks used to calculate the peripheral service level since midnight.
Derived from: Service_Real_Time.PeriphServiceLevelOfferToday

**Peripheral Service Level 5**
Service level for the service calculated by the peripheral during the current five-minute interval.
Derived from: Service_Real_Time.PeriphServiceLevelTo5

**Peripheral Service Level Today**
Service level for the service calculated by the peripheral since midnight.
Derived from: Service_Real_Time.PeriphServiceLevelToday
*Longest Task Q
    Time that the longest task in the queue for the service was put there.
    Derived from: Service_Real_Time.LongestCallQ

Answer Wait Time5
    The total of answer wait time in seconds for all incoming tasks to the service
during the current five-minute interval.
    Derived from: Service_Real_Time.AnswerWaitTimeTo5

Handled5
    The number of tasks to the service handled during the current five-minute
interval.
    Derived from: Service_Real_Time.CallsHandledTo5

*Tasks Left Q 5
    The total number of tasks to the service that were removed from queue during
the current five-minute interval (used to calculate expected delay).
    Derived from: Service_Real_Time.CallsLeftQTo5

Offered5
    Tasks offered to the service during the current five-minute interval.
    Derived from: Service_Real_Time.CallsOfferedTo5

Ans5
    The number of tasks to the service answered by agents during the current
five-minute interval.
    Derived from: Service_Real_Time.CallsAnsweredTo5

Incoming5
    The number of incoming tasks to the service during the current five-minute
interval. Incoming tasks include only Inbound ACD tasks arriving on trunks
(that is, tasks that are not internally generated).
    Derived from: Service_Real_Time.CallsIncomingTo5

Tasks In Now
    The number of incoming tasks for the service currently in progress.
    Derived from: Service_Real_Time.CallsInNow
In Progress
The total number of inbound and outbound tasks currently that had previously been offered (for example, tasks being played an announcement, queued tasks, or connected tasks) and are currently being handled for the service.
Derived from: Service_Real_Time.CallsInProgress

Tasks Out Now
The number of outbound tasks by agents for the service that are currently in progress.
Derived from: Service_Real_Time.CallsOutNow

Tasks Out5
The number of outbound tasks made by agents for the service during the current five-minute interval.
Derived from: Service_Real_Time.CallsOutTo5

*Terminated Other5
The number of tasks offered to the service but not otherwise accounted for during the current five-minute interval. These are tasks that do not fit into the criteria for handled, abandoned, or transferred tasks. They were terminated for other reasons, which may include drop/no answer, forced busy, or timed out.
Derived from: Service_Real_Time.CallsTerminatedOtherTo5

*Delay Q Aban5
The total of delay time of all tasks to the service abandoned in queue during the current five-minute interval.
Derived from: Service_Real_Time.DelayQAbandTimeTo5

Handle Time5
The total handle time in seconds for tasks to the service ending during the five-minute interval.
Derived from: Service_Real_Time.HandleTimeTo5

Service Level 5 Aban
The number of tasks to the service abandoned within the service level threshold during the current five-minute interval.
Derived from: Service_Real_Time.ServiceLevelAbandTo5

Service Level 5 Offered
The number of tasks to the service for which a service level event occurred during the current five-minute interval.

A service level event occurs when the service level time expires while the task is awaiting answer or the task is either answered or abandoned before the
service level time expires. When performing service level calculations for a time period, the ICM software considers only tasks that had a service level event during that period. This ensures that each task is counted only once and during the appropriate time period.

Derived from: Service_Real_Time.ServiceLevelCallsOfferedTo5

**Service Level 5 Tasks**

The number of tasks to the service answered within the ICM service level during the current five-minute interval.

Derived from: Service_Real_Time.ServiceLevelCallsTo5

**Service Level 5 5**

ICM service level during the current five-minute interval.

Derived from: Service_Real_Time.ServiceLevelTo5

**Talk Time5**

The total talk time in seconds for tasks to the service ending during the current five-minute interval.

Derived from: Service_Real_Time.TalkTimeTo5

**Service Level Tasks Q Held**

The number of tasks to the service currently queued for longer than the service level threshold.

Derived from: Service_Real_Time.ServiceLevelCallsQHeld

**Answer Wait Time Today**

The total of answer wait time in seconds for all incoming tasks to the service since midnight.

Derived from: Service_Real_Time.AnswerWaitTimeToday

**Handled Today**

Running total of tasks handled for this service since midnight.

Derived from: Service_Real_Time.CallsHandledToday

**Ans Today**

The total number of tasks answered by service agents since midnight.

Derived from: Service_Real_Time.CallsAnsweredToday

**Offered Today**

Running total of incoming tasks plus internal tasks offered to this service since midnight.

Derived from: Service_Real_Time.CallsOfferedToday
**Incoming Today**

The number of incoming tasks for this service since midnight. Incoming tasks include only Inbound ACD tasks arriving on trunks (that is, tasks that are not internally generated).

Derived from: Service_Real_Time.CallsIncomingToday

**Out Today**

The number of outbound tasks made by agents for the service since midnight.

Derived from: Service_Real_Time.CallsOutToday

**Terminated Other Today**

The number of tasks offered to the service but not otherwise accounted for since midnight. These are tasks that do not fit into the criteria for handled, abandoned, or transferred tasks. They were terminated for other reasons, which may include drop/no answer, forced busy, or timed out.

Derived from: Service_Real_Time.CallsTerminatedOtherToday

**Handle Time Today**

The total handle time in seconds for tasks to the service since midnight.

Derived from: Service_Real_Time.HandleTimeToday

**Service Level Today Aban**

The number of tasks to the service abandoned within the ICM service level threshold since midnight.

Derived from: Service_Real_Time.ServiceLevelAbandToday

**Service Level Today Offered**

The number of tasks to the service for which a service level event occurred since midnight.

Derived from: Service_Real_Time.ServiceLevelCallsOfferedToday

**Service Level Today Tasks**

Running total of tasks to the service that were answered within the service level threshold since midnight.

Derived from: Service_Real_Time.ServiceLevelCallsToday

**Service Level Today Today**

ICM service level for the service since midnight.

Service level is the percentage of incoming tasks that are answered within a specified threshold. Several slightly different calculations can be used for the service level (specifically, abandoned tasks can be treated in several ways). ICM software keeps track of two different service levels: the peripheral service level is the proprietary service level as calculated by the peripheral; the ICM service level is the service level as calculated by the ICM software.

Derived from: Service_Real_Time.ServiceLevelToday
**Talk Time Today**

The total Talk time in seconds for tasks to the service ending since midnight.

Derived from: Service_Real_Time.TalkTimeToday

*Service Mode Indicator*

The current mode of the service: 1 = Day service; 2 = Night service; 3 = Closed with answer; 4 = Closed, no answer; 5 = Transition, 6 = Open, 13 = Pilot Status Other. (This field may also be used to encode overflow information for a Galaxy ACD.)

Derived from: Service_Real_Time.ServiceModeIndicator

**Answer Wait Time30**

The total of answer wait time in seconds for all incoming tasks to the service during the current half-hour interval.

Answer wait time is the elapsed time from when the task is offered at the peripheral to when it is answered. This includes all DelayTime, LocalQTime, and RingTime associated with the task (all taken from Termination_Call_Detail).

Derived from: Service_Real_Time.AnswerWaitTimeHalf

**Handled30**

Running total of tasks handled for this service during the current half-hour interval.

A task is counted as handled when the task is finished. For example, the CallsHandledTo5 field in the Service_Five_Minute table counts the number of tasks that finished during the five-minute interval. The tasks might have been answered before the interval began.

By contrast, a task is counted as answered as soon as it reaches an agent. Therefore, the number of handled tasks and answered tasks during an interval is not necessarily the same, but eventually each task is counted in both categories.

Derived from: Service_Real_Time.CallsHandledHalf

**Ans30**

The total number of tasks to the service answered by agents during the current half-hour interval.

Derived from: Service_Real_Time.CallsAnsweredHalf

**Incoming30**

Running total of incoming tasks for this service during the current half-hour interval. Incoming tasks include only Inbound ACD tasks arriving on trunks (that is, tasks that are not internally generated).

Derived from: Service_Real_Time.CallsIncomingHalf
**Offered30**

Running total of incoming tasks plus internal tasks offered to this service during the current half-hour interval.

Offered tasks are the total number of incoming tasks and internal tasks sent to a specific route, service, or skill group. In real-time data, a task is counted as offered as soon as it is sent to a route or service. However, if the caller hangs up before the abandoned task wait time has elapsed, that task is not counted as offered in the historical (5-minute and 30-minute) data. This ensures that the number of tasks offered is the same as the number answered plus the number abandoned.

Derived from: Service_Real_Time.CallsOfferedHalf

**Out30**

Running total of outbound tasks made by agents for the service during the current half-hour interval.

Derived from: Service_Real_Time.CallsOutHalf

**Terminated Other30**

The number of tasks offered to the service but not otherwise accounted for during the current half-hour interval. These are tasks that do not fit into the criteria for handled, abandoned, or transferred tasks. They were terminated for other reasons, which may include drop/no answer, forced busy, or timed out.

Derived from: Service_Real_Time.CallsTerminatedOtherHalf

**Handle Time30**

The total handle time in seconds for tasks to the service ending during the current half-hour interval.

Derived from: Service_Real_Time(HandleTimeHalf

**Service Level Half Aban**

The number of tasks to the service abandoned within the service level threshold during the current half-hour interval.

Derived from: Service_Real_Time.ServiceLevelAbandHalf

**Service Level Half Tasks**

The number of tasks to the service answered within the service level threshold during the current half-hour interval.

Derived from: Service_Real_Time.ServiceLevelCallsHalf

**Service Level Half Offered**

The number of tasks to the service for which a service level event occurred during the current half-hour interval.

Derived from: Service_Real_Time.ServiceLevelCallsOfferedHalf
Service Level Half 30
The number of tasks to the service answered within the service level threshold during the current half-hour interval.
Derived from: Service_Real_Time.ServiceLevelCallsHalf

Talk Time30
The total talk time in seconds for tasks to the service ending during the current half-hour interval.
Derived from: Service_Real_Time.TalkTimeHalf

*Transfer In Tasks 30
The number of tasks transferred into the service during the current half-hour interval.
Derived from: Service_Real_Time.TransferInCallsHalf

*Transfer In Tasks 5
The number of tasks transferred into the service during the current five-minute interval.
Derived from: Service_Real_Time.TransferInCallsTo5

*Transfer In Tasks Today
The number of tasks transferred into the service since midnight.
Derived from: Service_Real_Time.TransferInCallsToday

*Transfer Out Tasks 30
The number of tasks transferred out of the service during the current half-hour interval.
Derived from: Service_Real_Time.TransferOutCallsHalf

*Transfer Out Tasks 5
The number of tasks transferred out of the service during the current five-minute interval.
Derived from: Service_Real_Time.TransferOutCallsTo5

*Transfer Out Tasks Today
The number of tasks transferred out of the service since midnight.
Derived from: Service_Real_Time.TransferOutCallsToday

*Auto Out Tasks Now
The current number of agents talking on AutoOut (predictive) tasks for the service.
Derived from: Service_Real_Time.AutoOutCallsNow
**Auto Out Tasks 5**
The total number of completed AutoOut (predictive) tasks made by agents for the service during the current five-minute interval. The value is updated in the database when the after-task work time associated with the task (if any) has completed.

Derived from: Service_Real_Time.AutoOutCallsTo5

**Auto Out Tasks Today**
The total number of completed AutoOut (predictive) tasks made for this service since midnight. The value is updated in the database when the after-task work time associated with the task (if any) has completed.

Derived from: Service_Real_Time.AutoOutCallsToday

**Auto Out Tasks 30**
The total number of completed AutoOut (predictive) tasks made by agents for this service during the half-hour interval. The value is updated in the database when the after-task work time associated with the task (if any) has completed.

Derived from: Service_Real_Time.AutoOutCallsHalf

**Auto Out Tasks On Hold 5**
The total number of completed AutoOut (predictive) tasks made for this service for the current 5 minutes. The value is updated in the database when the after-task work time associated with the task (if any) has completed.

Derived from: Service_Real_Time.AutoOutCallsOnHoldTo5

**Auto Out Tasks On Hold Today**
The total number of completed AutoOut (predictive) tasks that agents for this service have placed on hold at least since midnight. The value is updated in the database when the after-task work time associated with the task (if any) has completed.

Derived from: Service_Real_Time.AutoOutCallsOnHoldToday

**Auto Out Tasks On Hold 30**
The total number of completed AutoOut (predictive) tasks that agents in the service have placed on hold at least once. The value is updated in the database when the after-task work time associated with the task (if any) has completed.

Derived from: Service_Real_Time.AutoOutCallsOnHoldHalf

**Auto Out Tasks Time To5**
The total handle time, in seconds, for completed AutoOut (predictive) tasks handled by this service during the current five-minute interval. Handle time includes WorkTime, TalkTime, and HoldTime, all of which are taken from the Termination_Call_Detail records. The AutoOutCallsTime value includes the time spent from the task being initiated to the time the agent completes.
after-task work time for the task. The value is updated in the database when
the after-task work time associated with the task (if any) has completed.

Derived from: Service_Real_Time.AutoOutCallsTimeTo5

**Auto Out Tasks Time Today**

The total handle time, in seconds, for completed AutoOut (predictive) tasks
handled by agents for this service since midnight. Handle time includes
WorkTime, TalkTime, and HoldTime, all of which are taken from the
Termination_Call_Detail records. The AutoOutCallsTime value includes the
time spent from the task being initiated to the time the agent completes
after-task work time for the task. The value is updated in the database when
the after-task work time associated with the task (if any) has completed.

Derived from: Service_Real_Time.AutoOutCallsTimeToday

**Auto Out Tasks Time 30**

The total handle time, in seconds, for completed AutoOut (predictive) tasks
handled by the service during the half-hour interval. Handle time includes
WorkTime, TalkTime, and HoldTime, all of which are taken from the
Termination_Call_Detail records. The AutoOutCallsTime value includes the
time spent from the task being initiated to the time the agent completes
after-task work time for the task. The value is updated in the database when
the after-task work time associated with the task (if any) has completed.

Derived from: Service_Real_Time.AutoOutCallsTimeHalf

**Auto Out Tasks Talk Time 5**

The total talk time, in seconds, for completed AutoOut (predictive) tasks
handled by the service during the current five-minute interval. This value
includes the time spent from the task being initiated to the time the agent
begins after-task work for the task. It is based on TalkTime from
Termination_Call_Detail. It therefore includes the HoldTime associated with
the task. AutoOutCallsTalkTime is updated in the database when the after-task
work time associated with the task (if any) has completed.

Derived from: Service_Real_Time.AutoOutCallsTalkTimeTo5

**Auto Out Tasks Talk Time Today**

The total talk time, in seconds, for completed AutoOut (predictive) tasks
handled by agents for this service since midnight. This value includes the time
spent from the task being initiated to the time the agent begins after-task
work for the task. It is based on TalkTime from Termination_Call_Detail. It
therefore includes the HoldTime associated with the task. AutoOutCallsTalkTime is updated in the database when the after-task work time associated with the task (if any) has completed.

Derived from: Service_Real_Time.AutoOutCallsTalkTimeToday

**Auto Out Tasks Talk Time 30**

The total talk time, in seconds, for completed AutoOut (predictive) tasks
handled by the service during the half-hour interval. This value includes the time spent from the task being initiated to the time the agent begins
after-task work for the task. It is based on TalkTime from Termination_Call_Detail. It therefore includes the HoldTime associated with the task. AutoOutCallsTalkTime is updated in the database when the after-task work time associated with the task (if any) has completed.

Derived from: Service_Real_Time.AutoOutCallsTalkTimeHalf

*Auto Out Tasks Hold Time 5

The total handle time, in seconds, for completed AutoOut (predictive) tasks handled by agents for this service for the current 5 minutes. Handle time includes WorkTime, TalkTime, and HoldTime, all of which are taken from the Termination_Call_Detail record. The value is updated in the database when the after-task work time associated with the task (if any) has completed.

Derived from: Service_Real_Time.AutoOutCallsOnHoldTimeTo5

*Auto Out Tasks Hold Time Today

The total number of seconds AutoOut (predictive) tasks were placed on hold by agents for this service since midnight. This data element is based on HoldTime from the Termination_Call_Detail record. The value is updated in the database when the after-task work associated with the task (if any) has completed.

Derived from: Service_Real_Time.AutoOutCallsOnHoldTimeToday

*Auto Out Tasks Hold Time 30

The total number of seconds that AutoOut (predictive) tasks were placed on hold by agents in the skill group during the half-hour interval. This data element is based on HoldTime from the Termination_Call_Detail record. The value is updated in the database when the after-task work associated with the task (if any) has completed.

Derived from: Service_Real_Time.AutoOutCallsOnHoldTimeHalf

*Preview Tasks Now

The current number of agents talking on outbound Preview tasks for the service.

Derived from: Service_Real_Time.PreviewCallsNow

*Preview Tasks 5

The total number of outbound Preview tasks made by agents for the service during the current five-minute interval. The value is updated in the database when the after-task work time associated with the task (if any) has completed.

Derived from: Service_Real_Time.PreviewCallsTo5
**Preview Tasks Today**

The total number of outbound Preview tasks made by agents for this service since midnight. The value is updated in the database when the after-task work time associated with the task (if any) has completed.

Derived from: Service_RealTime.PreviewCallsToday

**Preview Tasks 30**

The total number of completed outbound Preview tasks made by agents for this service during the half-hour interval. The value is updated in the database when the after-task work time associated with the task (if any) has completed.

Derived from: Service_RealTime.PreviewCallsHalf

**Preview Tasks On Hold 5**

The total number of outbound Preview tasks that agents for this service have placed on hold at least once during the five-minute interval. The value is updated in the database when the after-task work time associated with the task (if any) has completed.

Derived from: Service_RealTime.PreviewCallsOnHoldTo5

**Preview Tasks On Hold Today**

The total number of completed outbound Preview tasks made by agents in the skill group since midnight. The value is updated in the database when the after-task work time associated with the task (if any) has completed.

Derived from: Service_RealTime.PreviewCallsOnHoldToday

**Preview Tasks On Hold 30**

The total number of completed outbound Preview tasks that agents for the service have placed on hold at least once. The value is updated in the database when the after-task work time associated with the task (if any) has completed.

Derived from: Service_RealTime.PreviewCallsOnHoldHalf

**Preview Tasks Time 5**

The total handle time, in seconds, for completed outbound Preview tasks handled by the service during the current five-minute interval.

Handle time includes WorkTime, TalkTime, and HoldTime, all of which are taken from the Termination_Call_Detail records. The PreviewCallsTime value includes the time spent from the task being initiated to the time the agent completes after-task work time for the task. The value is updated in the database when the after-task work time associated with the task (if any) has completed.

Derived from: Service_RealTime.PreviewCallsTimeTo5
**Preview Tasks Time Today**

The total handle time, in seconds, for completed outbound Preview tasks handled by agents for this service since midnight.

Handle time includes WorkTime, TalkTime, and HoldTime, all of which are taken from the Termination_Call_Detail records. The PreviewCallsTime value includes the time spent from the task being initiated to the time the agent completes after-task work time for the task. The value is updated in the database when the after-task work time associated with the task (if any) has completed.

Derived from: Service_Real_Time.PreviewCallsTimeToday

**Preview Tasks Time 30**

The total talk time, in seconds, for completed outbound Preview tasks handled by the service during the half-hour interval.

This value includes the time spent from the task being initiated to the time the agent begins after-task work for the task. It is based on TalkTime from Termination_Call_Detail. It therefore includes the HoldTime associated with the task. PreviewCallsTalkTimeHalf is updated in the database when the after-task work time associated with the task (if any) has completed.

Derived from: Service_Real_Time.PreviewCallsTalkTimeHalf

**Preview Tasks Talk Time 5**

The total talk time, in seconds, for completed outbound Preview tasks handled by the service during the current five-minute interval.

This value includes the time spent from the task being initiated to the time the agent begins after-task work for the task. It is based on TalkTime from Termination_Call_Detail. It therefore includes the HoldTime associated with the task. PreviewCallsTalkTimeTo5 is updated in the database when the after-task work time associated with the task (if any) has completed.

Derived from: Service_Real_Time.PreviewCallsTalkTimeTo5

**Preview Tasks Talk Time Today**

The total talk time, in seconds, for completed outbound Preview tasks handled by agents for this service since midnight.

This value includes the time spent from the task being initiated to the time the agent begins after-task work for the task. It is based on TalkTime from Termination_Call_Detail. It therefore includes the HoldTime associated with the task. PreviewCallsTalkTimeToday is updated in the database when the after-task work time associated with the task (if any) has completed.

Derived from: Service_Real_Time.PreviewCallsTalkTimeToday

**Preview Tasks Talk Time 30**

The total talk time, in seconds, for completed outbound Preview tasks handled by the service during the half-hour interval.

This value includes the time spent from the task being initiated to the time the agent begins after-task work for the task. It is based on TalkTime from
Termination_Call_Detail. It therefore includes the HoldTime associated with the task. PreviewCallsTalkTime is updated in the database when the after-task work time associated with the task (if any) has completed.

Derived from: Service_Real_Time.PreviewCallsTalkTimeHalf

*Preview Tasks Hold Time 5

The total number of seconds outbound Preview tasks were placed on hold by agents for this service during the five-minute interval.

This data element is based on HoldTime from the Termination_Call_Detail record. The value is updated in the database when the after-task work associated with the task (if any) has completed.

Derived from: Service_Real_Time.PreviewCallsOnHoldTimeTo5

*Preview Tasks Hold Time Today

The total number of seconds outbound Preview tasks were placed on hold by agents for this service since midnight.

This data element is based on HoldTime from the Termination_Call_Detail record. The value is updated in the database when the after-task work associated with the task (if any) has completed.

Derived from: Service_Real_Time.PreviewCallsOnHoldTimeToday

*Preview Tasks Hold Time 30

The total number of seconds outbound Preview tasks were placed on hold by agents for this service during the half-hour interval.

This data element is based on HoldTime from the Termination_Call_Detail record. The value is updated in the database when the after-task work associated with the task (if any) has completed.

Derived from: Service_Real_Time.PreviewCallsOnHoldTimeHalf

*Reserve Tasks Now

The current number of agents talking on agent reservation tasks for the service.

Derived from: Service_Real_Time.ReserveCallsNow

*Reserve Tasks 5

The total number of agent reservation tasks made by agents for this service during the current five-minute interval. The value is updated in the database when the after-task work time associated with the task (if any) has completed.

Derived from: Service_Real_Time.ReserveCallsTo5
**Reserve Tasks Today**

The total number of agent reservation tasks made by agents for this service since midnight. The value is updated in the database when the after-task work time associated with the task (if any) has completed.

Derived from: Service_Real_Time.ReserveCallsToday

**Reserve Tasks 30**

The total number of completed agent reservation tasks made by agents for the service during the half-hour interval. The value is updated in the database when the after-task work time associated with the task (if any) has completed.

Derived from: Service_Real_Time.ReserveCallsHalf

**Reserve Tasks On Hold 5**

The total number of agent reservation tasks that agents for this service have placed on hold at least once during the five-minute interval. The value is updated in the database when the after-task work time associated with the task (if any) has completed.

Derived from: Service_Real_Time.ReserveCallsOnHoldTo5

**Reserve Tasks On Hold Today**

The total number of completed agent reservation tasks that agents for this service have placed on hold at least since midnight. The value is updated in the database when the after-task work time associated with the task (if any) has completed.

Derived from: Service_Real_Time.ReserveCallsOnHoldToday

**Reserve Tasks On Hold 30**

The total number of completed agent reservation tasks that agents for the service have placed on hold at least once. The value is updated in the database when the after-task work time associated with the task (if any) has completed.

Derived from: Service_Real_Time.ReserveCallsOnHoldHalf

**Reserve Tasks Time 5**

The total handle time, in seconds, for completed agent reservation tasks handled by agents for the service during the current five-minute interval. Handle time includes WorkTime, TalkTime, and HoldTime, all of which are taken from the Termination_Call_Detail records. The ReserveCallsTime value includes the time spent from the task being initiated to the time the agent completes after-task work time for the task. The value is updated in the database when the after-task work time associated with the task (if any) has completed.

Derived from: Service_Real_Time.ReserveCallsTimeTo5
**Reserve Tasks Time Today**

The total handle time, in seconds, for completed agent reservation tasks handled by agents for this service since midnight.

Handle time includes WorkTime, TalkTime, and HoldTime, all of which are taken from the Termination_Call_Detail records. The ReserveCallsTime value includes the time spent from the task being initiated to the time the agent completes after-task work time for the task. The value is updated in the database when the after-task work time associated with the task (if any) has completed.

Derived from: Service_Real_Time.ReserveCallsTimeToday

**Reserve Tasks Time 30**

The total handle time, in seconds, for completed agent reservation tasks handled by the service during the half-hour interval.

Handle time includes WorkTime, TalkTime, and HoldTime, all of which are taken from the Termination_Call_Detail records. The ReserveCallsTime value includes the time spent from the task being initiated to the time the agent completes after-task work time for the task. The value is updated in the database when the after-task work time associated with the task (if any) has completed.

Derived from: Service_Real_Time.ReserveCallsTimeHalf

**Reserve Tasks Talk Time 5**

The total talk time, in seconds, for completed agent reservation tasks handled by agents for the service during the current five-minute interval.

This value includes the time spent from the task being initiated to the time the agent begins after-task work for the task. It is based on TalkTime from Termination_Call_Detail. It therefore includes the HoldTime associated with the task. ReserveCallsTalkTime is updated in the database when the after-task work time associated with the task (if any) has completed.

Derived from: Service_Real_Time.ReserveCallsTalkTimeTo5

**Reserve Tasks Talk Time Today**

The total talk time, in seconds, for completed agent reservation tasks handled by agents for this service since midnight.

This value includes the time spent from the task being initiated to the time the agent begins after-task work for the task. It is based on TalkTime from Termination_Call_Detail. It therefore includes the HoldTime associated with the task. ReserveCallsTalkTime is updated in the database when the after-task work time associated with the task (if any) has completed.

Derived from: Service_Real_Time.ReserveCallsTalkTimeToday

**Reserve Tasks Talk Time 30**

The total talk time, in seconds, for completed agent reservation tasks handled by the service during the half-hour interval.

This value includes the time spent from the task being initiated to the time the
agent begins after-task work for the task. It is based on TalkTime from Termination_Call_Detail. It therefore includes the HoldTime associated with the task. ReserveCallsTalkTime is updated in the database when the after-task work time associated with the task (if any) has completed.

Derived from: Service_Real_Time.ReserveCallsTalkTimeHalf

**Reserve Tasks Hold Time 5**

The total number of seconds agent reservation tasks were placed on hold by agents for this service during the five-minute interval. This data element is based on HoldTime from the Termination_Call_Detail record. The value is updated in the database when the after-task work associated with the task (if any) has completed.

Derived from: Service_Real_Time.ReserveCallsOnHoldTimeTo5

**Reserve Tasks Hold Time Today**

The total number of agent reservation tasks were placed on hold by agents for this service since midnight. This data element is based on HoldTime from the Termination_Call_Detail record. The value is updated in the database when the after-task work associated with the task (if any) has completed.

Derived from: Service_Real_Time.ReserveCallsOnHoldTimeToday

**Reserve Tasks Hold Time 30**

The total number of seconds agent reservation tasks were placed on hold by agents for the service during the half-hour interval. This data element is based on HoldTime from the Termination_Call_Detail record. The value is updated in the database when the after-task work associated with the task (if any) has completed.

Derived from: Service_Real_Time.ReserveCallsOnHoldTimeHalf

**Hold Time 5**

The total hold or paused time in seconds for tasks to the service that ended during the current five-minute interval.

Derived from: Service_Real_Time.HoldTimeTo5

**Hold Time Today**

The total hold or paused time in seconds for tasks to the service that ended since midnight.

Derived from: Service_Real_Time.HoldTimeToday

**Hold Time 30**

The total hold or paused time in seconds for tasks to the service that ended during the current half-hour interval.

Derived from: Service_Real_Time.HoldTimeHalf
Overflow In 5
The number of tasks the peripheral overflowed into this service during the current five-minute interval.
Derived from: Service_Real_Time.OverflowInTo5

Overflow In Today
The number of tasks overflowed into this service since midnight.
Derived from: Service_Real_Time.OverflowInToday

Overflow In 30
The number of tasks the peripheral overflowed into this service during the current half-hour interval.
Derived from: Service_Real_Time.OverflowInHalf

*Overflow In Mode
The service accepts overflow in tasks if the delay for the longest delayed task is less than this value. If 0, the service always accepts overflow in tasks; if 127, the service never accepts overflow in tasks.
Derived from: Service_Real_Time.OverflowInMode

Overflow In Now
The number of tasks overflowed into this service that are currently queued or in progress.
Derived from: Service_Real_Time.OverflowInNow

Overflow Out 5
The number of tasks overflowed out of this service during the current five-minute interval.
Derived from: Service_Real_Time.OverflowOutTo5

Overflow Out Today
The number of tasks overflowed out of this service since midnight.
Derived from: Service_Real_Time.OverflowOutToday

Overflow Out 30
The number of tasks overflowed out of this service during the current half-hour interval.
Derived from: Service_Real_Time.OverflowOutHalf
**Overflow Out Mode**

The service attempts to overflow out tasks if the delay for the longest delayed task is greater than this value. If 0, the service attempts to overflow out all tasks; if 127, the service never attempts to overflow out tasks.

Derived from: Service_Real_Time.OverflowOutMode

**Overflow Out Now**

The number of tasks overflowed out of this service that are currently queued or in progress elsewhere.

Derived from: Service_Real_Time.OverflowOutNow

Peripheral service historical reports

This section describes the following historical reports:

- **persvc13**: Peripheral Service Tasks Offered Daily Report Template, page 10-110
- **persvc14**: Peripheral Service Tasks Handled Daily Report, page 10-111
- **persvc15**: Peripheral Service Tasks Abandoned Daily Report, page 10-112
- **persvc16**: Peripheral Service History Daily Report, page 10-113
- **persvc17**: Peripheral Service Tasks Offered Half Hour Report Template, page 10-114
- **persvc18**: Gate Analysis Half Hour Report Template, page 10-115
- **persvc20**: Peripheral Service for IVR Queue Half Hour Report, page 10-119
- **persvc21**: Peripheral Service IVR Queue Daily Report, page 10-121
- **persvc22**: Peripheral Service IVR Self-Service Half Hour Report, page 10-123
- **persvc23**: Peripheral Service IVR Self-Service Daily Report, page 10-125
- **persvc24**: Peripheral Service Agent Half Hour Report, page 10-127
- **persvc25**: Peripheral Service Agent Daily Report, page 10-130
- **persvc26**: Peripheral Service Historical All Fields Report, page 10-133
persvc13: Peripheral Service Tasks Offered Daily Report Template

### Overview:

<table>
<thead>
<tr>
<th>Title</th>
<th>The name you give it when you save the report</th>
</tr>
</thead>
<tbody>
<tr>
<td>Subject</td>
<td>A bar graph of the selected Peripheral Service(s) showing the number of tasks offered per day.</td>
</tr>
<tr>
<td>Purpose</td>
<td>To show the daily tasks offered to the selected peripheral service(s).</td>
</tr>
<tr>
<td>Applicable environment</td>
<td>Standard ACD</td>
</tr>
<tr>
<td>Template type</td>
<td>Historical bar graph</td>
</tr>
<tr>
<td>Default sort order</td>
<td>By the peripheral service</td>
</tr>
<tr>
<td>Drilldowns available</td>
<td>No</td>
</tr>
<tr>
<td>Schema database table</td>
<td>Service Service_Half_Hour</td>
</tr>
</tbody>
</table>

### Data:

**Service**

The enterprise name for the service  
Derived from: Service.EnterpriseName

**Tasks Offered**

The number of tasks offered to a specific route or service. An offered task is an incoming task or internal task that is sent to a specific route or service. In real-time data, a task is counted as offered as soon as it is sent to the route, service, or service array.  
Derived from: Service_Half_Hour.CallsOfferedToHalf
persvc14: Peripheral Service Tasks Handled Daily Report

<table>
<thead>
<tr>
<th>Overview:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Title</strong></td>
</tr>
<tr>
<td><strong>Subject</strong></td>
</tr>
<tr>
<td><strong>Purpose</strong></td>
</tr>
<tr>
<td><strong>Applicable environment</strong></td>
</tr>
<tr>
<td><strong>Template type</strong></td>
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<tr>
<td><strong>Default sort order</strong></td>
</tr>
<tr>
<td><strong>Drilldowns available</strong></td>
</tr>
<tr>
<td><strong>Schema database table</strong></td>
</tr>
</tbody>
</table>

**Data:**

**Service**

The enterprise name for the service

Derived from: Service.EnterpriseName

**Tasks Handled**

The number of tasks handled by a specific route or service. A task is counted as handled when it is finished. For example, the CallsHandledToHalf field counts the number of tasks that finished during the half-hour. These tasks might have been answered before the interval began.

Derived from: Service_Half_Hour.CallsHandledToHalf
persvc15: Peripheral Service Tasks Abandoned Daily Report

### Overview:

<table>
<thead>
<tr>
<th>Subject</th>
<th>A bar graph of the selected Peripheral Service(s) showing the number of tasks abandoned per day.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Purpose</td>
<td>To show the daily tasks abandoned by the selected peripheral service(s).</td>
</tr>
<tr>
<td>Applicable environment</td>
<td>Standard ACD</td>
</tr>
<tr>
<td>Template type</td>
<td>Historical bar graph</td>
</tr>
<tr>
<td>Default sort order</td>
<td>By the peripheral service</td>
</tr>
<tr>
<td>Drilldowns available</td>
<td>No</td>
</tr>
</tbody>
</table>
| Schema database table | Service  
Service_Half_Hour                                      |

### Data

**Service**

The enterprise name for the service

Derived from: Service.EnterpriseName

**Tasks Abandoned**

The number of tasks to a service or route that were abandoned during the interval (for example, during the current half-hour). An abandoned task is a task in which the caller hangs up before the call is answered.

Derived from: Service_Half_Hour.CallsAbandQToHalf
persvc16: Peripheral Service History Daily Report

Overview:

<table>
<thead>
<tr>
<th>Title</th>
<th>The name you give it when you save the report</th>
</tr>
</thead>
<tbody>
<tr>
<td>Subject</td>
<td>A line graph of the selected Peripheral Service(s) showing tasks abandoned, handled, and offered per day. For use with a single peripheral service.</td>
</tr>
<tr>
<td>Purpose</td>
<td>To show the daily task history for a single peripheral service.</td>
</tr>
<tr>
<td>Applicable environment</td>
<td>Standard ACD</td>
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<tr>
<td>Template type</td>
<td>Historical Line Graph</td>
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<tr>
<td>Default sort order</td>
<td>By the peripheral service</td>
</tr>
<tr>
<td>Drilldowns available</td>
<td>No</td>
</tr>
<tr>
<td>Schema database table</td>
<td>Service_Half_Hour</td>
</tr>
</tbody>
</table>

Data

Tasks Abandoned
The number of tasks to a service or route that were abandoned during the interval (for example, during the current half-hour). An abandoned call is a call in which the caller hangs up before the call is answered.

Derived from: Service_Half_Hour.CallsAbandQToHalf

Tasks Handled
The number of tasks handled by a specific route or service. A task is counted as handled when it is finished. For example, the CallsHandledToHalf field counts the number of tasks that finished during the half-hour These tasks might have been answered before the interval began.

Derived from: Service_Half_Hour.CallsHandledToHalf

Tasks Offered
The number of tasks offered to a specific route or service. An offered task is an incoming task or internal task that is sent to a specific route or service. In real-time data, a task is counted as offered as soon as it is sent to the route, service, or service array.

Derived from: Service_Half_Hour.CallsOfferedToHalf
**Overview:**

<table>
<thead>
<tr>
<th>Title</th>
<th>The name you give it when you save the report</th>
</tr>
</thead>
<tbody>
<tr>
<td>Subject</td>
<td>A bar graph of the selected Peripheral Service(s) showing the distribution (number) of tasks offered at a half-hour sample rate.</td>
</tr>
<tr>
<td>Purpose</td>
<td>To show the half-hour task distribution for the selected peripheral services for the selected time period.</td>
</tr>
<tr>
<td>Applicable environment</td>
<td>Standard ACD</td>
</tr>
<tr>
<td>Template type</td>
<td>Historical bar graph</td>
</tr>
<tr>
<td>Default sort order</td>
<td>By the peripheral service</td>
</tr>
<tr>
<td>Drilldowns available</td>
<td>No</td>
</tr>
</tbody>
</table>
| Schema database table | Service
Service_Half_Hour |

### Data

#### Tasks Offered

The number of tasks offered to a specific route or service. An offered task is an incoming task or internal task that is sent to a specific route or service. In real-time data, a task is counted as offered as soon as it is sent to the route, service, or service array.

Derived from: Service_Half_Hour.CallsOfferedToHalf
persvc18: Gate Analysis Half Hour Report Template

Overview:

<table>
<thead>
<tr>
<th>Title</th>
<th>The name you give it when you save the report</th>
</tr>
</thead>
<tbody>
<tr>
<td>Subject</td>
<td>A table of the selected Peripheral Service(s) showing half-hour status information for a Rockwell Galaxy gate (ICM service). A gate is the Rockwell Galaxy term for a service. <strong>Note:</strong> An IP VRU PG does not have agents associated with it and therefore does not have service members (skill groups). Any such services (a service not associated with a skill group) will not show on this template. Fields applicable to a voice domain only are prefixed with an asterisk (*). Such fields are not applicable for e-mail or collaboration media.</td>
</tr>
<tr>
<td>Purpose</td>
<td>To show half-hour gate analysis statistics for a Rockwell Galaxy gate for the selected time period.</td>
</tr>
<tr>
<td>Applicable environment</td>
<td>Standard ACD</td>
</tr>
<tr>
<td>Template type</td>
<td>Historical table</td>
</tr>
<tr>
<td>Default sort order</td>
<td>By the peripheral service and then by the date and time</td>
</tr>
<tr>
<td>Drilldowns available</td>
<td>Yes</td>
</tr>
<tr>
<td>Schema database tables</td>
<td>Peripheral Service, Service_Member, Service_Half_Hour, Skill_Group_Half_Hour</td>
</tr>
</tbody>
</table>

Data:

**Peripheral Service**

The enterprise name of the peripheral service

Derived from: Service.EnterpriseName

**DateTime** (no label)

The date and time of the selected row’s data in MM/DD/YYYY and HH:MM:SS (month, day, year, hour, minute, second) format.

Derived from: Service_Half_Hour.DateTime
Offered

The number of tasks offered to a specific route or service. An offered task is an incoming task or internal task that is sent to a specific route or service. In real-time data, a task is counted as offered as soon as it is sent to the route, service, or service array.

Derived from: Service_Half_Hour.CallsOfferedToHalf

Service Level

A measurement of how well you are meeting your goals for answering tasks. More precisely, the service level is the percentage of incoming tasks that are answered within a specified service level threshold. Three slightly different calculations can be used for the service level. Specifically, abandoned tasks can be accounted in three different ways:

- Abandoned tasks ignored
- Abandoned tasks have negative impact
- Abandoned tasks have positive impact

The ICM software keeps track of two different service levels: the peripheral service level is the service level as calculated by the peripheral; the ICM service level is the service level as calculated by the ICM system.

Derived from: Service_Half_Hour.ServiceLevelToHalf

% ICM

The percentage of tasks that were routed by the ICM software. The ICM software tracks the number of ICM-routed tasks in the CallsRoutedHalf fields of the central and local databases.

Derived from: Service_Half_Hour.CallsRoutedToHalf * 1.0 / Service_Half_Hour.CallsOfferedToHalf

Handled

The number of tasks handled by a specific route or service. A task is counted as handled when it is finished. For example, the CallsHandledToHalf field counts the number of tasks that finished during the half-hour interval. These tasks might have been answered before the interval began.

Derived from: Service_Half_Hour.CallsHandledToHalf

% Handled

The percentage of tasks handled by a specific route or service. A task is counted as handled when it is finished. For example, the CallsHandledToHalf field counts the number of tasks that finished during the half-hour interval. These tasks might have been answered before the interval began.

Derived from: Service_Half_Hour.CallsHandledToHalf * 1.0 / Service_Half_Hour.CallsOfferedToHalf
ASA

The average answer wait time that all tasks offered to the service during the half-hour interval waited before being answered.

Derived from: Service_Half_Hour.AnswerWaitTimeToHalf * 1.0 / Service_Half_Hour.CallsAnsweredToHalf

ATT

The average time that agents were in the Talking In, Talking Out, and Talking Other states during an interval.

Derived from: Service_Half_Hour.TalkTimeToHalf * 1.0 / Service_Half_Hour.CallsHandledToHalf

Avg Wait Time

The sum of the time that all incoming tasks to a route or service waited before being answered during the current interval. This includes delay time, queue time, and ring time.

Derived from: Service_Half_Hour(HandleTimeToHalf - Service_Half_Hour.TalkTimeToHalf * 1.0 / Service_Half_Hour.CallsHandledToHalf

AHT

The average handle time for tasks handled by agents for the service or skill group. Handle time includes the time agents spend in the Talking In, Hold, Work Ready, and Work Not Ready states.

Derived from: Service_Half_Hour.HandleTimeToHalf * 1.0 / Service_Half_Hour.CallsHandledToHalf

Aban

The number of tasks to a service or route that were abandoned during the interval (for example, during the current half-hour). An abandoned task is a task in which the caller hangs up before the call is answered.

Derived from: Service_Half_Hour.CallsAbandQToHalf

% Aban

The percentage of tasks to a service or route that were abandoned during the interval (for example, during the current half-hour). An abandoned task is a task in which the caller hangs up before the task is answered.

Derived from: Service_Half_Hour.CallsAbandQToHalf * 1.0 / Service_Half_Hour.CallsOfferedToHalf

% Aban Time

The percentage of time associated with tasks that were abandoned while offered to the service during the interval.

Derived from: Service_Half_Hour.DelayQAbandTimeToHalf * 1.0 / Service_Half_Hour. LoggedOnTimeToHalf
**Log On Duration**

The time, expressed in HH:MM:SS (hours, minutes, seconds) format that the agents for the service were logged onto their primary assignment gate (also referred to as the agent’s primary position).

The Rockwell Galaxy ACD allows agents to have primary, secondary, and tertiary assignments to a gate. In this context, a gate is similar to an ICM system skill group. For example, if several agents are logged on to their primary assignment gates and these gates, or skill groups, support a service in the report you are viewing, then these agents are counted under primary position manned.

Derived from: Skill_Group_Half_Hour.LoggedOnTimeToHalf

**% Busy Other**

The percentage of time that agents for the peripheral service were in the Busy Other state during the half-hour interval.

Derived from:

\[
\frac{(Skill\_Group\_Half\_Hour.LoggedOnTimeToHalf - Skill\_Group\_Half\_Hour.AvailTimeToHalf) \times 1.0}{Skill\_Group\_Half\_Hour.LoggedOnTimeToHalf}
\]

**% Avail Time**

The percentage of time that agents for the service were in the Available state during the half-hour interval.

Derived from: Skill_Group_Half_Hour.AvailTimeToHalf * 1.0 / Skill_Group_Half_Hour.LoggedOnTimeToHalf

**% Active Time**

The percentage of time that agents for the peripheral service were in the Active state during the half-hour interval.

Derived from: Service_Half_Hour.TalkTimeToHalf * 1.0 / Service_Half_Hour.LoggedOnTimeToHalf

**%* Wrap Up Time**

The percentage of time that agents were involved in after-task work. After-task work includes post-task activities, such as completing paperwork or consulting with associates. Agents performing after-task work are either in the Work Ready or Work Not Ready state.

Derived from: (Skill_Group_Half_Hour.WorkReadyTimeToHalf + Skill_Group_Half_Hour.WorkNotReadyTimeToHalf) / Skill_Group_Half_Hour.LoggedOnTimeToHalf
% Other
The percentage of the time that agents spent in the Not Ready and Busy Other states.


Service Summary
The total of each field for a peripheral service.

Report Summary
The total of each field for all peripheral services.

persvc20: Peripheral Service for IVR Queue Half Hour Report

<table>
<thead>
<tr>
<th>Overview:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Title</strong></td>
</tr>
<tr>
<td><strong>Subject</strong></td>
</tr>
<tr>
<td><strong>Purpose</strong></td>
</tr>
<tr>
<td><strong>Applicable environment</strong></td>
</tr>
<tr>
<td><strong>Template type</strong></td>
</tr>
<tr>
<td><strong>Default sort order</strong></td>
</tr>
<tr>
<td><strong>Drilldowns available</strong></td>
</tr>
<tr>
<td><strong>Schema database tables</strong></td>
</tr>
</tbody>
</table>
Data:

**Enterprise Name**
The name of the enterprise service and its ID.
Derived from: Service.EnterpriseName + Service_Half_Hour.SkillTargetID

**Date Time (no label)**
The date and time of the selected row's data in MM/DD/YYYY and HH:MM:SS (month, day, year, hour, minute, second) format.
Derived from: Service_Half_Hour.DateTime

**Tasks Offered**
The number of incoming tasks that came into this service. Tasks Offered = Abandon Short Tasks + Tasks Abandoned + Routed to Agents.
Derived from: Service_Half_Hour.CallsOfferedtoHalf

*Aban Short Tasks*
Tasks that disconnected within the abandon wait time threshold.
Derived from: Service_Half_Hour.ShortCallsToHalf

**Avg Aban Wait**
The total wait time of all abandons divided by number of abandoned tasks.
Derived from: Service_Half_Hour.AvgDelayQAbandToHalf

**Tasks Aban**
Tasks that disconnected while listening to IVR, but before they were routed to agents.
Derived from: Service_Half_Hour.CallsAbandQTToHalf

**Total Aban Wait Time**
The total wait time for all abandoned tasks, measured in HH:MM:SS format (hours, minutes, seconds). Starts when the task first enters this service.
Derived from: Service_Half_Hour.DelayQAbandTimeToHalf

**Service Level**
Depends on Service level type defined at the service. There are three different ways for calculating service level based on the Effect of Abandoned tasks on the service level configuration parameter:
- Ignore abandoned tasks: service level = ServiceLevelCalls/(ServiceLevelCallsOffered – ServiceLevelAband)
- Negative impact of abandoned tasks: service level = ServiceLevelCalls/(ServiceLevelCallsOffered )
- Positive impact of abandoned tasks: service level = (ServiceLevelCalls + ServiceLevelAband) /ServiceLevelCallsOffered

In the preceding calculations, ServiceLevelCallsOffered are all the tasks answered within the threshold. For example: all tasks answered within 5 minutes.

Derived from: Service_Half_Hour.ServiceLevelToHalf

Routed to Agents
Tasks that were routed to agents.

Derived from: Service_Half_Hour.CallsRoutedToHalf

Service Summary
A summary for each service for the interval.

Report Summary
A summary for all services for the interval.

persvc21: Peripheral Service IVR Queue Daily Report

<table>
<thead>
<tr>
<th>Overview:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Title</td>
<td>The name you give it when you save the report.</td>
</tr>
<tr>
<td>Subject</td>
<td>A table summary of the daily activity in the selected IVR queue(s)</td>
</tr>
<tr>
<td></td>
<td><strong>Note</strong>: This report displays the same data as the Persvc20 report, except the data here is broken down by day instead of by half hour. Fields applicable to a voice domain only are prefixed with an asterisk (*). Such fields are not applicable for e-mail or collaboration media.</td>
</tr>
<tr>
<td>Purpose</td>
<td>To show daily IVR queue activity for the selected time period.</td>
</tr>
<tr>
<td></td>
<td><strong>Note</strong>: This report is for IVR services that reside on IVR PGs that have Service Control reporting enabled and queue reporting enabled.</td>
</tr>
<tr>
<td>Applicable environment</td>
<td>IPCC (for IVR services only, not for agent services)</td>
</tr>
<tr>
<td>Template type</td>
<td>Historical table</td>
</tr>
<tr>
<td>Default sort order</td>
<td>By service and then by date and time.</td>
</tr>
<tr>
<td>Drilldowns available</td>
<td>Yes</td>
</tr>
<tr>
<td>Schema database tables</td>
<td>Service</td>
</tr>
<tr>
<td></td>
<td>Service_Half_Hour</td>
</tr>
</tbody>
</table>
Data

Enterprise Name
The name of the enterprise service and its ID.
Derived from: Service.EnterpriseName + Service_Half_Hour.SkillTargetID

Date (no label)
The date when the record was generated in MM/DD/YY (month, day, year) format.
Derived from: Service_Half_Hour.DateTime

Tasks Offered
The number of incoming tasks that came into this service. Tasks Offered = Abandon Short Tasks + Tasks Abandoned + Routed to Agents.
Derived from: Service_Half_Hour.CallsOfferedtoHalf

*Aban Short Tasks
Tasks that disconnected within the abandon wait time threshold.
Derived from: Service_Half_Hour.ShortCallsToHalf

Avg Aban Wait
The total wait time of all abandons divided by number of abandoned tasks.
Derived from: Service_Half_Hour.AvgDelayQAbandToHalf

Tasks Aban
Tasks that disconnected while listening to IVR, but before they were routed to agents.
Derived from: Service_Half_Hour.CallsAbandQToHalf

Total Aban Wait Time
The total wait time for all abandoned tasks, measured in HH:MM:SS format (hours, minutes, seconds). Starts when the task first enters this service.
Derived from: Service_Half_Hour.DelayQAbandTimeToHalf

Service Level
Depends on Service level type defined at the service. There are three different ways for calculating service level based on the Effect of Abandoned tasks on the service level configuration parameter:
- Ignore abandoned tasks: service level = ServiceLevelCalls/(ServiceLevelCallsOffered - ServiceLevelAband)
- Negative impact of abandoned tasks: service level = ServiceLevelCalls/(ServiceLevelCallsOffered )
Positive impact of abandoned tasks: service level = \( \frac{\text{ServiceLevelCalls + ServiceLevelAband}}{\text{ServiceLevelCallsOffered}} \)

In the preceding calculations, \( \text{ServiceLevelCallsOffered} \) are all the tasks answered within the threshold. For example: all tasks answered within 5 minutes.

Derived from: Service_Half_Hour.ServiceLevelToHalf

**Routed to Agents**

Tasks that were routed to agents.

Derived from: Service_Half_Hour.CallsRoutedToHalf

**Service Summary**

A summary for each service for the interval.

**Report Summary**

A summary for all services for the interval.

---

**Overview:**

<table>
<thead>
<tr>
<th>Description</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Title</td>
<td>The name you give it when you save the report.</td>
</tr>
<tr>
<td>Subject</td>
<td>A table summary of the activity of the selected IVR self-service(s), gathered in half-hour increments</td>
</tr>
<tr>
<td>Purpose</td>
<td>Shows the activity for the selected IVR service(s) for the selected time period. <strong>Note:</strong> This report is for IVR services that reside on IVR PGs that have Service Control reporting enabled and Queue reporting disabled.</td>
</tr>
<tr>
<td>Applicable environment</td>
<td>IPCC and/or standard ACD (for IVR services only, not for agent services)</td>
</tr>
<tr>
<td>Template type</td>
<td>Historical table</td>
</tr>
<tr>
<td>Default sort order</td>
<td>By service and then by the date and time.</td>
</tr>
<tr>
<td>Drilldowns available</td>
<td>Yes</td>
</tr>
<tr>
<td>Schema database tables</td>
<td>Service Service_Half_Hour</td>
</tr>
</tbody>
</table>
Data:

**Enterprise Name**
The name of the enterprise service.
Derived from: Service.EnterpriseName

**Date Time** (no label)
The date and time of the selected row's data in MM/DD/YYYY and HH:MM:SS (month, day, year, hour, minute, second) format.
Derived from: Service_Half_Hour.DateTime

**Tasks Offered**
The number of incoming tasks that came into this service. Tasks Offered = Tasks Abandon + Routed to agent.
Derived from: Service_Half_Hour.CallsOfferedtoHalf

**Tasks Handled**
The number of tasks that were connected to IVR ports.
Derived from: Service_Half_Hour.CallsHandledtoHalf

**Tasks Aban**
The number of tasks that disconnected while ringing on the IVR port.
Derived from: Service_Half_Hour.CallsAbandQToHalf

**Routed to Agents**
The number of tasks that required agent intervention.
Derived from: Service_Half_Hour.CallsRoutedToHalf

**AHT**
The total time all tasks spent in the IVR divided by Number of Tasks Serviced.
Derived from: Service_Half_Hour.AvgHandleTimeToHalf

**Total Aban Wait Time**
The total wait time for all abandoned tasks, measured in HH:MM:SS (hours, minutes, seconds) format. Starts when the task first enters this service.
Derived from: Service_Half_Hour.DelayQAbandTimeToHalf
Avg Aban Wait
The total wait time of all abandoned tasks divided by the number of abandoned tasks.
Derived from: Service_Half_Hour.AvgDelayQAbandToHalf

Service Summary
A summary for each service for the interval.

Report Summary
A summary for all services for the interval.

persvc23: Peripheral Service IVR Self-Service Daily Report

<table>
<thead>
<tr>
<th>Overview:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Title</td>
</tr>
<tr>
<td>Subject</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>Purpose</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>Applicable environment</td>
</tr>
<tr>
<td>Template type</td>
</tr>
<tr>
<td>Default sort order</td>
</tr>
<tr>
<td>Drilldowns available</td>
</tr>
<tr>
<td>Schema database tables</td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>

Data:

Enterprise Name
The name of the enterprise service.
Derived from: Service.EnterpriseName
**Date** (no label)
The date when the record was generated in MM/DD/YY (month, day, year) format.
Derived from: Service_Half_Hour.DateTime

**Tasks**
**Offered**
The number of incoming tasks that came into this service. Tasks Offered = Tasks Abandon + Routed to agent.
Derived from: Service_Half_Hour.CallsOfferedtoHalf

**Tasks**
**Handled**
The number of tasks that were connected to IVR ports.
Derived from: Service_Half_Hour.CallsHandledtoHalf

**Tasks**
**Aban**
The number of tasks that disconnected while ringing on the IVR port.
Derived from: Service_Half_Hour.CallsAbandQToHalf

**Routed to Agents**
The number of tasks that required agent intervention.
Derived from: Service_Half_Hour.CallsRoutedToHalf

**AHT**
The total time all tasks spent in the IVR divided by Number of Tasks Serviced.
Derived from: Service_Half_Hour.AvgHandleTimeToHalf

**Total Aban Wait Time**
The total wait time for all abandoned tasks, measured in HH:MM:SS (hours, minutes, seconds) format. Starts when the task first enters this service.
Derived from: Service_Half_Hour.DelayQAbandTimeToHalf

**Avg Aban Wait**
The total wait time of all abandoned tasks divided by the number of abandoned tasks.
Derived from: Service_Half_Hour.AvgDelayQAbandToHalf

**Service Summary**
A summary for each service for the interval.
Report Summary
A summary for all services for the interval.

persvc24: Peripheral Service Agent Half Hour Report

<table>
<thead>
<tr>
<th>Overview:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Title</strong></td>
</tr>
<tr>
<td><strong>Subject</strong></td>
</tr>
<tr>
<td><strong>Purpose</strong></td>
</tr>
<tr>
<td><strong>Applicable environment</strong></td>
</tr>
<tr>
<td><strong>Template type</strong></td>
</tr>
<tr>
<td><strong>Default sort order</strong></td>
</tr>
<tr>
<td><strong>Drilldowns available</strong></td>
</tr>
<tr>
<td><strong>Schema database tables</strong></td>
</tr>
</tbody>
</table>

Data:

**Enterprise Name**
The name of the enterprise service.
Derived from: Service.EnterpriseName

**Date Time** (no label)
The date and time of the selected row's data in MM/DD/YYYY (month, day, year) and HH:MM:SS (hour, minute, second) format.
Derived from: Service_Half_Hour.DateTime
Service Level

Depends on Service level type defined at the service. There are three different ways for calculating service level based on the Effect of Abandoned tasks on the service level configuration parameter:

- Ignore abandoned tasks: service level = ServiceLevelCalls/(ServiceLevelCallsOffered – ServiceLevelAband)
- Negative impact of abandoned tasks: service level = ServiceLevelCalls/(ServiceLevelCallsOffered)
- Positive impact of abandoned tasks: service level = (ServiceLevelCalls + ServiceLevelAband) /ServiceLevelCallsOffered

In the preceding calculations, ServiceLevelCallsOffered are all the tasks answered within the threshold.

Derived from: Service_Half_Hour.ServiceLevelToHalf

Tasks Offered

The number of incoming tasks that came into this service. Tasks Offered = Tasks Abandon + Routed to agent.

Derived from: Service_Half_Hour.CallsOfferedtoHalf

Tasks Handled

The number of tasks that were connected to IVR ports.

Derived from: Service_Half_Hour.CallsHandledtoHalf

Tasks Aban

The number of tasks that disconnected while ringing on the IVR port.

Derived from: Service_Half_Hour.CallsAbandQToHalf

*Aban Short Tasks

The total number of tasks to the service during the half-hour interval that were too short to be considered abandoned. A task is determined to be a short task if it is abandoned before the Abandoned Call Wait Time expired. Short tasks are not considered abandoned and they are not accounted for in any of the ICM abandoned tasks calculations.

Derived from: Service_Half_Hour.ShortCallsToHalf

AHT

The total time all tasks spent in the IVR divided by Number of Tasks Serviced.

Derived from: Service_Half_Hour.AvgHandleTimeToHalf
Service Reports

persvc24: Peripheral Service Agent Half Hour Report

**Total Aban Wait Time**

The total wait time for all abandoned tasks, measured in HH:MM:SS (hours, minutes, seconds) format. Starts when the task first enters this service.

Derived from: Service_Half_Hour.DelayQAbandTimeToHalf

**Avg Aban Wait**

The total wait time of all abandoned tasks divided by the number of abandoned tasks.

Derived from: Service_Half_Hour.AvgDelayQAbandToHalf

**Service Summary**

A summary for each service for the interval.

**Report Summary**

A summary for all services for the interval.
persvc25: Peripheral Service Agent Daily Report

<table>
<thead>
<tr>
<th>Overview:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Title</strong></td>
</tr>
<tr>
<td><strong>Subject</strong></td>
</tr>
<tr>
<td><strong>Note:</strong></td>
</tr>
<tr>
<td><strong>Purpose</strong></td>
</tr>
<tr>
<td><strong>Note:</strong></td>
</tr>
<tr>
<td><strong>Applicable environment</strong></td>
</tr>
<tr>
<td><strong>Template type</strong></td>
</tr>
<tr>
<td><strong>Default sort order</strong></td>
</tr>
<tr>
<td><strong>Drilldowns available</strong></td>
</tr>
<tr>
<td><strong>Schema database tables</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Data:</th>
</tr>
</thead>
</table>

**Enterprise Name**

The name of the enterprise service.

Derived from: Service.EnterpriseName

**Date** (no label)

The date when the record was generated in MM/DD/YY (month, day, year) format.

Derived from: Service_Half_Hour.DateTime
Service Level

Depends on Service level type defined at the service. There are three different ways for calculating service level based on the Effect of Abandoned tasks on the service level configuration parameter:

- Ignore abandoned tasks: service level = ServiceLevelCalls/(ServiceLevelCallsOffered - ServiceLevelAband)
- Negative impact of abandoned tasks: service level = ServiceLevelCalls/(ServiceLevelCallsOffered)
- Positive impact of abandoned tasks: service level = (ServiceLevelCalls + ServiceLevelAband)/ServiceLevelCallsOffered

In the preceding calculations, ServiceLevelCallsOffered are all the tasks answered within the threshold.

Derived from: Service_Half_Hour.ServiceLevelToHalf

Tasks Offered

The number of incoming tasks that came into this service. Tasks Offered = Tasks Abandon + Routed to agent.

Derived from: Service_Half_Hour.CallsOfferedtoHalf

Tasks Handled

The number of tasks that were connected to IVR ports.

Derived from: Service_Half_Hour.CallsHandledtoHalf

Tasks Aban

The number of tasks that disconnected while ringing on the IVR port.

Derived from: Service_Half_Hour.CallsAbandQToHalf

*Aban Short Tasks

The total number of tasks to the service during the half-hour interval that were too short to be considered abandoned. A task is determined to be a short task if it is abandoned before the Abandoned Call Wait Time expired. Short tasks are not considered abandoned and they are not accounted for in any of the ICM abandoned tasks calculations.

Derived from: Service_Half_Hour.ShortCallsToHalf

AHT

The total time all tasks spent in the IVR divided by Number of Tasks Serviced.

Derived from: Service_Half_Hour.AvgHandleTimeToHalf
Total Aban Wait Time
The total wait time for all abandoned tasks, measured in HH:MM:SS (hours, minutes, seconds) format. Starts when the task first enters this service.
Derived from: Service_Half_Hour.DelayQAbandTimeToHalf

Avg Aban Wait
The total wait time of all abandoned tasks divided by the number of abandoned tasks.
Derived from: Service_Half_Hour.AvgDelayQAbandToHalf

Service Summary
A summary for each service for the interval.

Report Summary
A summary for all services for the interval.
persvc26: Peripheral Service Historical All Fields Report

<table>
<thead>
<tr>
<th>Overview:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Title</td>
</tr>
<tr>
<td>Subject</td>
</tr>
<tr>
<td>Purpose</td>
</tr>
<tr>
<td>Applicable environment</td>
</tr>
<tr>
<td>Template type</td>
</tr>
<tr>
<td>Sport order</td>
</tr>
<tr>
<td>Drilldowns available</td>
</tr>
<tr>
<td>Schema database tables</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Data:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Enterprise Name</strong></td>
</tr>
<tr>
<td>The service name. A name that is unique among all the services in the enterprise. Derived from: Service.EnterpriseName</td>
</tr>
<tr>
<td><strong>Skill TargetID</strong></td>
</tr>
<tr>
<td>The service ID number. This is an identifier that is unique among all skill targets in the enterprise. Derived from: Service_Half_Hour.SkillTargetID</td>
</tr>
</tbody>
</table>
**DateTime (no label)**

The date and time of the selected row's data in MM/DD/YYYY (month, day, year) and HH:MM:SS (hour, minute, second) format.

Derived from: Service_Half_Hour.DateTime

**Time Zone**

The time zone for the date and time. The value is the offset in minutes from Greenwich Mean Time (GMT). GMT is the time zone at the meridian at Greenwich, England. This time zone is used as an international standard.

Derived from: Service_Half_Hour.TimeZone

**Tasks Out**

The number of outbound tasks placed by agents for the service during the half-hour interval.

Derived from: Service_Half_Hour.CallsOutToHalf

**Terminated Other**

The number of tasks handled by the service but not otherwise accounted for during the half-hour interval.

Derived from: Service_Half_Hour.CallsTerminatedOtherToHalf

**Offered**

The total of incoming tasks plus internal tasks offered to the service during the half-hour interval.

Derived from: Service_Half_Hour.CallsOfferedToHalf

**Periph Service Level Offer**

The number of offered tasks used in the peripheral service level calculation for the half-hour interval.

Derived from: Service_Half_Hour.PeriphServiceLevelOfferToHalf

**Incoming**

The total of incoming tasks to the service during the half-hour interval.

Derived from: Service_Half_Hour.CallsIncomingToHalf

**Trans In**

The number of tasks transferred into the service during the half-hour interval.

Derived from: Service_Half_Hour.TransferInCallsToHalf

**Handled**

The total tasks handled for the service during the half-hour interval.

Derived from: Service_Half_Hour.CallsHandledToHalf
**Trans Out**
The number of tasks transferred out of the service during the half-hour interval.
Derived from: Service_Half_Hour.TransferOutCallsToHalf

**Routed**
The total tasks routed to the service during the half-hour interval.
Derived from: Service_Half_Hour.CallsRoutedToHalf

**Aban Queue**
The number of tasks abandoned in queue for the service during the half-hour interval.
Derived from: Service_Half_Hour.CallsAbandQToHalf

**Periph Service Level**
Peripheral service level during the half-hour interval.
Derived from: Service_Half_Hour.PeriphServiceLevelToHalf

**Periph Service Level Tasks**
The number of tasks to the service answered within the service level, as counted by the peripheral, during the half-hour interval.
Derived from: Service_Half_Hour.PeriphServiceLevelCallsToHalf

**Service Level**
The ICM software service level for the service during the half-hour interval.
There are three different ways for calculating service level based on the Effect of Abandoned tasks on the service level configuration parameter:
- Ignore abandoned tasks: service level = ServiceLevelCalls/(ServiceLevelCallsOffered – ServiceLevelAband)
- Negative impact of abandoned tasks: service level = ServiceLevelCalls/(ServiceLevelCallsOffered )
- Positive impact of abandoned tasks: service level = (ServiceLevelCalls + ServiceLevelAband) /ServiceLevelCallsOffered

In the preceding calculations, ServiceLevelCallsOffered are all the tasks answered within the threshold. For example: all tasks answered within 5 minutes.
Derived from: Service_Half_Hour.ServiceLevelToHalf

**Service Level Tasks**
The total of tasks to the service answered within the ICM service level threshold during the half-hour interval.
Derived from: Service_Half_Hour.ServiceLevelCallsToHalf
Service Level Aban
The total of tasks to the service abandoned within the service level threshold
during the half-hour interval.
Derived from: Service_Half_Hour.ServiceLevelAbandToHalf

Service Level Offered
The number of tasks to the service that had service level events during the
half-hour interval.
Derived from: Service_Half_Hour.ServiceLevelCallsOfferedToHalf

*Avg Delay Q
Average delay in the queue for tasks to the service during the half-hour
interval: DelayQTimeToHalf / CallsQToHalf.
Derived from: Service_Half_Hour.AvgDelayQToHalf

*Delay Q Time
Sum of delay time of all tasks to the service in queue during the half-hour
interval.
Derived from: Service_Half_Hour.DelayQTimeToHalf

*Tasks Q
The total number of tasks to the service in the queue during the half-hour
interval.
Derived from: Service_Half_Hour.CallsQToHalf

*Avg Delay Q Aban
Average delay time of tasks to the service abandoned in queue during the
half-hour interval: DelayQAbandTimeToHalf / CallsAbandQToHalf.
Derived from: Service_Half_Hour.AvgDelayQAbandToHalf

*Delay Q Aban Time
The total number of seconds that tasks for the service that were abandoned in
queue waited during the interval. These are tasks that existed in the queue
but were abandoned before being handled by an agent or trunk device.
Derived from: Service_Half_Hour.DelayQAbandTimeToHalf

ASA
Average answer wait time for all tasks answered for the service during the
half-hour interval: AnswerWaitTimeToHalf / CallsAnsweredToHalf.
Derived from: Service_Half_Hour.AvgSpeedAnswerToHalf
**Answer Wait Time**
Sum of answer wait time in seconds for all tasks answered for the service during the half-hour interval.
Derived from: Service_Half_Hour.AnswerWaitTimeToHalf

**ATT**
Average talk time in seconds for tasks to the service ending during the half-hour interval: TalkTimeToHalf / CallsHandledToHalf.
Derived from: Service_Half_Hour.AvgTalkTimeToHalf

**Talk Time**
The total talk time in seconds for tasks to the service ending during the half-hour interval.
Derived from: Service_Half_Hour.TalkTimeToHalf

**AHT**
Average handle time of tasks to the service ending during the half-hour interval: HandleTimeToHalf / CallsHandledToHalf.
Derived from: Service_Half_Hour.AvgHandleTimeToHalf

**Handle Time**
The total handle time in seconds of all tasks to the service ending during the half-hour interval.
Derived from: Service_Half_Hour.HandleTimeToHalf

**Short Tasks**
The total number of tasks to the service during the half-hour interval that were too short to be considered abandoned.
A task is determined to be a short task if it is abandoned before the Abandoned Call Wait Time expired. Short tasks are not considered abandoned and they are not accounted for in any of the ICM abandoned tasks calculations. This field is dependent on the AbandonedCallWaitTime threshold.
Derived from: Service_Half_Hour.ShortCallsToHalf

**Ans**
The total number of tasks answered by agents for the service during the half-hour interval.
Derived from: Service_Half_Hour.CallsAnsweredToHalf
**Longest Task Aban Time**
Longest time in seconds a task was in queue for the service before being abandoned during the half-hour interval.
Derived from: Service_Half_Hour.LongestCallAbandTime

**Longest Task Delay Q Time**
Longest time in seconds a task was in queue for the service before being answered during the half-hour interval.
Derived from: Service_Half_Hour.LongestCallDelayQTime

**Short Tasks Time**
Time, in seconds, accumulated by tasks that were too short to be counted as abandoned during the half-hour interval.
Derived from: Service_Half_Hour.ShortCallsTimeToHalf

**Forced Closed**
The number of tasks to the service that were determined to be closed following an interruption in data during the half-hour interval.
Derived from: Service_Half_Hour.ForcedClosedCallsToHalf

**Overflow In**
The number of tasks the peripheral overflowed into this service during the half-hour interval.
Derived from: Service_Half_Hour.OverflowInToHalf

**Overflow Out**
The number of tasks the peripheral overflowed out of this service during the half-hour interval.
Derived from: Service_Half_Hour.OverflowOutToHalf

**Auto Out Tasks**
The total number of completed AutoOut (predictive) tasks made by this service during the half-hour interval. The value is updated in the database when the after-task work time associated with the task (if any) has completed.
Derived From: Service_Half_Hour.AutoOutCallsToHalf

**Auto Out Time**
The total handle time, in seconds, for completed AutoOut (predictive) tasks handled this service during the half-hour interval.
Handle time includes WorkTime, TalkTime, and HoldTime, all of which are taken from the Termination_Call_Detail records. The AutoOutCallsTime value includes the time spent from the task being initiated to the time the agent completes after-task work time for the task. The value is updated in the
database when the after-task work time associated with the task (if any) has completed.
Derived From: Service_Half_Hour.AutoOutCallsTimeToHalf

*Auto Out Talk Time
The total talk time, in seconds, for completed AutoOut (predictive) tasks handled by the service during the half-hour interval. This value includes the time spent from the task being initiated to the time the agent begins after-task work for the task. It is based on TalkTime from Termination_Call_Detail. It therefore includes the HoldTime associated with the task. AutoOutCallsTalkTime is updated in the database when the after-task work time associated with the task (if any) has completed.
Derived From: Service_Half_Hour.AutoOutCallsTalkTimeToHalf

*Auto Out On Hold
The total number of completed AutoOut (predictive) tasks that this service has placed on hold at least once. The value is updated in the database when the after-task work time associated with the task (if any) has completed.
Derived From: Service_Half_Hour.AutoOutCallsOnHoldToHalf

*Auto Out On Hold Time
The total number of seconds that AutoOut (predictive) tasks were placed on hold by this service during the half-hour interval. This data element is based on HoldTime from the Termination_Call_Detail record. The value is updated in the database when the after-task work associated with the task (if any) has completed.
Derived From: Service_Half_Hour.AutoOutCallsOnHoldTimeToHalf

*Preview
The total number of completed outbound Preview tasks made by this service during the half-hour interval. The value is updated in the database when the after-task work time associated with the task (if any) has completed.
Derived From: Service_Half_Hour.PreviewCallsToHalf

*Preview Time
The total handle time, in seconds, for completed outbound Preview tasks handled by this service during the half-hour interval.
Handle time includes WorkTime, TalkTime, and HoldTime, all of which are taken from the Termination_Call_Detail records. The PreviewCallsTime value includes the time spent from the task being initiated to the time the agent completes after-task work time for the task. The value is updated in the database when the after-task work time associated with the task (if any) has completed.
Derived From: Service_Half_Hour.PreviewCallsTimeToHalf
**Preview Talk Time**
The total talk time, in seconds, for completed outbound Preview tasks handled by this service during the half-hour interval.

This value includes the time spent from the task being initiated to the time the agent begins after-task work for the task. It is based on TalkTime from Termination_Call_Detail. It therefore includes the HoldTime associated with the task. PreviewCallsTalkTime is updated in the database when the after-task work time associated with the task (if any) has completed.

Derived From: Service_Half_Hour.PreviewCallsTalkTimeToHalf

**Preview On Hold**
The total number of completed outbound Preview tasks that this service placed on hold at least once. The value is updated in the database when the after-task work time associated with the task (if any) has completed.

Derived From: Service_Half_Hour.PreviewCallsOnHoldToHalf

**Preview On Hold Time**
The total number of seconds outbound Preview tasks were placed on hold this service during the half-hour interval.

This data element is based on HoldTime from the Termination_Call_Detail record. The value is updated in the database when the after-task work associated with the task (if any) has completed.

Derived From: Service_Half_Hour.PreviewCallsOnHoldTimeToHalf

**Reserve**
The total number of completed agent reservation tasks made by this service during the half-hour interval. The value is updated in the database when the after-task work time associated with the task (if any) has completed.

Derived From: Service_Half_Hour.ReserveCallsToHalf

**Reserve Time**
The total handle time, in seconds, for completed agent reservation tasks handled by this service during the half-hour interval.

Handle time includes WorkTime, TalkTime, and HoldTime, all of which are taken from the Termination_Call_Detail records. The ReserveCallsTime value includes the time spent from the task being initiated to the time the agent completes after-task work time for the task. The value is updated in the database when the after-task work time associated with the task (if any) has completed.

Derived From: Service_Half_Hour.ReserveCallsTimeToHalf

**Reserve Talk Time**
The total talk time, in seconds, for completed agent reservation tasks handled by the service during the half-hour interval.

This value includes the time spent from the task being initiated to the time the
agent begins after-task work for the task. It is based on TalkTime from Termination_Call_Detail. It therefore includes the HoldTime associated with the task. ReserveCallsTalkTime is updated in the database when the after-task work time associated with the task (if any) has completed.

Derived From: Service_Half_Hour.ReserveCallsTalkTimeToHalf

*Reserve On Hold

The total number of completed agent reservation tasks that this service placed on hold at least once. The value is updated in the database when the after-task work time associated with the task (if any) has completed.

Derived From: Service_Half_Hour.ReserveCallsOnHoldToHalf

*Reserve Tasks On Hold Time

The total number of seconds agent reservation tasks were placed on hold by this service during the half-hour interval.

This data element is based on HoldTime from the Termination_Call_Detail record. The value is updated in the database when the after-task work associated with the task (if any) has completed.

Derived From: Service_Half_Hour.ReserveCallsOnHoldTimeToHalf

Hold Time

The total hold time in seconds for tasks to the service that ended during the half-hour interval.

Derived From: Service_Half_Hour.HoldTimeToHalf

*Blind Transfer Out

The number of tasks that were blind transferred out by agents in this service during the half-hour interval.

Derived From: Service_Half_Hour.BlindTransfersOutToHalf

Summary

Summaries for each field in the table.
Service array reports

A service array is a collection of services, which might be associated with different VRUs, but are all associated with the same Peripheral Gateway (PG). You can route calls to a service array and let the PG choose among the member services.

A service array, being a collection of services, is also an enterprise service. But not all enterprise services are service arrays.

**Note:** Use the Call Type or Skill Group templates for obtaining queue data. For more information, see Missing call in queue information in the service real time and half hour report data fields, page 2-20.

The following table lists all the enterprise service report templates that WebView provides. You can click on the name of an enterprise service report in the following table to see more detailed information about the data in that report, and how the data is derived from the ICM software’s database.

**Table 10-3 Service Array Templates**

<table>
<thead>
<tr>
<th>Template Name</th>
<th>Applicable Environment</th>
<th>Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>entsvc01: Enterprise Service Queue Delay Status Real Time Report, page 10-4</td>
<td>Standard ACD</td>
<td>real-time bar graph</td>
<td>Time (in seconds) for delays in queue, longest call in queue and average speed of answer (ASA) over the last five minutes.</td>
</tr>
<tr>
<td>entsvc02: Enterprise Service Status Real Time Report, page 10-6</td>
<td>Standard ACD</td>
<td>real-time bar graph</td>
<td>Number of calls on which agents are talking and the number of calls in queue.</td>
</tr>
<tr>
<td>entsvc03: Effect of Abandoned Tasks on Enterprise Service Service Levels Report, page 10-7</td>
<td>Standard ACD</td>
<td>real-time table</td>
<td>Calls offered, handled, abandoned, and the effect of abandoned calls on service levels.</td>
</tr>
<tr>
<td>entsvc04: Enterprise Service Trend Analysis Report, page 10-9</td>
<td>Standard ACD</td>
<td>real-time table</td>
<td>Call counts and service levels since end of last 5-minute and half-hour intervals, and since midnight.</td>
</tr>
<tr>
<td>entsvc05: Enterprise Service Tasks Offered Over Half Hour Report, page 10-11</td>
<td>Standard ACD</td>
<td>real time pie chart</td>
<td>Percentage distribution of calls offered since the end of the last half-hour interval.</td>
</tr>
<tr>
<td>entsvc06: Enterprise Service Service Levels Real Time Report, page 10-12</td>
<td>Standard ACD</td>
<td>Real-Time bar graph</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, page 10-14</td>
<td>Standard ACD</td>
<td>real-time table</td>
<td>Call counts, queue status, and service level data in real time and for the last five minutes.</td>
</tr>
</tbody>
</table>
### Table 10-3 Service Array Templates (continued)

<table>
<thead>
<tr>
<th>Template Name</th>
<th>Applicable Environment</th>
<th>Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>entsvc08: Task and Agent Status Real Time Report, page 10-17</td>
<td>Standard ACD</td>
<td>real-time table</td>
<td>Call 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 Report, page 10-21</td>
<td>Standard ACD</td>
<td>real-time table</td>
<td>Service array call counts, queue status, and service level data in real time and for the last five minutes.</td>
</tr>
<tr>
<td>entsvc11: Tasks Analysis of Enterprise Services Daily Report, page 10-46</td>
<td>Standard ACD</td>
<td>historical table</td>
<td>Call count daily totals, queue delay time daily totals, and service level daily average.</td>
</tr>
<tr>
<td>entsvc12: Tasks Analysis of Enterprise Services Half Hour Report, page 10-48</td>
<td>Standard ACD</td>
<td>historical table</td>
<td>Call-count and queue delay time half-hour totals, and service level half-hour totals.</td>
</tr>
<tr>
<td>entsvc13: Enterprise Service Tasks Offered Daily Report, page 10-50</td>
<td>Standard ACD</td>
<td>historical graph</td>
<td>The number of calls offered per day.</td>
</tr>
<tr>
<td>entsvc14: Enterprise Service Tasks Handled Daily Report, page 10-51</td>
<td>Standard ACD</td>
<td>historical graph</td>
<td>The number of calls handled per day.</td>
</tr>
<tr>
<td>entsvc15: Enterprise Service Tasks Abandoned Daily Report, page 10-52</td>
<td>Standard ACD</td>
<td>historical graph</td>
<td>The number of calls abandoned per day.</td>
</tr>
<tr>
<td>entsvc16: Enterprise Service History Daily Report, page 10-53</td>
<td>Standard ACD</td>
<td>historical graph</td>
<td>Calls abandoned by, calls handled by, and calls offered to a single enterprise service.</td>
</tr>
<tr>
<td>entsvc17: Enterprise Service Tasks Offered Half Hour Report, page 10-54</td>
<td>Standard ACD</td>
<td>historical bar graph</td>
<td>The half-hour distribution (number) of calls offered at a half-hour sample rate.</td>
</tr>
<tr>
<td>entsvc18: Enterprise Gate Analysis Half Hour Report, page 10-55</td>
<td>Standard ACD</td>
<td>historical table</td>
<td>Call-handling data for a collection of gates. (A gate is a Rockwell Galaxy term for a peripheral service.)</td>
</tr>
<tr>
<td>entsvc24: Enterprise Service Historical All Fields Report, page 10-59</td>
<td>Standard ACD</td>
<td>historical table</td>
<td>All the available enterprise-service historical report data in the Service_Half_Hour database.</td>
</tr>
</tbody>
</table>
Skill Group Reports

This section describes the following:

- Skill Group Database Tables, page 11-1
- Base only skill group reports, page 11-1
- Enterprise skill group reports, page 11-3
- Peripheral skill group reports, page 11-61

Skill Group Database Tables

Peripheral skill group data is stored in the Skill_Group_Real_Time and Skill_Group_Half_Hour tables. To arrive at daily values, ICM software sums the Skill_Group_Half_Hour rows for each day.

Base only skill group reports

Some peripherals allow skill groups to be prioritized. In this case, skill groups can be defined as either base skill groups or sub-skill groups. The base skill group is the collection of sub-skill groups.

Sub-skill groups are suffixed by .pri (for primary), .sec (for secondary), and so on. Agents in the .pri skill group would, for example, have more skill in an area while the agents in the .sec skill group would be the backup agents.

The following table lists all the ICM Base Only Skill Group report templates that WebView provides. Each of these templates can be used in an IPCC environment, a few of them can be used only in an IPCC environment, and most of them can be used in either an IPCC or a standard ACD environment. Click the template name for a detailed description.
### Table 11-1 Base Only Skill Group Templates

<table>
<thead>
<tr>
<th>Template Name</th>
<th>Applicable Environment</th>
<th>Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>perskg01: Peripheral Skill Group Status Real Time Report, page 11-63</td>
<td>IPCC and/or standard ACD</td>
<td>real-time</td>
<td>Numbers of agents in talking, idle, available, and wrap-up states.</td>
</tr>
<tr>
<td>perskg03: Peripheral Skill Group Agent State Status Report, page 11-64</td>
<td>IPCC and/or standard ACD</td>
<td>real-time</td>
<td>Percentage of agents in available, idle, talking, and wrap-up states.</td>
</tr>
<tr>
<td>perskg04: Rolling 5-minute Peripheral Skill Group Status Report, page 11-66</td>
<td>IPCC and/or standard ACD</td>
<td>real-time</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 Report, page 11-68</td>
<td>IPCC and/or standard ACD</td>
<td>real-time</td>
<td>Percentage utilization of agents. The ratio between time logged on and time handling calls.</td>
</tr>
<tr>
<td>perskg08: FTE for Peripheral Skill Groups Half Hour Report, page 11-83</td>
<td>IPCC and/or standard ACD</td>
<td>Historical</td>
<td>Half-hour FTE counts for agents signed on, idle, available, talking, and in wrap-up.</td>
</tr>
<tr>
<td>perskg09: Peripheral Skill Group Normalized Agent State Report, page 11-86</td>
<td>IPCC and/or standard ACD</td>
<td>Historical</td>
<td>The normalized percentage of agent-states over a specified range of time, gathered in half-hour increments.</td>
</tr>
<tr>
<td>perskg11: Blended Agent Statistics Report, page 7-13</td>
<td>IPCC and/or standard ACD</td>
<td>real-time</td>
<td>Statistics showing skill group Blended Agent status.</td>
</tr>
<tr>
<td>perskg12: Blended Agent Task Detail Performance In Skill Groups Half Hour Report, page 7-27</td>
<td>IPCC and/or standard ACD</td>
<td>historical</td>
<td>Statistics showing the percentage of time that Blended Agent agents spent in the signed on, handle, talk, and hold states, gathered in half-hour increments.</td>
</tr>
<tr>
<td>perskg20: Peripheral Skill Group Status Real Time Report, page 11-69</td>
<td>IPCC and/or standard ACD</td>
<td>real-time</td>
<td>Real-time peripheral skill group statistics.</td>
</tr>
<tr>
<td>perskg21: Peripheral Skill Group Task Summary Half Hour Report, page 11-87</td>
<td>IPCC</td>
<td>historical</td>
<td>A summary of call statistics for each skill group for the selected half hour(s).</td>
</tr>
<tr>
<td>perskg22: Peripheral Skill Group Task Summary Daily Report, page 11-91</td>
<td>IPCC</td>
<td>historical</td>
<td>A summary of call statistics for each skill group for the selected day(s).</td>
</tr>
<tr>
<td>perskg23: Peripheral Skill Group Performance Summary Half Hour Report, page 11-95</td>
<td>IPCC</td>
<td>historical</td>
<td>A summary of agent performance for each skill group for the selected half-hour(s).</td>
</tr>
</tbody>
</table>
### Table 11-1 Base Only Skill Group Templates (continued)

<table>
<thead>
<tr>
<th>Template Name</th>
<th>Applicable Environment</th>
<th>Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>perskg24: Peripheral Skill Group Performance Summary Daily Report, page 11-98</td>
<td>IPCC</td>
<td>historical table</td>
<td>A summary of agent performance for each skill group for the selected day(s).</td>
</tr>
<tr>
<td>perskg25: Peripheral Skill Group Consolidated Half Hour Report, page 11-101</td>
<td>IPCC and/or standard ACD</td>
<td>historical table</td>
<td>Consolidated call and skill group statistics for the selected half hour(s).</td>
</tr>
<tr>
<td>perskg26: Peripheral Skill Group Consolidated Daily Report, page 11-105</td>
<td>IPCC and/or standard ACD</td>
<td>historical table</td>
<td>Consolidated call and skill group statistics for the selected day(s).</td>
</tr>
<tr>
<td>perskg27: Peripheral Skill Group Historical All Fields Report, page 11-109</td>
<td>IPCC and/or standard ACD</td>
<td>historical table</td>
<td>All fields in the Skill_Group_Half_Hour table sorted by skill group name. This report is for on-line viewing, or for export to Microsoft Excel.</td>
</tr>
<tr>
<td>perskg28: Peripheral Skill Group Real Time All Fields Report, page 11-73</td>
<td>IPCC and/or standard ACD</td>
<td>real-time table</td>
<td>All fields in the Skill_Group_Real_Time table sorted by skill group name. This report is for on-line viewing, or for export to Microsoft Excel.</td>
</tr>
<tr>
<td>perskg29: Peripheral Skill Group Logout Real Time Report, page 11-82</td>
<td>IPCC and/or standard ACD</td>
<td>real-time table</td>
<td>A table of all the agents that are configured for the selected skill group(s), but currently not logged in.</td>
</tr>
</tbody>
</table>

**Note:** An agent can appear more than once, if the agent is configured for more than one skill group.

### Enterprise skill group reports

An enterprise skill group is a collection of peripheral skill groups from several contact centers.

The following table lists all the ICM Enterprise Skill Group report templates that WebView provides. Each of these templates can be used in an IPCC environment, a few of them can be used only in an IPCC environment, and most of them can be used in either an IPCC or a standard ACD environment. Click the template name for a detailed description.
<table>
<thead>
<tr>
<th>Template Name</th>
<th>Applicable Environment</th>
<th>Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>entskg01: Enterprise Skill Group Status Real Time Report Template, page 11-7</td>
<td>IPCC and/or standard ACD</td>
<td>real-time</td>
<td>Numbers of agents in talking, idle, available, and wrap-up states.</td>
</tr>
<tr>
<td>entskg03: Enterprise Skill Group Agent Status Report, page 11-9</td>
<td>IPCC and/or standard ACD</td>
<td>real-time</td>
<td>Percentage of agents in available, idle, talking, and wrap-up states.</td>
</tr>
<tr>
<td>entskg04: Rolling 5-Minute Enterprise Skill Group Status Report, page 11-10</td>
<td>IPCC and/or standard ACD</td>
<td>real-time</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 Report, page 11-12</td>
<td>IPCC and/or standard ACD</td>
<td>real-time</td>
<td>Percent utilization of agents. The ratio between time logged on and time handling calls.</td>
</tr>
<tr>
<td>entskg08: FTE for Enterprise Skill Group Half Hour Report, page 11-26</td>
<td>IPCC and/or standard ACD</td>
<td>historical</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 Report, page 11-28</td>
<td>IPCC and/or standard ACD</td>
<td>historical</td>
<td>Normalized percentage of agent-states over specified range of time.</td>
</tr>
<tr>
<td>entskg20: Enterprise Skill Group Status Real Time Report, page 11-13</td>
<td>IPCC and/or standard ACD</td>
<td>real-time</td>
<td>Real-time status data for enterprise skill groups.</td>
</tr>
<tr>
<td>entskg21: Enterprise Skill Group Task Summary Half Hour Report, page 11-30</td>
<td>IPCC</td>
<td>historical</td>
<td>A summary of task statistics for each enterprise skill group for the selected half-hour(s).</td>
</tr>
</tbody>
</table>

**Note:** If a task is queued to an Enterprise skill group, then the call will be queued at each peripheral skill group. Therefore one task queued to an Enterprise skill group composed of five peripheral skill groups will show up as 5 tasks.

This report displays the same data as the ipcc_perskg21 report, except that this report is first organized by enterprise skill group.
**Table 11-2 Enterprise Skill Group Templates (continued)**

<table>
<thead>
<tr>
<th>Template Name</th>
<th>Applicable Environment</th>
<th>Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>entskg22: Enterprise Skill Group Task Summary Daily Report, page 11-34</td>
<td>IPCC</td>
<td>historical table</td>
<td>A summary of task statistics for each enterprise skill group for the selected day(s). This report displays the same data as the perskg22 report, except that this report is first organized by enterprise skill group.</td>
</tr>
<tr>
<td>entskg23: Enterprise Skill Group Performance Summary Half Hour Report, page 11-38</td>
<td>IPCC</td>
<td>historical table</td>
<td>A summary of agent performance for each enterprise skill group for the selected half-hour(s). This report displays the same data as the perskg23 report, except that this report is first organized by enterprise skill group.</td>
</tr>
<tr>
<td>entskg24: Enterprise Skill Group Performance Summary Daily Report, page 11-41</td>
<td>IPCC</td>
<td>historical table</td>
<td>A summary of agent performance for each enterprise skill group for the selected day(s). This report displays the same data as the perskg24 report, except that this report is first organized by enterprise skill group.</td>
</tr>
<tr>
<td>entskg25: Enterprise Skill Group Consolidated Half Hour Report, page 11-44</td>
<td>IPCC and/or standard ACD</td>
<td>historical table</td>
<td>A summary of the activity and the performance of the selected enterprise skill groups for the selected half-hour intervals. This report displays the same data as the perskg25 report, except that this report is first organized by enterprise skill group.</td>
</tr>
<tr>
<td>entskg26: Enterprise Skill Group Consolidated Daily Report, page 11-48</td>
<td>IPCC and/or standard ACD</td>
<td>historical table</td>
<td>A summary of the activity and the performance of the selected enterprise skill groups for the selected days. This report displays the same data as the perskg26 report, except that this report is first organized by enterprise skill group.</td>
</tr>
<tr>
<td>Template Name</td>
<td>Applicable Environment</td>
<td>Type</td>
<td>Description</td>
</tr>
<tr>
<td>---------------------------------------------------</td>
<td>------------------------</td>
<td>--------------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>entskg27: Enterprise Skill Group Historical All Fields Report, page 11-52</td>
<td>IPCC and/or standard ACD</td>
<td>historical table</td>
<td>All fields in the Skill_Group_Half.Hour table sorted by enterprise skill group name. This report is for on-line viewing, or for export to Microsoft Excel.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>This report displays the same data as the perskg27 report, except that this report is first organized by enterprise skill group.</td>
</tr>
<tr>
<td>entskg28: Enterprise Skill Group Real Time All Fields Report, page 11-17</td>
<td>IPCC and/or standard ACD</td>
<td>real-time table</td>
<td>All fields in the Skill_Group_Real_Time table sorted by enterprise skill group name. This report is for on-line viewing, or for export to Microsoft Excel.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>This report displays the same data as the perskg28 report, except that this report is first organized by enterprise skill group.</td>
</tr>
<tr>
<td>entskg29: Enterprise Skill Group Logout Real Time Report, page 11-25</td>
<td>IPCC and/or standard ACD</td>
<td>real-time table</td>
<td>A summary of all the agents that are configured for the selected enterprise skill group(s), but currently not logged in.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>This report displays the same data as the perskg29 report, except that this report is first organized by enterprise skill group.</td>
</tr>
</tbody>
</table>

**Note:** If an agent is a member of an enterprise skill group, then the agent will be considered logged into each peripheral skill group. Therefore, one agent logged into one enterprise skill group composed of five peripheral skill groups will show up as 5 agents.
Enterprise skill group real-time reports

This section describes the following real-time reports:

- entskg01: Enterprise Skill Group Status Real Time Report Template, page 11-7
- entskg03: Enterprise Skill Group Agent Status Report, page 11-9
- entskg04: Rolling 5-Minute Enterprise Skill Group Status Report, page 11-10
- entskg05: Enterprise Skill Group % Utilization of Ready Agents Report, page 11-12
- entskg28: Enterprise Skill Group Real Time All Fields Report, page 11-17

entskg01: Enterprise Skill Group Status Real Time Report Template

<table>
<thead>
<tr>
<th>Overview:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Title</td>
</tr>
<tr>
<td>The name you give it when you save the report</td>
</tr>
<tr>
<td>Subject</td>
</tr>
<tr>
<td>A bar graph of the selected Enterprise Skill Group(s) showing the numbers of agents in talking, idle, available, and wrap-up states. Fields applicable to a voice domain only are prefixed with an asterisk (*). Such fields are not applicable for e-mail or collaboration media.</td>
</tr>
<tr>
<td>Purpose</td>
</tr>
<tr>
<td>To show the current status of the selected enterprise skill group(s)</td>
</tr>
<tr>
<td>Applicable environment</td>
</tr>
<tr>
<td>IPCC and/or standard ACD</td>
</tr>
<tr>
<td>Template type</td>
</tr>
<tr>
<td>Real-time bar graph</td>
</tr>
<tr>
<td>Default sort order</td>
</tr>
<tr>
<td>By enterprise skill group</td>
</tr>
<tr>
<td>Drilldowns available</td>
</tr>
<tr>
<td>No</td>
</tr>
<tr>
<td>Schema database table</td>
</tr>
<tr>
<td>Skill_Group_Real_Time</td>
</tr>
</tbody>
</table>
Data:

Idle
The number of agents in the Not Ready during an interval.
Derived from: Skill_Group_Real_Time.NotReady

Available
The number of agents who are not currently involved in call work and who are ready to accept calls.
Derived from: Skill_Group_Real_Time.Avail

Talking
The number or percentage of agents who are talking on calls. The Talking state tracks agents who are in either the Talking In, Talking Out, or Talking Other states (now or during an interval). The time agents spend in each of these states is tracked individually. A more general database table called TalkTime sums the time that agents spend in any of the talking states.
Derived from: (Skill_Group_Real_Time.TalkingIn + Skill_Group_Real_Time.TalkingOut + Skill_Group_Real_Time.TalkingOther)

Wrap Up
The number or percentage of agents who are involved in after-call work. An agent doing wrap-up work is in either the Work Ready or the Work Not Ready state.
entsg03: Enterprise Skill Group Agent Status Report

<table>
<thead>
<tr>
<th>Overview:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Title</strong></td>
</tr>
<tr>
<td><strong>Subject</strong></td>
</tr>
<tr>
<td><strong>Purpose</strong></td>
</tr>
<tr>
<td><strong>Applicable environment</strong></td>
</tr>
<tr>
<td><strong>Template type</strong></td>
</tr>
<tr>
<td><strong>Default sort order</strong></td>
</tr>
<tr>
<td><strong>Drilldowns available</strong></td>
</tr>
<tr>
<td><strong>Schema database table</strong></td>
</tr>
</tbody>
</table>

**Data:**

**% Idle**

The percentage of agents in the skill group who are in the idle state.


**% Available**

The percentage of agents in the skill group who are in the available state.


**% Talking**

The percentage of agents in the skill group who are in one of talking states: Talking In, Talking Out, or Talking Other.

% Wrap Up

The percentage of agents in the skill group who are in either the Work Ready state or the Work Not Ready state.


entskg04: Rolling 5-Minute Enterprise Skill Group Status Report

### Overview:

<table>
<thead>
<tr>
<th>Title</th>
<th>The name you give it when you save the report</th>
</tr>
</thead>
<tbody>
<tr>
<td>Subject</td>
<td>A rolling 5-minute table of the selected Enterprise Skill Group(s) showing the current agent states in full-time equivalent (FTE) counts and in percentages. Fields applicable to a voice domain only are prefixed with an asterisk (*). Such fields are not applicable for e-mail or collaboration media.</td>
</tr>
<tr>
<td>Purpose</td>
<td>To show how many agents could be currently used in the selected enterprise skill group(s)</td>
</tr>
<tr>
<td>Applicable environment</td>
<td>IPCC and/or standard ACD</td>
</tr>
<tr>
<td>Template type</td>
<td>Real-time table</td>
</tr>
<tr>
<td>Default sort order</td>
<td>By enterprise skill group</td>
</tr>
<tr>
<td>Drilldowns available</td>
<td>Yes</td>
</tr>
</tbody>
</table>
| Schema database table | Enterprise_Skill_Group  
Skill_Group_Real_Time |

### Data:

**Enterprise Skill Group**

The enterprise name of the enterprise skill group

Derived from: Enterprise_Skill_Group.EnterpriseName

**FTE Log On5**

The fraction of 5 minutes that agents in the skill group have been logged onto the system during an interval.

Derived from: Skill_Group_Real_Time.LoggedOnTimeTo5 / 300
FTE Not Ready5
The fraction of 5 minutes that agents in the skill group have been in the Not Ready state during an interval.
Derived from: Skill_Group_Real_Time.NotReadyTimeTo5 / 300

FTE Avail5
The fraction of 5 minutes that agents in the skill group have been in the Available state during an interval.
Derived from: Skill_Group_Real_Time.AvailTimeTo5 / 300

FTE Active5
The fraction of 5 minutes that agents in the skill group have been in the Talking In, Talking Out, and Talking Other states during an interval.
Derived from: Skill_Group_Real_Time.TalkTimeTo5 / 300

FTE Wrap Up5
The fraction of 5 minutes that agents in the skill group have been in after-call work during an interval.
Derived from: (Skill_Group_Real_Time.WorkReadyTimeTo5 + Skill_Group_Real_Time.WorkNotReadyTimeTo5) / 300

FTE Hold5
The fraction of 5 minutes that agents in the skill group have been in the Hold state during an interval.
Derived from: Skill_Group_Real_Time.HoldTimeTo5 / 300

FTE Reserved5
The fraction of 5 minutes that agents in the skill group have been in the Reserved state during an interval.
Derived from: Skill_Group_Real_Time.ReservedStateTimeTo5 / 300

FTE Interrupted5
The fraction of 5 minutes that agents in the skill group have been in the interrupted state during the past 5 minutes.
Derived from: Skill_Group_Real_Time.InterruptedTimeTo5 / 300

FTE Busy Other5
The fraction of 5 minutes that agents in the skill group have been in the Busy Other state.
Derived from: Skill_Group_Real_Time.BusyOtherTimeTo5 / 300

Queued
The number of tasks currently queued for the skill group at the CallRouter.
Derived from: Skill_Group_Real_Time.RouterCallsQNow
entskg05: Enterprise Skill Group % Utilization of Ready Agents Report

<table>
<thead>
<tr>
<th><strong>Overview:</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Title</strong></td>
</tr>
<tr>
<td><strong>Subject</strong></td>
</tr>
<tr>
<td><strong>Purpose</strong></td>
</tr>
<tr>
<td><strong>Applicable environment</strong></td>
</tr>
<tr>
<td><strong>Template type</strong></td>
</tr>
<tr>
<td><strong>Default sort order</strong></td>
</tr>
<tr>
<td><strong>Drilldowns available</strong></td>
</tr>
<tr>
<td><strong>Schema database table</strong></td>
</tr>
<tr>
<td></td>
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<td></td>
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<tr>
<td></td>
</tr>
</tbody>
</table>

**Data:**

**Enterprise Skill Group**

The enterprise skill group’s enterprise name and ID.  
Derived from: Enterprise_Skill_Group.EnterpriseName  
(Enterprise_Skill_Group.EnterpriseSkillGroupID)

**Skill Group** (no label)

The member skill group’s enterprise name and ID.  
Derived from: Skill_Group.EnterpriseName and Skill_Group.SkillTargetID

**Media** (no label)

The media routing domain with which the Skill Group is associated.  
Derived from: Media_Routing_Domain.EnterpriseName
% Utilization

The percent utilization is computed by dividing the total time agents spent handling calls by the total time agents were ready. (To calculate the time that agents were ready, the report subtracts the Not Ready time from the total time that agents were logged on.)

Derived from: \( \frac{(\text{Skill\_Group\_Real\_Time\_TalkTimeTo5} + \text{Skill\_Group\_Real\_Time\_WorkReadyTimeTo5} + \text{Skill\_Group\_Real\_Time\_WorkNotReadyTimeTo5})}{(\text{Skill\_Group\_Real\_Time\_LoggedOnTimeTo5} - \text{Skill\_Group\_Real\_Time\_NotReadyTimeTo5})} \)

entskg20: Enterprise Skill Group Status Real Time Report

<table>
<thead>
<tr>
<th>Overview:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Title</strong></td>
</tr>
<tr>
<td><strong>Subject</strong></td>
</tr>
<tr>
<td><strong>Note</strong>: If a call is queued to an Enterprise skill group, then the call will be queued at each peripheral skill group. Therefore one call queued to an enterprise skill group composed of five peripheral skill groups will show up as 5 calls.</td>
</tr>
<tr>
<td><strong>Fields applicable to a voice domain only are prefixed with an asterisk (*)</strong>. Such fields are not applicable for e-mail or collaboration media.</td>
</tr>
<tr>
<td><strong>Purpose</strong></td>
</tr>
<tr>
<td><strong>Applicable environment</strong></td>
</tr>
<tr>
<td><strong>Template type</strong></td>
</tr>
<tr>
<td><strong>Default sort order</strong></td>
</tr>
<tr>
<td><strong>Drilldowns available</strong></td>
</tr>
<tr>
<td><strong>Schema database tables</strong></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>
Data:

**Enterprise Skill Group**

The enterprise skill group’s enterprise name and ID.


**Queued Now**

The number of calls currently queued to the skill group at the CallRouter.

Derived from: Skill_Group_Real_Time.RouterCallsQNow

**Longest Task Queued**

The longest queued task on the routing media, measured in HH:MM:SS (hours, minutes, seconds) format.

Derived from:

(In an IPCC media domain) Skill_Group_Real_Time.RouterLongestCallInQ
(In a standard ACD media domain) Skill_Group_Real_Time.LongestCallQ

**Handled**

The number of tasks that have been handled in the past 5 minutes.

Derived from: Skill_Group_Real_Time.SGRT.CallsHandledTo5

**AHT**

Average Handle Time. The average time it has taken within the past 5 minutes to handle a task

Derived from: Skill_Group_REAL_Time.HandleCallsTimeTo5 / Skill_Group_REAL_Time.CallsHandledTo5

**Log On**

The number of agents that are currently logged on to the skill group. This count is updated each time an agent logs on and each time an agent logs off.

Derived from: Skill_Group_REAL_Time.LoggedOn

**Not Ready**

The number of agents in the Not Ready state for the skill group. Not Ready is a state in which agents are logged on but are neither involved in any call handling activity nor available to handle a call.

Derived from: Skill_Group_REAL_Time.NotReady

**Avail**

The number of agents for the skill group in Available state. Available is a state where the agent is ready to accept calls, but is not currently involved in call work.

Derived from: Skill_Group_REAL_Time.Avail
Active In
The number of agents in the skill group currently talking on inbound calls.
Derived from: Skill_Group_Real_Time.TalkingIn

*Active Out
The number of agents in the skill group currently talking on outbound calls.
Derived from: Skill_Group_Real_Time.TalkingOut

*Active Other
The number of agents in the skill group currently talking on internal (neither inbound nor outbound) calls. Examples of “other calls” include agent-to-agent transfers and supervisor calls.
Derived from: Skill_Group_Real_Time.TalkingOther

Avg Active Time
The average talk / active time within the past 5 minutes

Wrap Up
The number of agents currently in wrap-up state for this skill group.
Wrap-up is call-related work performed by an agent after the call is over. An agent performing wrap-up is in either the Work Ready or Work Not Ready state.

Hold
The number of agents that have all active calls on hold. The agent is not in the Hold state with one call on hold and talking on another call (for example, a consultative call). The agent must have all active calls on hold.
Derived from: Skill_Group_Real_Time.Hold

Reserved
The number of agents for the skill group currently in the Reserved state.
Reserved is a state in which an agent is awaiting an interflowed call and is unavailable to receive any incoming calls. This state applies to agents on Northern Meridian ACDs only.
Derived from: Skill_Group_Real_Time.ReservedAgents
**Busy Other**

The number of agents currently in the BusyOther state.

Busy Other is a state in which the agent handling calls assigned to other skill groups during the half-hour interval. For example, an agent might be talking on an inbound call in one skill group while simultaneously logged on to and ready to accept calls from other skill groups. The agent can be active (talking on or handling calls) in only one skill group at a time. Therefore, while active in one skill group, for the other skill group the agent is considered to be in the Busy Other state.

Derived from: Skill_Group_Real_Time.BusyOther

**Interrupted**

The number of agents who are currently in interrupted state with respect to this skill group.

Derived from: Skill_Group_Real_Time.NumAgentsInterruptedNow

**ASAS5**

The Average Speed of Answer for the skill group.


**% Utilization**

The percentage of Ready time that agents in the skill group spent talking or doing call work during the current five-minute interval. This is the percentage of time agents spend working on calls versus the time agents were ready.

Derived from: Skill_Group_Real_Time.PercentUtilizationTo5
entskg28: Enterprise Skill Group Real Time All Fields Report

### Overview:

| Subject | A table of the selected enterprise skill group(s) listing all the available skill-group real-time report data. **Note:** This report displays the same data as the Perskg28 report except that this report is organized by enterprise skill group rather than by media. Fields applicable to a voice domain only are prefixed with an asterisk (*). Such fields are not applicable for e-mail or collaboration media. |
| Purpose | To show all the available enterprise skill-group real-time data in the Skill_Group_Real_Time database table so that you can select which data you want for a customized enterprise skill-group real-time report. **Note:** This report is designed to be saved and exported or copied to another format. For example, you can export the report to an Excel spreadsheet and modify the report to suit your needs. If that is not acceptable, you can also use a third-party tool to customize your report. |
| Applicable environment | IPCC and/or standard ACD |
| Template type | Real-time table |
| Default sort order | By enterprise skill group, then by skill group, and then by date and time. |
| Drilldowns available | No |
| Schema database tables | Skill_Group  
Enterprise_Skill_Group  
Skill_Group_Real_Time  
Enterprise_Skill_Group_Member |

### Data:

**Enterprise Skill Group**

The enterprise skill group's enterprise name and ID.

Derived from: Enterprise_Skill_Group.EnterpriseName  
(Enterprise_Skill_Group.EnterpriseSkillGroupID)

**DateTime**

The date and time of the selected row's data in MM/DD/YYYY (month, day, year) and HH:MM:SS (hour, minute, second) format.

Derived from: Skill_Group_Real_Time.DateTime
**Log On**

The number of agents that are currently logged into the skill group. This count is updated each time an agent logs on and each time an agent logs off.

Derived from: Skill_Group_Real_Time.LoggedOn

**Avail**

The number of agents for the skill group in the Available state, the state where the agent is ready to accept calls, but is not currently involved in call work.

Derived from: Skill_Group_Real_Time.Avail

**Ready**

The number of agents for the skill group in the Ready state, a state in which an agent is logged on to the system and either talking on a call, involved in after call work, or available to handle a new call. Agents are only not available to handle new calls when they are in the NotReady or WorkNotReady states. Otherwise, they are in the Ready state.

Derived from: Skill_Group_Real_Time.Ready

**Not Ready**

The number of agents in the skill group in the Not Ready state, a state in which agents are logged in but are neither involved in any call handling activity nor available to handle a call.

Derived from: Skill_Group_Real_Time.NotReady

**Reserved**

The number of agents for the skill group currently in the Reserved state, a state in which an agent is awaiting an interflowed call and is unavailable to receive any incoming calls. This state applies to agents on Northern Meridian ACDs only.

Derived from: Skill_Group_Real_Time.ReservedAgents

**Active In**

The number of agents in the skill group currently talking on inbound calls.

Derived from: Skill_Group_Real_Time.TalkingIn

**Active Out**

The number of agents in the skill group currently talking on outbound calls.

Derived from: Skill_Group_Real_Time.TalkingOut

**Active Other**

The number of agents in the skill group currently talking on internal (neither inbound nor outbound) calls. Examples of “other calls” include agent-to-agent transfers and supervisor calls.

Derived from: Skill_Group_Real_Time.TalkingOther
Work NotReady
The number of agents in the skill group in the Work Not Ready state, a state in which an agent is involved in after call work and is assumed not to be ready to accept incoming calls when done.
Derived from: Skill_Group_Real_Time.WorkNotReady

Work Ready
The number of agents in the skill group in the Work Ready state, a state in which an agent is involved in after call work and is assumed to be ready to accept incoming calls when done.
Derived from: Skill_Group_Real_Time.WorkReady

Busy Other
The number of agents in the skill group currently in the BusyOther state, a state in which the agent is handling calls assigned to other skill groups during the half-hour interval. For example, an agent might be talking on an inbound call in one skill group while simultaneously logged on to and ready to accept calls from other skill groups. The agent can be active (talking on or handling calls) in only one skill group at a time. Therefore, while active in one skill group, for the other skill group the agent is considered to be in the Busy Other state.
Derived from: Skill_Group_Real_Time.BusyOther

Hold
The number of agents in the skill group that have all active calls on hold. The agent is not in the Hold state with one call on hold and talking on another call (for example, a consultative call). The agent must have all active calls on hold.
Derived from: Skill_Group_Real_Time.Hold

Long Task Q
The date and time that the longest call in the queue for the skill group was placed in the queue.
Derived from: Skill_Group_Real_Time.LongestCallQ

Longest Avail Agent
A date and time value that specifies the time that the longest available agent for the skill group became available. If no agent was available, the value is 0.
Derived from: Skill_Group_Real_Time.LongestAvailAgent

Router Tasks QNow
The number of calls currently queued to the skill group by the CallRouter.
Derived from: Skill_Group_Real_Time.RouterCallsQNow
**Offered5**

The number of calls offered to the skill group during the current five-minute interval. In real-time data, a call is counted as offered as soon as it is sent to a skill group.

Offered calls are the total number of incoming calls and internal calls sent to a specific route, service, or skill group. In real-time data, a call is counted as offered as soon as it is sent to a route or service. However, if the caller hangs up before the abandoned call wait time has elapsed, that call is not counted as offered in the historical (5-minute and 30-minute) data. This ensures that the number of calls offered is the same as the number answered plus the number abandoned.

Derived from: Skill_Group_Real_Time.CallsOfferedTo5

**Answered5**

The number of calls answered by agents in the skill group during the past five minutes. The number of calls answered includes only handled calls and internal calls received, which are tracked in the CallsHandled and InternalCallsReceived fields, respectively. The count for CallsAnswered is updated in the database at the time the call is answered.

A call is counted as answered when it reaches an agent or IVR. For example, the CallsAnsweredTo5 field in the Service_Five_Minute table counts the number of calls that reached agents during the five-minute interval. The calls might still be in progress when the interval ends.

By contrast, a call is not counted as handled until it is finished. Therefore, the number of answered calls and handled calls during an interval is not necessarily the same, but eventually each call is counted in both categories.

Derived from: Skill_Group_Real_Time.CallsAnsweredTo5

**Handled5**

The number of calls handled by the skill group during the current five-minute interval. The count for handled calls associated with a skill group is updated when the after-call work time associated with the call (if any) has completed.

A call is counted as handled when the call is finished. For example, the CallsHandledTo5 field in the Service_Five_Minute table counts the number of calls that finished during the five-minute interval. The calls might have been answered before the interval began.

By contrast, a call is counted as answered as soon as it reaches an agent. Therefore, the number of handled calls and answered calls during an interval is not necessarily the same, but eventually each call is counted in both categories.

Derived from: Skill_Group_Real_Time.CallsHandledTo5

**Out Tasks5**

The total seconds agents spent talking on outbound calls for the skill group during the current five-minute interval. TalkOutTime is included in the calculation of TalkTime and LoggedOnTime.

Derived from: Skill_Group_Real_Time.TalkOutTimeTo5
Transfer In5

The number of calls transferred into the skill group during the current five-minute interval. The value is updated in the database when the after-call work time associated with the call (if any) is completed.

Derived from: Skill_Group_Real_Time.TransferInCallsTo5

Transfer Out5

The number of calls transferred out of the skill group during the current five-minute interval. The value is updated in the database when the after-call work time associated with the call (if any) is completed.

Derived from: Skill_Group_Real_Time.TransferOutCallsTo5

Ans Wait Time5

The total number of seconds callers spent ringing at the agent’s phone before being answered by the agent during the current five-minute interval. AnswerWaitTime is associated only with handled calls and internal calls received.

AnswerWaitTime is calculated as follows: DelayTime + LocalQTime + RingTime (all from the Termination_Call_Detail records). The AnswerWaitTime value is updated in the database at the time the call is answered.

Derived from: Skill_Group_Real_Time.AnswerWaitTimeTo5

Avail Time

The total seconds agents in the skill group have been in the Available state during the current five-minute interval. AvailTime is included in the calculation of LoggedOnTime.

Derived from: Skill_Group_Real_Time.AvailTimeTo5

Avg Hand Active Time5

The average talk time in seconds for calls handled by the skill group during the current five-minute interval.

This value is calculated as follows: HandledCallsTalkTimeTo5 / CallHandledTo5.

HandledCallsTalkTime includes the time agents in the skill group spend in the TalkingIn, TalkingOut, and TalkingOther states. AvgHandledCallsTalkTime is calculated only for handled calls, which are calls that are finished (that is, any after-call work associated with the call has been completed). This field is updated in the database when any after-call work associated with the call is completed.

Derived from: Skill_Group_Real_Time.AvgHandledCallsTalkTimeTo5
**Avg Hand Time5**

The average handle time in seconds for calls handled by the skill group during the current five-minute interval.

The value is calculated as follows: $\frac{\text{HandledCallsTime}_5}{\text{CallsHandled}_5}$.

HandledCallsTime is tracked only for inbound ACD calls counted as handled for the skill group. HandledCallsTime is the time spent from the call being answered by the agent to the time the agent completed any after-call work time for the call. This includes any Hold time associated with the call. The AvgHandledCallsTime value is updated in the database when the after-call work time associated with the call is completed.

Derived from: Skill_Group_Real_Time.AvgHandledCallsTimeTo5

**Busy Other Time5**

The total number of seconds that agents in the skill group have spent in the BusyOther state during the current five-minute interval. BusyOtherTime is included in the calculation of LoggedOnTime.

Derived from: Skill_Group_Real_Time.BusyOtherTimeTo5

**Hand Active Time5**

The total talk time, in seconds, for calls counted as handled by the skill group during the current five-minute interval. The value is based on TalkTime from the Termination_Call_Detail table. It is updated in the database when the after-call work time associated with the call (if any) is completed.

Derived from: Skill_Group_Real_Time.HandledCallsTalkTimeTo5

**Hand Time5**

The total handle time, in seconds, for calls counted as handled by the skill group during the current five-minute interval. HandledCallsTime is the time spent from the call being answered by the agent to the time the agent completed after-call work associated with the call.

HandledCallsTime is based on HoldTime, WorkTime, and TalkTime from the Termination_Call_Detail records. The value is updated in the database when the after-call work time associated with the call (if any) is completed.

Derived from: Skill_Group_Real_Time.HandledCallsTimeTo5

**Out Time5**

The total number of seconds that agents in the skill group took to complete outbound ACD calls during the current five-minute interval.

Handle time includes WorkTime, TalkTime, and HoldTime, all of which are taken from the Termination_Call_Detail records. The AgentOutCallsTime value includes the time spent from the call being initiated by the agent to the time the agent completes after-call work time for the call. The value is updated in the database when the after-call work time associated with the call (if any) is completed.

Derived from: Skill_Group_Real_Time.AgentOutCallsTimeTo5
Hold Time5

The total number of seconds that agents spent on hold during the current five-minute interval. HoldTime is counted only while the agent is doing no other call related activity. HoldTime is included in the calculation of LoggedOnTime.

Derived from: Skill_Group_Real_Time.HoldTimeTo5

Log On Time5

The total number of seconds that agents were logged into the skill group during the current five-minute interval.

This value is calculated as follows: HoldTimeTo5 + TalkInTimeTo5 + TalkOutTimeTo5 + TalkOtherTimeTo5 + AvailTimeTo5 + NotReadyTimeTo5 + WorkReadyTimeTo5 + WorkNotReadyTimeTo5 + BusyOtherTimeTo5 + ReservedStateTimeTo5

Derived from: Skill_Group_Real_Time.LoggedOnTimeTo5

Not Ready Time5

The total number of seconds that agents in the skill group have been in the Not Ready state during the current five-minute interval. NotReadyTime is included in the calculation of LoggedOnTime.

Derived from: Skill_Group_Real_Time.NotReadyTimeTo5

% Util

Percentage of Ready time that agents in the skill group spent talking or doing call work during the current five-minute interval. This is the percentage of time the agents spend working on calls in relation to the time agents were ready.

Derived from: Skill_Group_Real_Time.PercentUtilizationTo5

Reserved Time5

The total number of seconds that agents for the skill group spent in the Reserved state for the past five minutes. ReservedStateTime is included in the calculation of LoggedOnTime.

Derived from: Skill_Group_Real_Time.ReservedStateTimeTo5

Active In Time5

The total number of seconds agents spent talking on inbound calls for the skill group during the current five-minute interval. TalkInTime is included in the calculation of TalkTime and LoggedOnTime.

Derived from: Skill_Group_Real_Time.TalkInTimeTo5

Active Out Time5

The total number of seconds agents spent talking on outbound calls for the skill group during the current five-minute interval. TalkOutTime is included in the calculation of TalkTime and LoggedOnTime.

Derived from: Skill_Group_Real_Time.TalkOutTimeTo5
**Active Other Time5**

The total number of seconds agents spent talking on other calls (neither inbound nor outbound) for the skill group during the current five-minute interval. TalkOtherTime is included in the calculation of TalkTime and LoggedOnTime.

Derived from: Skill_Group_Real_Time.TalkOtherTimeTo5

**Active Time5**

The total number of seconds agents in the skill group have been in the Talking state during the current five-minute interval.

This value is calculated as follows: TalkInTimeTo5 + TalkOutTimeTo5 + TalkOtherTimeTo5

Derived from: Skill_Group_Real_Time.TalkTimeTo5

**Transfer In Time5**

The total number of seconds agents spent on calls transferred into the skill group during the current five-minute interval. The value is updated in the database when the after-call work time associated with the call (if any) is completed.

Derived from: Skill_Group_Real_Time.TransferInCallsTimeTo5

**Work Not Ready Time5**

The total number of seconds agents have been in the Work Not Ready state during the current five-minute interval. WorkNotReadyTime is included in the calculation of LoggedOnTime.

Derived from: Skill_Group_Real_Time.WorkNotReadyTimeTo5

**Work Ready Time5**

The total number of seconds agents have been in the Work Ready state during the current five-minute interval. WorkReadyTime is included in the calculation of LoggedOnTime.

Derived from: Skill_Group_Real_Time.WorkReadyTimeTo5
entskg29: Enterprise Skill Group Logout Real Time Report

<table>
<thead>
<tr>
<th>Overview:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Title</strong></td>
<td>The name you give it when you save the report.</td>
</tr>
<tr>
<td><strong>Subject</strong></td>
<td>A table listing all the agents currently logged out of the selected enterprise skill group(s)</td>
</tr>
</tbody>
</table>

This report displays the same data as the Perskg29 report, except that this report is first organized by enterprise skill group rather than by media.

**Note:** If an agent is a member of an enterprise skill group, then the agent will be considered logged into each member peripheral skill group. Therefore, one agent logged into one enterprise skill group composed of five peripheral skill groups will show up as 5 agents.

| **Purpose** | To list all the agents currently logged out of an enterprise skill group(s). |
| **Applicable environment** | IPCC and/or standard ACD |
| **Template type** | Real-time table |
| **Default sort order** | By enterprise skill group, then by skill group, and then by agent within the skill group. |
| **Drilldowns available** | No |
| **Schema database tables** | Enterprise_Skill_Group, Skill_Group, Agent, Skill_Group_Member, Agent_Skill_Group_Real_Time |

**Data:**

**Enterprise Skill Group**

The enterprise skill group in which the agent resides.

Derived from: Enterprise_Skill_Group.EnterpriseName

**Skill Group**

The member skill group's enterprise name and ID.

Derived from: Skill_Group.EnterpriseName and (Skill_Group.SkillTargetID)

**Agent Name**

The last and first name of the agent.

Derived from: Person.LastName + ' ' + Person.FirstName
Enterprise skill group historical reports

This section describes the following historical reports:

- `entskg08`: FTE for Enterprise Skill Group Half Hour Report, page 11-26
- `entskg09`: Enterprise Skill Group Normalized Agent State Report, page 11-28
- `entskg25`: Enterprise Skill Group Consolidated Half Hour Report, page 11-44
- `entskg27`: Enterprise Skill Group Historical All Fields Report, page 11-52

`entskg08`: FTE for Enterprise Skill Group Half Hour Report

<table>
<thead>
<tr>
<th>Overview:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Title</strong></td>
</tr>
<tr>
<td><strong>Subject</strong></td>
</tr>
<tr>
<td><strong>Purpose</strong></td>
</tr>
<tr>
<td><strong>Applicable environment</strong></td>
</tr>
<tr>
<td><strong>Template type</strong></td>
</tr>
<tr>
<td><strong>Default sort order</strong></td>
</tr>
<tr>
<td><strong>Drilldowns available</strong></td>
</tr>
<tr>
<td><strong>Applicable in an IPCC environment</strong></td>
</tr>
<tr>
<td><strong>Schema database table</strong></td>
</tr>
</tbody>
</table>
Data:

**Enterprise Skill Group**

The enterprise skill group's enterprise name and ID.


**Skill Group**

The member skill group's enterprise name and ID.

Derived from: Skill_Group.EnterpriseName and (Skill_Group.SkillTargetID)

**DateTime (no label)**

The date and time of the selected row's data in MM/DD/YYYY (month, day, year) and HH:MM:SS (hour, minute, second) format.

Derived from: Skill_Group_Half_Hour.DateTime

**FTE Log On**

The FTE value for the number of agents logged on to the system during an interval.

Derived from: Skill_Group_Half_Hour.LoggedOnTimeToHalf / 1800

**FTE Not Ready**

The FTE value for the number of agents in the Not Ready state during an interval.

Derived from: Skill_Group_Half_Hour.NotReadyTimeToHalf / 1800

**FTE Avail**

The FTE value for the number of agents in the Available state during an interval.

Derived from: Skill_Group_Half_Hour.AvailTimeToHalf / 1800

**FTE Active**

The FTE value for the number of agents in the Talking In, Talking Out, and Talking Other states during an interval.

Derived from: Skill_Group_Half_Hour.TalkTimeToHalf / 1800

**FTE Wrap Up**

The FTE value for the number of agents who are involved in after-call work during an interval.

Derived from: (Skill_Group_Half_Hour.WorkReadyTimeToHalf + Skill_Group_Half_Hour.WorkNotReadyTimeToHalf) / 1800
**FTE BusyOther**

The FTE value for the number of agents in the Busy Other state.

Derived from: `Skill_Group_Half_Hour.BusyOtherTimeToHalf / 1800`

**Skill Group Summary**

The total for each field for each skill group.

**Enterprise Skill Group Summary**

The total for each field for each enterprise skill group.

**Report Summary**

The total for each field for all skill groups.

---

**Overview:**

<table>
<thead>
<tr>
<th>Title</th>
<th>The name you give it when you save the report</th>
</tr>
</thead>
<tbody>
<tr>
<td>Subject</td>
<td>A bar graph of the selected Enterprise Skill Group(s) showing the normalized percentage of agent-states over a specified range of time, gathered in half-hour increments. Fields applicable to a voice domain only are prefixed with an asterisk (*). Such fields are not applicable for e-mail or collaboration media.</td>
</tr>
<tr>
<td>Purpose</td>
<td>To show agent status in the selected enterprise skill group(s) for the selected time period</td>
</tr>
<tr>
<td>Applicable environment</td>
<td>IPCC and/or standard ACD</td>
</tr>
<tr>
<td>Template type</td>
<td>Historical bar graph</td>
</tr>
<tr>
<td>Default sort order</td>
<td>By enterprise skill group</td>
</tr>
<tr>
<td>Drilldowns available</td>
<td>Yes</td>
</tr>
<tr>
<td>Schema database table</td>
<td><code>Enterprise_Skill_Group</code> <code>Skill_Group_Half_Hour</code></td>
</tr>
</tbody>
</table>

**Data:**

**Enterprise Skill Group**

The enterprise skill group’s enterprise name and ID.

Skill Group (no label)

The member skill group's enterprise name and ID.
Derived from: Skill_Group.EnterpriseName and (Skill_Group.SkillTargetID)

% Available

The percentage of the time that all agents in the skill group were in the Available state during the interval. This value is measured against the total time that all agents were logged on during the interval.
Derived from: sum(Skill_Group_Half_Hour.AvailTimeToHalf) / sum(Skill_Group_Half_Hour.LoggedOnTimeToHalf)

% Active

The percentage of the time that all agents in the skill group were in the Talking In, Talking Out, or Talking Other states during the interval. This value is measured against the total time that all agents were logged on during the interval.
Derived from: sum(Skill_Group_Half_Hour.TalkTimeToHalf) / sum(Skill_Group_Half_Hour.LoggedOnTimeToHalf)

% Not Ready

The percentage of the time that all agents in the skill group were in the Not Ready state during the interval. This value is measured against the total time that all agents were logged on during the interval.
Derived from: sum(Skill_Group_Half_Hour.NotReadyTimeToHalf) / sum(Skill_Group_Half_Hour.LoggedOnTimeToHalf)

% Wrap Up

The percentage of the time that all agents in the skill group were in wrap up during the interval. This value is measured against the total time that all agents were logged on during the interval.
Derived from: sum(Skill_Group_Half_Hour.WorkReadyTimeToHalf + Skill_Group_Half_Hour.WorkNotReadyTimeToHalf) / sum(Skill_Group_Half_Hour.LoggedOnTimeToHalf)
entskg21: Enterprise Skill Group Task Summary Half Hour Report

Overview:

<table>
<thead>
<tr>
<th>Title</th>
<th>The name you give it when you save the report.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Subject</td>
<td>A table of the selected enterprise skill group(s) showing call statistics gathered in half-hour increments</td>
</tr>
<tr>
<td></td>
<td><strong>Note</strong>: This report displays the same data as the Perskg21 report except that this data is organized by enterprise skill group rather than by media.</td>
</tr>
<tr>
<td></td>
<td>Fields applicable to a voice domain only are prefixed with an asterisk (*). Such fields are not applicable for e-mail or collaboration media.</td>
</tr>
<tr>
<td>Purpose</td>
<td>To show the call activity for the selected enterprise skill groups for the selected time period.</td>
</tr>
<tr>
<td>Applicable environment</td>
<td>IPCC</td>
</tr>
<tr>
<td>Template type</td>
<td>Historical table</td>
</tr>
<tr>
<td>Default sort order</td>
<td>By enterprise skill group name, then by skill group name, and then by date and time.</td>
</tr>
<tr>
<td>Drilldowns available</td>
<td>No</td>
</tr>
</tbody>
</table>
| Schema database tables | Skill_Group  
Enterprise_Skill_Group  
Enterprise_Skill_Group_Member  
Skill_Group_Half_Hour |

Data:

**Enterprise Skill Group**

The enterprise skill group's enterprise name and ID.

Derived from: Enterprise_Skill_Group.EnterpriseName  
(Enterprise_Skill_Group.EnterpriseSkillGroupID)

**Skill Group** (no label)

The member skill group's enterprise name and ID.

Derived from: Skill_Group.EnterpriseName and (Skill_Group.SkillTargetID)

**DateTime** (no label)

The date and time of the selected row's data in MM/DD/YYYY (month, day, year) and HH:MM:SS (hour, minute, second) format.

Derived from: Skill_Group_Half_Hour.DateTime
Offered
The number of tasks received by this skill group for the half-hour interval.
Derived from: (Skill_Group_Half_Hour.RouterCallsAbandQToHalf +
Skill_Group_Half_Hour.AbandonRingCallsToHalf +
Skill_Group_Half_Hour.RedirectNoAnsCallsToHalf +
Skill_Group_Half_Hour.CallsHandledToHalf)

Queued
The number of tasks queued to the group by the CallRouter during the half-hour interval.
Derived from: Skill_Group_Half_Hour.RouterQueueCallsToHalf

Aban In Queue
The number of calls queued to the group by the CallRouter that were abandoned during the half-hour interval.
Derived from: Skill_Group_Half_Hour.RouterCallsAbandQToHalf

% Aban
The percentage of abandoned Calls in relation to all calls offered to the skill group.
Derived from: Derived from:
((Skill_Group_Half_Hour.RouterCallsAbandQToHalf +
Skill_Group_Half_Hour.AbandonRingCallsToHalf) /
(Skill_Group_Half_Hour.RouterCallsAbandQToHalf +
Skill_Group_Half_Hour.AbandonRingCallsToHalf +
Skill_Group_Half_Hour.RedirectNoAnsCallsToHalf +
Skill_Group_Half_Hour.CallsHandledToHalf))

Aban Ring
Total number of ACD calls to the skill group that were abandoned while ringing at an agent’s position. The value is updated in the database at the time the call disconnects.
Derived from: Skill_Group_Half_Hour.AbandonRingCallsToHalf

Redirect NoAnswer
The number of ACD calls to the skill group that rang at an agent’s terminal and redirected on failure to answer. The value is updated in the database at the time the call is diverted to another device.
Derived from: Skill_Group_Half_Hour.RedirectNoAnsCallsToHalf

Handled
Calls handled by the skill group during the half-hour interval. The count for handled calls associated with a skill group is updated when the after-call work time associated with the call (if any) has completed.
Derived from: Skill_Group_Half_Hour.CallsHandledToHalf
% Handled

The percentage of calls handled at the skill group in relation to the number of calls queued to the skill group during the interval.

Derived from: \text{Skill\_Group\_Half\_Hour.CallsHandledToHalf} / \text{Total Calls Offered}
where \text{Total Calls Offered} = \text{Skill\_Group\_Half\_Hour.RouterCallsAbandQToHalf} + \text{Skill\_Group\_Half\_Hour.AbandonRingCallsToHalf} + \text{Skill\_Group\_Half\_Hour.RedirectNoAnsCallsToHalf} + \text{Skill\_Group\_Half\_Hour.CallsHandledToHalf}

Internal In

Number of internal calls received by skill group agents during the half-hour interval. The value is updated in the database when the after-call work time associated with the call (if any) is completed.

Derived from: \text{Skill\_Group\_Half\_Hour.InternalCallsRcvdToHalf}

External Out

The total number of completed outbound ACD calls made by agents in the skill group, during a half-hour interval. The value is updated in the database when any after-call work time associated with the call is completed.

Derived from: \text{Skill\_Group\_Half\_Hour.AgentOutCallsToHalf}

Internal Out

Number of internal calls to the skill group during the half-hour interval. The value is updated in the database when the after-call work time associated with the call (if any) is completed.

Derived from: \text{Skill\_Group\_Half\_Hour.InternalCallsToHalf}

Transfer In

Number of calls transferred into the skill group during the half-hour interval. The value is updated in the database when the after-call work time associated with the call (if any) is completed.

Derived from: \text{Skill\_Group\_Half\_Hour.TransferInCallsToHalf}

Transfer Out

Number of calls transferred out of the skill group during the half-hour interval. The value is updated in the database when the after-call work time associated with the call (if any) is completed.

Derived from: \text{Skill\_Group\_Half\_Hour.TransferOutCallsToHalf}

Conf In

The number of incoming calls skill group agents were conferenced into. Incoming calls include ACD and non-ACD calls. The value is updated in the database when the agent drops off the call or the call becomes a simple two-party call.

Derived from: \text{Skill\_Group\_Half\_Hour.ConferencedInCallsToHalf}
Conf Out
The number of conference calls that the skill group agents initiated. The
conferenced out calls include ACD and non-ACD calls. The value is updated in
the database when the agent drops off the call or the call becomes a simple
two-party call.
Derived from: Skill_Group_Half_Hour.ConferencedOutCallsToHalf

Supv Assist
Number of calls for which agents received supervisor assistance during the
half-hour interval. The value is updated in the database when the
supervisor-assisted call completes.
Derived from: Skill_Group_Half_Hour.SupervAssistCallsToHalf

Emerg Assist
The number of emergency assist requests either by the agent or by the
supervisor.
Derived from: Skill_Group_Half_Hour.EmergencyAssistsToHalf

Barge In
The number of calls barged in on either by the supervisor or by the agent.
Derived from: Skill_Group_Half_Hour.BargeInCallsToHalf

Intercept
The number of calls intercepted by the supervisor.
Derived from: Skill_Group_Half_Hour.InterceptCallsToHalf

Skill Group Summary
The total fields for each skill group in the enterprise skill group.

Enterprise Skill Group Summary
The total fields for each enterprise skill group.

Report Summary
The total fields for all skill groups in the report.
entskg22: Enterprise Skill Group Task Summary Daily Report

<table>
<thead>
<tr>
<th>Overview:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Title</strong></td>
</tr>
<tr>
<td><strong>Subject</strong></td>
</tr>
<tr>
<td><strong>Purpose</strong></td>
</tr>
<tr>
<td><strong>Applicable environment</strong></td>
</tr>
<tr>
<td><strong>Template type</strong></td>
</tr>
<tr>
<td><strong>Default sort order</strong></td>
</tr>
<tr>
<td><strong>Drilldowns available</strong></td>
</tr>
</tbody>
</table>
| **Schema database tables**    | Skill_Group
                                Enterprise_Skill_Group
                                Skill_Group_Half_Hour
                                Enterprise_Skill_Group_Member |

**Data:**

**Enterprise Skill Group**

The enterprise skill group's enterprise name and ID.

Derived from: Enterprise_Skill_Group.EnterpriseName
              (Enterprise_Skill_Group.EnterpriseSkillGroupID)

**Skill Group** (no label)

The member skill group's enterprise name and ID.

Derived from: Skill_Group.EnterpriseName and (Skill_Group.SkillTargetID)

**Date** (no label)

The date of the selected row's data in MM/DD/YYYY (month, day, year) format.

Derived from: Skill_Group_Half_Hour.DateTime
**Offered**

The number of tasks received by this skill group for the half-hour interval.

Derived from: \((\text{Skill\_Group\_Half\_Hour.RouterCallsAbandQToHalf} + \text{Skill\_Group\_Half\_Hour.AbandonRingCallsToHalf} + \text{Skill\_Group\_Half\_Hour.RedirectNoAnsCallsToHalf} + \text{Skill\_Group\_Half\_Hour.CallsHandledToHalf})\)

**Queued**

The number of tasks queued to the group by the CallRouter during the half-hour interval.

Derived from: \(\text{Skill\_Group\_Half\_Hour.RouterQueueCallsToHalf}\)

**Aban In Queue**

The number of calls queued to the group by the CallRouter that were abandoned during the half-hour interval.

Derived from: \(\text{Skill\_Group\_Half\_Hour.RouterCallsAbandQToHalf}\)

**% Aban**

The percentage of abandoned Calls in relation to all calls offered to the skill group.

Derived from: Derived from:

\[
\left(\frac{(\text{Skill\_Group\_Half\_Hour.RouterCallsAbandQToHalf} + \text{Skill\_Group\_Half\_Hour.AbandonRingCallsToHalf})}{(\text{Skill\_Group\_Half\_Hour.RouterCallsAbandQToHalf} + \text{Skill\_Group\_Half\_Hour.AbandonRingCallsToHalf} + \text{Skill\_Group\_Half\_Hour.RedirectNoAnsCallsToHalf} + \text{Skill\_Group\_Half\_Hour.CallsHandledToHalf})}\right)
\]

**Aban Ring**

Total number of ACD calls to the skill group that were abandoned while ringing at an agent’s position. The value is updated in the database at the time the call disconnects.

Derived from: \(\text{Skill\_Group\_Half\_Hour.AbandonRingCallsToHalf}\)

**Redirect NoAnswer**

The number of ACD calls to the skill group that rang at an agent’s terminal and redirected on failure to answer. The value is updated in the database at the time the call is diverted to another device.

Derived from: \(\text{Skill\_Group\_Half\_Hour.RedirectNoAnsCallsToHalf}\)

**Handled**

Calls handled by the skill group during the half-hour interval. The count for handled calls associated with a skill group is updated when the after-call work time associated with the call (if any) has completed.

Derived from: \(\text{Skill\_Group\_Half\_Hour.CallsHandledToHalf}\)
% Handled
The percentage of calls handled at the skill group in relation to the number of calls queued to the skill group during the interval.
Derived from: Skill_Group_Half_Hour.CallsHandledToHalf / Total Calls Offered

Internal In
Number of internal calls received by skill group agents during the half-hour interval. The value is updated in the database when the after-call work time associated with the call (if any) is completed.
Derived from: Skill_Group_Half_Hour.InternalCallsRcvdToHalf

External Out
The total number of completed outbound ACD calls made by agents in the skill group, during a half-hour interval. The value is updated in the database when any after-call work time associated with the call is completed.
Derived from: Skill_Group_Half_Hour.AgentOutCallsToHalf

Internal Out
Number of internal calls to the skill group during the half-hour interval. The value is updated in the database when the after-call work time associated with the call (if any) is completed.
Derived from: Skill_Group_Half_Hour.InternalCallsToHalf

Transfer In
Number of calls transferred into the skill group during the half-hour interval. The value is updated in the database when the after-call work time associated with the call (if any) is completed.
Derived from: Skill_Group_Half_Hour.TransferInCallsToHalf

Transfer Out
Number of calls transferred out of the skill group during the half-hour interval. The value is updated in the database when the after-call work time associated with the call (if any) is completed.
Derived from: Skill_Group_Half_Hour.TransferOutCallsToHalf

Conf In
The number of incoming calls skill group agents were conferenced into. Incoming calls include ACD and non-ACD calls. The value is updated in the database when the agent drops off the call or the call becomes a simple two-party call.
Derived from: Skill_Group_Half_Hour.ConferencedInCallsToHalf
Conf Out

The number of conference calls that the skill group agents initiated. The conferenced out calls include ACD and non-ACD calls. The value is updated in the database when the agent drops off the call or the call becomes a simple two-party call.

Derived from: Skill_Group_Half_Hour.ConferencedOutCallsToHalf

Supv Assist

Number of calls for which agents received supervisor assistance during the half-hour interval. The value is updated in the database when the supervisor-assisted call completes.

Derived from: Skill_Group_Half_Hour.SupervAssistCallsToHalf

Emerg Assist

The number of emergency assist requests either by the agent or by the supervisor.

Derived from: Skill_Group_Half_Hour.EmergencyAssistsToHalf

Barge In

The number of calls barged in on either by the supervisor or by the agent.

Derived from: Skill_Group_Half_Hour.BargeInCallsToHalf

Intercept

The number of calls intercepted by the supervisor.

Derived from: Skill_Group_Half_Hour.InterceptCallsToHalf

Skill Group Summary

The total fields for each skill group in the enterprise skill group.

Enterprise Skill Group Summary

The total fields for each enterprise skill group.

Report Summary

The total fields for all skill groups in the report.
Overview:

<table>
<thead>
<tr>
<th>Title</th>
<th>The name you give it when you save the report.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Subject</td>
<td>A table of the selected enterprise skill group(s) showing skill group statistics, gathered in half-hour increments.</td>
</tr>
<tr>
<td>Note:</td>
<td>This report displays the same data as the Perskg23 report, except that this report is first organized by enterprise skill group rather than by media. Fields applicable to a voice domain only are prefixed with an asterisk (*). Such fields are not applicable for e-mail or collaboration media.</td>
</tr>
<tr>
<td>Purpose</td>
<td>To show the performance of the selected enterprise skill groups for the selected time period.</td>
</tr>
<tr>
<td>Applicable environment</td>
<td>IPCC</td>
</tr>
<tr>
<td>Template type</td>
<td>Historical table</td>
</tr>
<tr>
<td>Default sort order</td>
<td>By enterprise skill group name, then by skill group name, and then by date and time.</td>
</tr>
<tr>
<td>Drilldowns available</td>
<td>No</td>
</tr>
<tr>
<td>Schema database tables</td>
<td>Skill_Group</td>
</tr>
<tr>
<td></td>
<td>Enterprise_Skill_Group</td>
</tr>
<tr>
<td></td>
<td>Skill_Group_Half_Hour</td>
</tr>
<tr>
<td></td>
<td>Enterprise_Skill_Group_Member</td>
</tr>
</tbody>
</table>

Data:

**Enterprise Skill Group**

The enterprise skill group’s enterprise name and ID.

Derived from: Enterprise_Skill_Group.EnterpriseName
(Enterprise_Skill_Group.EnterpriseSkillGroupID)

**Skill Group**

The member skill group’s enterprise name and ID.

Derived from: Skill_Group.EnterpriseName and (Skill_Group.SkillTargetID)

**Date** (no label)

The date and time of the selected row's data in MM/DD/YYYY (month, day, year) and HH:MM:SS (hour, minute, second) format.

Derived from: Skill_Group_Half_Hour.DateTime
**Log On Duration**

The total duration in HH:MM:SS (hours, minutes, and seconds) during the period that agents were logged in to this skill group.

Derived from: Skill_Group_Half_Hour.LoggedOnTimeToHalf

**% Not Ready Time**

The percentage of time that agents spent in the Not Ready state in relation to LoggedOnTime or interval, whichever is less.

Derived from: Skill_Group_Half_Hour.NotReadyTimeToHalf / Skill_Group_Half_Hour.LoggedOnTimeToHalf

**% Avail Time**

The percentage of time that agents have spent in the Available state in relation to LoggedOnTime or interval, whichever is less.

Derived from: Skill_Group_Half_Hour.AvailTimeToHalf / Skill_Group_Half_Hour.LoggedOnTimeToHalf

**% Active Time**

The percentage of time that agents have spent talking on calls in relation to LoggedOnTime or interval, whichever is less.

Derived from: Skill_Group_Half_Hour.TalkTimeToHalf / Skill_Group_Half_Hour.LoggedOnTimeToHalf

**% Wrap Time**

The percentage of time that agents have spent in Wrap-up state after incoming or outgoing calls in relation to LoggedOnTime or interval, whichever is less.

Derived from:

\[
\frac{(\text{Skill\_Group\_Half\_Hour.WorkReadyTimeToHalf + Skill\_Group\_Half\_Hour.WorkNotReadyTimeToHalf})}{\text{Skill\_Group\_Half\_Hour.LoggedOnTimeToHalf}}
\]

**% Utilization**

The percentage of time the agents spent working on calls in relation to the time Agents are ready.

Derived from: Skill_Group_Half_Hour.PercentUtilizationToHalf

**ASA**

The average speed of answer measured for the skill group as the total time callers spent ringing at the agent’s voice device (handled or internal calls) in relation to the number of calls answered.

AHT
The Average Handle Time for tasks sent to the skill group.
Derived from: \(\frac{\text{Skill\_Group\_Half\_Hour\_HandleCallsTimeToHalf}}{\text{Skill\_Group\_Half\_Hour\_CallsHandledToHalf}}\)

Avg Active Time
The Average Active Time for the agents in the skill group.
Derived from: \(\frac{(\text{Skill\_Group\_Half\_Hour\_TalkInTimeToHalf} + \text{Skill\_Group\_Half\_Hour\_TalkOutTimeToHalf} + \text{Skill\_Group\_Half\_Hour\_TalkOtherTimeToHalf})}{\text{Skill\_Group\_Half\_Hour\_CallsHandledToHalf}}\)

AWT
The Average Wrap Up Time for agents in the skill group.
Derived from: \(\frac{(\text{Skill\_Group\_Half\_Hour\_WorkReadyTimeToHalf} + \text{Skill\_Group\_Half\_Hour\_WorkNotReadyTimeToHalf})}{\text{Skill\_Group\_Half\_Hour\_CallsHandledToHalf}}\)

Aban Hold
The number of ICM routed calls that Abandon While on hold at agents’ phones.
Derived from: \(\text{Skill\_Group\_Half\_Hour\_AbandonHoldCallsToHalf}\)

Supv Assist
The number of calls for which agents received supervisor assistance.
Derived from: \(\text{Skill\_Group\_Half\_Hour\_SupervAssistCallsToHalf}\)

Emerg Assist
The number of emergency assist requests by the agent.
Derived from: \(\text{Skill\_Group\_Half\_Hour\_EmergencyAssistsToHalf}\)

Barge In
The number of calls barged in on by the supervisor.
Derived from: \(\text{Skill\_Group\_Half\_Hour\_BargeInCallsToHalf}\)

Intercept
The number of calls intercepted by the supervisor.
Derived from: \(\text{Skill\_Group\_Half\_Hour\_InterceptCallsToHalf}\)

Skill Group Summary
The total fields for each skill group.

Enterprise Skill Group Summary
The total fields for each enterprise skill group.
Report Summary

The total fields for all skill groups.

entskg24: Enterprise Skill Group Performance Summary Daily Report

<table>
<thead>
<tr>
<th>Overview:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Title</strong></td>
</tr>
<tr>
<td><strong>Subject</strong></td>
</tr>
<tr>
<td><strong>Note</strong>:</td>
</tr>
<tr>
<td><strong>Purpose</strong></td>
</tr>
<tr>
<td><strong>Applicable environment</strong></td>
</tr>
<tr>
<td><strong>Template type</strong></td>
</tr>
<tr>
<td><strong>Default sort order</strong></td>
</tr>
<tr>
<td><strong>Drilldowns available</strong></td>
</tr>
</tbody>
</table>
| **Schema database tables** | Skill_Group  
Enterprise_Skill_Group  
Skill_Group_Half_Hour  
Enterprise_Skill_Group_Member |

Data:

**Enterprise Skill Group**

The enterprise skill group's enterprise name and ID.


**Skill Group**

The member skill group's enterprise name and ID.

Derived from: Skill_Group.EnterpriseName and (Skill_Group.SkillTargetID)
**Date** (no label)

The date of the selected row's data in MM/DD/YYYY (month, day, year) format.

Derived from: Skill_Group_Half_Hour:DateTime

**Log On Duration**

The total duration in HH:MM:SS (hours, minutes, and seconds) during the period that agents were logged in to this skill group.

Derived from: Skill_Group_Half_Hour:LoggedOnTimeToHalf

**% Not Ready Time**

The percentage of time that agents spent in the Not Ready state in relation to LoggedOnTime or interval, whichever is less.

Derived from: (Skill_Group_Half_Hour:NotReadyTimeToHalf / Skill_Group_Half_Hour:LoggedOnTimeToHalf)

**% Avail Time**

The percentage of time that agents have spent in the Available state in relation to LoggedOnTime or interval, whichever is less.

Derived from: (Skill_Group_Half_Hour:AvailTimeToHalf / Skill_Group_Half_Hour:LoggedOnTimeToHalf)

**% Active Time**

The percentage of time that agents have spent talking on calls in relation to LoggedOnTime or interval, whichever is less.

Derived from: (Skill_Group_Half_Hour:TalkTimeToHalf / Skill_Group_Half_Hour:LoggedOnTimeToHalf)

**% Wrap Time**

The percentage of time that agents have spent in Wrap-up state after incoming or outgoing calls in relation to LoggedOnTime or interval, whichever is less.


**% Utilization**

The percentage of time the agents spent working on calls in relation to the time Agents are ready.

Derived from: Skill_Group_Half_Hour:PercentUtilizationToHalf
ASA
The average speed of answer measured for the skill group as the total time callers spent ringing at the agent’s voice device (handled or internal calls) in relation to the number of calls answered.

AHT
The Average Handle Time for tasks sent to the skill group.
Derived from: Skill_Group_Half_Hour.HandleCallsTimeToHalf / Skill_Group_Half_Hour.CallsHandledToHalf

Avg Active Time
The Average Active Time for the agents in the skill group.
Derived from: (Skill_Group_Half_Hour.TalkInTimeToHalf + Skill_Group_Half_Hour.TalkOutTimeToHalf + Skill_Group_Half_Hour.TalkOtherTimeToHalf) / Skill_Group_Half_Hour.CallsHandledToHalf

AWT
The Average Wrap Up Time for agents in the skill group.
Derived from: (Skill_Group_Half_Hour.WorkReadyTimeToHalf + Skill_Group_Half_Hour.WorkNotReadyTimeToHalf) / Skill_Group_Half_Hour.CallsHandledToHalf

Aban Hold
The number of ICM routed calls that Abandon While on hold at agents’ phones.
Derived from: Skill_Group_Half_Hour.AbandonHoldCallsToHalf

Supv Assist
The number of calls for which agents received supervisor assistance.
Derived from: Skill_Group_Half_Hour.SupervAssistCallsToHalf

Emerg Assist
The number of emergency assist requests by the agent.
Derived from: Skill_Group_Half_Hour.EmergencyAssistsToHalf

Barge In
The number of calls barged in on by the supervisor.
Derived from: Skill_Group_Half_Hour.BargeInCallsToHalf

Intercept
The number of calls intercepted by the supervisor.
Derived from: Skill_Group_Half_Hour.InterceptCallsToHalf
Skill Group Reports

entskg25: Enterprise Skill Group Consolidated Half Hour Report

Skill Group Summary
The total fields for each skill group.

Enterprise Skill Group Summary
The total fields for each enterprise skill group.

Report Summary
The total fields for all skill groups.

entskg25: Enterprise Skill Group Consolidated Half Hour Report

<table>
<thead>
<tr>
<th>Overview:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Title</td>
<td>The name you give it when you save the report.</td>
</tr>
<tr>
<td>Subject</td>
<td>A table of the selected enterprise skill group(s) showing consolidated call statistics, gathered in half-hour increments. Note: This report displays the same data as the Perskg25 report except that this report is first organized by enterprise skill group rather than by media. Fields applicable to a voice domain only are prefixed with an asterisk (*). Such fields are not applicable for e-mail or collaboration media.</td>
</tr>
<tr>
<td>Purpose</td>
<td>To show both the activity and the performance of the selected enterprise skill groups for the selected time period.</td>
</tr>
<tr>
<td>Applicable environment</td>
<td>IPCC and/or standard ACD</td>
</tr>
<tr>
<td>Template type</td>
<td>Historical table</td>
</tr>
<tr>
<td>Default sort order</td>
<td>By enterprise skill group name, then by skill group name, and then by date and time.</td>
</tr>
<tr>
<td>Drilldowns available</td>
<td>No</td>
</tr>
<tr>
<td>Schema database tables</td>
<td>Skill_Group</td>
</tr>
<tr>
<td></td>
<td>Enterprise_Skill_Group</td>
</tr>
<tr>
<td></td>
<td>Skill_Group_Half_Hour</td>
</tr>
<tr>
<td></td>
<td>Enterprise_Skill_Group_Member</td>
</tr>
</tbody>
</table>

Data:

Enterprise Skill Group
The enterprise skill group's enterprise name and ID.
### Skill Group

The skill group's enterprise name and skill target ID.

Derived from: `Skill_Group.EnterpriseName` and `(Skill_Group.SkillTargetID)`

### Date (no label)

The date and time of the selected row's data in MM/DD/YYYY (month, day, year) and HH:MM:SS (hour, minute, second) format.

Derived from: `Skill_Group_Half_Hour.DateTime`

### Offered

The number of tasks offered to this Skill Group within the interval.

Derived from: 
- `(Skill_Group_Half_Hour.CallsHandledToHalf +  
  Skill_Group_Half_Hour.RouterCallsAbandQToHalf +  
  Skill_Group_Half_Hour.AbandonRingCallsToHalf +  
  Skill_Group_Half_Hour.RedirectNoAnswertoHalf)`

### Queued

The number of tasks queued to this Skill Group within the interval.

Derived from: `Skill_Group_Half_Hour.RouterCallsQueuedToHalf`

### Total Aban

The number of tasks for this skill group that were abandoned within the interval.

Derived from: 
- `(Skill_Group_Half_Hour.RouterCallsAbandQToHalf +  
  Skill_Group_Half_Hour.AbandonCallsRingToHalf)`

###.Handled

The number of ICM Routed tasks handled within this skill group during the interval.

Derived from: `Skill_Group_Half_Hour.CallsHandledToHalf`

### AHT

The average handle time in seconds for incoming tasks handled by the skill group during the interval.

Derived from: 
- `(Skill_Group_Half_Hour.HandleCallsTimeToHalf /  
  Skill_Group_Half_Hour.CallsHandledToHalf)`

### Avg Active Time

The Average Active Time for agents in the skill group during the interval.

Derived from: 
- `((Skill_Group_Half_Hour.TalkInTimeToHalf +  
  Skill_Group_Half_Hour.TalkOutTimeToHalf +  
  Skill_Group_Half_Hour.TalkOtherTimeToHalf) /  
  Skill_Group_Half_Hour.CallsHandledToHalf)`
Aban Hold
The number of ICM routed tasks that abandoned while on hold within this skill group.
Derived from: Skill_Group_Half_Hour.AbandonHoldCallsToHalf

Transfer In
The number of incoming tasks that were transferred to this skill group from other agents within the same peripheral that did not go to IVR for queuing.
Derived from: Skill_Group_Half_Hour.TransferInCallsToHalf

Transfer Out
The number of tasks this agent transferred to another agent or skill group. This includes Consultative Calls.
Derived from: Skill_Group_Half_Hour.TransferredOutCallsToHalf

External Out
For default skill groups: the number of times an agent initiated an outgoing external call. For routing skill groups: the number of times an agent initiated a transfer or conference to an external device.
Derived from: Skill_Group_Half_Hour.AgentOutCallsToHalf

Active Time
The total time spent in talking state within this skill group, measured in HH:MM:SS (hours, minutes, seconds) format. Includes Incoming Direct and Outgoing Internal, although these call counts are not shown in this report.
Derived from: (Skill_Group_Half_Hour.TalkInTimeToHalf + Skill_Group_Half_Hour.TalkOutTimeToHalf + Skill_Group_Half_Hour.TalkOtherTimeToHalf)

Hold Time
The total time an agent put tasks on hold in this skill group, measured in HH:MM:SS (hours, minutes, seconds) format. Includes Incoming Direct and Outgoing Internal, although call counts are not shown in this report.
Derived from: Skill_Group_Half_Hour.HoldTimeToHalf

Log On Duration
The total time during the interval the agents were logged into this skill group, measured in HH:MM:SS (hours, minutes, seconds) format.
Derived from: Skill_Group_Half_Hour.LoggedOnTimeToHalf

% Avail Time
The percentage of time that agents have spent in the Available state in relation to LoggedOnTime or interval, whichever is less.
Derived from: (Skill_Group_Half_Hour.AvailTimeToHalf / Skill_Group_Half_Hour.LoggedOnTimeToHalf)
% Not Ready Time

The percentage of time that agents spent in the Not Ready state in relation to LoggedOnTime or interval whichever is less.

Derived from: (Skill_Group_Half_Hour.NotReadyTimeToHalf / Skill_Group_Half_Hour.LoggedOnTimeToHalf)

% Active Time

The percentage of time that the agent of this skill group has spent in Active state in this Skill Group in relation to LoggedOnTime.


% Hold Time

The percentage of time that agents have put a call from this skill group on hold in relation to LoggedOnTime.

Derived from: (Skill_Group_Half_Hour.HoldTimeToHalf / Skill_Group_Half_Hour.LoggedOnTimeToHalf)

% Reserved Time

The percentage of time that agents have spent in Reserved state waiting for an ICM routed call from this skill group in relation to LoggedOnTime.

Derived from: (Skill_Group_Half_Hour.ReservedStateTimeToHalf / Skill_Group_Half_Hour.LoggedOnTimeToHalf)

% Wrap Up Time

The percentage of time that agents have spent in Wrap-up state after incoming or outgoing tasks in relation to LoggedOnTime or interval, whichever is less.

Derived from: (Skill_Group_Half_Hour.WorkReadyTimeToHalf + Skill_Group_Half_Hour.WorkNotReadyTimeToHalf) / Skill_Group_Half_Hour.LoggedOnTimeToHalf)

% Busy Other Time

The percentage of time that the agents of this skill group spent in busy other state.

Derived from: (Skill_Group_Half_Hour.BusyOtherTimeToHalf / Skill_Group_Half_Hour.LoggedOnTimeToHalf)

% Interrupted Time

The percentage of time that the agents of this skill group spent in Interrupted state with respect to this skill group during the half hour interval.

Derived from: (Skill_Group_Half_Hour.InterruptedTimeToHalf / Skill_Group_Half_Hour.LoggedOnTimeToHalf)
Skill Group Summary
The total of all fields for each skill group in an enterprise skill group.

Enterprise Summary
The total of all fields for each enterprise skill group.

Report Summary
The total of all fields for all skill groups.

entskg26: Enterprise Skill Group Consolidated Daily Report

<table>
<thead>
<tr>
<th>Overview:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Title</strong></td>
<td>The name you give it when you save the report.</td>
</tr>
<tr>
<td><strong>Subject</strong></td>
<td>A table of the selected enterprise skill group(s) showing</td>
</tr>
<tr>
<td></td>
<td>consolidated call/task statistics, gathered in day increments.</td>
</tr>
<tr>
<td></td>
<td><strong>Note:</strong> This report displays the same data as the Perskg26</td>
</tr>
<tr>
<td></td>
<td>report, except that this report is first organized by enterprise</td>
</tr>
<tr>
<td></td>
<td>skill group rather than by media.</td>
</tr>
<tr>
<td></td>
<td>Fields applicable to a voice domain only are prefixed with an</td>
</tr>
<tr>
<td></td>
<td>asterisk (*). Such fields are not applicable for e-mail or</td>
</tr>
<tr>
<td></td>
<td>collaboration media.</td>
</tr>
<tr>
<td><strong>Purpose</strong></td>
<td>To show both the daily activity and the performance of the</td>
</tr>
<tr>
<td></td>
<td>selected enterprise skill groups for the selected time period.</td>
</tr>
<tr>
<td><strong>Applicable environment</strong></td>
<td>IPCC and/or standard ACD</td>
</tr>
<tr>
<td><strong>Template type</strong></td>
<td>Historical table</td>
</tr>
<tr>
<td><strong>Default sort order</strong></td>
<td>By enterprise skill group name, then by skill group name,</td>
</tr>
<tr>
<td></td>
<td>and then by date and time.</td>
</tr>
<tr>
<td><strong>Drilldowns available</strong></td>
<td>No</td>
</tr>
<tr>
<td><strong>Schema database tables</strong></td>
<td>Skill_Group</td>
</tr>
<tr>
<td></td>
<td>Enterprise_Skill_Group</td>
</tr>
<tr>
<td></td>
<td>Skill_Group_Half_Hour, Enterprise_Skill_Group_Member</td>
</tr>
</tbody>
</table>

Data:

Enterprise Skill Group
The enterprise skill group's enterprise name and ID.
Derived from: Enterprise_Skill_Group.EnterpriseName
(Enterprise_Skill_Group.EnterpriseSkillGroupID)
Skill Group

The skill group's enterprise name and skill target ID.
Derived from: Skill_Group.EnterpriseName and (Skill_Group.SkillTargetID)

Date (no label)

The date of the selected row's data in MM/DD/YYYY (month, day, year) format.
Derived from: Skill_Group_Half_Hour.DateTime

Offered

The number of tasks offered to this Skill Group within the interval.
Derived from: (Skill_Group_Half_Hour.CallsHandledToHalf +
Skill_Group_Half_Hour.RouterCallsAbandQToHalf +
Skill_Group_Half_Hour.AbandonRingCallsToHalf +
Skill_Group_Half_Hour.RedirectNoAnswertoHalf)

Queued

The number of tasks queued to this Skill Group within the interval.
Derived from: Skill_Group_Half_Hour.RouterCallsQueuedToHalf

Total Aban

The number of tasks for this skill group that were abandoned within the interval.
Derived from: (Skill_Group_Half_Hour.RouterCallsAbandQToHalf +
Skill_Group_Half_Hour.AbandonCallsRingToHalf)

Handled

The number of ICM Routed tasks handled within this skill group during the interval.
Derived from: Skill_Group_Half_Hour.CallsHandledToHalf

AHT

The average handle time in seconds for incoming tasks handled by the skill group during the interval.
Derived from: Skill_Group_Half_Hour.HandleCallsTimeToHalf /
Skill_Group_Half_Hour.CallsHandledToHalf

Avg Active Time

The Average Active Time for agents in the skill group during the interval.
Derived from: ((Skill_Group_Half_Hour.TalkInTimeToHalf +
Skill_Group_Half_Hour.TalkOutTimeToHalf +
Skill_Group_Half_Hour.TalkOtherTimeToHalf) /
Skill_Group_Half_Hour.CallsHandledToHalf)
**Aban Hold**

The number of ICM routed tasks that abandoned while on hold within this skill group.

Derived from: `Skill_Group_Half_Hour.AbandonHoldCallsToHalf`

**Transfer In**

The number of incoming tasks that were transferred to this skill group from other agents within the same peripheral that did not go to IVR for queuing.

Derived from: `Skill_Group_Half_Hour.TransferInCallsToHalf`

**Transfer Out**

The number of tasks this agent transferred to another agent or skill group. This includes Consultative Calls.

Derived from: `Skill_Group_Half_Hour.TransferredOutCallsToHalf`

**External Out**

For default skill groups: the number of times an agent initiated an outgoing external call. For routing skill groups: the number of times an agent initiated a transfer or conference to an external device.

Derived from: `Skill_Group_Half_Hour.AgentOutCallsToHalf`

**Active Time**

The total time spent in talking state within this skill group, measured in HH:MM:SS (hours, minutes, seconds) format. Includes Incoming Direct and Outgoing Internal, although these call counts are not shown in this report.

Derived from: `(Skill_Group_Half_Hour.TalkInTimeToHalf + Skill_Group_Half_Hour.TalkOutTimeToHalf + Skill_Group_Half_Hour.TalkOtherTimeToHalf)`

**Hold Time**

The total time an agent put tasks on hold in this skill group, measured in HH:MM:SS (hours, minutes, seconds) format. Includes Incoming Direct and Outgoing Internal, although call counts are not shown in this report.

Derived from: `Skill_Group_Half_Hour.HoldTimeToHalf`

**Log On Duration**

The total time during the interval the agents were logged into this skill group, measured in HH:MM:SS (hours, minutes, seconds) format.

Derived from: `Skill_Group_Half_Hour.LoggedOnTimeToHalf`

**% Avail Time**

The percentage of time that agents have spent in the Available state in relation to LoggedOnTime or interval, whichever is less.

Derived from: `(Skill_Group_Half_Hour.AvailTimeToHalf / Skill_Group_Half_Hour.LoggedOnTimeToHalf)`
% Not Ready Time
The percentage of time that agents spent in the Not Ready state in relation to LoggedOnTime or interval whichever is less.
Derived from: (Skill_Group_Half_Hour.NotReadyTimeToHalf / Skill_Group_Half_Hour.LoggedOnTimeToHalf)

% Active Time
The percentage of time that the agent of this skill group has spent in Active state in this Skill Group in relation to LoggedOnTime.

% Hold Time
The percentage of time that agents have put a call from this skill group on hold in relation to LoggedOnTime.
Derived from: (Skill_Group_Half_Hour.HoldTimeToHalf / Skill_Group_Half_Hour.LoggedOnTimeToHalf)

% Reserved Time
The percentage of time that agents have spent in Reserved state waiting for an ICM routed call from this skill group in relation to LoggedOnTime.
Derived from: (Skill_Group_Half_Hour.ReservedStateTimeToHalf / Skill_Group_Half_Hour.LoggedOnTimeToHalf)

% Wrap Up Time
The percentage of time that agents have spent in Wrap-up state after incoming or outgoing tasks in relation to LoggedOnTime or interval, whichever is less.
Derived from: (Skill_Group_Half_Hour.WorkReadyTimeToHalf + Skill_Group_Half_Hour.WorkNotReadyTimeToHalf) / Skill_Group_Half_Hour.LoggedOnTimeToHalf)

% Busy Other Time
The percentage of time that the agents of this skill group spent in busy other state.
Derived from: (Skill_Group_Half_Hour.BusyOtherTimeToHalf / Skill_Group_Half_Hour.LoggedOnTimeToHalf)

% Interrupted Time
The percentage of time that the agents of this skill group spent in Interrupted state with respect to this skill group during the half hour interval.
Derived from: (Skill_Group_Half_Hour.InterruptedTimeToHalf / Skill_Group_Half_Hour.LoggedOnTimeToHalf)
Skill Group Summary
The total of all fields for each skill group in an enterprise skill group.

Enterprise Summary
The total of all fields for each enterprise skill group.

Report Summary
The total of all fields for all skill groups.

entskg27: Enterprise Skill Group Historical All Fields Report

<table>
<thead>
<tr>
<th>Overview:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Title</strong></td>
</tr>
<tr>
<td><strong>Subject</strong></td>
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<tr>
<td><strong>Purpose</strong></td>
</tr>
<tr>
<td><strong>Applicable environment</strong></td>
</tr>
<tr>
<td><strong>Template type</strong></td>
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<tr>
<td><strong>Default sort order</strong></td>
</tr>
<tr>
<td><strong>Drilldowns available</strong></td>
</tr>
<tr>
<td><strong>Schema database tables</strong></td>
</tr>
</tbody>
</table>
Data:

**Enterprise Skill Group**
The enterprise skill group's enterprise name and ID.

**Skill Group**
The member skill group's enterprise name and ID.
Derived from: Skill_Group.EnterpriseName and (Skill_Group.SkillTargetID)

**Date Time** (no label)
The date and time of the selected row's data in MM/DD/YYYY (month, day, year) and HH:MM:SS (hour, minute, second) format.
Derived from: Skill_Group_Half_Hour.DateTime

**Callback Msg**
The number of callback messages processed by the agent during the half-hour interval.
Derived from: Skill_Group_Half_Hour.CallbackMessagesToHalf

**Callback Msg Time**
The number of seconds the agent spent processing callback messages during the half-hour interval.
Derived from: Skill_Group_Half_Hour.CallbackMessagesTimeToHalf

**Answered**
The number of calls answered during the half-hour interval.
Derived from: Skill_Group_Half_Hour.CallsAnsweredToHalf

**Ans Wait Time**
The total number of seconds callers spent waiting for calls to be answered by the skill group during the half-hour interval.
Derived from: Skill_Group_Half_Hour.AnswerWaitTimeToHalf

**Handled**
The calls handled by the skill group during the half-hour interval.
Derived from: Skill_Group_Half_Hour.CallsHandledToHalf

**Hand Active Time**
The total talk time in seconds for calls counted as handled by the skill group during the half-hour interval.
Derived from: Skill_Group_Half_Hour.HandledCallsTalkTimeToHalf
**Handled Time**

The total handle time, in seconds, for calls counted as handled by the skill group during the half-hour interval.

Derived from: `Skill_Group_Half_Hour.HandledCallsTimeToHalf`

**Avg Hand Time**

The average handle time in seconds for calls counted as handled by the skill group during the half-hour interval:

Derived from: `Skill_Group_Half_Hour.AvgHandledCallsTimeToHalf`

**Hold Time**

The number of seconds calls to the skill group spent on hold during the half-hour interval.

Derived from: `Skill_Group_Half_Hour.HoldTimeToHalf`

**Internal Tasks**

The number of internal calls to the skill group during the half-hour interval.

Derived from: `Skill_Group_Half_Hour.InternalCallsToHalf`

**Internal Tasks Time**

The number of seconds spent on internal calls to the skill group during the half-hour interval.

Derived from: `Skill_Group_Half_Hour.InternalCallsTimeToHalf`

**Supervisor Assist Tasks**

The number of calls for which agents received supervisor assistance during the half-hour interval.

Derived from: `Skill_Group_Half_Hour.SupervAssistCallsToHalf`

**Supervisor Assist Time**

The number of seconds spent on supervisor assisted calls during the half-hour interval.

Derived from: `Skill_Group_Half_Hour.SupervAssistCallsTimeToHalf`

**% Utilization**

The percentage of Ready time that agents in the skill group spent talking or doing call work during the half-hour interval.

Derived from: `Skill_Group_Half_Hour.PercentUtilizationToHalf`

**External Out**

The total number of completed outbound ACD calls made by agents in the skill group, during a half-hour interval. The value is updated in the database when any after-call work time associated with the call is completed.

Derived from: `Skill_Group_Half_Hour.AgentOutCallsToHalf`
Out Time30
The total handle time, in seconds, for completed outbound ACD calls handled by the agent in the skill group during the half-hour interval. Handle time includes WorkTime, TalkTime, and HoldTime, all of which are taken from the Termination_Call_Detail records. The AgentOutCallsTime value includes the time spent from the call being initiated by the agent to the time the agent completes after-call work time for the call. The value is updated in the database when the after-call-work time associated with the call (if any) has completed.
Derived from: Skill_Group_Half_Hour.AgentOutCallsTimeToHalf

Out Active Time
The total talk time, in seconds, for completed outbound ACD calls handled by an agent in the skill group during the half-hour interval. The value includes the time spent from the call being initiated by the agent to the time the agent begins after call work for the call. The time includes hold time associated with the call. The value is incremented when the after-call-work time associated with the call has completed.
Derived from: Skill_Group_Half_Hour.AgentOutCallsTalkTimeToHalf

Out Hold Tasks
The total number of completed outbound ACD calls an agent in the skill group has placed on hold at least once. The value is incremented when the after-call-work time associated with the call has completed.
Derived from: Skill_Group_Half_Hour.AgentOutCallsOnHoldToHalf

Out Hold Time
The total number of seconds outbound ACD calls were placed on hold during the half-hour interval. This data element is based on HoldTime from the Termination_Call_Detail record. The value updated in the database when after-call work associated with the call (if any) is completed.
Derived from: Skill_Group_Half_Hour.AgentOutCallsOnHoldTimeToHalf

Active In Time
The number of seconds agents in the skill group spent talking on inbound calls during the half-hour interval.
Derived from: Skill_Group_Half_Hour.TalkInTimeToHalf

Active Out Time
The number of seconds agents spent talking on outbound calls during the half-hour interval.
Derived from: Skill_Group_Half_Hour.TalkOutTimeToHalf
**Active Other Time**
The number of seconds agents spent talking on other calls (neither inbound nor outbound) during the half-hour interval.
Derived from: Skill_Group_Half_Hour.TalkOtherTimeToHalf

**Active Time30**
The total seconds agents in the skill group were in the Talking state during the half-hour interval.
Derived from: Skill_Group_Half_Hour.TalkTimeToHalf

**Log On Duration**
The total time, in seconds, agents in the skill group were logged on during the half-hour interval.
Derived from: Skill_Group_Half_Hour.LoggedOnTimeToHalf

**Avail Time**
The total seconds agents in the skill group were in the Available state during the half-hour interval.
Derived from: Skill_Group_Half_Hour.AvailTimeToHalf

**Not Ready Time**
The total seconds agents in the skill group were in the Not Ready state during the half-hour interval.
Derived from: Skill_Group_Half_Hour.NotReadyTimeToHalf

**Work Ready Time**
The total seconds agents in the skill group were in the Work Ready state during the half-hour interval.
Derived from: Skill_Group_Half_Hour.WorkReadyTimeToHalf

**Work Not Ready Time**
The total seconds agents in the skill group were in the Work Not Ready state during the half-hour interval.
Derived from: Skill_Group_Half_Hour.WorkNotReadyTimeToHalf

**Busy Other Time**
The number of seconds agents have spent handling calls assigned to other skill groups during the half-hour interval.
Derived from: Skill_Group_Half_Hour.BusyOtherTimeToHalf

**Reserve Time**
Time agents in the skill group spent in the Reserved state during the half-hour interval.
Derived from: Skill_Group_Half_Hour.ReservedStateTimeToHalf
**Transfer In**

The number of calls transferred into the skill group during the half-hour interval.

Derived from: `Skill_Group_Half_Hour.TransferInCallsToHalf`

**Transfer In Time**

The number of seconds spent handling calls transferred into the skill group during the half-hour interval.

Derived from: `Skill_Group_Half_Hour.TransferInCallsTimeToHalf`

**Transfer Out**

The number of calls transferred out of the skill group during the half-hour interval.

Derived from: `Skill_Group_Half_Hour.TransferOutCallsToHalf`

**Aban Offered**

The total number of ACD calls to the skill group that abandoned while ringing at an agent's position. The value is incremented at the time the call disconnects.

Derived from: `Skill_Group_Half_Hour.AbandonRingCallsToHalf`

**Aban Offered Time**

The total ring time associated with ACD calls to the skill group that abandoned while alerting an agent’s position. The value is incremented at the time the call disconnects.

Derived from: `Skill_Group_Half_Hour.AbandonRingTimeToHalf`

**Aban Hold**

The total number of ACD calls to the skill group that abandoned while held at an agent’s position. The value is incremented at the time the call disconnects.

Derived from: `Skill_Group_Half_Hour.AbandonHoldCallsToHalf`

**Agent Terminated Tasks**

The total number of ACD calls that were terminated by an agent in the skill group before the far end released. Value incremented at the time the call disconnects. Includes `AgentOutCallsToHalf` and `CallsHandledToHalf`.

Derived from: `Skill_Group_Half_Hour.AgentTerminatedCallsToHalf`

**Consult Tasks**

The number of consultative calls completed by agents in the skill group with at least one ACD call on hold.

Derived from: `Skill_Group_Half_Hour.ConsultativeCallsToHalf`
Consult Time

The number of seconds agents in the skill group spent handling a consultative call with at least one ACD call on hold. The value is incremented when the after-call-work time associated with the consultative call has completed.

Derived from: Skill_Group_Half_Hour.ConsultativeCallsTimeToHalf

Conf In

The number of incoming calls skill group agents were conferenced into. Incoming calls include ACD and non-ACD calls. The value is incremented when the agent drops off the call of the call becomes a simple 2 party call.

Derived from: Skill_Group_Half_Hour.ConferencedInCallsToHalf

Conf In Time

The number of seconds skill group agents were involved in an incoming conference call. Incoming calls include ACD and non-ACD calls. The value includes hold time and is incremented when the agent drops off the call or the call becomes a simple 2 party call.

Derived from: Skill_Group_Half_Hour.ConferencedInCallsTimeToHalf

Conf Out

The number of conference calls skill group agent initiated. Initiated calls include ACD and non-ACD calls. The value is incremented when the agent drops off the call of the call becomes a simple 2 party call.

Derived from: Skill_Group_Half_Hour.ConferencedOutCallsToHalf

Conf Out Time

The number seconds skill group agents spent in conference calls they initiated. Calls include are ACD and non-ACD calls. The value includes hold time and is incremented when the agent drops off the call or the call becomes a simple 2 party call.

Derived from: Skill_Group_Half_Hour.ConferencedOutCallsTimeToHalf

Hold

The total number of completed inbound ACD calls skill group agents placed on hold at least once. The value is incremented when the after-call-work time associated with the call completed.

Derived from: Skill_Group_Half_Hour.IncomingCallsOnHoldToHalf

Hold Time

The total number of seconds completed inbound ACD calls were placed on hold during the half-hour interval. The value is incremented when the after-call work time associated with the call has completed.

Derived from: Skill_Group_Half_Hour.IncomingCallsOnHoldTimeToHalf
**Internal In**

The number of internal calls received by skill group agents during the half-hour interval. The value is incremented when the after-call work time associated with the call has completed.

Derived from: Skill_Group_Half_Hour.InternalCallsRcvdToHalf

**Internal In Time**

The number of seconds spent on internal calls received by skill group agents during the half-hour interval. The value is incremented when the after-call work time associated with the call has completed.

Derived from: Skill_Group_Half_Hour.InternalCallsRcvdTimeToHalf

**Internal Hold**

The total number of internal calls skill group agents placed on hold at least once. The value is incremented when the after-call-work time associated with the call completes.

Derived from: Skill_Group_Half_Hour.InternalCallsOnHoldToHalf

**Internal Hold Time**

The total number of seconds completed internal calls were placed on hold during the half-hour interval. The value is incremented when the after-call-work time associated with the call has completed.

Derived from: Skill_Group_Half_Hour.InternalCallsOnHoldTimeToHalf

**Redirect No Ans Tasks**

The number of ACD calls to the skill group that rang at an agent’s terminal and redirected on failure to answer. The value is incremented at the time the call is diverted to another device.

Derived from: Skill_Group_Half_Hour.RedirectNoAnsCallsToHalf

**Redirect No Ans Time**

The number of seconds ACD calls to the skill group rang at an agent’s terminal before being redirected on failure to answer. The value is incremented at the time the call is diverted to another device.

Derived from: Skill_Group_Half_Hour.RedirectNoAnsCallsTimeToHalf

**Short Tasks**

The number of calls answered by skill group agents where the duration of the calls falls within a short threshold. You might choose to factor these calls out of handle time statistics that you calculate.

A call is determined to be a short call if it is abandoned before the Abandoned Call Wait Time expired. Short calls are not considered abandoned and they are not accounted for in any of the ICM abandoned calls calculations. This field is dependent on the AbandonedCallWaitTime threshold.

Derived from: Skill_Group_Half_Hour.ShortCallsToHalf
**Rtr Tasks AbandQ**

The number of tasks queued to the group by the CallRouter that were abandoned during the half-hour interval.

Derived from: `Skill_Group_Half_Hour.RouterCallsAbandQToHalf`

**Rtr Queue Tasks**

The number of tasks queued to the group by the CallRouter during the half-hour interval.

Derived from: `Skill_Group_Half_Hour.RouterQueueCallsToHalf`
Peripheral skill group reports

A peripheral skill group is a skill group associated with a specific single peripheral (ACD, PBX, IVR) in the contact center enterprise.

The following table lists all the ICM Peripheral Skill Group report templates that WebView provides. Click the template name for a detailed description.

**Table 11-3 Peripheral Skill Group Templates**

<table>
<thead>
<tr>
<th>Template Name</th>
<th>Applicable Environment</th>
<th>Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>perskg03: Peripheral Skill Group Agent State Status Report, page 11-64</td>
<td>IPCC and Standard ACD</td>
<td>real-time bar graph</td>
<td>The percentage of agents in available, idle, talking, and wrap-up states.</td>
</tr>
<tr>
<td>perskg04: Rolling 5-minute Peripheral Skill Group Status Report, page 11-66</td>
<td>IPCC and Standard ACD</td>
<td>real-time table</td>
<td>Agent states in full-time equivalent (FTE) counts and in percentages.</td>
</tr>
<tr>
<td>perskg05: Peripheral Skill Group % Utilization of Ready Agents Report, page 11-68</td>
<td>IPCC and Standard ACD</td>
<td>real-time bar graph</td>
<td>The percentage utilization of agents. The ratio between time logged on and time handling calls.</td>
</tr>
<tr>
<td>perskg08: FTE for Peripheral Skill Groups Half Hour Report, page 11-83</td>
<td>IPCC and Standard ACD</td>
<td>Historical table</td>
<td>Half-hour FTE counts for agents signed on, idle, available, talking, and in wrap-up.</td>
</tr>
<tr>
<td>perskg09: Peripheral Skill Group Normalized Agent State Report, page 11-86</td>
<td>IPCC and Standard ACD</td>
<td>Historical bar graph</td>
<td>The normalized percentage of agent-states over a specified range of time, gathered in half-hour increments</td>
</tr>
<tr>
<td>perskg11: Blended Agent Statistics Report, page 7-13</td>
<td>Blended Agent</td>
<td>real-time table</td>
<td>The current status of the selected Blended Agent skill group(s).</td>
</tr>
<tr>
<td>perskg12: Blended Agent Task Detail Performance In Skill Groups Half Hour Report, page 7-27</td>
<td>Blended Agent</td>
<td>historical table</td>
<td>The percentage of time that Blended Agent agents spent in the signed on, handle, talk, and hold states, gathered in half-hour increments.</td>
</tr>
<tr>
<td>perskg21: Peripheral Skill Group Task Summary Half Hour Report, page 11-87</td>
<td>IPCC</td>
<td>historical table</td>
<td>A summary of task statistics for each skill group for the selected half-hour(s).</td>
</tr>
<tr>
<td>perskg22: Peripheral Skill Group Task Summary Daily Report, page 11-91</td>
<td>IPCC</td>
<td>historical table</td>
<td>A summary of task statistics for each skill group for the selected day(s).</td>
</tr>
</tbody>
</table>
Table 11-3 Peripheral Skill Group Templates (continued)

<table>
<thead>
<tr>
<th>Template Name</th>
<th>Applicable Environment</th>
<th>Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>perskg23: Peripheral Skill Group Performance Summary Half Hour Report, page 11-95</td>
<td>IPCC</td>
<td>historical    table</td>
<td>A summary of agent performance for each skill group for the selected half-hour(s).</td>
</tr>
<tr>
<td>perskg24: Peripheral Skill Group Performance Summary Daily Report, page 11-98</td>
<td>IPCC</td>
<td>historical    table</td>
<td>A summary of agent performance for each skill group for the selected day(s).</td>
</tr>
<tr>
<td>perskg25: Peripheral Skill Group Consolidated Half Hour Report, page 11-101</td>
<td>IPCC and</td>
<td>historical    table</td>
<td>The activity and the performance of the selected enterprise skill groups for the selected half-hour intervals.</td>
</tr>
<tr>
<td></td>
<td>Standard ACD</td>
<td></td>
<td></td>
</tr>
<tr>
<td>perskg26: Peripheral Skill Group Consolidated Daily Report, page 11-105</td>
<td>IPCC and</td>
<td>Historical    table</td>
<td>The activity and the performance of the selected enterprise skill groups for the selected day(s).</td>
</tr>
<tr>
<td></td>
<td>Standard ACD</td>
<td></td>
<td></td>
</tr>
<tr>
<td>perskg27: Peripheral Skill Group Historical All Fields Report, page 11-109</td>
<td>IPCC and</td>
<td>historical    table</td>
<td>All fields in the Skill_Group_Half.Hour table sorted by skill group name. This report is for on-line viewing, or for export to Microsoft Excel.</td>
</tr>
<tr>
<td></td>
<td>Standard ACD</td>
<td></td>
<td></td>
</tr>
<tr>
<td>perskg28: Peripheral Skill Group Real Time All Fields Report, page 11-73</td>
<td>IPCC and</td>
<td>real-time      table</td>
<td>All fields in the Skill_Group_Real.Time table sorted by skill group name. This report is for on-line viewing, or for export to Microsoft Excel.</td>
</tr>
<tr>
<td></td>
<td>Standard ACD</td>
<td></td>
<td></td>
</tr>
<tr>
<td>perskg29: Peripheral Skill Group Logout Real Time Report, page 11-82</td>
<td>IPCC and</td>
<td>real-time      table</td>
<td>All the agents that are configured for the selected skill group(s), but currently not logged in.</td>
</tr>
<tr>
<td></td>
<td>Standard ACD</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Peripheral skill group real-time reports

This section describes the following real-time reports:

- perskg01: Peripheral Skill Group Status Real Time Report, page 11-63
- perskg03: Peripheral Skill Group Agent State Status Report, page 11-64
- perskg04: Rolling 5-minute Peripheral Skill Group Status Report, page 11-66
- perskg05: Peripheral Skill Group % Utilization of Ready Agents Report, page 11-68
- perskg28: Peripheral Skill Group Real Time All Fields Report, page 11-73

Note: An agent can appear more than once, if the agent is configured for more than one skill group.
perskg01: Peripheral Skill Group Status Real Time Report

### Overview:

<table>
<thead>
<tr>
<th>Description</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Title</strong></td>
<td>The name you give it when you save the report</td>
</tr>
<tr>
<td><strong>Subject</strong></td>
<td>A bar graph of the selected Peripheral Skill Group(s) showing the number of agents in the talking, idle, available, and wrap-up states.</td>
</tr>
<tr>
<td><strong>Purpose</strong></td>
<td>To show the current status of the selected peripheral skill group(s)</td>
</tr>
<tr>
<td><strong>Applicable environment</strong></td>
<td>IPCC and/or standard ACD</td>
</tr>
<tr>
<td><strong>Template type</strong></td>
<td>Real-time bar graph</td>
</tr>
<tr>
<td><strong>Default sort order</strong></td>
<td>By media routing domain and then by skill group</td>
</tr>
<tr>
<td><strong>Drilldowns available</strong></td>
<td>No</td>
</tr>
<tr>
<td><strong>Schema database table</strong></td>
<td>Media_Routing_Domain, Skill_Group, Skill_Group_Real_Time</td>
</tr>
</tbody>
</table>

### Data:

**Idle**

The number of agents in the Not Ready state during an interval.

Derived from: Skill_Group_Real_Time.NotReady

**Available**

The number of agents who are not currently involved in call work and who are ready to accept calls.

Derived from: Skill_Group_Real_Time.Avail

**Active**

The number or percentage of agents who are talking on calls. The Talking state tracks agents who are in either the Talking In, Talking Out, or Talking Other states (now or during an interval). The time agents spend in each of these states is tracked individually. A more general database table called TalkTime sums the time that agents spend in any of the talking states.

Wrap Up

The number or percentage of agents who are involved in after-call work. An agent doing wrap-up work is in either the Work Ready or the Work Not Ready state.


Queue Now

The number of calls currently queued for the skill group at the CallRouter.

Derived from: Skill_Group_Real_Time.RouterCallsQNow
Data:

% Idle
The percentage of agents in the peripheral skill group who are logged on but are idle.

% Available
The percentage of agents in the peripheral skill group who are logged on and available.

% Active
The percentage of agents in the peripheral skill group who are logged on and are in the Active or Talking state. The talking state includes the Talking In, Talking Out, or Talking Other states (now or during an interval). The time agents spend in each of these states is tracked individually.

% Wrap-up
The percentage of agents who are involved in after-call work. After-call work includes post-call activities, such as completing paperwork or consulting with associates. An agent performing wrap-up is in either the Work Ready or the Work Not Ready state.
perskg04: Rolling 5-minute Peripheral Skill Group Status Report

### Overview:

<table>
<thead>
<tr>
<th><strong>Title</strong></th>
<th>The name you give it when you save the report</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Subject</strong></td>
<td>A table of the selected Peripheral Skill Group(s) showing the current agent states in full-time equivalent (FTE) counts and in percentages. Fields applicable to a voice domain only are prefixed with an asterisk (*). Such fields are not applicable for e-mail or collaboration media.</td>
</tr>
<tr>
<td><strong>Purpose</strong></td>
<td>To show how many agents could be currently used in the selected peripheral skill group(s)</td>
</tr>
<tr>
<td><strong>Applicable environment</strong></td>
<td>IPCC and/or standard ACD</td>
</tr>
<tr>
<td><strong>Template type</strong></td>
<td>Real-time table</td>
</tr>
<tr>
<td><strong>Default sort order</strong></td>
<td>By media routing domain and then by skill group</td>
</tr>
<tr>
<td><strong>Drilldowns available</strong></td>
<td>No</td>
</tr>
<tr>
<td><strong>Schema database table</strong></td>
<td>Skill_Group_Real_Time, Skill_Group, Media_Routing_Domain</td>
</tr>
</tbody>
</table>

### Data:

**Skill Group**

The enterprise name of the skill group and its skill target ID. Derived from: Skill_Group.EnterpriseName and (Skill_Group.SkillTargetID)

**Media**

The skill group's media routing domain. Derived from: Media_Routing_Domain.EnterpriseName

**FTE Log On5**

The FTE value for the number of agents logged on to the system during an interval. Signed on is a state in which agents are known to the system, but may or may not be ready to receive calls. Signed-on is also called Logged On. Derived from: Skill_Group_Real_Time.LoggedOnTimeTo5 / 300
**FTE NotReady5**

The FTE value for the number of agents in the Not Ready state during an interval. This is a state in which agents are logged on, but neither involved in call handling activity nor available to handle a call.

Derived from: `Skill_Group_Real_Time.NotReadyTimeTo5 / 300`

**FTE Avail5**

The FTE value for the number of agents in the Available state during an interval. The Available state is a state where the agent is ready to accept calls, but is not currently involved in call work.

Derived from: `Skill_Group_Real_Time.AvailTimeTo5 / 300`

**FTE Active5**

The FTE value for the number of agents in the Talking In, Talking Out, and Talking Other states during an interval.

Derived from: `Skill_Group_Real_Time.TalkTimeTo5 / 300`

**FTE Wrap Up5**

The FTE value for the number of agents who are involved in after-call work during an interval. After-call work includes post-call activities, such as completing paperwork or consulting with associates.

Derived from: `(Skill_Group_Real_Time.WorkReadyTimeTo5 + Skill_Group_Real_Time.WorkNotReadyTimeTo5) / 300`

**FTE Hold5**

The FTE value for the number of agents in the Hold state during an interval. The Hold state is a state in which an agent has all active calls on hold.

Derived from: `Skill_Group_Real_Time.HoldTimeTo5 / 300`

**FTE Reserved5**

The FTE value for the number of agents in the Reserved state during an interval. The Reserved state is a state in which the agent is awaiting an interflowed call and is unavailable to receive any incoming calls. This state applies to agents on Northern Telecom Meridian and Aspect CallCenter ACDs only.

Derived from: `Skill_Group_Real_Time.ReservedStateTimeTo5 / 300`

**FTE Interrupted5**

The FTE value for the number of seconds that agents were in the INTERRUPTED state during an interval.

Derived from: `InterruptedTimeTo5 / 300`

**FTE BusyOther5**

The FTE value for the number of agents in the Busy Other state.

Derived from: `Skill_Group_Real_Time.BusyOtherTimeTo5 / 300`
**Queued**
The number of tasks currently queued for the skill group at the CallRouter.
Derived from: Skill_Group_Real_Time.RouterCallsQNow

**perskg05: Peripheral Skill Group % Utilization of Ready Agents Report**

<table>
<thead>
<tr>
<th>Overview:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Title</strong></td>
</tr>
<tr>
<td><strong>Subject</strong></td>
</tr>
<tr>
<td><strong>Purpose</strong></td>
</tr>
<tr>
<td><strong>Applicable environment</strong></td>
</tr>
<tr>
<td><strong>Template type</strong></td>
</tr>
<tr>
<td><strong>Default sort order</strong></td>
</tr>
<tr>
<td><strong>Drilldowns available</strong></td>
</tr>
</tbody>
</table>
| **Schema database table** | Media_Routing_Domain  
Skill_Group  
Skill_Group_Real_Time                                                   |

**Data:**

**% Utilization**
The percent utilization is computed by dividing the total time agents spent handling calls by the total time agents were ready. (To calculate the time that agents were ready, the report subtracts the Not Ready time from the total time that agents were logged on.)
Derived from: Skill_Group_Real_Time.PercentUtilizationTo5
perskg20: Peripheral Skill Group Status Real Time Report

<table>
<thead>
<tr>
<th>Overview:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Title</strong></td>
</tr>
</tbody>
</table>
| **Subject** | A table of the selected peripheral skill group(s) showing the current statistics for each skill group  
  **Note:** If there are primary or secondary skill groups defined for the base skill group, then the base skill group is not shown.  
  Fields applicable to a voice domain only are prefixed with an asterisk (*). Such fields are not applicable for e-mail or collaboration media. |
| **Purpose** | Shows the current status of the selected skill groups. |
| **Applicable environment** | IPCC and/or standard ACD |
| **Template type** | Real-time table |
| **Default sort order** | By media routing domain and then by skill group |
| **Drilldowns available** | No |
| **Schema database tables** | Media_Routing_Domain  
  Skill_Group  
  Skill_Group_Real_Time |

Data:

Media

The skill group's media routing domain.  
Derived from: Media_Routing_Domain.EnterpriseName

Skill Group

The enterprise name of the skill group and its skill target ID.  
Derived from: Skill_Group.EnterpriseName and Skill_Group.SkillTargetID

Queued Now

The number of tasks currently queued to the skill group.  
Derived from: Skill_Group_Real_Time.RouterCallsQNow
*Longest Task Queued*

The longest queued task on the routing media domain, measured in HH:MM:SS (hours, minutes, seconds) format.

Derived from:

(In an IPCC media domain) Skill_Group_Real_Time.RouterLongestCallInQ
(In a standard ACD media domain) Skill_Group_Real_Time.LongestCallQ

**Handled**

The number of tasks that have been handled in the past 5 minutes.

Derived from: Skill_Group_Real_Time.SGRT.CallsHandledTo5

**AHT**

The average time it has taken within the past 5 minutes to handle a task

Derived from: Skill_Group_Real_Time.HandleCallsTimeTo5 / Skill_Group_Real_Time.CallsHandledTo5

**Log On**

The number of agents that are currently logged into the skill group. This count is updated each time an agent logs on and each time an agent logs off. Logged on = Not ready + Available + Talking + Wrap-up + On hold + Reserved + Busy Other.

Derived from: Skill_Group_Real_Time.LoggedOn

**Not Ready**

The number of agents in the Not Ready state for the skill group. If an agent is logged into more than one skill group, then the agent will be counted for each skill group into which he/she is logged.

Not Ready is a state in which agents are logged on but are neither involved in any call handling activity nor available to handle a call.

Derived from: Skill_Group_Real_Time.NotReady

**Avail**

The number of agents for the skill group in Available state. If an agent is logged into more than one skill group, then the agent will be counted for each skill group into which he/she is logged.

Available is a state where the agent is ready to accept calls, but is not currently involved in call work.

Derived from: Skill_Group_Real_Time.Avail

**Active In**

The number of agents in the skill group currently in the Active state for incoming tasks.

Derived from: Skill_Group_Real_Time.TalkingIn
**Active Out**
The number of agents in the skill group currently talking on outbound calls.
Derived from: Skill_Group_Real_Time.TalkingOut

**Active Other**
The number of agents in the skill group currently talking on internal (neither inbound nor outbound) calls. Examples of "other calls" include agent-to-agent transfers and supervisor calls.
Derived from: Skill_Group_Real_Time.TalkingOther

**Avg Active Time**
The average task/active time within the past 5 minutes

**Wrap Up**
The number of agents currently in wrap-up state for this skill group.
Wrap-up is task-related work performed by an agent after the task is over. An agent performing wrap-up is in either the Work Ready or Work Not Ready state.

**Hold**
The number of agents in the paused state or that have all active calls on hold. The agent is not in the Hold state with one call on hold and talking on another call (for example, a consultative call). The agent must have all active calls on hold.
Derived from: Skill_Group_Real_Time.Hold

**Reserved**
The number of agents for the skill group currently in the Reserved state.
Reserved is a state in which an agent is awaiting an interflowed call and is unavailable to receive any incoming calls. This state applies to agents on Northern Meridian ACDs only.
Derived from: Skill_Group_Real_Time.ReservedAgents

**Busy Other**
The number of agents currently in the BusyOther state.
Busy Other is a state in which the agent handling calls assigned to other skill groups during the half-hour interval. For example, an agent might be talking on an inbound call in one skill group while simultaneously logged on to and ready to accept tasks from other skill groups. The agent can be active (talking
on or handling tasks) in only one skill group at a time. Therefore, while active in one skill group, for the other skill group the agent is considered to be in the Busy Other state.

Derived from: Skill_Group_Real_Time.BusyOther

**Interrupted**

The number of agents who are currently in interrupted state with respect to this skill group.

Derived from: Skill_Group_Real_Time.NumAgentsInterruptedNow

**ASAT5**

The Average Speed of Answer for the skill group.


**% Utilization**

The percentage of Ready time that agents in the skill group spent talking or doing tasks during the current five-minute interval. This is the percentage of time agents spend working on tasks versus the time agents were ready.

Derived from: Skill_Group_Real_Time.PercentUtilizationTo5
perskg28: Peripheral Skill Group Real Time All Fields Report

<table>
<thead>
<tr>
<th>Overview:</th>
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<tbody>
<tr>
<td><strong>Title</strong></td>
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<td><strong>Subject</strong></td>
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<td><strong>Purpose</strong></td>
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<td><strong>Note</strong></td>
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<table>
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<tr>
<th>Applicable environment</th>
<th>IPCC and/or standard ACD</th>
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<td><strong>Template type</strong></td>
<td>Real-time</td>
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<tr>
<td><strong>Default sort order</strong></td>
<td>By skill group and then by date and time</td>
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<td><strong>Drilldowns available</strong></td>
<td>No</td>
</tr>
</tbody>
</table>
| **Schema database tables** | Skill_Group  
                          | Skill_Group_Real_Time |

**Data:**

**Skill Group**

The skill group's enterprise name and skill target ID

Derived from: Skill_Group.EnterpriseName and Skill_Group.SkillTargetID

**DateTime**

The date and time of the selected row's data in MM/DD/YYYY (month, day, year) and HH:MM:SS (hour, minute, second) format.

Derived from: Skill_Group_Half_Hour.DateTime

**Agent States**

**Logged On**

The number of agents that are currently logged into the skill group. This count is updated each time an agent logs on and each time an agent logs off.

Derived from: Skill_Group_Real_Time.LoggedOn
Agent States
Avail
The number of agents for the skill group in the Available state, the state where the agent is ready to accept calls, but is not currently involved in call work.
Derived from: Skill_Group_Real_Time.Avail

Agent States
Ready
The number of agents for the skill group in the Ready state, a state in which an agent is logged on to the system and either talking on a call, involved in after call work, or available to handle a new call. Agents are only not available to handle new calls when they are in the NotReady or WorkNotReady states. Otherwise, they are in the Ready state.
Derived from: Skill_Group_Real_Time.Ready

Agent States
Not Ready
The number of agents in the skill group in the Not Ready state, a state in which agents are logged in but are neither involved in any call handling activity nor available to handle a call.
Derived from: Skill_Group_Real_Time.NotReady

Agent States
*Reserved
The number of agents for the skill group currently in the Reserved state, a state in which an agent is awaiting an interflowed call and is unavailable to receive any incoming calls. This state applies to agents on Northern Meridian ACDs only.
Derived from: Skill_Group_Real_Time.ReservedAgents

Agent States
*Active
The number of agents in the skill group currently talking on inbound calls.
Derived from: Skill_Group_Real_Time.TalkingIn

Agent States
*Active Out
The number of agents in the skill group currently talking on outbound calls.
Derived from: Skill_Group_Real_Time.TalkingOut

Agent States
*Active Other
The number of agents in the skill group currently talking on internal (neither inbound nor outbound) calls. Examples of “other calls” include agent-to-agent transfers and supervisor calls.
Derived from: Skill_Group_Real_Time.TalkingOther
Agent States

Work NotReady
The number of agents in the skill group in the Work Not Ready state, a state in which an agent is involved in after call work and is assumed not to be ready to accept incoming calls when done.
Derived from: Skill_Group_Real_Time.WorkNotReady

Agent States

Work Ready
The number of agents in the skill group in the Work Ready state, a state in which an agent is involved in after call work and is assumed to be ready to accept incoming calls when done.
Derived from: Skill_Group_Real_Time.WorkReady

Agent States

Busy Other
The number of agents currently in the BusyOther state, a state in which the agent is handling calls assigned to other skill groups during the half-hour interval. For example, an agent might be talking on an inbound call in one skill group while simultaneously logged on to and ready to accept calls from other skill groups. The agent can be active (talking on or handling calls) in only one skill group at a time. Therefore, while active in one skill group, for the other skill group the agent is considered to be in the Busy Other state.
Derived from: Skill_Group_Real_Time.BusyOther

Hold
The number of agents that have all active calls on hold. The agent is not in the Hold state with one call on hold and talking on another call (for example, a consultative call). The agent must have all active calls on hold.
Derived from: Skill_Group_Real_Time.Hold

Long Calls
The date and time that the longest call in the queue for the skill group was placed in the queue.
Derived from: Skill_Group_Real_Time.LongestCallQ

Long Avail
A date and time value that specifies the time that the longest available agent for the skill group became available. If no agent was available, the value is 0.
Derived from: Skill_Group_Real_Time.LongestAvailAgent

Calls Q Now
The number of calls currently queued for the skill group at the CallRouter.
Derived from: Skill_Group_Real_Time.RouterCallsQNow
Current 5 Minutes Call Statistics

**Calls Off**

The number of calls offered to the skill group during the current five-minute interval. In real-time data, a call is counted as offered as soon as it is sent to a skill group.

Offered calls are the total number of incoming calls and internal calls sent to a specific route, service, or skill group. In real-time data, a call is counted as offered as soon as it is sent to a route or service. However, if the caller hangs up before the abandoned call wait time has elapsed, that call is not counted as offered in the historical (5-minute and 30-minute) data. This ensures that the number of calls offered is the same as the number answered plus the number abandoned.

Derived from: Skill_Group_Real_Time.CallsOfferedTo5

Current 5 Minutes Call Statistics

**Calls Ans**

The number of calls answered by agents in the skill group during the past five minutes. The number of calls answered includes only handled calls and internal calls received, which are tracked in the CallsHandled and InternalCallsReceived fields, respectively. The count for CallsAnswered is updated in the database at the time the call is answered.

A call is counted as answered when it reaches an agent or IVR. For example, the CallsAnsweredTo5 field in the Service_Five_Minute table counts the number of calls that reached agents during the five-minute interval. The calls might still be in progress when the interval ends.

By contrast, a call is not counted as handled until it is finished. Therefore, the number of answered calls and handled calls during an interval is not necessarily the same, but eventually each call is counted in both categories.

Derived from: Skill_Group_Real_Time.CallsAnsweredTo5

Current 5 Minutes Call Statistics

**Calls Hand**

Calls handled by the skill group during the current five-minute interval. The count for handled calls associated with a skill group is updated when the after-call work time associated with the call (if any) has completed.

A call is counted as handled when the call is finished. For example, the CallsHandledTo5 field in the Service_Five_Minute table counts the number of calls that finished during the five-minute interval. The calls might have been answered before the interval began.

By contrast, a call is counted as answered as soon as it reaches an agent. Therefore, the number of handled calls and answered calls during an interval is not necessarily the same, but eventually each call is counted in both categories.

Derived from: Skill_Group_Real_Time.CallsHandledTo5
**Current 5 Minutes Call Statistics**

**Agent Out**

The total seconds agents spent talking on outbound calls for the skill group during the current five-minute interval. TalkOutTime is included in the calculation of TalkTime and LoggedOnTime.

Derived from: Skill_Group_Real_Time.TalkOutTimeTo5

**Current 5 Minutes Call Statistics**

**Trans In**

The number of calls transferred into the skill group during the current five-minute interval. The value is updated in the database when the after-call work time associated with the call (if any) is completed.

Derived from: Skill_Group_Real_Time.TransferInCallsTo5

**Current 5 Minutes Call Statistics**

**Trans Out**

The number of calls transferred out of the skill group during the current five-minute interval. The value is updated in the database when the after-call work time associated with the call (if any) is completed.

Derived from: Skill_Group_Real_Time.TransferOutCallsTo5

**Current 5 Minutes Agent Statistics**

**Ans Wait**

The total number of seconds callers spent ringing at the agent’s voice device before being answered by the agent during the current five-minute interval.

AnswerWaitTime is associated only with handled calls and internal calls received.

AnswerWaitTime is calculated as follows: DelayTime + LocalQTime + RingTime (all from the Termination_Call_Detail records). The AnswerWaitTime value is updated in the database at the time the call is answered.

Derived from: Skill_Group_Real_Time.AnswerWaitTimeTo5

**Current 5 Minutes Agent Statistics**

**Avail**

The total seconds agents in the skill group have been in the Available state during the current five-minute interval. AvailTime is included in the calculation of LoggedOnTime.

Derived from: Skill_Group_Real_Time.AvailTimeTo5
**Current 5 Minutes Agent Statistics**

**Avg Hand Talk Time**

Average talk time in seconds for calls counted as handled by the skill group during the current five-minute interval.

This value is calculated as follows: \( \frac{\text{HandledCallsTalkTimeTo5}}{\text{CallsHandledTo5}} \).

HandledCallsTalkTime includes the time agents in the skill group spend in the TalkingIn, TalkingOut, and TalkingOther states. AvgHandledCallsTalkTime is calculated only for handled calls, which are calls that are finished (that is, any after-call work associated with the call has been completed). This field is updated in the database when any after-call work associated with the call is completed.

Derived from: Skill_Group_Real_Time.AvgHandledCallsTalkTimeTo5

**Current 5 Minutes Agent Statistics**

**Avg Hand Time**

Average handle time in seconds for calls counted as handled by the skill group during the current five-minute interval.

The value is calculated as follows: \( \frac{\text{HandledCallsTimeTo5}}{\text{CallsHandledTo5}} \).

HandledCallsTime is tracked only for inbound ACD calls counted as handled for the skill group. HandledCallsTime is the time spent from the call being answered by the agent to the time the agent completed any after-call work time for the call. This includes any Hold time associated with the call. The AvgHandledCallsTime value is updated in the database when the after-call work time associated with the call is completed.

Derived from: Skill_Group_Real_Time.AvgHandledCallsTimeTo5

**Current 5 Minutes Agent Statistics**

**Busy Other**

The number of seconds agents have spent in the BusyOther state during the current five-minute interval. BusyOtherTime is included in the calculation of LoggedOnTime.

Derived from: Skill_Group_Real_Time.BusyOtherTimeTo5

**Current 5 Minutes Agent Statistics**

**Hand Calls Talk Time**

The total talk time, in seconds, for calls counted as handled by the skill group during the current five-minute interval. The value is based on TalkTime from the Termination_Call_Detail table. It is updated in the database when the after-call work time associated with the call (if any) is completed.

Derived from: Skill_Group_Real_Time.HandledCallsTalkTimeTo5
**Current 5 Minutes Agent Statistics**

**Hand Calls Time**

The total handle time, in seconds, for calls counted as handled by the skill group during the current five-minute interval. `HandledCallsTime` is the time spent from the call being answered by the agent to the time the agent completed after-call work associated with the call.

`Handled Calls Time` is based on `HoldTime`, `WorkTime`, and `TalkTime` from the `Termination_Call_Detail` records. The value is updated in the database when the after-call work time associated with the call (if any) is completed.

Derived from: `Skill_Group_Real_Time.HandledCallsTimeTo5`

**Current 5 Minutes Agent Statistics**

**Agent Out Time**

The total handle time, in seconds, for completed outbound ACD calls handled by the agent in the skill group during the current five-minute interval.

Handle time includes `WorkTime`, `TalkTime`, and `HoldTime`, all of which are taken from the `Termination_Call_Detail` records. The `AgentOutCallsTime` value includes the time spent from the call being initiated by the agent to the time the agent completes after-call work time for the call. The value is updated in the database when the after-call work time associated with the call (if any) is completed.

Derived from: `Skill_Group_Real_Time.AgentOutCallsTimeTo5`

**Current 5 Minutes Agent Statistics**

**Hold Time**

The number of seconds where all calls to the agent are on hold during the current five-minute interval. `HoldTime` is counted only while the agent is doing no other call related activity. `HoldTime` is included in the calculation of `LoggedOnTime`.

Derived from: `Skill_Group_Real_Time.HoldTimeTo5`

**Current 5 Minutes Agent Statistics**

**Logged On**

The total time, in seconds, agents were logged on to the skill group during the current five-minute interval.

This value is calculated as follows: `HoldTimeTo5` + `TalkInTimeTo5` + `TalkOutTimeTo5` + `TalkOtherTimeTo5` + `AvailTimeTo5` + `NotReadyTimeTo5` + `WorkReadyTimeTo5` + `WorkNotReadyTimeTo5` + `BusyOtherTimeTo5` + `ReservedStateTimeTo5`

Derived from: `Skill_Group_Real_Time.LoggedOnTimeTo5`

**Current 5 Minutes Agent Statistics**

**Not Ready**

The total seconds agents in the skill group have been in the Not Ready state during the current five-minute interval. `NotReadyTime` is included in the calculation of `LoggedOnTime`.

Derived from: `Skill_Group_Real_Time.NotReadyTimeTo5`
Current 5 Minutes Agent Statistics

% Util

Percentage of Ready time that agents in the skill group spent talking or doing call work during the current five-minute interval. This is the percentage of time the agents spend working on calls in relation to the time agents were ready.

Derived from: Skill_Group_Real_Time.PercentUtilizationTo5

Current 5 Minutes Agent Statistics

Reserved State

Time, in seconds, agents for the skill group have spent in the Reserved state for the past five minutes. ReservedStateTime is included in the calculation of LoggedOnTime.

Derived from: Skill_Group_Real_Time.ReservedStateTimeTo5

Current 5 Minutes Agent Statistics

Talk In

The total seconds agents spent talking on inbound calls for the skill group during the current five-minute interval. TalkInTime is included in the calculation of TalkTime and LoggedOnTime.

Derived from: Skill_Group_Real_Time.TalkInTimeTo5

Current 5 Minutes Agent Statistics

Talk Out

The total seconds agents spent talking on outbound calls for the skill group during the current five-minute interval. TalkOutTime is included in the calculation of TalkTime and LoggedOnTime.

Derived from: Skill_Group_Real_Time.TalkOutTimeTo5

Current 5 Minutes Agent Statistics

Talk Other

The total seconds agents spent talking on other calls (neither inbound nor outbound) for the skill group during the current five-minute interval. TalkOtherTime is included in the calculation of TalkTime and LoggedOnTime.

Derived from: Skill_Group_Real_Time.TalkOtherTimeTo5

Current 5 Minutes Agent Statistics

Talk Time

The total seconds agents in the skill group have been in the Talking state during the current five-minute interval.

This value is calculated as follows: TalkInTimeTo5 + TalkOutTimeTo5 + TalkOtherTimeTo5

Derived from: Skill_Group_Real_Time.TalkTimeTo5
**Current 5 Minutes Agent Statistics**

**Trans In Calls**

The number of calls transferred into the skill group during the current five-minute interval. The value is updated in the database when the after-call work time associated with the call (if any) is completed.

Derived from: Skill_Group_Real_Time.TransferInCallsTo5

**Current 5 Minutes Agent Statistics**

**Work Not Ready**

The total seconds agents have been in the Work Not Ready state during the current five-minute interval. WorkNotReadyTime is included in the calculation of LoggedOnTime.

Derived from: Skill_Group_Real_Time.WorkNotReadyTimeTo5

**Current 5 Minutes Agent Statistics**

**Work Ready**

The total seconds agents have been in the Work Ready state during the current five-minute interval. WorkReadyTime is included in the calculation of LoggedOnTime.

Derived from: Skill_Group_Real_Time.WorkReadyTimeTo5
perskg29: Peripheral Skill Group Logout Real Time Report

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<thead>
<tr>
<th>Overview:</th>
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<td>Title</td>
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<tr>
<td>Purpose</td>
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<td>Applicable environment</td>
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<tr>
<td>Template type</td>
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<tr>
<td>Default sort order</td>
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<tr>
<td>Drilldowns available</td>
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<td>Schema database tables</td>
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</tr>
</tbody>
</table>

Data:

Media

The skill group's media routing domain.

Skill Group

The skill group in which the agent resides and its ID number.


Agent

The first and last name of the agent.

Derived from: Person.FirstName + Person.LastName
Peripheral skill group historical reports

This section describes the following historical reports:

- perskg08: FTE for Peripheral Skill Groups Half Hour Report, page 11-83
- perskg09: Peripheral Skill Group Normalized Agent State Report, page 11-86
- perskg23: Peripheral Skill Group Performance Summary Half Hour Report, page 11-95
- perskg26: Peripheral Skill Group Consolidated Daily Report, page 11-105
- perskg27: Peripheral Skill Group Historical All Fields Report, page 11-109

perskg08: FTE for Peripheral Skill Groups Half Hour Report

**Overview:**

<table>
<thead>
<tr>
<th><strong>Title</strong></th>
<th>The name you give it when you save the report</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Subject</strong></td>
<td>A table of the selected Peripheral Skill Group(s) showing half-hour FTE (Full Time Equivalent) counts for agents signed on, idle, available, talking, and in wrap-up. Fields applicable to a voice domain only are prefixed with an asterisk (*). Such fields are not applicable for e-mail or collaboration media.</td>
</tr>
<tr>
<td><strong>Purpose</strong></td>
<td>To show how many agents could be used in the selected peripheral skill group(s) for the selected time period.</td>
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<td><strong>Applicable environment</strong></td>
<td>IPCC and/or standard ACD</td>
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<td><strong>Template type</strong></td>
<td>Historical table</td>
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<td><strong>Default sort order</strong></td>
<td>By the skill group, media routing domain, and then by date and time</td>
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<td><strong>Drilldowns available</strong></td>
<td>No</td>
</tr>
<tr>
<td><strong>Schema database table.</strong></td>
<td>Skill_Group_Half_Hour&lt;br&gt; Skill_Group&lt;br&gt; Media_Routing_Domain</td>
</tr>
</tbody>
</table>
Data:

Media
The media routing domain into which the agent is logged. This is the media routing domain with which the agent's Skill Group is associated.
Derived from: Media_Routing_Domain.EnterpriseName

Skill Group
The enterprise name of the skill group and its skill target ID.
Derived from: Skill_Group.EnterpriseName and Skill_Group.SkillTargetID

DateTime (no label)
The date and time of the selected row's data in MM/DD/YYYY (month, day, year) and HH:MM:SS (hour, minute, second) format.
Derived from: Skill_Group_Half_Hour.DateTimePicker

FTE Log On
The fraction of 30 minutes, for the number of agents logged on to the system during an interval. Logged on is a state in which agents are known to the system, but may or may not be ready to receive calls.
Derived from: Skill_Group_Half_Hour.LoggedOnTimeToHalf / 1800

FTE Not Ready
The fraction of 30 minutes, for the number of agents in the Not Ready state during an interval.
Derived from: Skill_Group_Half_Hour.NotReadyTimeToHalf / 1800

FTE Avail
The fraction of 30 minutes, for the number of agents in the Available state during an interval.
Derived from: Skill_Group_Half_Hour.AvailTimeToHalf / 1800

FTE Active
The fraction of 30 minutes, for the number of agents in the Talking In, Talking Out, and Talking Other states during an interval.
Derived from: Skill_Group_Half_Hour.TalkTimeToHalf / 1800

FTE Wrap Up
The fraction of 30 minutes, for the number of agents who are involved in after-call work during an interval.
Derived from: (Skill_Group_Half_Hour.WorkReadyTimeToHalf + Skill_Group_Half_Hour.WorkNotReadyTimeToHalf) / 1800
FTE Hold
The fraction of 30 minutes, for the number of agents in the Hold state during an interval.
Derived from: Skill_Group_Half_Hour.HoldTimeToHalf / 1800

FTE Reserved
The fraction of 30 minutes, for the number of agents in the Reserved state during an interval. The Reserved state is state in which the agent is awaiting an interflowed call and is unavailable to receive any incoming calls. This state applies to agents on Northern Telecom Meridian and Aspect CallCenter ACDs only.
Derived from: Skill_Group_Half_Hour.ReservedStateTimeToHalf / 1800

FTE Interrupted
The fraction of 30 minutes, agents in the skill group, have been in Interrupted state during the half hour interval.
Derived from: Skill_Group_Half_Hour.InterruptedTimeToHalf / 1800

FTE BusyOther
The fraction of 30 minutes, for the number of agents in the Busy Other state.
Derived from: Skill_Group_Half_Hour.BusyOtherTimeToHalf / 1800

Skill Group Summary
The total for each field for each skill group

Media Summary
The total for each field for each media

Report Summary
The total for each field for all skill groups.
perskg09: Peripheral Skill Group Normalized Agent State Report

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<tr>
<td><strong>Drilldowns available</strong></td>
</tr>
<tr>
<td><strong>Schema database table</strong></td>
</tr>
</tbody>
</table>

**Data:**

**% Avail**

The percentage of the time that all agents were in the Available state during the interval.

Derived from: \( \text{AvailTimeToHalf} / \text{LoggedOnTimeToHalf} \)

**% Active**

The percentage of the time that all agents were in the Active or the Talking In, Talking Out, or Talking Other states during the interval. This value is measured against the total time that all agents were logged on during the interval. This value is measured against the total time that all agents were logged on during the interval.

Derived from: \( \text{TalkTimeToHalf} / \text{LoggedOnTimeToHalf} \)

**% Not Ready**

The percentage of the time that all agents were in the Idle state (that is, Not Ready), during the interval. This value is measured against the total time that all agents were logged on during the interval.

Derived from: \( \text{NotReadyTimeToHalf} / \text{LoggedOnTimeToHalf} \)
% Wrap Up

The percentage of the time that all agents were in wrap-up during the interval. This value is measured against the total time that all agents were logged on during the interval.

Derived from: \( \frac{(WorkReadyTimeToHalf + WorkNotReadyTimeToHalf)}{LoggedOnTimeToHalf} \)

perskg21: Peripheral Skill Group Task Summary Half Hour Report

### Overview:

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
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</thead>
<tbody>
<tr>
<td>Title</td>
<td>The name you give it when you save the report.</td>
</tr>
<tr>
<td>Subject</td>
<td>A table of the selected Peripheral Skill Group(s) showing each skill groups' call statistics, gathered in half-hour increments. Fields applicable to a voice domain only are prefixed with an asterisk (*). Such fields are not applicable for e-mail or collaboration media.</td>
</tr>
<tr>
<td>Purpose</td>
<td>Shows the task activity for the selected skill groups for the selected time period.</td>
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<tr>
<td>Applicable environment</td>
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<td>Template type</td>
<td>Historical table</td>
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<tr>
<td>Default sort order</td>
<td>By media routing domain and then by skill group</td>
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<tr>
<td>Drilldowns available</td>
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</tr>
<tr>
<td>Schema database tables</td>
<td>Media_Routing_Domain, Skill_Group, Skill_Group_Half_Hour</td>
</tr>
</tbody>
</table>

### Data:

**Media**

The skill group's media routing domain.

Derived from: Media_Routing_Domain.EnterpriseName

**Skill Group**

The skill group's enterprise name and skill target ID

Derived from: Skill_Group.EnterpriseName and (Skill_Group.SkillTargetID)
**DateTime** (no label)

The date and time of the selected row's data in MM/DD/YYYY (month, day, year) and HH:MM:SS (hour, minute, second) format.

Derived from: Skill_Group_Half_Hour.DateTime

**Offered**

The number of tasks received by this skill group for the half-hour interval.


**Queued**

The number of tasks queued to the group during the half-hour interval.

Derived from: Skill_Group_Half_Hour.RouterQueueCallsToHalf

**Aban in Queue**

The number of queued tasks that were abandoned during the half-hour interval.

Derived from: Skill_Group_Half_Hour.RouterCallsAbandQToHalf

**% Aban**

The percentage of abandoned tasks in relation to all tasks offered to the skill group. This includes abandon in queue and abandon while ringing calls.


**Aban Ring**

Total number of ICM routed tasks to the skill group that were abandoned while ringing at an agent’s extension. The value is updated in the database at the time the call disconnects.

Derived from: Skill_Group_Half_Hour.AbandonRingCallsToHalf

**Redirect No Answer**

The number of ACD calls to the skill group that rang at an agent’s terminal and redirected on failure to answer. The value is updated in the database at the time the call is diverted to another device.

Derived from: Skill_Group_Half_Hour.RedirectNoAnsCallsToHalf
**Handled**

The tasks handled by the skill group during the half-hour interval. The count for handled tasks associated with a skill group is updated when the after-task work time associated with the task (if any) has completed.

Derived from: Skill_Group_Half_Hour.CallsHandledToHalf

**% Handled**

The percentage of tasks handled at the skill group in relation to the number of tasks queued to the skill group during the interval.

Derived from: Skill_Group_Half_Hour.CallsHandledToHalf / Total Calls Offered


**Internal In**

The number of internal calls received by skill group agents during the half-hour interval. This includes calls that were received from another agent through the transfer or conference key that did not go through a script or for agent to agent tasks. The value is updated in the database when the after-call work time associated with the call (if any) is completed. This applies to default Skill Groups only.

Derived from: Skill_Group_Half_Hour.InternalCallsRcvdToHalf

**External Out**

For default Skill Groups: the number of times an agent initiated an outgoing external call. For routing Skill Groups: the number of times an agent initiated a transfer or conference to an external device. The value is updated in the database when any after-call work time associated with the call is completed.

Derived from: Skill_Group_Half_Hour.AgentOutCallsToHalf

**Internal Out**

For default Skill Groups: the number of times an agent initiated an outgoing internal call. For routing Skill Groups: the number of times an agent initiated a transfer or conference to an internal device. The value is updated in the database when the after-call work time associated with the call (if any) is completed.

Derived from: Skill_Group_Half_Hour.InternalCallsToHalf

**Transfer In**

The number of incoming calls that were transferred to this Skill Group from other agents within the same peripheral that did not go to IVR for queuing.

Derived from: Skill_Group_Half_Hour.TransferInCallsToHalf
Skill Group Reports

perskg21: Peripheral Skill Group Task Summary Half Hour Report

*Transfer Out
The number of calls this agent transferred out of the skill group to other skill Groups or agents during the half-hour interval. This includes Consultative calls.
Derived from: Skill_Group_Half_Hour.TransferOutCallsToHalf

*Conf In
The number of incoming calls that were conferenced to this Skill Group from other agents on the same peripheral. Incoming calls include ACD and non-ACD calls.
Derived from: Skill_Group_Half_Hour.ConferencedInCallsToHalf

*Conf Out
The number of conference calls that the skill group agents initiated. The conference out calls include ACD and non-ACD calls. The value is updated in the database when the agent drops off the call or the call becomes a simple two-party call.
Derived from: Skill_Group_Half_Hour.ConferencedOutCallsToHalf

*Supv Assist
The number of calls for which agents received supervisor assistance during the half-hour interval. The value is updated in the database when the supervisor-assisted call completes.
Derived from: Skill_Group_Half_Hour.SupervAssistCallsToHalf

*Emerg Assist
The number of emergency assist requests either by the agent or by the supervisor.
Derived from: Skill_Group_Half_Hour.EmergencyAssistsToHalf

*Barge In
The number of calls barged in on either by an agent or by the supervisor.
Derived from: Skill_Group_Half_Hour.BargeInCallsToHalf

*Intercept
The number of calls intercepted either by an agent or by the supervisor.
Derived from: Skill_Group_Half_Hour.InterceptCallsToHalf

Skill Group Summary
The total for each field for each skill group.

Media Summary
The total for each field for each media routing domain.
**Report Summary**

The total for all fields for all skill groups in the report.

perskg22: Peripheral Skill Group Task Summary Daily Report

<table>
<thead>
<tr>
<th>Overview:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Title</strong></td>
</tr>
<tr>
<td><strong>Subject</strong></td>
</tr>
</tbody>
</table>

**Note:** This report contains the same data as the Perskg21 report except that here the data is gathered by day rather than by half hour.

Fields applicable to a voice domain only are prefixed with an asterisk (*). Such fields are not applicable for e-mail or collaboration media.

| **Purpose** | Shows the call activity for the selected skill groups for the selected time period. |
| **Applicable environment** | IPCC |
| **Template type** | Historical table |
| **Default sort order** | By media routing domain and then by skill group |
| **Drilldowns available** | No |
| **Schema database tables** | Media_Routing_Domain, Skill_Group, Skill_Group_Half_Hour |

**Data:**

**Media**

The skill group's media routing domain.

Derived from: Media_Routing_Domain.EnterpriseName

**Skill Group**

The skill group's enterprise name and skill target ID

Derived from: Skill_Group.EnterpriseName and (Skill_Group.SkillTargetID)
**Date** (no label)
The date of the selected row's data in MM/DD/YYYY (month, day, year) format.
Derived from: Skill_Group_Half_Hour.DateTime

**Offered**
The number of tasks received by this skill group for the half-hour interval.

**Queued**
The number of tasks queued to the group during the half-hour interval.
Derived from: Skill_Group_Half_Hour.RouterQueueCallsToHalf

**Aban in Queue**
The number of queued tasks that were abandoned during the half-hour interval.
Derived from: Skill_Group_Half_Hour.RouterCallsAbandQToHalf

**% Aban**
The percentage of abandoned tasks in relation to all tasks offered to the skill group. This includes abandon in queue and abandon while ringing calls.

**Aban Ring**
The total number of ICM routed tasks to the skill group that were abandoned while ringing at an agent’s extension. The value is updated in the database at the time the call disconnects.
Derived from: Skill_Group_Half_Hour.AbandonRingCallsToHalf

**Redirect No Answer**
The number of ACD calls to the skill group that rang at an agent’s terminal and redirected on failure to answer. The value is updated in the database at the time the call is diverted to another device.
Derived from: Skill_Group_Half_Hour.RedirectNoAnsCallsToHalf
**Handled**

The tasks handled by the skill group during the half-hour interval. The count for handled tasks associated with a skill group is updated when the after-task work time associated with the task (if any) has completed.

Derived from: Skill_Group_Half_Hour.CallsHandledToHalf

**% Handled**

The percentage of tasks handled at the skill group in relation to the number of tasks queued to the skill group during the interval.

Derived from: Skill_Group_Half_Hour.CallsHandledToHalf / Total Calls Offered

**Internal In**

The number of internal calls received by skill group agents during the half-hour interval. This includes calls that were received from another agent through the transfer or conference key that did not go through a script or for agent to agent tasks. The value is updated in the database when the after-call work time associated with the call (if any) is completed. This applies to default Skill Groups only.

Derived from: Skill_Group_Half_Hour.InternalCallsRcvdToHalf

**External Out**

For default Skill Groups: the number of times an agent initiated an outgoing external call. For routing Skill Groups: the number of times an agent initiated a transfer or conference to an external device. The value is updated in the database when any after-call work time associated with the call is completed.

Derived from: Skill_Group_Half_Hour.AgentOutCallsToHalf

**Internal Out**

For default Skill Groups: the number of times an agent initiated an outgoing internal call. For routing Skill Groups: the number of times an agent initiated a transfer or conference to an internal device. The value is updated in the database when the after-call work time associated with the call (if any) is completed.

Derived from: Skill_Group_Half_Hour.InternalCallsToHalf

**Transfer In**

The number of incoming calls that were transferred to this Skill Group from other agents within the same peripheral that did not go to IVR for queuing.

Derived from: Skill_Group_Half_Hour.TransferInCallsToHalf
Skill Group Reports  perskg22: Peripheral Skill Group Task Summary Daily Report

*Transfer Out
The number of calls this agent transferred out of the skill group to other skill Groups or agents during the half-hour interval. This includes Consultative calls.
Derived from: Skill_Group_Half_Hour.TransferOutCallsToHalf

*Conf In
The number of incoming calls that were conferenced to this Skill Group from other agents on the same peripheral. Incoming calls include ACD and non-ACD calls.
Derived from: Skill_Group_Half_Hour.ConferencedInCallsToHalf

*Conf Out
The number of conference calls that the skill group agents initiated. The conferenced out calls include ACD and non-ACD calls. The value is updated in the database when the agent drops off the call or the call becomes a simple two-party call.
Derived from: Skill_Group_Half_Hour.ConferencedOutCallsToHalf

*Supv Assist
The number of calls for which agents received supervisor assistance during the half-hour interval. The value is updated in the database when the supervisor-assisted call completes.
Derived from: Skill_Group_Half_Hour.SupervAssistCallsToHalf

*Emerg Assist
The number of emergency assist requests either by the agent or by the supervisor.
Derived from: Skill_Group_Half_Hour.EmergencyAssistsToHalf

*Barge In
The number of calls barged in on either by an agent or by the supervisor.
Derived from: Skill_Group_Half_Hour.BargeInCallsToHalf

*Intercept
The number of calls intercepted either by an agent or by the supervisor.
Derived from: Skill_Group_Half_Hour.InterceptCallsToHalf

Skill Group Summary
The total for each field for each skill group.

Media Summary
The total for each field for each media routing domain.
Report Summary

The total for all fields for all skill groups in the report.

perskg23: Peripheral Skill Group Performance Summary Half Hour Report

<table>
<thead>
<tr>
<th>Overview:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Title</td>
</tr>
<tr>
<td>Subject</td>
</tr>
<tr>
<td>Purpose</td>
</tr>
<tr>
<td>Applicable environment</td>
</tr>
<tr>
<td>Template type</td>
</tr>
<tr>
<td>Default sort order</td>
</tr>
<tr>
<td>Drilldowns available</td>
</tr>
<tr>
<td>Schema database tables</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>

Data:

Media

The skill group's media routing domain.
Derived from: Media_Routing_Domain.EnterpriseName

Skill Group

The skill group's enterprise name and skill target ID
Derived from: Skill_Group.EnterpriseName and (Skill_Group.SkillTargetID)

DateTime (no label)

The date and time of the selected row's data in MM/DD/YYYY (month, day, year) and HH:MM:SS (hour, minute, second) format.
Derived from: Skill_Group_Half_Hour.DateTime
**Log On Duration**

The total duration in HH:MM:SS (hours, minutes, and seconds) during the period that agents were logged in to this skill group.

Derived from: Skill_Group_Half_Hour.LoggedOnTimeToHalf

**% Not Ready Time**

The percentage of time that agents spent in the Not Ready state in relation to LoggedOnTime or interval, whichever is less.

Derived from: Skill_Group_Half_Hour.NotReadyTimeToHalf / Skill_Group_Half_Hour.LoggedOnTimeToHalf

**% Avail Time**

The percentage of time that agents have spent in the Available state in relation to LoggedOnTime or interval, whichever is less.

Derived from: Skill_Group_Half_Hour.AvailTimeToHalf / Skill_Group_Half_Hour.LoggedOnTimeToHalf

**% Active Time**

The percentage of time that agents have spent talking on calls in relation to LoggedOnTime or interval, whichever is less.

Derived from: Skill_Group_Half_Hour.TalkTimeToHalf / Skill_Group_Half_Hour.LoggedOnTimeToHalf

**% Wrap Up Time**

The percentage of time that agents have spent in Wrap-up state after incoming or outgoing calls in relation to LoggedOnTime or interval, whichever is less.

Derived from:

\[
\left( \frac{\text{Skill}_{-\text{Group}}_{-\text{Half}}_{-\text{Hour}}_{-\text{WorkReadyTimeToHalf}} + \text{Skill}_{-\text{Group}}_{-\text{Half}}_{-\text{Hour}}_{-\text{WorkNotReadyTimeToHalf}}}{\text{Skill}_{-\text{Group}}_{-\text{Half}}_{-\text{Hour}}_{-\text{LoggedOnTimeToHalf}}} \right)
\]

**% Utilization**

The percentage of time the agents spent working on calls in relation to the time Agents are ready.

Derived from: Skill_Group_Half_Hour.PercentUtilizationToHalf

**ASA**

The average speed of answer measured for the skill group as the total time callers spent ringing at the agent’s voice device (handled or internal calls) in relation to the number of calls answered.

AHT
The Average Handle Time in seconds for incoming tasks handled by the skill group during the interval.
Derived from: Skill_Group_Half_Hour.HandleCallsTimeToHalf / Skill_Group_Half_Hour.CallsHandledToHalf

Avg Active Time
The Average Active Time for agents in the skill group during the interval.
Derived from: (Skill_Group_Half_Hour.TalkInTimeToHalf + Skill_Group_Half_Hour.TalkOutTimeToHalf + Skill_Group_Half_Hour.TalkOtherTimeToHalf) / Skill_Group_Half_Hour.CallsHandledToHalf

AWT
The Average Wrap up Time for agents in the skill group during the interval.
Derived from: (Skill_Group_Half_Hour.WorkReadyTimeToHalf + Skill_Group_Half_Hour.WorkNotReadyTimeToHalf) / Skill_Group_Half_Hour.CallsHandledToHalf

Aban Hold
The number of ICM routed calls that Abandon While on hold at agents’ phones.
Derived from: Skill_Group_Half_Hour.AbandonHoldCallsToHalf

Supv Assist
The number of calls for which agents received supervisor assistance.
Derived from: Skill_Group_Half_Hour.SupervAssistCallsToHalf

Emerg Assist
The number of emergency assist requests by the agent.
Derived from: Skill_Group_Half_Hour.EmergencyAssistsToHalf

Barge In
The number of calls barged in on by the supervisor.
Derived from: Skill_Group_Half_Hour.BargeInCallsToHalf

Intercept
The number of calls intercepted by the supervisor.
Derived from: Skill_Group_Half_Hour.InterceptCallsToHalf

Skill Summary
The total fields for each skill group.

Media Summary
The total fields for each media routing domain.
Report Summary
The total fields for all skill groups.

perskg24: Peripheral Skill Group Performance Summary Daily Report

<table>
<thead>
<tr>
<th>Overview:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Title</td>
<td>The name you give it when you save the report.</td>
</tr>
<tr>
<td>Subject</td>
<td>A table of the selected Peripheral Skill Group(s) showing</td>
</tr>
<tr>
<td></td>
<td>performance statistics, gathered in day increments.</td>
</tr>
<tr>
<td></td>
<td><strong>Note</strong>: This report contains the same data as the Perskg23</td>
</tr>
<tr>
<td></td>
<td>report except that here the data is gathered by day rather</td>
</tr>
<tr>
<td></td>
<td>than by half hour.</td>
</tr>
<tr>
<td></td>
<td>Fields applicable to a voice domain only are prefixed with an</td>
</tr>
<tr>
<td></td>
<td>asterisk (*). Such fields are not applicable for e-mail or</td>
</tr>
<tr>
<td></td>
<td>collaboration media.</td>
</tr>
<tr>
<td>Purpose</td>
<td>To show the daily performance of the selected skill groups for</td>
</tr>
<tr>
<td></td>
<td>the selected time period.</td>
</tr>
<tr>
<td>Applicable environment</td>
<td>IPCC</td>
</tr>
<tr>
<td>Template type</td>
<td>Historical table</td>
</tr>
<tr>
<td>Default sort order</td>
<td>By media routing domain and then by skill group</td>
</tr>
<tr>
<td>Drilldowns available</td>
<td>No</td>
</tr>
<tr>
<td>Schema database tables</td>
<td>Media_Routing_Domain</td>
</tr>
<tr>
<td></td>
<td>Skill_Group</td>
</tr>
<tr>
<td></td>
<td>Skill_Group_Half_Hour</td>
</tr>
</tbody>
</table>

Data:

Media
The skill group’s media routing domain.
Derived from: Media_Routing_Domain.EnterpriseName

Skill Group
The skill group’s enterprise name and skill target ID
Derived from: Skill_Group.EnterpriseName and (Skill_Group.SkillTargetID)
Skill Group Reports

perskg24: Peripheral Skill Group Performance Summary Daily Report

**Date** (no label)

The date of the selected row's data in MM/DD/YYYY (month, day, year) format.
Derived from: Skill_Group_Half_Hour.DateTime

**Log On Duration**

The total duration in HH:MM:SS (hours, minutes, and seconds) during the period that agents were logged in to this skill group.
Derived from: Skill_Group_Half_Hour.LoggedOnTimeToHalf

**% Not Ready Time**

The percentage of time that agents spent in the Not Ready state in relation to LoggedOnTime or interval, whichever is less.
Derived from: Skill_Group_Half_Hour.NotReadyTimeToHalf / Skill_Group_Half_Hour.LoggedOnTimeToHalf

**% Avail Time**

The percentage of time that agents have spent in the Available state in relation to LoggedOnTime or interval, whichever is less.
Derived from: Skill_Group_Half_Hour.AvailTimeToHalf / Skill_Group_Half_Hour.LoggedOnTimeToHalf

**% Active Time**

The percentage of time that agents have spent talking on calls in relation to LoggedOnTime or interval, whichever is less.
Derived from: Skill_Group_Half_Hour.TalkTimeToHalf / Skill_Group_Half_Hour.LoggedOnTimeToHalf

**% Wrap Up Time**

The percentage of time that agents have spent in Wrap-up state after incoming or outgoing calls in relation to LoggedOnTime or interval, whichever is less.
Derived from:

**% Utilization**

The percentage of time the agents spent working on calls in relation to the time Agents are ready.
Derived from: Skill_Group_Half_Hour.PercentUtilizationToHalf
ASA
The average speed of answer measured for the skill group as the total time callers spent ringing at the agent’s voice device (handled or internal calls) in relation to the number of calls answered.

AHT
The Average Handle Time in seconds for incoming tasks handled by the skill group during the interval.
Derived from: Skill_Group_Half_Hour.HandleCallsTimeToHalf / Skill_Group_Half_Hour.CallsHandledToHalf

Avg Active Time
The Average Active Time for agents in the skill group during the interval.
Derived from: (Skill_Group_Half_Hour.TalkInTimeToHalf + Skill_Group_Half_Hour.TalkOutTimeToHalf + Skill_Group_Half_Hour.TalkOtherTimeToHalf) / Skill_Group_Half_Hour.CallsHandledToHalf

AWT
The Average Wrap up Time for agents in the skill group during the interval.
Derived from: (Skill_Group_Half_Hour.WorkReadyTimeToHalf + Skill_Group_Half_Hour.WorkNotReadyTimeToHalf) / Skill_Group_Half_Hour.CallsHandledToHalf

Aban Hold
The number of ICM routed calls that Abandon While on hold at agents’ phones.
Derived from: Skill_Group_Half_Hour.AbandonHoldCallsToHalf

Supv Assist
The number of calls for which agents received supervisor assistance.
Derived from: Skill_Group_Half_Hour.SupervAssistCallsToHalf

Emerg Assist
The number of emergency assist requests by the agent.
Derived from: Skill_Group_Half_Hour.EmergencyAssistsToHalf

Barge In
The number of calls barged in on by the supervisor.
Derived from: Skill_Group_Half_Hour.BargeInCallsToHalf
**Intercept**

The number of calls intercepted by the supervisor.

Derived from: `Skill_Group_Half_Hour.InterceptCallsToHalf`

**Skill Summary**

The total fields for each skill group.

**Media Summary**

The total fields for each media routing domain.

**Report Summary**

The total fields for all skill groups.

### perskg25: Peripheral Skill Group Consolidated Half Hour Report

<table>
<thead>
<tr>
<th>Overview:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Title</strong></td>
</tr>
<tr>
<td><strong>Subject</strong></td>
</tr>
<tr>
<td><strong>Purpose</strong></td>
</tr>
<tr>
<td><strong>Applicable environment</strong></td>
</tr>
<tr>
<td><strong>Template type</strong></td>
</tr>
<tr>
<td><strong>Default sort order</strong></td>
</tr>
<tr>
<td><strong>Drilldowns available</strong></td>
</tr>
</tbody>
</table>
| **Schema database tables** | Media_Routing_Domain  
Skill_Group  
Skill_Group_Half_Hour |

### Data:

**Media**

The skill group's media routing domain.

Derived from: `Media_Routing_Domain EnterpriseName`
Skill Group

The skill group's enterprise name and skill target ID.
Derived from: Skill_Group.EnterpriseName and (Skill_Group.SkillTargetID)

DateTime (no label)

The date and time of the selected row's data in MM/DD/YYYY (month, day, year) and HH:MM:SS (hour, minute, second) format.
Derived from: Skill_Group_Half_Hour.DateTime

Offered

The number of tasks offered to this Skill Group within the interval.

Queued

The number of tasks queued to this Skill Group within the interval.
Derived from: Skill_Group_Half_Hour.RouterCallsQueuedToHalf

Total Aban

The number of tasks for this skill group that were abandoned within the interval.
Derived from: (Skill_Group_Half_Hour.RouterCallsAbandQToHalf + Skill_Group_Half_Hour.AbandonCallsRingToHalf)

Handled

The number of ICM Routed tasks handled within this skill group during the interval.
Derived from: Skill_Group_Half_Hour.CallsHandledToHalf

AHT

The average handle time in seconds for incoming tasks handled by the skill group during the interval.
Derived from: Skill_Group_Half_Hour.HandleCallsTimeToHalf / Skill_Group_Half_Hour.CallsHandledToHalf

Avg Active Time

The Average Active Time for agents in the skill group during the interval.
Aban Hold
The number of ICM routed tasks that abandoned while on hold within this skill group.
Derived from: Skill_Group_Half_Hour.AbandonHoldCallsToHalf

Transfer In
The number of incoming tasks that were transferred to this skill group from other agents within the same peripheral that did not go to IVR for queuing.
Derived from: Skill_Group_Half_Hour.TransferInCallsToHalf

Transfer Out
The number of tasks this agent transferred to another agent or skill group. This includes Consultative Calls.
Derived from: Skill_Group_Half_Hour.TransferredOutCallsToHalf

External Out
For default skill groups: the number of times an agent initiated an outgoing external call. For routing skill groups: the number of times an agent initiated a transfer or conference to an external device.
Derived from: Skill_Group_Half_Hour.AgentOutCallsToHalf

Active Time
The total time spent in talking state within this skill group, measured in HH:MM:SS (hours, minutes, seconds) format. Includes Incoming Direct and Outgoing Internal, although these call counts are not shown in this report.
Derived from: (Skill_Group_Half_Hour.TalkInTimeToHalf + Skill_Group_Half_Hour.TalkOutTimeToHalf + Skill_Group_Half_Hour.TalkOtherTimeToHalf)

Hold Time
The total time an agent put tasks on hold in this skill group, measured in HH:MM:SS (hours, minutes, seconds) format. Includes Incoming Direct and Outgoing Internal, although call counts are not shown in this report.
Derived from: Skill_Group_Half_Hour.HoldTimeToHalf

Log On Duration
The total time during the interval the agents were logged onto this skill group, measured in HH:MM:SS (hours, minutes, seconds) format.
Derived from: Skill_Group_Half_Hour.LoggedOnTimeToHalf

% Avail Time
The percentage of time that agents have spent in the Available state in relation to LoggedOnTime or interval, whichever is less.
Derived from: (Skill_Group_Half_Hour.AvailTimeToHalf / Skill_Group_Half_Hour.LoggedOnTimeToHalf)
% Not Ready Time
The percentage of time that agents spent in the Not Ready state in relation to LoggedOnTime or interval whichever is less.
Derived from: \( \frac{\text{Skill\_Group\_Half\_Hour.NotReadyTimeToHalf}}{\text{Skill\_Group\_Half\_Hour.LoggedOnTimeToHalf}} \)

% Active Time
The percentage of time that the agent of this skill group has spent in Active state in this Skill Group in relation to LoggedOnTime.
Derived from: \( \frac{\text{Skill\_Group\_Half\_Hour.TalkInTimeToHalf} + \text{Skill\_Group\_Half\_Hour.TalkOutTimeToHalf} + \text{Skill\_Group\_Half\_Hour.TalkOtherTimeToHalf}}{\text{Skill\_Group\_Half\_Hour.LoggedOnTimeToHalf}} \)

% Hold Time
The percentage of time that agents have put a call from this skill group on hold in relation to LoggedOnTime.
Derived from: \( \frac{\text{Skill\_Group\_Half\_Hour.HoldTimeToHalf}}{\text{Skill\_Group\_Half\_Hour.LoggedOnTimeToHalf}} \)

% Reserved Time
The percentage of time that agents have spent in Reserved state waiting for an ICM routed call from this skill group in relation to LoggedOnTime.
Derived from: \( \frac{\text{Skill\_Group\_Half\_Hour.ReservedStateTimeToHalf}}{\text{Skill\_Group\_Half\_Hour.LoggedOnTimeToHalf}} \)

% Wrap Up Time
The percentage of time that agents have spent in Wrap-up state after incoming or outgoing tasks in relation to LoggedOnTime or interval, whichever is less.
Derived from: \( \frac{\text{Skill\_Group\_Half\_Hour.WorkReadyTimeToHalf} + \text{Skill\_Group\_Half\_Hour.WorkNotReadyTimeToHalf}}{\text{Skill\_Group\_Half\_Hour.LoggedOnTimeToHalf}} \)

% Busy Other Time
The percentage of time that the agents of this skill group spent in busy other state.
Derived from: \( \frac{\text{Skill\_Group\_Half\_Hour.BusyOtherTimeToHalf}}{\text{Skill\_Group\_Half\_Hour.LoggedOnTimeToHalf}} \)

% Interrupted Time
The percentage of time that the agents of this skill group spent in Interrupted state with respect to this skill group during the half hour interval.
Derived from: \( \frac{\text{Skill\_Group\_Half\_Hour.InterruptedTimeToHalf}}{\text{Skill\_Group\_Half\_Hour.LoggedOnTimeToHalf}} \)
Skill Group Summary
The total of all fields for each skill group.

Media Summary
The total of all fields for each media routing domain.

Report Summary
The total of all fields for all skill groups for each peripheral.

perskg26: Peripheral Skill Group Consolidated Daily Report

<table>
<thead>
<tr>
<th>Overview:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Title</td>
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<tr>
<td>Subject</td>
</tr>
<tr>
<td>Purpose</td>
</tr>
<tr>
<td>Applicable environment</td>
</tr>
<tr>
<td>Template type</td>
</tr>
<tr>
<td>Default sort order</td>
</tr>
<tr>
<td>Drilldowns available</td>
</tr>
<tr>
<td>Schema database tables</td>
</tr>
</tbody>
</table>

Data:

Media
The skill group's media routing domain.
Derived from: Media_Routing_Domain.EnterpriseName
**Skill Group**
The skill group's enterprise name and skill target ID.
Derived from: `Skill_Group.EnterpriseName` and `(Skill_Group.SkillTargetID)`

**Date** (no label)
The date of the selected row's data in MM/DD/YYYY (month, day, year) format.
Derived from: `Skill_Group_Half_Hour.DateTime`

**Offered**
The number of tasks offered to this Skill Group within the interval.

**Queued**
The number of tasks queued to this Skill Group within the interval.
Derived from: `Skill_Group_Half_Hour.RouterCallsQueuedToHalf`

**Total Aban**
The number of tasks for this skill group that were abandoned within the interval.
Derived from: `(Skill_Group_Half_Hour.RouterCallsAbandQToHalf + Skill_Group_Half_Hour.AbandonCallsRingToHalf)`

**Handled**
The number of ICM Routed tasks handled within this skill group during the interval.
Derived from: `Skill_Group_Half_Hour.CallsHandledToHalf`

**AHT**
The average handle time in seconds for incoming tasks handled by the skill group during the interval.
Derived from: `(Skill_Group_Half_Hour.HandleCallsTimeToHalf / Skill_Group_Half_Hour.CallsHandledToHalf)`

**Avg Active Time**
The Average Active Time for agents in the skill group during the interval.
Aban Hold

The number of ICM routed tasks that abandoned while on hold within this skill group.
Derived from: Skill_Group_Half_Hour.AbandonHoldCallsToHalf

Transfer In

The number of incoming tasks that were transferred to this skill group from other agents within the same peripheral that did not go to IVR for queuing.
Derived from: Skill_Group_Half_Hour.TransferInCallsToHalf

Transfer Out

The number of tasks this agent transferred to another agent or skill group. This includes Consultative Calls.
Derived from: Skill_Group_Half_Hour.TransferredOutCallsToHalf

External Out

For default skill groups: the number of times an agent initiated an outgoing external call. For routing skill groups: the number of times an agent initiated a transfer or conference to an external device.
Derived from: Skill_Group_Half_Hour.AgentOutCallsToHalf

Active Time

The total time spent in talking state within this skill group, measured in HH:MM:SS (hours, minutes, seconds) format. Includes Incoming Direct and Outgoing Internal, although these call counts are not shown in this report.
Derived from: (Skill_Group_Half_Hour.TalkInTimeToHalf + Skill_Group_Half_Hour.TalkOutTimeToHalf + Skill_Group_Half_Hour.TalkOtherTimeToHalf)

Hold Time

The total time an agent put tasks on hold in this skill group, measured in HH:MM:SS (hours, minutes, seconds) format. Includes Incoming Direct and Outgoing Internal, although call counts are not shown in this report.
Derived from: Skill_Group_Half_Hour.HoldTimeToHalf

Log On Duration

The total time during the interval the agents were logged onto this skill group, measured in HH:MM:SS (hours, minutes, seconds) format.
Derived from: Skill_Group_Half_Hour.LoggedOnTimeToHalf

% Avail Time

The percentage of time that agents have spent in the Available state in relation to LoggedOnTime or interval, whichever is less.
Derived from: (Skill_Group_Half_Hour.AvailTimeToHalf / Skill_Group_Half_Hour.LoggedOnTimeToHalf)
% **Not Ready Time**

The percentage of time that agents spent in the Not Ready state in relation to LoggedOnTime or interval whichever is less.

Derived from: \[
\frac{\text{Skill\_Group\_Half\_Hour.NotReadyTimeToHalf}}{\text{Skill\_Group\_Half\_Hour.LoggedOnTimeToHalf}}
\]

% **Active Time**

The percentage of time that the agent of this skill group has spent in Active state in this Skill Group in relation to LoggedOnTime.

Derived from: \[
\frac{\text{Skill\_Group\_Half\_Hour.TalkInTimeToHalf} + \text{Skill\_Group\_Half\_Hour.TalkOutTimeToHalf} + \text{Skill\_Group\_Half\_Hour.TalkOtherTimeToHalf}}{\text{Skill\_Group\_Half\_Hour.LoggedOnTimeToHalf}}
\]

% **Hold Time**

The percentage of time that agents have put a call from this skill group on hold in relation to LoggedOnTime.

Derived from: \[
\frac{\text{Skill\_Group\_Half\_Hour.HoldTimeToHalf}}{\text{Skill\_Group\_Half\_Hour.LoggedOnTimeToHalf}}
\]

% **Reserved Time**

The percentage of time that agents have spent in Reserved state waiting for an ICM routed call from this skill group in relation to LoggedOnTime.

Derived from: \[
\frac{\text{Skill\_Group\_Half\_Hour.ReservedStateTimeToHalf}}{\text{Skill\_Group\_Half\_Hour.LoggedOnTimeToHalf}}
\]

% **Wrap Up Time**

The percentage of time that agents have spent in Wrap-up state after incoming or outgoing tasks in relation to LoggedOnTime or interval, whichever is less.

Derived from: \[
\frac{\text{Skill\_Group\_Half\_Hour.WorkReadyTimeToHalf} + \text{Skill\_Group\_Half\_Hour.WorkNotReadyTimeToHalf}}{\text{Skill\_Group\_Half\_Hour.LoggedOnTimeToHalf}}
\]

% **Busy Other Time**

The percentage of time that the agents of this skill group spent in busy other state.

Derived from: \[
\frac{\text{Skill\_Group\_Half\_Hour.BusyOtherTimeToHalf}}{\text{Skill\_Group\_Half\_Hour.LoggedOnTimeToHalf}}
\]

% **Interrupted Time**

The percentage of time that the agents of this skill group spent in Interrupted state with respect to this skill group during the half hour interval.

Derived from: \[
\frac{\text{Skill\_Group\_Half\_Hour.InterruptedTimeToHalf}}{\text{Skill\_Group\_Half\_Hour.LoggedOnTimeToHalf}}
\]
Skill Group Summary
The total of all fields for each skill group.

Media Summary
The total of all fields for each media routing domain.

Report Summary
The total of all fields for all skill groups for each peripheral.

perskg27: Peripheral Skill Group Historical All Fields Report

<table>
<thead>
<tr>
<th>Overview:</th>
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<tbody>
<tr>
<td>Title</td>
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</tr>
<tr>
<td>Drilldowns available</td>
</tr>
<tr>
<td>Schema database tables</td>
</tr>
</tbody>
</table>
Data:

**Skill Group**
The skill group's enterprise name and skill target ID
Derived from: Skill_Group.EnterpriseName and Skill_Group.SkillTargetID

**Date Time** (no label)
The date and time of the selected row's data in MM/DD/YYYY and HH:MM:SS (month, day, year, hour, minute, second) format.
Derived from: Skill_Group_Half.Hour.DateTime

**Callback Msg**
The number of callback messages processed by the agent during the half-hour interval.
Derived from: Skill_Group_Half.Hour.CallbackMessagesToHalf

**Callback Msg Time**
The number of seconds the agent spent processing callback messages during the half-hour interval.
Derived from: Skill_Group_Half.Hour.CallbackMessagesTimeToHalf

**Tasks Ans**
The number of tasks answered during the half-hour interval.
Derived from: Skill_Group_Half.Hour.CallsAnsweredToHalf

**Ans Wait Time**
The total number of seconds callers spent waiting for calls to be answered by the skill group during the half-hour interval.
Derived from: Skill_Group_Half.Hour.AnswerWaitTimeToHalf

**Tasks Hand**
The tasks handled by the skill group during the half-hour interval.
Derived from: Skill_Group_Half.Hour.CallsHandledToHalf

**Hand Tasks Active Time**
The total talk time in seconds for tasks counted as handled by the skill group during the half-hour interval.
Derived from: Skill_Group_Half.Hour.HandledCallsTalkTimeToHalf

**Handle Tasks Time**
The total handle time, in seconds, for tasks counted as handled by the skill group during the half-hour interval.
Derived from: Skill_Group_Half.Hour.HandledCallsTimeToHalf
Avg Hand Tasks Time
The average handle time in seconds for tasks counted as handled by the skill group during the half-hour interval:
Derived from: Skill_Group_Half_Hour.AvgHandledCallsTimeToHalf

Hold Time
The number of seconds calls to the skill group spent on hold during the half-hour interval.
Derived from: Skill_Group_Half_Hour.HoldTimeToHalf

Internal Out
The number of internal calls to the skill group during the half-hour interval.
Derived from: Skill_Group_Half_Hour.InternalCallsToHalf

Internal Out Time
The number of seconds spent on internal calls to the skill group during the half-hour interval.
Derived from: Skill_Group_Half_Hour.InternalCallsTimeToHalf

Supervisor Assist Tasks
The number of calls for which agents received supervisor assistance during the half-hour interval.
Derived from: Skill_Group_Half_Hour.SupervAssistCallsToHalf

Supervisor Assist Time
The number of seconds spent on supervisor assisted calls during the half-hour interval.
Derived from: Skill_Group_Half_Hour.SupervAssistCallsTimeToHalf

% Utilization
The percentage of Ready time that agents in the skill group spent talking or doing task work during the half-hour interval.
Derived from: Skill_Group_Half_Hour.PercentUtilizationToHalf

Agent Out Tasks
The total number of completed outbound ACD calls made by agents in the skill group, during a half-hour interval. The value is updated in the database when any after-call work time associated with the call is completed.
Derived from: Skill_Group_Half_Hour.AgentOutCallsToHalf

Agent Out Tasks Time
The total handle time, in seconds, for completed outbound ACD calls handled by the agent in the skill group during the half-hour interval. Handle time includes WorkTime, TalkTime, and HoldTime, all of which are taken from the Termination_Call_Detail records. The AgentOutCallsTime value includes the...
time spent from the call being initiated by the agent to the time the agent completes after-call work time for the call. The value is updated in the database when the after-call-work time associated with the call (if any) has completed.

Derived from: Skill_Group_Half_Hour.AgentOutCallsTimeToHalf

**Agent Out Talk Time**

The total talk time, in seconds, for completed outbound ACD calls handled by an agent in the skill group during the half-hour interval. The value includes the time spent from the call being initiated by the agent to the time the agent begins after call work for the call. The time includes hold time associated with the call. The value is incremented when the after-call-work time associated with the call has completed.

Derived from: Skill_Group_Half_Hour.AgentOutCallsTalkTimeToHalf

**Agent Out On Hold**

The total number of completed outbound ACD calls an agent in the skill group has placed on hold at least once. The value is incremented when the after-call-work time associated with the call has completed.

Derived from: Skill_Group_Half_Hour.AgentOutCallsOnHoldToHalf

**Agent Out Hold Time**

The total number of seconds outbound ACD calls were placed on hold during the half-hour interval. This data element is based on HoldTime from the Termination_Call_Detail record. The value updated in the database when after-call work associated with the call (if any) is completed.

Derived from: Skill_Group_Half_Hour.AgentOutCallsOnHoldTimeToHalf

**Active In Time**

The number of seconds agents in the skill group spent talking on inbound calls during the half-hour interval.

Derived from: Skill_Group_Half_Hour.TalkInTimeToHalf

**Active Out Time**

The number of seconds agents spent talking on outbound calls during the half-hour interval.

Derived from: Skill_Group_Half_Hour.TalkOutTimeToHalf

**Active Other Time**

The number of seconds agents spent talking on other calls (neither inbound nor outbound) during the half-hour interval.

Derived from: Skill_Group_Half_Hour.TalkOtherTimeToHalf
Active Time
- The total seconds agents in the skill group were in the Talking state during the half-hour interval.
- Derived from: Skill_Group_Half_Hour.TalkTimeToHalf

Logged On Time
- The total time, in seconds, agents in the skill group were logged on during the half-hour interval.
- Derived from: Skill_Group_Half_Hour.LoggedOnTimeToHalf

Avail Time
- The total seconds agents in the skill group were in the Available state during the half-hour interval.
- Derived from: Skill_Group_Half_Hour.AvailTimeToHalf

Not Ready Time
- The total seconds agents in the skill group were in the Not Ready state during the half-hour interval.
- Derived from: Skill_Group_Half_Hour.NotReadyTimeToHalf

Work Ready
- The total seconds agents in the skill group were in the Work Ready state during the half-hour interval.
- Derived from: Skill_Group_Half_Hour.WorkReadyTimeToHalf

Work Not Ready
- The total seconds agents in the skill group were in the Work Not Ready state during the half-hour interval.
- Derived from: Skill_Group_Half_Hour.WorkNotReadyTimeToHalf

Busy Other
- The number of seconds agents have spent handling calls assigned to other skill groups during the half-hour interval.
- Derived from: Skill_Group_Half_Hour.BusyOtherTimeToHalf

Reserved
- Time agents in the skill group spent in the Reserved state during the half-hour interval.
- Derived from: Skill_Group_Half_Hour.ReservedStateTimeToHalf

Transfer In Tasks
- The number of calls transferred into the skill group during the half-hour interval.
- Derived from: Skill_Group_Half_Hour.TransferInCallsToHalf
**Transfer In Time**
The number of seconds spent handling calls transferred into the skill group during the half-hour interval.
Derived from: Skill_Group_Half_Hour.TransferInCallsTimeToHalf

**Transfer Out Tasks**
The number of calls transferred out of the skill group during the half-hour interval.
Derived from: Skill_Group_Half_Hour.TransferOutCallsToHalf

**Aban Offered Calls**
The total number of ACD calls to the skill group that abandoned while ringing at an agent’s position. The value is incremented at the time the call disconnects.
Derived from: Skill_Group_Half_Hour.AbandonRingCallsToHalf

**Aban Offered Time**
The total ring time associated with ACD calls to the skill group that abandoned while alerting an agent’s position. The value is incremented at the time the call disconnects.
Derived from: Skill_Group_Half_Hour.AbandonRingTimeToHalf

**Aban Hold Tasks**
The total number of ACD calls to the skill group that abandoned while held at an agent’s position. The value is incremented at the time the call disconnects.
Derived from: Skill_Group_Half_Hour.AbandonHoldCallsToHalf

**Agent Term**
The total number of ACD calls that were terminated by an agent in the skill group before the far end released. Value incremented at the time the call disconnects. Includes AgentOutCallsToHalf and CallsHandledToHalf.
Derived from: Skill_Group_Half_Hour.AgentTerminatedCallsToHalf

**Consul Tasks**
The number of consultative calls completed by agents in the skill group with at least one ACD call on hold.
Derived from: Skill_Group_Half_Hour.ConsultativeCallsToHalf

**Consult Time**
The number of seconds agents in the skill group spent handling a consultative call with at least one ACD call on hold. The value is incremented when the after-call-work time associated with the consultative call has completed.
Derived from: Skill_Group_Half_Hour.ConsultativeCallsTimeToHalf
**Conf In Tasks**

The number of incoming calls skill group agents were conferenced into. Incoming calls include ACD and non-ACD calls. The value is incremented when the agent drops off the call of the call becomes a simple 2 party call.

Derived from: Skill_Group_Half_Hour.ConferencedInCallsToHalf

**Conf In Time**

The number of seconds skill group agents were involved in an incoming conference calls. Incoming calls include ACD and non-ACD calls. The value includes hold time and is incremented when the agent drops off the call or the call becomes a simple 2 party call.

Derived from: Skill_Group_Half_Hour.ConferencedInCallsTimeToHalf

**Conf Out Tasks**

The number of conference calls skill group agent initiated. Initiated calls include ACD and non-ACD calls. The value is incremented when the agent drops off the call of the call becomes a simple 2 party call.

Derived from: Skill_Group_Half_Hour.ConferencedOutCallsToHalf

**Conf Out Time**

The number seconds skill group agents spent in conference calls they initiated. Calls include are ACD and non-ACD calls. The value includes hold time and is incremented when the agent drops off the call or the call becomes a simple 2 party call.

Derived from: Skill_Group_Half_Hour.ConferencedOutCallsTimeToHalf

**Hold**

The total number of completed inbound ACD calls skill group agents placed on hold at least once. The value is incremented when the after-call-work time associated with the call completed.

Derived from: Skill_Group_Half_Hour.IncomingCallsOnHoldToHalf

**Hold Time**

The total number of seconds completed inbound ACD calls were placed on hold during the half-hour interval. The value is incremented when the after-call work time associated with the call has completed.

Derived from: Skill_Group_Half_Hour.IncomingCallsOnHoldTimeToHalf

**Internal In**

The number of internal calls received by skill group agents during the half-hour interval. The value is incremented when the after-call work time associated with the call has completed.

Derived from: Skill_Group_Half_Hour.InternalCallsRcvdToHalf
**Internal In Time**
The number of seconds spent on internal calls received by skill group agents during the half-hour interval. The value is incremented when the after-call work time associated with the call has completed.

Derived from: Skill_Group_Half_Hour.InternalCallsRcvdTimeToHalf

**Internal Hold**
The total number of internal calls skill group agents placed on hold at least once. The value is incremented when the after-call-work time associated with the call completes.

Derived from: Skill_Group_Half_Hour.InternalCallsOnHoldToHalf

**Internal Hold Time**
The total number of seconds completed internal calls were placed on hold during the half-hour interval. The value is incremented when the after-call-work time associated with the call has completed.

Derived from: Skill_Group_Half_Hour.InternalCallsOnHoldTimeToHalf

**Redirect No Answer Tasks**
The number of ACD calls to the skill group that rang at an agent’s terminal and redirected on failure to answer. The value is incremented at the time the call is diverted to another device.

Derived from: Skill_Group_Half_Hour.RedirectNoAnsCallsToHalf

**Redirect No Answer Time**
The number of seconds ACD calls to the skill group rang at an agent’s terminal before being redirected on failure to answer. The value is incremented at the time the call is diverted to another device.

Derived from: Skill_Group_Half_Hour.RedirectNoAnsCallsTimeToHalf

**Short Tasks**
The number of calls answered by skill group agents where the duration of the calls falls within a short threshold. You might choose to factor these calls out of handle time statistics that you calculate.

A call is determined to be a short call if it is abandoned before the Abandoned Call Wait Time expired. Short calls are not considered abandoned and they are not accounted for in any of the ICM abandoned calls calculations. This field is dependent on the AbandonedCallWaitTime threshold.

Derived from: Skill_Group_Half_Hour.ShortCallsToHalf

**Rtr Tasks AbandQ**
The number of tasks queued to the group by the CallRouter that were abandoned during the half-hour interval.

Derived from: Skill_Group_Half_Hour.RouterCallsAbandQToHalf
**Rtr Queue Tasks**

The number of tasks queued to the group by the CallRouter during the half-hour interval.

Derived from: `Skill_Group_Half_Hour.RouterQueueCallsToHalf`
Skill Group Reports

perskg27: Peripheral Skill Group Historical All Fields Report
Trunk Group and IVR IPCC Reports

This section describes the following:
- Network trunk group reports, page 12-1
- Peripheral trunk group reports, page 12-12

Network trunk group reports

A network trunk group is a group of trunks organized to reflect the routing client's view of trunks. A network trunk group can map to one or more trunk groups. For example, an ACD might view four incoming T1 circuits as four trunk groups. The routing client can deliver calls with the same DNIS to any of the 96 trunks on these circuits. Therefore, the routing client treats these four T1 circuits as a single pool of 96 trunks - a network trunk group.

The following table lists all the ICM network trunk report templates that WebView provides. You can click on the name of a network trunk report in the following table to see more detailed information about the data in that report, and how the data is derived from the ICM software's database.

<table>
<thead>
<tr>
<th>Template Name</th>
<th>Applicable Environment</th>
<th>Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>nettrk01: Network Trunk Group Status Real Time Report, page 12-2</td>
<td>Standard ACD real-time table</td>
<td></td>
<td>The current status of trunks in the selected network trunk groups.</td>
</tr>
<tr>
<td>nettrk02: Network Trunk Group Performance Real Time Report, page 12-3</td>
<td>Standard ACD real-time table</td>
<td></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 Report, page 12-5</td>
<td>Standard ACD real-time table</td>
<td></td>
<td>All the available network trunk-group real-time report data in the Network_Trunk_Group_Real_Time database table</td>
</tr>
</tbody>
</table>
Network trunk real-time reports

This section describes the following real-time reports:

- **nettrk01**: Network Trunk Group Status Real Time Report, page 12-2
- **nettrk02**: Network Trunk Group Performance Real Time Report, page 12-3
- **nettrk03**: Network Trunk Group Real Time All Fields Report, page 12-5

### nettrk01: Network Trunk Group Status Real Time Report

<table>
<thead>
<tr>
<th><strong>Overview:</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Title</strong></td>
<td>The name you give it when you save the report</td>
</tr>
<tr>
<td><strong>Subject</strong></td>
<td>A table showing the current status of trunks in the selected network trunk groups.</td>
</tr>
<tr>
<td><strong>Purpose</strong></td>
<td>To show the current status of network trunk groups</td>
</tr>
<tr>
<td><strong>Applicable environment</strong></td>
<td>Standard ACD</td>
</tr>
<tr>
<td><strong>Template type</strong></td>
<td>Real-time table</td>
</tr>
<tr>
<td><strong>Default sort order</strong></td>
<td>By network trunk group</td>
</tr>
<tr>
<td><strong>Drilldowns available</strong></td>
<td>No</td>
</tr>
<tr>
<td><strong>Schema database table</strong></td>
<td>Network_Trunk_Group, Network_Trunk_Group_Real_Time</td>
</tr>
</tbody>
</table>

**Data:**

**Network Trunk Group**

The enterprise name of the network trunk group.

Derived from: Network_Trunk_Group.EnterpriseName
**Tasks In Now**
The number of inbound tasks in progress on the network trunk group (either in real-time (now) or over the last half-hour).
Derived from: Network_Trunk_Group_Real_Time.CallsInNow

**Tasks Out Now**
The number of outbound tasks in progress on the network trunk group (either in real-time (now) or over the last half-hour).
Derived from: Network_Trunk_Group_Real_Time.CallsOutNow

**Trunks Idle**
The number of trunks in the trunk group (or network trunk group) that are non-busy, or idle.
Derived from: Network_Trunk_Group_Real_Time.TrunksIdle

**Trunks In Service**
The number of trunks in the trunk group (or network trunk group) that are functional.
Derived from: Network_Trunk_Group_Real_Time.TrunksInService

**Report Summary**
A total for each field for all selected network trunk groups.

---

**nettrk02: Network Trunk Group Performance Real Time Report**

<table>
<thead>
<tr>
<th>Overview:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Title</strong></td>
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<tr>
<td><strong>Purpose</strong></td>
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<tr>
<td><strong>Applicable environment</strong></td>
</tr>
<tr>
<td><strong>Template type</strong></td>
</tr>
<tr>
<td><strong>Default sort order</strong></td>
</tr>
<tr>
<td><strong>Drilldowns available</strong></td>
</tr>
</tbody>
</table>
| **Schema database table**          | Network_Trunk_Group  
                                      | Network_Trunk_Group_Real_Time |
Data:

**Network Trunk Group**
- The enterprise name of the network trunk group.
  Derived from: Network_Trunk_Group.EnterpriseName

**Half Hour All Trunks Busy**
- The state of a trunk group when all trunks are simultaneously in use. The trunk group cannot accept any new inbound or outbound tasks in this state. The ICM software tracks the amount of time during which all trunks in a trunk group are busy during the current half-hour interval.
  Derived from: Network_Trunk_Group_Real_Time.AllTrunksBusyHalf

**Half Hour Tasks Abandoned**
- The number of tasks to a service or route that were abandoned during the interval (for example, during the current half-hour). An abandoned task is a task in which the caller hangs up before the task is answered.
  Derived from: Network_Trunk_Group_Real_Time.CallsAbandonedHalf

**Half Hour Tasks In**
- The number of inbound tasks in progress on the network trunk group (either in real-time (now) or over the last half-hour).
  Derived from: Network_Trunk_Group_Real_Time.CallsInHalf

**Half Hour Tasks Out**
- The number of outbound tasks in progress on the network trunk group (either in real-time (now) or over the last half-hour).
  Derived from: Network_Trunk_Group_Real_Time.CallsOutHalf

**Half Hour In Service Time**
- The aggregate time that trunks in the network trunk group have been in service during previous half-hour intervals or the current half-hour interval.
  Derived from: Network_Trunk_Group_Real_Time.InServiceTimeHalf

**Tasks In Now**
- The number of inbound tasks in progress on the network trunk group in real-time (now).
  Derived from: Network_Trunk_Group_Real_Time.CallsInNow

**Tasks Out Now**
- The number of outbound tasks in progress on the network trunk group in real-time (now).
  Derived from: Network_Trunk_Group_Real_Time.CallsOutNow
Report Summary
A total for each field for all selected network trunk groups.

nettrk03: Network Trunk Group Real Time All Fields Report

<table>
<thead>
<tr>
<th>Overview:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Title</td>
</tr>
<tr>
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</tr>
<tr>
<td>Purpose</td>
</tr>
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<td>Applicable environment</td>
</tr>
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</tr>
<tr>
<td>Default sort order</td>
</tr>
<tr>
<td>Drilldowns available</td>
</tr>
<tr>
<td>Schema database tables</td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>

Data:

Network Trunk Group
The enterprise name of the network trunk group.
Derived from: Network_Trunk_Group.EnterpriseName

Trunk ID
The ID number of the Trunk group.
Derived from: Network_Trunk_Group_Real_Time.TrunkGroupID

DateTime
The ICM Central Controller date and time that this data was last updated.
Derived from: Network_Trunk_Group_Real_Time.DateTime

AllBusy30
The total number of seconds during the current half-hour interval that all trunks in the group were busy.
Derived from: Network_Trunk_Group_Real_Time.AllTrunksBusyHalf
All Busy Today
Total number of seconds since midnight that all trunks in the group were busy.
Derived from: Network_Trunk_Group_Real_Time.AllTrunksBusyToday

Aban30
The number of calls to the network trunk group that were abandoned during the current half-hour interval.
Derived from: Network_Trunk_Group_Real_Time.CallsAbandonedToHalf

Aban Today
The number of calls to the trunk group abandoned in queue since midnight.
Derived from: Network_Trunk_Group_Real_Time.CallsAbandonedToHalf

Tasks In30
The number of inbound calls received on the trunk group during the current half-hour interval.
Derived from: Network_Trunk_Group_Real_Time.CallsInToHalf

Tasks In Now
The number of inbound calls currently in progress on the trunk group.
Derived from: Network_Trunk_Group_Real_Time.CallsInNow

Tasks In Today
The number of inbound calls received on the trunk group since midnight.
Derived from: Network_Trunk_Group_Real_Time.CallsInToday

Tasks Out30
The number of outbound calls received on the trunk group during the current half-hour interval.
Derived from: Network_Trunk_Group_Real_Time.CallsOutToHalf

Tasks Out Now
The number of outbound calls currently in progress on the trunk group.
Derived from: Network_Trunk_Group_Real_Time.CallsOutNow

Tasks Out Today
The number of outbound calls received on the trunk group since midnight.
Derived from: Network_Trunk_Group_Real_Time.CallsOutToday

In Service Time30
The total number of seconds trunks in the group have been in service during the current half-hour interval.
Derived from: Network_Trunk_Group_Real_Time.InServiceTimeToHalf
**In Service Time Today**

The total number of seconds trunks in the group have been in service since midnight.

Derived from: Network_Trunk_Group_Real_Time.InServiceTimeToday

**Inbound Time30**

The total number of seconds trunks in the group have been in use for inbound calls during the current half-hour interval.

Derived from: Network_Trunk_Group_Real_Time.InUseInboundTimeToHalf

**Inbound Time Today**

The total number of seconds trunks in the group have been in use for inbound calls since midnight.

Derived from: Network_Trunk_Group_Real_Time.InUseInboundTimeToday

**Outbound Time30**

The total number of seconds trunks in the group have been in use for outbound calls during the current half-hour interval.

Derived from: Network_Trunk_Group_Real_Time.InUseOutboundTimeToHalf

**Outbound Time Today**

The total number of seconds trunks in the group have been in use for outbound calls since midnight.

Derived from: Network_Trunk_Group_Real_Time.InUseOutboundTimeToday

**Idle**

The number of non-busy trunks in the group now.

Derived from: Network_Trunk_Group_Half_hour.TrunksIdle

**In Service**

The number of trunks in the trunk group in service now.

Derived from: Network_Trunk_Group_Half_hour.TrunksInService
Network trunk historical reports

This section describes the following historical reports:
- nettrk12: Network Trunk Group Half Hour Report, page 12-8
- nettrk13: Network Trunk Group Historical All Fields Report, page 12-10

nettrk12: Network Trunk Group Half Hour Report

<table>
<thead>
<tr>
<th><strong>Overview:</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Title</strong></td>
</tr>
<tr>
<td><strong>Subject</strong></td>
</tr>
<tr>
<td><strong>Purpose</strong></td>
</tr>
<tr>
<td><strong>Applicable environment</strong></td>
</tr>
<tr>
<td><strong>Template type</strong></td>
</tr>
<tr>
<td><strong>Default sort order</strong></td>
</tr>
<tr>
<td><strong>Drilldowns available</strong></td>
</tr>
<tr>
<td><strong>Schema database table</strong></td>
</tr>
</tbody>
</table>

**Data:**

**Network Trunk Group**

The enterprise name of the network trunk group.

Derived from: Network_Trunk_Group.EnterpriseName

**DateTime**

The date and time of the selected row's data in MM/DD/YYYY and HH:MM:SS (month, day, year, hour, minute, second) format.

Derived from: Network_Trunk_Group.DateTime

**All Trunks Busy** (Half-Hour)

The state of a trunk group when all trunks are simultaneously in use. The trunk group cannot accept any new inbound or outbound calls in this state. The ICM software tracks the amount of time during which all trunks in a trunk group are busy during the current half-hour interval.

Derived from: Network_Trunk_Group_Half_Hour.AllTrunksBusyToHalf
**Tasks Aban** (Half-Hour)

The number of calls to a service or route that were abandoned during the interval (for example, during the current half-hour). An abandoned call is a call in which the caller hangs up before the call is answered.

Derived from: Network_Trunk_Group_Half_Hour.CallsAbandonedToHalf

**Tasks In** (Half-Hour)

The number of inbound calls in progress on the network trunk group (over the last half-hour).

Derived from: Network_Trunk_Group_Half_Hour.CallsInToHalf

**Tasks Out** (Half-Hour)

The number of outbound calls in progress on the network trunk group (over the last half-hour).

Derived from: Network_Trunk_Group_Half_Hour.CallsOutToHalf

**Report Summary**

A total for each field for all selected network trunk groups.
nettrk13: Network Trunk Group Historical All Fields Report

### Overview:

<table>
<thead>
<tr>
<th>Title</th>
<th>The name you give it when you save the report.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Subject</td>
<td>A table of all the selected network trunk groups listing all the available trunk-group historical report data for the selected interval</td>
</tr>
<tr>
<td>Purpose</td>
<td>To show all the available network trunk-group historical report data in the Network_Trunk_Group_Half_Hour database table so that you can select which data you want for a customized network trunk-group historical report</td>
</tr>
<tr>
<td>Applicable environment</td>
<td>Standard ACD</td>
</tr>
<tr>
<td>Template type</td>
<td>Historical table</td>
</tr>
<tr>
<td>Default sort order</td>
<td>By network trunk group, and then by date and time</td>
</tr>
<tr>
<td>Drilldowns available</td>
<td>No</td>
</tr>
<tr>
<td>Schema database tables</td>
<td>Network_Trunk_Group Network_Trunk_Group_Half_Hour</td>
</tr>
</tbody>
</table>

### Data:

**Network Trunk Group**

The enterprise name of the network trunk group.

Derived from: Network_Trunk_Group.EnterpriseName

**DateTime**

The ICM Central Controller date and time that this data was last updated.

Derived from: Network_Trunk_Group_Half_Hour.DateTime

**Trunk ID**

The ID number of the Trunk group.

Derived from: Network_Trunk_Group_Half_Hour.TrunkGroupID

**Busy All**

The total number of seconds during the current half-hour interval that all trunks in the group were busy.

Derived from: Network_Trunk_Group_Half_Hour.AllTrunksBusyToHalf
Aban
The number of calls to the trunk group abandoned in queue during the current half-hour interval.
Derived from: Network_Trunk_Group_Half_Hour.CallsAbandonedToHalf

Tasks In
The number of inbound calls received on the trunk group during the current half-hour interval.
Derived from: Network_Trunk_Group_Half_Hour.CallsInToHalf

Tasks Out
The number of outbound calls received on the trunk group during the current half-hour interval.
Derived from: Network_Trunk_Group_Half_Hour.CallsOutToHalf

Inbound Time
The total number of seconds trunks in the group have been in use for inbound calls during the current half-hour interval.
Derived from: Network_Trunk_Group_Half_Hour.InUseInboundTimeToHalf

Outbound Time
The total number of seconds trunks in the group have been in use for outbound calls during the current half-hour interval.
Derived from: Network_Trunk_Group_Half_Hour.InUseOutboundTimeToHalf

TimeZone
The time zone for the date and time. The value is the offset in minutes from GMT.
Derived from: Network_Trunk_Group_Half_Hour.TimeZone

In Service Time
The total number of seconds trunks in the group have been in service during the current half-hour interval.
Derived from: Network_Trunk_Group_Half_Hour.InServiceTimeToHalf

Idle
The number of non-busy trunks in the group now.
Derived from: Network_Trunk_Group_Half_Hour.TrunksIdle

In Service
The number of trunks in the trunk group in service now.
Derived from: Network_Trunk_Group_Half_Hour.TrunksInService
Recovery Day
A value used internally by ICM software to track virtual time.
Derived from: Network_Trunk_Group_Half_Hour.RecoveryDay

Recovery Key
A value used internally by ICM software to track virtual time.
Derived from: Network_Trunk_Group_Half_Hour.RecoveryKey

Peripheral trunk group reports

A peripheral trunk group is a collection of trunks associated with a single peripheral. Often, the trunks in a peripheral trunk group are used for a common purpose. In WebView, you can report on peripheral trunk group (and network trunk group) data, such as the number of trunks in service, number of trunks idle, and the time during which all trunks in a trunk group were simultaneously busy (All Trunks Busy).

The following table lists all the ICM peripheral trunk group report templates that WebView provides. You can click on the name of a trunk group report in the following table to see more detailed information about the data in that report, and how the data is derived from the ICM software database.

For a listing of only the trunk group for IP-IVR reports, see About Trunk Group for IP-IVR Reports.

Table 12-2 Peripheral Trunk Group Templates

<table>
<thead>
<tr>
<th>Template Name</th>
<th>Applicable Environment</th>
<th>Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>trkgrp01: All Trunks Busy Real Time Report, page 12-14</td>
<td>Standard ACD</td>
<td>real-time bar graph</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 Report, page 12-15</td>
<td>Standard ACD</td>
<td>real-time bar graph</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 Report, page 12-16</td>
<td>Standard ACD</td>
<td>real-time table</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 Report, page 12-17</td>
<td>IPCC and/or standard ACD</td>
<td>real-time table</td>
<td>All the available trunk real-time report data in the Trunk_Group_Real_Time database table</td>
</tr>
<tr>
<td>trkgrp11: Trunk Group Performance Half Hour Report, page 12-23</td>
<td>Standard ACD</td>
<td>historical table</td>
<td>Half-hour counts of trunks in-service, trunks idle, and the time in seconds that all trunks were busy</td>
</tr>
</tbody>
</table>
Trunk group real-time reports

This section describes the following real-time reports:

- \textit{trkgrp01}: All Trunks Busy Real Time Report, page 12-14
- \textit{trkgrp02}: Trunks Idle & In Service Real Time Report, page 12-15
- \textit{trkgrp03}: Trunk Group Status Real Time Report, page 12-16
- \textit{trkgrp04}: Trunks Real Time All Fields Report, page 12-17
- \textit{trkgrp20}: All Ports Busy Real Time Report, page 12-20
- \textit{trkgrp21}: IVR Ports Idle & In Service Real Time Report, page 12-21
- \textit{trkgrp22}: IVR Ports Status Real Time Report, page 12-22
- \textit{trkgrp23}: IVR Ports Performance Half Hour Report, page 12-27

\textbf{Table 12-2 Peripheral Trunk Group Templates (continued)}

<table>
<thead>
<tr>
<th>Template Name</th>
<th>Applicable Environment</th>
<th>Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>\textit{trkgrp12}: Trunks Historical All Fields Report, page 12-24</td>
<td>IPCC and/or standard ACD</td>
<td>historical table</td>
<td>All the available trunk historical report data in the Trunk_Group_Half_Hour database table</td>
</tr>
<tr>
<td>\textit{trkgrp20}: All Ports Busy Real Time Report, page 12-20</td>
<td>IPCC</td>
<td>real-time table</td>
<td>The time (in seconds) that all IVR ports were busy since the end of the last half-hour interval.</td>
</tr>
<tr>
<td>\textit{trkgrp21}: IVR Ports Idle &amp; In Service Real Time Report, page 12-21</td>
<td>IPCC</td>
<td>real-time table</td>
<td>The current number of idle IVR ports in relation to the current number of in-service ports.</td>
</tr>
<tr>
<td>\textit{trkgrp22}: IVR Ports Status Real Time Report, page 12-22</td>
<td>IPCC</td>
<td>real-time table</td>
<td>Counts of IVR ports in-service, ports idle, and the time in seconds that all ports have been currently busy.</td>
</tr>
<tr>
<td>\textit{trkgrp23}: IVR Ports Performance Half Hour Report, page 12-27</td>
<td>IPCC</td>
<td>historical table</td>
<td>Half-hour counts of IVR ports in-service, ports idle, and the seconds that all ports were busy</td>
</tr>
</tbody>
</table>
trkgrp01: All Trunks Busy Real Time Report

<table>
<thead>
<tr>
<th>Overview:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Title</strong></td>
</tr>
<tr>
<td><strong>Subject</strong></td>
</tr>
<tr>
<td><strong>Purpose</strong></td>
</tr>
<tr>
<td><strong>Applicable environment</strong></td>
</tr>
<tr>
<td><strong>Template type</strong></td>
</tr>
<tr>
<td><strong>Default sort order</strong></td>
</tr>
<tr>
<td><strong>Drilldowns available</strong></td>
</tr>
</tbody>
</table>
| **Schema database table** | Trunk_Group
Trunk_Group_Real_Time |

**Data**

**Trunk Group**

The enterprise name of the trunk group

Derived from: Trunk_Group.EnterpriseName

**All Trunks Fully Busy**

The state of a trunk group when all trunks are simultaneously in use. The trunk group cannot accept any new inbound or outbound tasks in this state. ICM software tracks the amount of time during which all trunks in a trunk group are busy during the current half-hour interval.

Derived from: Trunk_Group_Real_Time.AllTrunksBusyHalf
Trkgrp02: Trunks Idle & In Service Real Time Report

Overview:

<table>
<thead>
<tr>
<th>Title</th>
<th>The name you give it when you save the report</th>
</tr>
</thead>
<tbody>
<tr>
<td>Subject</td>
<td>A bar graph of the selected Trunk Group(s) showing the current number of idle trunks versus the number of in-service trunks.</td>
</tr>
<tr>
<td>Purpose</td>
<td>To show current trunk usage</td>
</tr>
<tr>
<td>Applicable environment</td>
<td>Standard ACD</td>
</tr>
<tr>
<td>Template type</td>
<td>Real-time bar graph</td>
</tr>
<tr>
<td>Default sort order</td>
<td>By trunk group</td>
</tr>
<tr>
<td>Drilldowns available</td>
<td>No</td>
</tr>
<tr>
<td>Schema database table</td>
<td>Trunk_Group Trunk_Group_Real_Time</td>
</tr>
</tbody>
</table>

Data

Trunk Group

The enterprise name of the trunk group
Derived from: Trunk_Group.EnterpriseName

Trunks In Service

The number of trunks in the trunk group (or network trunk group) that are functional.
Derived from: Trunk_Group_Real_Time.TrunksInService

Trunks Idle

The number of trunks in the trunk group (or network trunk group) that are not busy, or idle.
Derived from: Trunk_Group_Real_Time.TrunksIdle
trkgrp03: Trunk Group Status Real Time Report

**Overview:**

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Title</td>
<td>The name you give it when you save the report</td>
</tr>
<tr>
<td>Subject</td>
<td>A table of the selected Trunk Group(s) showing current counts of trunks in-service, counts of trunks idle, and the time in seconds that all trunks have been busy.</td>
</tr>
<tr>
<td>Purpose</td>
<td>To show the current status of trunk groups</td>
</tr>
<tr>
<td>Applicable environment</td>
<td>Standard ACD</td>
</tr>
<tr>
<td>Template type</td>
<td>Real-time table</td>
</tr>
<tr>
<td>Default sort order</td>
<td>By trunk group</td>
</tr>
<tr>
<td>Drilldowns available</td>
<td>No</td>
</tr>
<tr>
<td>Schema database table</td>
<td>Trunk_Group Real_Time</td>
</tr>
</tbody>
</table>

**Data:**

**Trunk Group**

The enterprise name of the trunk group

Derived from: Trunk_Group.EnterpriseName

**Trunks In Service**

The number of trunks in the trunk group (or network trunk group) that are functional.

Derived from: Trunk_Group_Real_Time.TrunksInService

**Trunks Idle**

The number of trunks in the trunk group (or network trunk group) that are non-busy, or idle.

Derived from: Trunk_Group_Real_Time.TrunksIdle

**All Trunks Fully Busy**

The state of a trunk group when all trunks are simultaneously in use. The trunk group cannot accept any new inbound or outbound tasks in this state. The ICM software tracks the amount of time during which all trunks in a trunk group are busy during the current half-hour interval.

Derived from: Trunk_Group_Real_Time.AllTrunksBusyHalf

**Report Summary**

The totals for each field for all trunk groups.
trkgrp04: Trunks Real Time All Fields Report

<table>
<thead>
<tr>
<th>Overview:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Title</td>
</tr>
<tr>
<td>Subject</td>
</tr>
<tr>
<td>Purpose</td>
</tr>
<tr>
<td>Applicable environment</td>
</tr>
<tr>
<td>Template type</td>
</tr>
<tr>
<td>Default sort order</td>
</tr>
<tr>
<td>Drilldowns available</td>
</tr>
<tr>
<td>Schema database tables</td>
</tr>
</tbody>
</table>

Data:

**Enterprise Name**

The enterprise name of the trunk group  
Derived from: Trunk_Group.EnterpriseName

**Trunk ID**

The ID number of the Trunk group.  
Derived from: Trunk_Group_Real_Time.TrunkGroupID

**DateTime**

The ICM Central Controller date and time that this data was last updated.  
Derived from: Trunk_Group_Real_Time.DateTime

**All Busy30**

The total number of seconds during the current half-hour interval that all trunks in the group were busy.  
Derived from: Trunk_Group_Real_Time.AllTrunksBusyHalf

**All Busy Today**

Total number of seconds since midnight that all trunks in the group were busy.  
Derived from: Trunk_Group_Real_Time.AllTrunksBusyToday
Aban30
The number of tasks to the trunk group abandoned in queue during the current half-hour interval.
Derived from: Trunk_Group_Real_Time.CallsAbandonedHalf

Aban Today
The number of tasks to the trunk group abandoned in queue since midnight.
Derived from: Trunk_Group_Real_Time.CallsAbandonedToHalf

Tasks In30
The number of inbound tasks received on the trunk group during the current half-hour interval.
Derived from: Trunk_Group_Real_Time.CallsInToHalf

Tasks In Now
The number of inbound tasks currently in progress on the trunk group.
Derived from: Trunk_Group_Real_Time.CallsInNow

Tasks In Today
The number of inbound tasks received on the trunk group since midnight.
Derived from: Trunk_Group_Real_Time.CallsInToday

Tasks Out30
The number of outbound tasks received on the trunk group during the current half-hour interval.
Derived from: Trunk_Group_Real_Time.CallsOutToHalf

Tasks Out Now
The number of outbound tasks currently in progress on the trunk group.
Derived from: Trunk_Group_Real_Time.CallsOutNow

Tasks Out Today
The number of outbound tasks received on the trunk group since midnight.
Derived from: Trunk_Group_Real_Time.CallsOutToday

In Service Time30
The total number of seconds trunks in the group have been in service during the current half-hour interval.
Derived from: Trunk_Group_Real_Time.InServiceTimeToHalf
**In Service Time Today**

The total number of seconds trunks in the group have been in service since midnight.

Derived from: Trunk_Group_Real_Time.InServiceTimeToday

**Inbound Time30**

The total number of seconds trunks in the group have been in use for inbound tasks during the current half-hour interval.

Derived from: Trunk_Group_Real_Time.InUseInboundTimeToHalf

**Inbound Time Today**

The total number of seconds trunks in the group have been in use for inbound tasks since midnight.

Derived from: Trunk_Group_Real_Time.InUseInboundTimeToday

**Outbound Time30**

The total number of seconds trunks in the group have been in use for outbound tasks during the current half-hour interval.

Derived from: Trunk_Group_Real_Time.InUseOutboundTimeToHalf

**Outbound Time Today**

The total number of seconds trunks in the group have been in use for outbound tasks since midnight.

Derived from: Trunk_Group_Real_Time.InUseOutboundTimeToday

**Idle**

The number of non-busy trunks in the group now.

Derived from: Trunk_Group_Half_Hour.TrunksIdle

**In Service**

The number of trunks in the trunk group in service now.

Derived from: Trunk_Group_Half_Hour.TrunksInService
Overview:

<table>
<thead>
<tr>
<th>Title</th>
<th>The name you give it when you save the report.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Subject</td>
<td>A bar graph of the time (in seconds) that all ports were busy since the end of the last half-hour interval.</td>
</tr>
<tr>
<td>Purpose</td>
<td>To show current amount of activity on IVR ports. Use this report to ensure that your system is performing optimally. You should alert your system administrator if you see a consistent pattern of greater than half-hour all trunk busy conditions. This is an early warning that more IVR ports are needed to fulfill your queuing requirements.</td>
</tr>
<tr>
<td>Applicable environment</td>
<td>IPCC</td>
</tr>
<tr>
<td>Template type</td>
<td>Real-time bar graph</td>
</tr>
<tr>
<td>Default sort order</td>
<td>By IVR port trunk group</td>
</tr>
<tr>
<td>Drilldowns available</td>
<td>No</td>
</tr>
<tr>
<td>Schema database tables</td>
<td>Trunk_Group, Trunk_Group_Real_Time</td>
</tr>
</tbody>
</table>

Data:

**Trunk Group**

The enterprise name of the trunk group

Derived from: Trunk_Group.EnterpriseName

**All Ports Busy**

The Total time that all ports in the IVR group were busy for the current half-hour interval.

Derived from: Trunk_Group.AllTrunksBusyHalf
trkgrp21: IVR Ports Idle & In Service Real Time Report

<table>
<thead>
<tr>
<th>Overview:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Title</td>
<td>The name you give it when you save the report.</td>
</tr>
<tr>
<td>Subject</td>
<td>An overlapped bar graph of the current number of idle ports in relation to the current number of in-service ports</td>
</tr>
<tr>
<td>Purpose</td>
<td>To show IVR port usage</td>
</tr>
<tr>
<td></td>
<td>Use this report to ensure that your system is performing optimally.</td>
</tr>
<tr>
<td>Applicable environment</td>
<td>IPCC</td>
</tr>
<tr>
<td>Template type</td>
<td>Real-time bar graph</td>
</tr>
<tr>
<td>Default sort order</td>
<td>By IVR port trunk group.</td>
</tr>
<tr>
<td>Drilldowns available</td>
<td>No</td>
</tr>
<tr>
<td>Schema database tables</td>
<td>Trunk_Group</td>
</tr>
<tr>
<td></td>
<td>Trunk_Group_Real_Time</td>
</tr>
</tbody>
</table>

Data:

**Trunk Group**

The enterprise name of the trunk group

Derived from: Trunk_Group.EnterpriseName

**Ports Idle**

The number of non-busy ports in the trunk group for the current half-hour interval.

Derived from: Trunk_Group_Real_Time.TrunksIdle

**All Ports Busy**

The number of ports in the trunk group in service for the current half-hour interval.

Derived from: Trunk_Group_Real_Time.TrunksInService
Trunk Group and IVR IPCC Reports

trkgrp22: IVR Ports Status Real Time Report

Overview:

<table>
<thead>
<tr>
<th>Title</th>
<th>The name you give it when you save the report.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Subject</td>
<td>A real-time table showing counts of ports in-service, ports idle, and the time in seconds that all ports have been currently busy.</td>
</tr>
<tr>
<td>Purpose</td>
<td>To show the status of IVR ports. Use this report to ensure that your system is performing optimally.</td>
</tr>
<tr>
<td>Applicable environment</td>
<td>IPCC</td>
</tr>
<tr>
<td>Template type</td>
<td>Real-time table</td>
</tr>
<tr>
<td>Default sort order</td>
<td>By IVR port trunk group.</td>
</tr>
<tr>
<td>Drilldowns available</td>
<td>No</td>
</tr>
<tr>
<td>Schema database tables</td>
<td>Trunk_Group</td>
</tr>
<tr>
<td></td>
<td>Trunk_Group_Real_Time</td>
</tr>
</tbody>
</table>

Data:

**IVR Ports**

The enterprise name of the IVR port trunk group.

Derived from: Trunk_Group.EnterpriseName

**Ports**

The number of ports in the IVR group that are busy on tasks.

Derived from: Trunk_Group_Real_Time.TrunksInService

**Ports Idle**

The number of IVR ports in the IVR group that are idle.

Derived from: Trunk_Group_Real_Time.TrunksIdle

**All Ports Busy**

The total time in HH:MM:SS (hour, minute, second) format that all ports in the selected IVR group were simultaneously busy for the current half-hour interval.

Derived from: Trunk_Group_Real_Time.AllTrunksBusy
Trunk group historical reports

This section describes the following real-time reports:

- trkgrp11: Trunk Group Performance Half Hour Report, page 12-23
- trkgrp12: Trunks Historical All Fields Report, page 12-24

trkgrp11: Trunk Group Performance Half Hour Report

<table>
<thead>
<tr>
<th><strong>Overview:</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Title</strong></td>
</tr>
<tr>
<td><strong>Subject</strong></td>
</tr>
<tr>
<td><strong>Purpose</strong></td>
</tr>
<tr>
<td><strong>Applicable environment</strong></td>
</tr>
<tr>
<td><strong>Template type</strong></td>
</tr>
<tr>
<td><strong>Default sort order</strong></td>
</tr>
<tr>
<td><strong>Drilldowns available</strong></td>
</tr>
</tbody>
</table>
| **Schema database table** | Trunk_Group  
Trunk_Group_Half_Hour |

**Data:**

**Trunk Group**

The enterprise name of the trunk group

Derived from: Trunk_Group.EnterpriseName

**DateTime**

The date and time when the record was generated in MM/DD/YY (month, day, year) and HH:MM:SS (hours, minutes, seconds) format.

Derived from: Trunk_Group.DateTime

**Trunks In Service** (Half-Hour)

The number of trunks in the trunk group (or network trunk group) that are functional.

Derived from: Trunk_Group_Half_Hour.TrunksInService
**Trunks Idle** (Half-Hour)

The number of trunks in the trunk group (or network trunk group) that are not busy, or idle.

Derived from: Trunk_Group_Half_Hour.TrunksIdle

**All Trunks Busy** (Half-Hour)

The state of a trunk group when all trunks are simultaneously in use. The trunk group cannot accept any new inbound or outbound tasks in this state. ICM software tracks the amount of time during which all trunks in a trunk group are busy during the current half-hour interval.

Derived from: Trunk_Group_Half_Hour.AllTrunksBusyToHalf

**Trunk Summary**

The totals for each field for each trunk group.

**Report Summary**

The totals for each field for all trunk groups.

---

**trkgrp12: Trunks Historical All Fields Report**

<table>
<thead>
<tr>
<th>Overview:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Title</strong></td>
</tr>
<tr>
<td><strong>Subject</strong></td>
</tr>
<tr>
<td><strong>Purpose</strong></td>
</tr>
<tr>
<td><strong>Applicable environment</strong></td>
</tr>
<tr>
<td><strong>Template type</strong></td>
</tr>
<tr>
<td><strong>Default sort order</strong></td>
</tr>
<tr>
<td><strong>Drilldowns available</strong></td>
</tr>
<tr>
<td><strong>Schema database tables</strong></td>
</tr>
</tbody>
</table>
Trunk Group and IVR IPCC Reports

Data:

Enterprisename
The enterprise name of the trunk group
Derived from: Trunk_Group.EnterpriseName

DateTime
The ICM Central Controller date and time that this data was last updated.
Derived from: Trunk_Group_Half_Hour.DateTime

Trunk ID
The ID number of the Trunk group.
Derived from: Trunk_Group_Half_Hour.TrunkGroupID

TimeZone
The time zone for the date and time. The value is the offset in minutes from GMT.
Derived from: Trunk_Group_Half_Hour.TimeZone

Aban
The number of tasks to the trunk group abandoned in queue during the current half-hour interval.
Derived from: Trunk_Group_Half_Hour.CallsAbandonedToHalf

Tasks In
The number of inbound tasks received on the trunk group during the current half-hour interval.
Derived from: Trunk_Group_Half_Hour.CallsInToHalf

In Service
The number of trunks in the trunk group in service now.
Derived from: Trunk_Group_Half_Hour.TrunksInService

Tasks Out
The number of outbound tasks received on the trunk group during the current half-hour interval.
Derived from: Trunk_Group_Half_Hour.CallsOutToHalf

Busy All
The total number of seconds during the current half-hour interval that all trunks in the group were busy.
Derived from: Trunk_Group_Half_Hour.AllTrunksBusyToHalf
In Service Time
The total number of seconds trunks in the group have been in service during the current half-hour interval.
Derived from: Trunk_Group_Half_Hour.InServiceTimeToHalf

Idle
The number of non-busy trunks in the group now.
Derived from: Trunk_Group_Half_Hour.TrunksIdle

Inbound Time
The total number of seconds trunks in the group have been in use for inbound tasks during the current half-hour interval.
Derived from: Trunk_Group_Half_Hour.InUseInboundTimeToHalf

Recovery Day
A value used internally by ICM software to track virtual time.
Derived from: Trunk_Group_Half_Hour.RecoveryDay

Outbound Time
The total number of seconds trunks in the group have been in use for outbound tasks during the current half-hour interval.
Derived from: Trunk_Group_Half_Hour.InUseOutboundTimeToHalf

Recovery Key
A value used internally by ICM software to track virtual time.
Derived from: Trunk_Group_Half_Hour.RecoveryKey
trkgrp23: IVR Ports Performance Half Hour Report

<table>
<thead>
<tr>
<th><strong>Overview:</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Title</strong></td>
<td>The name you give it when you save the report.</td>
</tr>
<tr>
<td><strong>Subject</strong></td>
<td>A table of half-hour counts of IVR ports in-service, ports idle, and the seconds that all ports were busy</td>
</tr>
<tr>
<td><strong>Purpose</strong></td>
<td>To show the performance of IVR ports for the selected time period.</td>
</tr>
<tr>
<td><strong>Applicable environment</strong></td>
<td>IPCC</td>
</tr>
<tr>
<td><strong>Template type</strong></td>
<td>Historical table</td>
</tr>
<tr>
<td><strong>Default sort order</strong></td>
<td>By IVR port trunk group and then by date and time.</td>
</tr>
<tr>
<td><strong>Drilldowns available</strong></td>
<td>No</td>
</tr>
</tbody>
</table>
| **Schema database tables** | Trunk_Group  
Trunk_Group_Half_Hour |

**Data:**

**IVR Port**

The name of the IVR port used by the trunk group.

Derived from: Trunk_Group.EnterpriseName

**DateTime** *(no label)*

The date and time of the selected row's data in MM/DD/YYYY (month, day, year) and and HH:MM:SS (hour, minute, second) format.

Derived from: Trunk_Group_Half_Hour.DateTime

**Ports**

The number of ports in the group in service at the end of the half-hour interval.

Derived from: Trunk_Group_Half_Hour.TrunksInService

**% Busy**

The percentage of time that the trunk groups in service were busy.

Derived from: Trunk_Group_Half_Hour.AllTrunksBusyToHalf / Trunk_Group_Half_Hour.InServiceTimeToHalf

**All Ports Busy**

The total time, in seconds, during the half-hour interval that all ports in the group were busy.

Derived from: Trunk_Group_Half_Hour.AllTrunksBusyToHalf
Group Average
Average of each field for each IVR Port.

Report Average
Average of each field for all IVR Ports.
About IPCC Reports

There are five categories of ICM reports that can be used in an IPCC environment. See the following for all the ICM IPCC reports in these categories:

IPCC Agent Reports
IPCC Call Type Reports
IPCC Service Reports
IPCC Skill Group Reports
Trunk Group for IP-IVR Reports

In the WebView template selection window, you can select to have only the IPCC templates displayed, to have only the standard ACD templates displayed, or to have all the ICM templates displayed. These selection boxes can also be used for InfoMaker generated reports. If an InfoMaker generated report name is prefixed with:

- "ipcc_", then that report will be listed with the IPCC templates.
- "both_", then the report will be listed under both IPCC templates and standard (traditional ACD) templates.
- "olds_", or has none of the preceding prefixes, then it will be listed under standard templates.

IPCC Agent Reports

You can access reports on agents by selecting agent names, peripherals, skill groups, or teams. For an overview of agent reports, see

Note: All ICM Agent reports can be used in an IPCC environment.

The following tables list all the ICM IPCC Agent Type report templates that WebView provides. Click the template name for a detailed description.
<table>
<thead>
<tr>
<th>Template Name</th>
<th>Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>agent03: Agent Media Logout Status Report, page 6-11</td>
<td>historical</td>
<td>A table of logon duration, and logout date and time for each agent.</td>
</tr>
<tr>
<td>agent04: Agent Task Detail Activity Report, page 6-13</td>
<td>historical</td>
<td>A table of agent task detail activity on incoming, outgoing, and internal tasks, callback messages, and wrap-up work.</td>
</tr>
<tr>
<td>agent05: Agent Task Detail Performance Report, page 6-17</td>
<td>historical</td>
<td>A table of agent task detail performance on abandoned, assistance, hold, and conference tasks.</td>
</tr>
<tr>
<td>agent06: Agent State Trace Detail By Events Report, page 6-22</td>
<td>historical</td>
<td>A table of 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>agent20: Agent Real Time Report, page 6-4</td>
<td>real-time</td>
<td>A table of the current agent states for selected agents.</td>
</tr>
<tr>
<td>agent21: Agent Task Summary Half Hour Report, page 6-24</td>
<td>historical</td>
<td>An agent task summary table for selected agents, organized by the selected half hour(s).</td>
</tr>
<tr>
<td>agent22: Agent Task Summary Daily Report, page 6-28</td>
<td>historical</td>
<td>An agent task summary table for selected agents, organized by the selected day(s).</td>
</tr>
<tr>
<td>agent23: Agent Performance Summary Half Hour Report, page 6-32</td>
<td>historical</td>
<td>An agent state summary table for selected agents, organized by the selected half hour(s).</td>
</tr>
<tr>
<td>agent24: Agent Performance Summary Daily Report, page 6-36</td>
<td>historical</td>
<td>An agent state summary table for selected agents, organized by the selected day(s).</td>
</tr>
<tr>
<td>agent25: Agent Consolidated Half Hour Report, page 6-40</td>
<td>historical</td>
<td>An agent half-hour activity and performance table for all the agents connected to the selected peripheral(s) during the selected half-hour interval(s).</td>
</tr>
<tr>
<td>agent26: Agent Consolidated Daily Report, page 6-44</td>
<td>historical</td>
<td>An agent half-hour activity and performance table for all the agents connected to the selected peripheral(s) during the selected day interval(s).</td>
</tr>
</tbody>
</table>
### Table 13-1 Agent By Agent Templates (continued)

<table>
<thead>
<tr>
<th>Template Name</th>
<th>Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>agent27: Agent Historical All Fields Report, page 6-48</td>
<td>historical table</td>
<td>A table of all the report data available from the Agent_Skill_Group_Half_Hour table. ICM software generates Agent_Skill_Group_Half_Hour records for each logged on agent. This report is for online viewing or for exporting to Excel. It is not formatted for printing.</td>
</tr>
<tr>
<td>agent28: Agent Real Time All Fields Report, page 6-7</td>
<td>real-time table</td>
<td>A table of all the report data available from the Agent_Real_Time table. ICM software generates Agent_Real_Time records for each agent. This report is for online viewing or for exporting to Excel. It is not formatted for printing.</td>
</tr>
</tbody>
</table>

### Table 13-2 Agent By Peripheral Templates

<table>
<thead>
<tr>
<th>Template Name</th>
<th>Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>agtper03: Agent Peripheral Media Logout Status Report, page 6-71</td>
<td>historical</td>
<td>A table of logon duration and logout date-time for each agent, by peripheral.</td>
</tr>
<tr>
<td>agtper04: Agent Peripheral Task Detail Activity Report, page 6-73</td>
<td>historical</td>
<td>A table of incoming, outgoing, and internal tasks, callback messages, and wrap-up work.</td>
</tr>
<tr>
<td>agtper05: Agent Peripheral Task Detail Performance Report, page 6-77</td>
<td>historical</td>
<td>A table of agent task detail performance for abandoned, assistance, held, and conference tasks, by peripheral.</td>
</tr>
<tr>
<td>agtper20: Agent Peripheral Real Time Report, page 6-64</td>
<td>real-time</td>
<td>A table of current agent states for each agent within the selected peripheral(s).</td>
</tr>
<tr>
<td>agtper21: Agent Peripheral Task Summary Half Hour Report, page 6-82</td>
<td>historical</td>
<td>A task summary table 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 Report, page 6-86</td>
<td>historical</td>
<td>A task summary table 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 Report, page 6-90</td>
<td>historical</td>
<td>An agent state summary table for each agent within the selected peripheral(s), organized by the selected half hour(s).</td>
</tr>
<tr>
<td>agtper24: Agent Peripheral Performance Summary Daily Report, page 6-94</td>
<td>historical</td>
<td>An agent state summary table for each agent within the selected peripheral(s), organized by the selected day(s).</td>
</tr>
<tr>
<td>agtper25: Agent Peripheral Consolidated Half Hour Report Template, page 6-98</td>
<td>historical table</td>
<td>A table of 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>
</tbody>
</table>
### Table 13-2 Agent By Peripheral Templates (continued)

<table>
<thead>
<tr>
<th>Template Name</th>
<th>Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>agtper26: Agent Peripheral Consolidated Daily Report, page 6-102</td>
<td>historical table</td>
<td>A table of agent half-hour activity and performance for all the agents connected to the selected peripheral(s) during the selected day interval(s).</td>
</tr>
<tr>
<td>agtper27: Agent Peripheral Historical All Fields Report, page 6-106</td>
<td>historical table</td>
<td>A table of all the report data available from the Agent_Skill_Group_Half_Hour table for all the agents on the selected peripheral(s). ICM software generates Agent_Half_Hour records for each agent. This report is for online viewing or for exporting to Excel. It is not formatted for printing.</td>
</tr>
<tr>
<td>agtper28: Agent Peripheral Real Time All Fields Report, page 6-68</td>
<td>real-time table</td>
<td>A table of all the report data available from the Agent_Real_Time table for all the agents on the selected peripheral(s). ICM software generates Agent_Real_Time records for each agent. This report is for online viewing or for exporting to Excel. It is not formatted for printing.</td>
</tr>
</tbody>
</table>

### Table 13-3 Agent By Skill Group Templates

<table>
<thead>
<tr>
<th>Template Name</th>
<th>Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>agtskg03: Agent Skill Group Logout Status Report, page 6-126</td>
<td>historical</td>
<td>A table of data on logon duration and logout date and time for each agent by skill group.</td>
</tr>
<tr>
<td>agtskg04: Agent Task Detail Activity Report, page 6-129</td>
<td>historical</td>
<td>A task detail table showing 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 Report, page 6-133</td>
<td>historical</td>
<td>A task detail table showing data collected about agent performance (by skill group) related to abandoned, held, assistance, and conference tasks.</td>
</tr>
<tr>
<td>agtskg06: Blended Agent Status Report, page 7-3</td>
<td>real-time</td>
<td>A table of the current agent activity related to Blended Agent tasks.</td>
</tr>
<tr>
<td>agtskg07: Agent Skill Group Task Analysis Report, page 6-138</td>
<td>historical</td>
<td>A table of all the tasks handled by each agent in the selected skill group(s), gathered in half-hour increments</td>
</tr>
<tr>
<td>agtskg10: Blended Agent Predictive and Progressive Tasks Detail Performance Report, page 7-14</td>
<td>historical</td>
<td>A table of agent's task detail data performance on predictive tasks, gathered in half-hour increments</td>
</tr>
<tr>
<td>agtskg11: Blended Agent Preview Task Detail Performance Report, page 7-17</td>
<td>historical</td>
<td>A table of agent's performance task data for preview calls, gathered in half-hour increments.</td>
</tr>
<tr>
<td>agtskg12: Blended Agent Reservation Task Detail Performance Report, page 7-19</td>
<td>historical</td>
<td>A table of agent's performance data for reservation calls, gathered in half-hour increments</td>
</tr>
</tbody>
</table>
**Table 13-3 Agent By Skill Group Templates**

<table>
<thead>
<tr>
<th>Template Name</th>
<th>Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>agtskg20: Agent Skill Group Real Time Report, page 6-118</td>
<td>real-time</td>
<td>A table of the current agent states of each agent within the selected skill group(s).</td>
</tr>
<tr>
<td>agtskg21: Agent Skill Group Task Summary Half Hour Report, page 6-141</td>
<td>historical</td>
<td>An agent task summary table 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 Report, page 6-145</td>
<td>historical</td>
<td>An agent task summary table 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 Report, page 6-149</td>
<td>historical</td>
<td>An agent state summary table 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 Report, page 6-153</td>
<td>historical</td>
<td>An agent state summary table 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 Report, page 6-157</td>
<td>historical</td>
<td>A table of agent daily task statistic totals and time allocations, gathered in half-hour increments.</td>
</tr>
<tr>
<td>agtskg26: Agent Skill Group Consolidated Daily Report, page 6-161</td>
<td>historical</td>
<td>A table of agent daily task statistic totals and time allocations, gathered in day increments.</td>
</tr>
<tr>
<td>agtskg27: Agent Skill Group Historical All Fields Report, page 6-165</td>
<td>historical</td>
<td>A table of all the report data available from the Agent_Skill_Group_Half_Hour table, organized by skill groups and then by agents within the skill group. This report is for online viewing or for exporting to Excel. It is not formatted for printing.</td>
</tr>
<tr>
<td>agtskg28: Agent Skill Group Real Time All Fields Report, page 6-122</td>
<td>real-time</td>
<td>A table of all the report data available from the Agent_Real_Time table, organized by skill groups and then by agents within the skill group. This report is for online viewing or for exporting to Excel. It is not formatted for printing.</td>
</tr>
</tbody>
</table>

**Table 13-4 Agent By Team Templates**

<table>
<thead>
<tr>
<th>Template Name</th>
<th>Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>agteam02: Agent Team Status Report, page 6-181</td>
<td>real-time</td>
<td>A table of the current logon date and time, and last state change for each agent in the selected team(s), according to the skill group into which each agent is logged.</td>
</tr>
<tr>
<td>agteam03: Agent Team Media Logout Status Report, page 6-192</td>
<td>historical</td>
<td>A table of the logon duration and logout date and time for each agent in the selected team(s).</td>
</tr>
<tr>
<td>Template Name</td>
<td>Type</td>
<td>Description</td>
</tr>
<tr>
<td>------------------------------------------------------------------------------</td>
<td>-------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>agteam04: Agent Task Detail Activity Report, page 6-193</td>
<td>historical</td>
<td>A table of agent task detail activity on incoming, outgoing, and internal calls, and callback messages, by team.</td>
</tr>
<tr>
<td>agteam05: Agent Task Detail Performance Report, page 6-197</td>
<td>historical</td>
<td>A table of task detail data on abandoned, held, assistance, and conference calls, by team.</td>
</tr>
<tr>
<td>agteam20: Agent Team Real Time Report, page 6-184</td>
<td>real-time</td>
<td>A table of the current agent states of each agent within the specified team(s).</td>
</tr>
<tr>
<td>agteam21: Agent Team Task Summary Half Hour Report, page 6-203</td>
<td>historical</td>
<td>An agent task summary table for each agent within the selected agent team(s), organized by the selected half hour(s).</td>
</tr>
<tr>
<td>agteam22: Agent Team Task Summary Daily Report, page 6-207</td>
<td>historical</td>
<td>An agent task summary table for each agent within the selected agent team(s), organized by the selected day(s).</td>
</tr>
<tr>
<td>agteam23: Agent Team Performance Summary Half Hour Report, page 6-211</td>
<td>historical</td>
<td>An agent state summary table for each agent within the selected team(s), organized by the selected half hour(s).</td>
</tr>
<tr>
<td>agteam24: Agent Team Performance Summary Daily Report, page 6-214</td>
<td>historical</td>
<td>An agent state summary table for each agent within the selected team(s), organized by the selected day(s).</td>
</tr>
<tr>
<td>agteam25: Agent Team Consolidated Half Hour Report, page 6-218</td>
<td>historical</td>
<td>An agent half-hour activity and performance table 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 Report, page 6-222</td>
<td>historical</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 Report, page 6-226</td>
<td>historical</td>
<td>A table of all the report data available from the Agent_Skill_Group_Half_Hour table, organized by agent team and then by agent within the team. This report is for online viewing or for exporting to Excel. It is not formatted for printing.</td>
</tr>
<tr>
<td>agteam28: Agent Team Real Time All Fields Report, page 6-188</td>
<td>real-time</td>
<td>A table of all the report data available from the Agent_Real_Time table, organized by agent team and then by agent within the team. This report is for online viewing or for exporting to Excel. It is not formatted for printing.</td>
</tr>
</tbody>
</table>
IPCC Call Type Reports

The following table lists all the ICM IPCC Call Type report templates that WebView provides. Click the template name for a detailed description.

<table>
<thead>
<tr>
<th>Template</th>
<th>Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>caltyp04: Task Type Service Level Real Time Report, page 8-6</td>
<td>real-time</td>
<td>A graph of service levels since the end of the last 5 minute interval, half-hour interval, and since midnight.</td>
</tr>
<tr>
<td>caltyp05: Analysis of Calls Half Hour Report, page 8-20</td>
<td>historical</td>
<td>A table of routing and queuing details for calls during the half-hour interval.</td>
</tr>
<tr>
<td>caltyp20: Call Type Real Time Report, page 8-8</td>
<td>real-time</td>
<td>A table of call statistics for the current moment (the time of the report generation).</td>
</tr>
<tr>
<td>caltyp21: Call Type Half Hour Report, page 8-21</td>
<td>historical</td>
<td>A table of call statistics for the selected half-hour interval(s).</td>
</tr>
<tr>
<td>caltyp22: Call Type Daily Report, page 8-25</td>
<td>historical</td>
<td>A table of call statistics for the selected day(s).</td>
</tr>
<tr>
<td>caltyp23: Call Type Historical All Fields Report, page 8-28</td>
<td>historical</td>
<td>A table of all fields applicable to IPCC calls in the Call_Type_Half_Hour table sorted by call type name. This report is designed to be saved and exported or copied to another format. For example, you may wish to use this report to export to Microsoft Excel or to create alternate versions of reports outside of WebView.</td>
</tr>
<tr>
<td>caltyp24: Call Type Real Time All Fields Report, page 8-11</td>
<td>real-time</td>
<td>A table of all fields applicable to IPCC calls in the Call_Type_Real_Time table sorted by call type name. This report is designed to be saved and exported or copied to another format. For example, you may wish to use this report to export to Microsoft Excel or to create alternate versions of reports outside of WebView.</td>
</tr>
</tbody>
</table>
IPCC Service Reports

You can click on the name of a IPCC service report in the following table to see more detailed information about the data in that report, and how the data is derived from the ICM software’s database.

Table 13-6 IPCC Service Reports

<table>
<thead>
<tr>
<th>Template</th>
<th>Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>persvc20: Peripheral Service for IVR Queue Half Hour Report, page 10-119</td>
<td>real-time</td>
<td>A table summary of the activity in the selected IVR service(s) within the selected half-hour interval(s). The persvc20 and persvc21 reports are for IVR services that reside on IVR PGs that have Service Control reporting enabled and queue reporting enabled.</td>
</tr>
<tr>
<td>persvc21: Peripheral Service IVR Queue Daily Report, page 10-121</td>
<td>historical</td>
<td>A table summary of the daily activity in the selected IVR service(s).</td>
</tr>
<tr>
<td>persvc22: Peripheral Service IVR Self-Service Half Hour Report, page 10-123</td>
<td>historical</td>
<td>A table summary of the activity of the IVR service for the selected half-hour interval(s). The persvc22 and persvc23 reports are for IVR services that reside on IVR PGs that have Service Control reporting enabled and Queue reporting disabled.</td>
</tr>
<tr>
<td>persvc24: Peripheral Service Agent Half Hour Report, page 10-127</td>
<td>historical</td>
<td>A table summary of agent call activity in a service for the selected half-hour interval(s).</td>
</tr>
<tr>
<td>persvc26: Peripheral Service Historical All Fields Report, page 10-133</td>
<td>historical</td>
<td>Lists all the available report data from the Service_Half_Hour database table for each selected service during the time period selected when the report is generated.</td>
</tr>
<tr>
<td>persvc27: Peripheral Service Real Time All Fields Report, page 10-88</td>
<td>real-time</td>
<td>Lists all the available report data from the Service_Real_Time database table for each selected service at the moment the report is generated.</td>
</tr>
</tbody>
</table>
### Table 13-6 IPCC Service Reports (continued)

<table>
<thead>
<tr>
<th>Template</th>
<th>Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>entsvc24: Enterprise Service Historical All Fields Report, page 10-59</td>
<td>historical</td>
<td>A table of all the available report data from the Service_Half_Hour database table.</td>
</tr>
</tbody>
</table>
IPCC Skill Group Reports

WebView includes a set of predefined agents by skill group report templates. For an overview of skill groups, see [About Skill Groups](#).

You can click on the name of an agent by skill group report in the following table to see more detailed information about the data in that report, and how the data is derived from the ICM software’s database.

The IPCC enterprise skill group reports display the same data fields as the peripheral skill group reports with the same number in the title. However, the enterprise reports have the added sort by enterprise skill group.

**Table 13-7 IPCC Skill Group Reports**

<table>
<thead>
<tr>
<th>Template</th>
<th>Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Peripheral Skill Group Reports</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>perskg01: Peripheral Skill Group Status</td>
<td>real-time</td>
<td>A bar graph of the numbers of agents in talking, idle, available, and wrap-up states.</td>
</tr>
<tr>
<td>Real Time Report, page 11-63</td>
<td></td>
<td></td>
</tr>
<tr>
<td>perskg03: Peripheral Skill Group Agent</td>
<td>real-time</td>
<td>A bar graph of the percentage of agents in available, idle, talking, and wrap-up states.</td>
</tr>
<tr>
<td>State Status Report, page 11-64</td>
<td></td>
<td></td>
</tr>
<tr>
<td>perskg04: Rolling 5-minute Peripheral Skill</td>
<td>real-time</td>
<td>A table of agent states in full-time equivalent (FTE) counts and in percentages.</td>
</tr>
<tr>
<td>Group Status Report, page 11-66</td>
<td></td>
<td></td>
</tr>
<tr>
<td>perskg05: Peripheral Skill Group %</td>
<td>real-time</td>
<td>A bar graph of the percentage utilization of agents. The ratio between time logged on and time handling calls.</td>
</tr>
<tr>
<td>Utilization of Ready Agents Report, page 11-68</td>
<td></td>
<td></td>
</tr>
<tr>
<td>perskg08: FTE for Peripheral Skill Groups</td>
<td>Historical</td>
<td>A table of half-hour FTE counts for agents signed on, idle, available, talking, and in wrap-up.</td>
</tr>
<tr>
<td>Half Hour Report, page 11-83</td>
<td></td>
<td></td>
</tr>
<tr>
<td>perskg09: Peripheral Skill Group</td>
<td>Historical</td>
<td>A bar graph of the normalized percentage of agent-states over a specified range of time, gathered in half-hour increments.</td>
</tr>
<tr>
<td>Normalized Agent State Report, page 11-86</td>
<td></td>
<td></td>
</tr>
<tr>
<td>perskg20: Peripheral Skill Group Status</td>
<td>real-time</td>
<td>A table of real-time peripheral skill group statistics.</td>
</tr>
<tr>
<td>Real Time Report, page 11-69</td>
<td></td>
<td></td>
</tr>
<tr>
<td>perskg21: Peripheral Skill Group Task Summary</td>
<td>historical</td>
<td>A table summary of call statistics for each skill group for the selected half-hour(s).</td>
</tr>
<tr>
<td>Half Hour Report, page 11-87</td>
<td></td>
<td></td>
</tr>
<tr>
<td>perskg22: Peripheral Skill Group Task Summary</td>
<td>historical</td>
<td>A table summary of call statistics for each skill group for the selected day(s).</td>
</tr>
<tr>
<td>Daily Report, page 11-91</td>
<td></td>
<td></td>
</tr>
<tr>
<td>perskg23: Peripheral Skill Group Performance</td>
<td>historical</td>
<td>A table summary of agent performance for each skill group for the selected half-hour(s).</td>
</tr>
<tr>
<td>Summary Half Hour Report, page 11-95</td>
<td></td>
<td></td>
</tr>
<tr>
<td>perskg24: Peripheral Skill Group Performance</td>
<td>historical</td>
<td>A table summary of agent performance for each skill group for the selected day(s).</td>
</tr>
<tr>
<td>Summary Daily Report, page 11-98</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### Table 13-7 IPCC Skill Group Reports (continued)

<table>
<thead>
<tr>
<th>Template</th>
<th>Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>perskg25: Peripheral Skill Group Consolidated Half Hour Report, page 11-101</td>
<td>historical</td>
<td>A table of consolidated call and skill group statistics for the selected half hour(s).</td>
</tr>
<tr>
<td>perskg26: Peripheral Skill Group Consolidated Daily Report, page 11-105</td>
<td>historical</td>
<td>A table of consolidated call and skill group statistics for the selected day(s).</td>
</tr>
<tr>
<td>perskg27: Peripheral Skill Group Historical All Fields Report, page 11-109</td>
<td>historical</td>
<td>A table of all fields in the Skill_Group_Half_Hour table sorted by skill group name. This report is for on-line viewing, or for export to Microsoft Excel.</td>
</tr>
<tr>
<td>perskg28: Peripheral Skill Group Real Time All Fields Report, page 11-73</td>
<td>real-time</td>
<td>A table of all fields in the Skill_Group_Real_Time table sorted by skill group name. This report is for on-line viewing, or for export to Microsoft Excel.</td>
</tr>
<tr>
<td>perskg29: Peripheral Skill Group Logout Real Time Report, page 11-82</td>
<td>real-time</td>
<td>A table of all the agents that are configured for the selected skill group(s), but currently not logged in.</td>
</tr>
</tbody>
</table>

**Note**: An agent can appear more than once, if the agent is configured for more than one skill group.

### Enterprise Skill Group Reports

<table>
<thead>
<tr>
<th>Template</th>
<th>Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>entskg01: Enterprise Skill Group Status Real Time Report Template, page 11-7</td>
<td>real-time</td>
<td>A bar graph of the numbers of agents in the talking, idle, available, and wrap-up states.</td>
</tr>
<tr>
<td>entskg03: Enterprise Skill Group Agent Status Report, page 11-9</td>
<td>real time</td>
<td>A graph of the percentage of agents in available, idle, talking, and wrap-up states.</td>
</tr>
<tr>
<td>entskg04: Rolling 5-Minute Enterprise Skill Group Status Report, page 11-10</td>
<td>real-time</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 Report, page 11-12</td>
<td>real time</td>
<td>A graph of the percent utilization of agents. The ratio between time logged on and time handling calls.</td>
</tr>
<tr>
<td>entskg08: FTE for Enterprise Skill Group Half Hour Report, page 11-26</td>
<td>historical</td>
<td>A table of half-hour full-time equivalent (FTE) counts for agents signed on, idle, available, talking, and in wrap-up.</td>
</tr>
</tbody>
</table>
### Table 13-7 IPCC Skill Group Reports (continued)

<table>
<thead>
<tr>
<th>Template</th>
<th>Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>This report displays the same data as the perskg20 report, except that this report is first organized by enterprise skill group.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Note: If a call is queued to an Enterprise skill group, then the call will be queued at each peripheral skill group. Therefore one call queued to an Enterprise skill group composed of five peripheral skill groups will show up as 5 calls.</td>
</tr>
<tr>
<td>entskg21: Enterprise Skill Group Task Summary Half Hour Report, page 11-30</td>
<td>historical</td>
<td>A table summary of call statistics for each enterprise skill group for the selected half-hour(s).</td>
</tr>
<tr>
<td></td>
<td></td>
<td>This report displays the same data as the perskg21 report, except that this report is first organized by enterprise skill group.</td>
</tr>
<tr>
<td>entskg22: Enterprise Skill Group Task Summary Daily Report, page 11-34</td>
<td>historical</td>
<td>A table summary of call statistics for each enterprise skill group for the selected day(s).</td>
</tr>
<tr>
<td></td>
<td></td>
<td>This report displays the same data as the perskg22 report, except that this report is first organized by enterprise skill group.</td>
</tr>
<tr>
<td>entskg23: Enterprise Skill Group Performance Summary Half Hour Report, page 11-38</td>
<td>historical</td>
<td>A table summary of agent performance for each enterprise skill group for the selected half-hour(s).</td>
</tr>
<tr>
<td></td>
<td></td>
<td>This report displays the same data as the perskg23 report, except that this report is first organized by enterprise skill group.</td>
</tr>
<tr>
<td>entskg24: Enterprise Skill Group Performance Summary Daily Report, page 11-41</td>
<td>historical</td>
<td>A table summary of agent performance for each enterprise skill group for the selected day(s).</td>
</tr>
<tr>
<td></td>
<td></td>
<td>This report displays the same data as the perskg24 report, except that this report is first organized by enterprise skill group.</td>
</tr>
<tr>
<td>entskg25: Enterprise Skill Group Consolidated Half Hour Report, page 11-44</td>
<td>historical</td>
<td>A table of consolidated call and enterprise skill group statistics for the selected half hour(s).</td>
</tr>
<tr>
<td></td>
<td></td>
<td>This report displays the same data as the perskg25 report, except that this report is first organized by enterprise skill group.</td>
</tr>
<tr>
<td>Template</td>
<td>Type</td>
<td>Description</td>
</tr>
<tr>
<td>----------</td>
<td>------</td>
<td>-------------</td>
</tr>
<tr>
<td>entskg26: Enterprise Skill Group Consolidated Daily Report, page 11-48</td>
<td>historical</td>
<td>A table of consolidated call and enterprise skill group statistics for the selected day(s). This report displays the same data as the perskg26 report, except that this report is first organized by enterprise skill group.</td>
</tr>
<tr>
<td>entskg27: Enterprise Skill Group Historical All Fields Report, page 11-52</td>
<td>historical</td>
<td>A table of all fields in the Skill_Group_Half_Hour table sorted by enterprise skill group name. This report is for on-line viewing, or for export to Microsoft Excel. This report displays the same data as the perskg27 report, except that this report is first organized by enterprise skill group.</td>
</tr>
<tr>
<td>entskg28: Enterprise Skill Group Real Time All Fields Report, page 11-17</td>
<td>real-time</td>
<td>A table of all fields in the Skill_Group_Real_Time table sorted by enterprise skill group name. This report is for on-line viewing, or for export to Microsoft Excel. This report displays the same data as the perskg28 report, except that this report is first organized by enterprise skill group.</td>
</tr>
<tr>
<td>entskg29: Enterprise Skill Group Logout Real Time Report, page 11-25</td>
<td>real-time</td>
<td>A table of all the agents that are configured for the selected enterprise skill group(s), but currently not logged in. This report displays the same data as the perskg29 report, except that this report is first organized by enterprise skill group. Note: If an agent is a member of an enterprise skill group, then the agent will be considered logged into each peripheral skill group. Therefore, one agent logged into one enterprise skill group composed of five peripheral skill groups will show up as 5 agents.</td>
</tr>
</tbody>
</table>
Trunk Group for IP-IVR Reports

The trunk group IP-IVR templates are applicable for service control IVRs. They show how busy IVR ports are so you can ascertain if more ports are needed to adequately run the Contact Center.

IVR ports have to be put into a trunk group in order to route calls to them. The Service Control protocol returns the number of ports and its status to ICM, so that ICM can report on them. Each Trunk Group represents one IVR platform (machine). A network trunk group is a set of IVRs.

**Table 13-8 Trunk Group IP-IVR Reports**

<table>
<thead>
<tr>
<th>Template</th>
<th>Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>trkgrp04: Trunks Real Time All Fields Report, page 12-17</td>
<td>real-time table</td>
<td>All the available trunk real-time report data in the Trunk_Group_Real_Time database table</td>
</tr>
<tr>
<td>trkgrp12: Trunks Historical All Fields Report, page 12-24</td>
<td>historical table</td>
<td>All the available trunk historical report data in the Trunk_Group_Half_Hour database table</td>
</tr>
<tr>
<td>trkgrp20: All Ports Busy Real Time Report, page 12-20</td>
<td>real-time bar graph</td>
<td>The number of seconds that all IVR ports in the selected IVR group have been busy for the current half-hour interval</td>
</tr>
<tr>
<td>trkgrp21: IVR Ports Idle &amp; In Service Real Time Report, page 12-21</td>
<td>real-time bar graph</td>
<td>The number of IVR ports in the selected IVR group that are idle and the number of IVR ports that are busy with a call</td>
</tr>
<tr>
<td>trkgrp22: IVR Ports Status Real Time Report, page 12-22</td>
<td>real-time table</td>
<td>The status of the IVR ports in the selected IVR Port Groups</td>
</tr>
<tr>
<td>trkgrp23: IVR Ports Performance Half Hour Report, page 12-27</td>
<td>historical table</td>
<td>Half-hour counts of ports in-service and ports idle, and the seconds that all ports were busy</td>
</tr>
</tbody>
</table>
# 30-minute interval

ICM software's database updates its half-hour statistics at 30-minute intervals. During each interval, statistics accumulate in real-time tables like the Service_Real_Time table.

At the end of each interval the statistics are written to half-hour tables like the Service_Half.Hour table. The date and time at the start of each 30-minute interval is saved with the data. This allows you to look back at data from previous 30-minute intervals. The first interval for each day begins at 12:00 midnight and ends at 12:30 A.M. The date and time at the start of each 30-minute interval is saved with its data.

A

abandoned before offered

A task is considered abandoned before offered if the start task timeout period for the task's "pre-call" message expires before the Agent PG receives a Start or Offer Task message for the task.

abandoned call wait time

The minimum amount of time that a caller must wait in a queue before the call can be considered abandoned.

Typically, if a caller is placed in a queue and hangs up before being connected with an agent, the call is considered abandoned. However, a caller might hang up almost immediately after being placed in a queue. In this case, the caller probably hung up for reasons other than excessive queue times or impatience.

If you do not want to count calls such as these as abandoned, you can set the abandoned call wait time value accordingly (for example, to ten seconds). Any calls abandoned in the first ten seconds are not considered abandoned, nor are they counted as offered. Use the ICM Configuration Manager to specify the wait time values of each peripheral.

abandoned in the Router

A task is considered abandoned in the Router if its associated NEW_TASK dialogue is terminated before the Router sends a DO_THIS_WITH_TASK message to the application instance.

abandoned while offered

A task is considered abandoned while offered if the Agent PG receives an Offer Task message for the task and then receives an End Task message for the task without previously receiving a Start Task message, and if the disposition field of the End Task message specifies that the task has been abandoned.
ACD destination
A task sent to an ACD switch for routing.

Active state
The state of an agent who is doing a task on a non-voice media routing domain.

Admin Workstation (AW)
A personal computer that monitors how the ICM system handles calls. The Admin Workstation can also be used to modify the system configuration of scripts.

after-call work
The number, or percentage, of agents performing after-call work. Agents performing after-call work are either in the Work Ready or Work Not Ready state. After-call work includes post-call activities, such as completing paperwork or consulting with associates.

agent
Any person who handles customer contact. Each agent is associated with a peripheral (ACD or PBX and can be a member of one or more skill groups. You can report on individual agents, enterprise agent groups, and agent teams. Agents can also be organized into enterprise agent groups and agent teams.

agent out calls
The total number of outgoing calls made by agents during an interval.

agent team
A group of related agents associated with a single peripheral. An agent team might include agents at the contact center and agents who work at home. Members of an agent team can also be members of one or more skill groups.

all trunks fully busy
The state of a trunk group when all trunks are simultaneously in use. In this state, the trunk group cannot accept any new inbound calls or place any new outbound calls. The ICM software tracks the amount of time during which all trunks in a trunk group are busy during the current half-hour interval.

answer wait time
The sum of the time that all incoming calls to a route or service waited before being answered during the current interval. This sum includes delay time, queue time, and ring time. For non-voice tasks, answer wait time is the number of seconds that elapsed between the time that the Router received a NEW_TASK message for the task and the time that the Agent PG received a Start Task message for the task. This sums delay time, queue time, network time and offer time.

Application Bridge Server
A server process that operates between the Peripheral Gateway and the Aspect CallCenter ACD. The Application Bridge Server monitors disconnect and transfer messages between the Peripheral Gateway and applications running on the Aspect CallCenter Application Bridge.
**application gateway**

Allows ICM software to interface to 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 call routing. The ICM software can then base subsequent routing decisions on the results obtained from the query. You can report on several types of data related to the Application Gateways set up in the system.

**auto out call**

A computer generated call to a customer so that the next available agent can be automatically connected with the customer.

**available**

An agent is available for tasks in a media routing domain if the agent is in Routable mode for the media routing domain is not in the NOT_READY state for skill groups in the media routing domain, and has not reached the maximum task limit for tasks in the media routing domain.

**Available (normalized)**

The percentage of the time that all agents were in the Not Active state during the interval. This value is measured against the total time that all agents were logged on during the interval.

**Available time**

The percentage of time that agents were in the Not Ready state during an interval. (The Not Ready state is a state where the agent is ready to accept calls, but is not currently involved in call work.)

**average delay**

The average response time, in milliseconds, for all requests to the host system during the half-hour interval.

**average delay in queue**

The average time that calls stayed in the queue for a route or service. Delay time can also take into consideration abandoned calls. For example, the DelayQAbandTimeToHalf is the sum of delay time for all calls to a route or service that were abandoned in queue during a half-hour interval.

**Average Handle Time**

The average time that agents in the service or skill group spend in the Active, Hold, Work Ready, and Work Not Ready states.

**average seconds for abandoned calls**

The average number of seconds of delay time for all the calls to the enterprise service that were abandoned in queue during the half-hour interval.

**average speed of answer**

The average answer wait time that all calls offered to the service during the half-hour interval waited before being answered. It is computed with the following formula: \( \text{AnswerWaitTimeToHalf} / \text{CallsOfferedToHalf} \).
average talk time

The average time that agents in a skill group were in the Talking and Active states during an interval.

average wrap-up time

The average time that agents were in the Work Not Ready and Work Ready states during an interval. Wrap-up work is task-related work performed by an agent after the task is over.

B

base skill group

A skill group to which no sub-skill groups have been assigned.

business entity

A subset of the ICM software enterprise that contains its own scripts, enterprise services, enterprise skill groups, IPCC agent groups, and schedules.

For example, a business entity could represent a division within a large corporation or a single customer within a service bureau. By default, the ICM software enterprise consists of only one business entity. If you enable partitioning, you can define multiple business entities.

Busy Other state

The state in which agents of one skill group are busy in other skill groups (that is, in skill groups other than the one presently being examined).

For example, an agent might be talking on an inbound call in one skill group while simultaneously logged on to and ready to accept calls from other skill groups. The agent can be active (talking on or handling calls) in only one skill group at a time. Therefore, while active in one skill group, the agent is considered by the other skill groups to be in the Busy Other state.

Busy Other time

The percentage of time that agents in the skill group are spending in the Busy Other state. The Busy Other state is the state in which agents in the skill group are busy in other skill groups (that is, in skill groups other than the one presently being examined).

by peripheral agent report templates

The By Peripheral sub-category provides templates that report on agents by the peripheral to which they are assigned. These templates are useful if you need to report on agents within a single call center who all use the same peripheral or small group of peripherals.

by skill group agent report templates

The By Skill Group sub-category provides templates that report on agents assigned to particular skill groups.

by team agent report templates

The By Team sub-category provides templates that report on agents assigned to particular teams.
C

call type

A category of incoming ICM routable tasks. Each call type has a schedule that determines which routing script or scripts are active for that call type at any time.

There are two classes of call types: voice (phone calls) and non-voice (for example, e-mail and text chat). Voice call types are categorized by the dialed number (DN), the caller-entered digits (CED), and the calling line ID (CLID). Non voice call types are categorized by the Script Type Selector, Application String 1, and Application String 2.

In either case, the last two categories of the call type can be optional. For voice call types, the caller-entered digits and the calling line ID can be optional, depending on the call. For non-voice call types, Application String 1 and Application String 2 can be optional, depending on the application.

CallRouter

The main part of the ICM system. The CallRouter receives call routing requests from routing clients and determines the best destination for each call. It also collects information about the entire system.

Central Controller

The computer or computers running the ICM CallRouter, Logger, and Database Manager. In addition to routing tasks, the Central Controller maintains a database of data collected by Peripheral Gateways (PGs) and data that the Central Controller itself accumulates about the tasks it routes.

Central Controller Agent

A communications process that resides on the Central Controller and is responsible for communications between the CallRouter and the NICs and PGs in the ICM system.

Central Database

The relational database on the ICM Central Controller. The central database stores historical five-minute and half-hour data, call detail records, ICM configuration data, and call routing scripts.

char(n)

Holds up to n characters. The storage size is determined by n (not by the actual data).

Clipboard

A Windows resource that holds text or graphics that you cut or copy from an application. You can subsequently paste the contents of the Clipboard into an application.

Contact Center

A single site at which incoming calls or messages are received and answered. Typically, each contact center can provide several services and is staffed by agents from one or more skill groups.
CSC Listener

A process that resides on a dedicated computer at the Cisco ICM Software Customer Support Center (CSC). The CSC Listener process waits for files to be placed in any of several customer import directories. The files are then forwarded to the appropriate customer support engineers.

Database Manager

Provides persistent storage for information about the system. The Database Manager for the ICM system uses Microsoft’s SQL Server.

datetime

A date and time accurate to the second. Stored as two four-byte integers (eight bytes total): days before or since January 1, 1900 and seconds since midnight.

DB Agent

A communications process on the Central Controller that is responsible for validating access to the central database from Admin Workstations. For example, communication with the central database through the Update Central database tool is managed by the DB Agent.

default routing

The number of task of this type for which the ICM software used default routing. Measured since midnight.

default skill group

A skill group that collects call statistics for non-ICM routed calls, including outbound calls and direct extension calls.

delay in queue

The sum of time that tasks spent in the queue for a route or service. Delay time can also take into consideration abandoned calls. For example, the DelayQAbandTimeToHalf is the sum of delay time for all calls to a route or service that were abandoned in queue during a half-hour interval.

delay time

The delay time of a task is the number of seconds that elapsed between the time that the Router received a NEW_TASK message for the task and the time it sent a queued message to the MR PIM for the task.

Device Management Protocol (DMP)

The session-layer communications protocol used within the ICM software CallRouter. Different protocols from the application level might be running beneath DMP.

diagnostic

A category reserved for events generated by Cisco diagnosis of the ICM system components.

direct task

An internal task placed directly to a specific agent.
discarded tasks

The number of requests to the ICM software for task routing instructions from the routing client that were discarded because of an internal constraint such as buffering. A routing client typically corresponds to a subsystem within an interexchange carrier or to a peripheral (ACD, VRU, PBX) that is performing ICM Post-Routing.

Distributed Diagnostic and Service Network (DDSN)

Allows the ICM system to communicate directly with the Cisco Customer Support Center (CSC). It includes facilities that communicate automatically with the CSC and tools that allow you to manually send files and messages to the CSC. The DDSN allows Cisco CSC support reps to remotely diagnose, and in some cases remotely fix, problems in your system.

drill-down report

A report assigned to a parent report component. Drill-down reports display filtered versions of the parent report data.

duplexed

An arrangement in which two duplicate physical devices act as a single logical device. If one of the physical devices fails, the system continues to run normally by using the remaining physical device. In the ICM system, the Central Controller components (the ICM CallRouter and Logger) are usually duplexed; Peripheral Gateways are often duplexed.

E

EMS Test Message

Reserved for Cisco internal testing of the Event Management System (EMS).

EMT Protocol

External Message Transport protocol. EMT is the transport layer protocol used in the ICM CallRouter. It is responsible for the ordered, reliable delivery of messages between nodes in the ICM system. EMT is layered over TCP.

enterprise

An entire company or agency, possibly spanning many contact centers. The enterprise includes all contact centers served by the ICM software.

enterprise agent

An agent who is a member of an IPCC agent group. Each agent in the contact center enterprise is associated with a particular peripheral and can be a member of one or more skill groups. Agents can also be organized into IPCC agent groups. These groups logically organize agents on an enterprise basis without regard to specific peripheral and skill group assignments.

enterprise agent group

A group of agents organized from contact centers throughout the enterprise. An IPCC agent group is made up of peripheral agents (that is, agents who are associated with a peripheral). An enterprise agent group allows you to organize agents regardless of their individual peripheral assignments.
enterprise service

A collection of peripheral services, typically from several contact centers. While each individual service is tied to a specific peripheral, an enterprise service can span several peripherals.

Enterprise Service category

Statistics for all the peripheral services served by the ICM software. An enterprise includes an entire company or agency spanning all the contact centers served by the ICM software. A service can be thought of as a particular type of processing that the caller requires.

enterprise skill group

A collection of peripheral skill groups, typically from several contact centers. While each individual skill group is tied to a specific peripheral, an enterprise skill group can span several peripherals.

Enterprise Skill Group category

Statistics for the activity of a group of agents who share a common set of skills across the company or agency spanning all the contact centers served by the ICM software. Data can include the number of agents talking, available, or in wrap-up for that skill group.

error count

The number of errors for calls of this type (either for the current half-hour interval (Since Half) or since midnight (Today)).

errors

The number of errors that occurred for requests to the host system during the half-hour interval.

event

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.

event viewer

The Event Viewer allows you to display the event data that is 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. To quickly invoke the Event Viewer, click the Event Viewer option in the opening WebView window.

expected delay

ICM software's predicted delay for any new call added to a service or route queue. The expected delay value is valid only if no agents are available for the route or service.

F

favorites

A WebView feature that allows users to store a list of frequently used report definitions.
five-minute interval
Certain statistics within the ICM software's database are updated at five-minute intervals. The first such interval for each day begins at 12:00 midnight and ends at 12:05 A.M. The date and time at the start of the five-minute interval is saved with the data. This allows you to look back at data from previous five-minute intervals. During a five-minute interval, statistics accumulate in real-time tables (for example, Service_Real_Time). At the end of the interval, the statistics are written to five-minute tables (for example, Service_Five_Minute).

fixed date
An exact date defined in a report that does not change depending on when the report is run.

float
Holds an eight-byte floating-point value with 15-digit precision.

forced closed
A task is considered forced closed if it is a task that ICM was tracking at the time that the connection between the application instance and the CTI server went down, the application instance went down, or the CTI server went down. OPC keeps track of the number of tasks that were forced closed in each half hour interval. The OPC also creates a termination record for each task indicating that it was abnormally terminated.

FTE
FTE is the number of full-time agents that would be required during an interval to perform the work done during that interval. To calculate the FTE, divide the number of seconds of work performed by the number of seconds in the interval.

For example, if agents spent a total of 7200 seconds handling calls during a half-hour (1800 second) interval, the FTE for call handling during the interval is: 7200 person-seconds / 1800 seconds = 4 persons. This means that if all agents spent full-time handling tasks during the interval, the work could have been done by four agents. The Not Active state is a state where the agent is ready to accept calls, but is not currently involved in call work.

FTE available
The Full Time Equivalent (FTE) value for the number of agents in the Not Active state during an interval.

FTE Hold
The FTE value for the number of agents in the Hold state during an interval. The Hold state is a state in which an agent has all active tasks on hold.

FTE Idle
The FTE value for the number of agents in the Not Ready state during an interval. This is a state in which agents are logged on, but neither involved in task handling activity nor available to handle a task.

FTE number of agents
The FTE value for the number of agents logged on during an interval. FTE is the number of full-time agents that would be required during an interval to perform the work done during that interval. To calculate the FTE, divide the number of seconds of work performed by the number of seconds in the interval.
FTE Other

The FTE value for the number of agents in the Busy Other state. Busy Other is a state in which agents in the skill group are busy in other skill groups (that is, in skill groups other than the one presently being examined).

For example, an agent might be talking on an inbound call in one skill group while simultaneously logged on to and ready to accept calls from other skill groups. The agent can be active (talking on or handling tasks) in only one skill group at a time. Therefore, while active in one skill group, the agent is considered by the other skill groups to be in the Busy Other state. FTE is the number of full-time agents that would be required during an interval to perform the work done during that interval.

FTE Reserved

The FTE value for the number of agents in the Reserved state during an interval. The Reserved state is a state in which the agent is awaiting an interflowed task and is unavailable to receive any incoming tasks. This state applies to agents on Northern Telecom Meridian and Aspect CallCenter ACDs only.

FTE Signed-on

The FTE value for the number of agents logged on to the system during an interval. Signed on is a state in which agents are known to the system, but may or may not be ready to receive calls. Signed-on is also called Logged On.

FTE Talking

The FTE value for the number of agents in the Talking In, Talking Out, and Talking Other states during an interval.

FTE Wrap-up

The FTE value for the number of agents who are involved in after-call work during an interval. After-call work includes post-call activities, such as completing paperwork or consulting with associates.

Full-Time Equivalent (FTE)

The number of full-time agents that would be required during an interval to perform the work done during that interval.

G

generic NIC

Reserved for Cisco internal testing.
**H**

**half-hour data**

Data that is collected at half-hour intervals and stored in the ICM software's central database.

ICM software's database updates its half-hour statistics at 30-minute intervals. During each interval, statistics accumulate in real-time tables like the Service_Real_Time table.

At the end of each interval the statistics are written to half-hour tables like the Service_Half_Hour table. The date and time at the start of each 30-minute interval is saved with the data. This allows you to look back at data from previous 30-minute intervals.

The first interval for each day begins at 12:00 midnight and ends at 12:30 A.M. The date and time at the start of each 30-minute interval is saved with its data.

**historical data**

Data collected at 5-minute and 30-minute intervals and stored in the ICM software's central database.

Certain statistics within the ICM software's database are updated at five-minute intervals. The first such interval for each day begins at 12:00 midnight and ends at 12:05 A.M. The date and time at the start of the five-minute interval is saved with the data. This allows you to look back at data from previous five-minute intervals.

During a five-minute interval, statistics accumulate in real-time tables (for example, Service_Real_Time). At the end of the interval, the statistics are written to five-minute tables (for example, Service_Five_Minute).

ICM software's database updates its half-hour statistics at 30-minute intervals. During each 30-minute interval, statistics accumulate in real-time tables like the Service_Real_Time table. At the end of each 30-minute interval the statistics are written to half-hour tables like the Service_Half_Hour table. The date and time at the start of each 30-minute interval is saved with the data. This allows you to look back at data from previous 30-minute intervals.

The first 30-minute interval for each day begins at 12:00 midnight and ends at 12:30 A.M. The date and time at the start of each 30-minute interval is saved with its data. You use historical templates to create reports that contain half-hour and daily summaries of contact center data.

**historical templates**

Templates that create reports containing half-hour and daily summaries of call center data.

**Hold (agents in)**

The number of agents currently in the Hold state. An agent is in the Hold state when the agent has all active calls on hold.

**Hold state**

The state in which an agent has all active calls on hold.

**Hold time**

The time, in seconds, that agents for the skill group have spent in Hold state (for the half-hour interval or over the past five minutes). The Hold state is a state in which an agent has all active calls on hold. Hold time is also included in the more general Handle Time.
ICM-routed tasks
The number or percentage of calls that were routed by the Cisco Intelligent Contact Management software.
ICM software tracks the number of ICM-routed calls in the CallsRoutedHalf fields of the central and local databases.

ICP NIC
The AT&T Intelligent Call Processing (ICP) Network Interface Controller (NIC) is the computer and process within the ICM system that communicates directly with the AT&T SS7 signaling network. The NIC reads call routing requests from the network and transfers them to the ICM software's Central Controller. Subsequently, the NIC passes a routing label from the Central Controller to the SS7 signaling network.

Idle (normalized)
The percentage of the time that all agents were in the Idle state (that is, Not Ready), during the interval. This is a state in which agents are logged on, but neither involved in call handling activity nor available to handle new calls. This value is measured against the total time that all agents were logged on during the interval.

Idle state
Another name for the Not Ready state. This is a state in which agents are logged on, but neither involved in call handling activity nor available to handle new calls.

Idle time
The percentage of time that agents are in the Not Ready state during an interval. The Not Ready state is a state in which agents are logged on, but neither involved in task handling activity nor available to handle a task.

image
Holds up to 2,147,483,647 bytes of binary data. The storage size is determined by the length of the data.

In Service time
The aggregate time that trunks in the network trunk group have been in service during previous half-hour intervals or during the current half-hour interval.

int
Holds a four-byte integer value between -2,147,483,648 and 2,147,483,647.

Intelligent Contact Management (ICM) software
The Cisco system that implements enterprise-wide call distribution across contact centers. The ICM software provides Pre-Routing, Post-Routing, and performance monitoring capabilities.

Interrupted state
The state of an agent who has been Interrupted from a task to do a task in a different media routing domain. The agent has stopped the first task and is currently active on the second.
key and null option

Indicates whether a table column is part of an index key value and whether its value can be NULL. Each column can be part of more than one index.

Each index can consist of one or more key fields. The database recognizes four types of keys:

PK: Primary key. The unique identifier for the row within the table. This is the key most commonly used to access a row.

AK: Alternate key. Another unique key that identifies the row.

IE: Inversion key. A non-unique key within the row.

FK: Foreign key. A copy of a key from another table which can be used to reference that table.

Alternate and inversion keys are numbered sequentially within each table. When two or more fields share the same designation (for example, IE1) the combination of those fields make up a single key. All non-key fields can have the value NULL unless explicitly noted otherwise. Key fields are always designated as NULL (that is, the NULL value is allowed) or NOTNULL.

label

A value that ICM software returns to a routing client. The routing client can map the label either to an announcement or a trunk group and DNIS value. The routing client then either plays the announcement or delivers the task to the trunk group along with the DNIS value. Special labels might instruct the routing client to take another action, such as playing a busy signal or an unanswered ring to the caller.

late tasks

The number of route responses returned to the routing client that exceeded the late threshold but did not timeout. A routing response includes a destination label that indicates a specific target for a task.

A routing client sends routing requests to the ICM software. The requests include a late threshold (or time limit) for the ICM software’s response. A routing client typically corresponds to a subsystem within an interexchange carrier or to a peripheral (ACD, VRU, PBX) that is performing Post-Routing. In WebView, you can 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.

late threshold

The time limit imposed by the routing client (for example, IXC) for receipt of a routing response. A routing client sends routing requests to the ICM software. The requests include a late threshold (or time limit) for the ICM software’s response. A routing client typically corresponds to a subsystem within an interexchange carrier or to a peripheral (ACD, VRU, PBX) that is performing Post-Routing. A routing response includes a destination label that indicates a specific target for a task.
Glossary

local database
A database on the Admin Workstation that contains information copied from the central database. The local database also contains real-time data on the status of the contact center enterprise. To modify scripts or configuration information, you first make the changes in the local database and then install the changes to the central database.

logger
The part of the ICM software's CallRouter that stores information about the entire system in the central database.

The Logger is the interface between the CallRouter and the Database Manager (SQL Server). The Logger works with the Database Manager to maintain the data that is used in reporting and making routing decisions.

longest task in queue
The time that the longest task in queue for the service or route has been in the queue.

M

master script
A name that identifies a routing script. The master script might have several versions. A new master script record is created whenever you save a script with a new name.

maximum delay
The longest response time, in milliseconds, for any request to the host system during the half-hour interval. A routing client sends routing requests to the ICM software.

The requests include a late threshold (or time limit) for the ICM software's response. A routing client typically corresponds to a subsystem within an interexchange carrier or to a peripheral (ACD, VRU, PBX) that is performing Post-Routing. A routing response includes a destination label that indicates a specific target for a call.

MCI NIC
The MCI Network Interface Controller (NIC) is the process within the ICM software system that communicates directly with the MCI signaling network.

The NIC reads call routing requests from the network and transfers them to the ICM software's Central Controller. Subsequently, the NIC passes a routing label from the Central Controller to the MCI signaling network.

mean routing client responses
The mean time, in milliseconds, for the route responses to the routing client during the five-minute interval.

A routing response includes a destination label that indicates a specific target for a call. A routing client sends routing requests to the ICM software. The requests include a late threshold (or time limit) for the ICM software's response. A routing client typically corresponds to a subsystem within an interexchange carrier or to a peripheral (ACD, VRU, PBX) that is performing Post-Routing.
message delivery

Message Delivery Service (MDS) is a Central Controller and Peripheral Gateway (PG) component that provides a reliable message delivery service to the ICM application processes (CallRouters, Loggers, Agents). MDS allows applications to communicate by sending messages to and receiving messages from other applications.

mode

The current mode of the peripheral as reported by the Peripheral Gateway (PG): 0 = off-line and 1 = on-line.

N

network default routing

The number of calls of this type for which the IXC used default routing. Measured since midnight.

Network Interface Controller (NIC)

The process within the ICM system that communicates directly with the IXC's signaling network. The NIC reads call routing requests from the network and transfers them to the ICM software's Central Controller. Subsequently, the NIC passes a routing label from the Central Controller to the IXC signaling network.

network time

The network time of a task is the number of seconds that elapsed between the time that the Agent PG received a "pre-call" message from the Router for the task and the time it received an Offer Task (or Start Task if an Offer Task is not sent) message for the task.

network trunk group

A group of trunks organized to reflect the routing client's view of trunks. A network trunk group can map to one or more trunk groups. For example, an ACD might view four incoming T1 circuits as four trunk groups.

The routing client can deliver calls with the same DNIS to any of the 96 trunks on these circuits. Therefore, the routing client treats these four T1 circuits as a single pool of 96 trunks - a network trunk group.

node

An executable element within a script. A script consists of nodes, connections, routing targets, and comments. Every script begins with a Start node.

node manager

A process that runs on each physical node (computer) in the ICM system and manages other ICM software processes on that system. The Node Manager is responsible for initializing nodes and for restarting failed processes.

Not Active state

The state in which an agent is logged on and is either available to handle a task, currently working on a task, or involved in after-task work. A Not Active agent is presumed to be available to handle a new task when finished with current work.
**Not Ready state**

The state in which agents are logged on, not involved in any call activity, but not ready to accept tasks.

**not routable**

The ICM software will not assign a task to the agent.

**occupancy**

The total time, in seconds, that agents for the enterprise service were logged on during the half-hour interval.

**offer time**

The offer time of a task is the number of seconds that elapsed between the time that ICM receives an Offer Task message for the task and the time it receives a Start Task message for the task.

**online**

The current on-line state of the peripheral as determined by the Central Controller. $0 = \text{off-line}$ and $1 = \text{on-line}$

**Open Peripheral Controller (OPC)**

The interface between the Peripheral Interface Manager (PIM) and the CallRouter. The OPC is responsible for supplying uniform message sets from different PG types to the CallRouter. This ensures that the CallRouter sees no difference when communicating with PGs that are connected to proprietary switches.

**other time**

The sum of the time that agents spend in the Not Ready and Busy Other states.

The Not Ready state is a state in which agents are logged on, not involved in any task activity, but not ready to accept tasks. The Busy Other state is a state in which agents in the skill group are busy in other skill groups (that is, in skill groups other than the one presently being examined).

**partitioning**

An optional ICM software feature that allows an ICM software administrator to restrict access to specific ICM software data to selected users or user groups within the enterprise.

For example, the ICM software’s database may contain data from several different divisions within a corporation. The ICM software administrator can define each division as a business entity, then prevent users within each division from accessing data associated with other divisions.
**Paused state**

In a multi-session environment, the state in which an agent has temporarily stopped working on one task and is active on a second. The agent can switch back and forth between the tasks before completing either task.

**percent utilization**

Computed by dividing the total time agents spent handling calls by the total time agents were ready. (To calculate the time that agents were ready, WebView subtracts the Not Ready time from the total time that agents were logged on.)

The Not Ready state is a state in which agents are logged on, not involved in any task activity, but not ready to accept tasks.

**percentage of agents available**

The percentage of agents for the enterprise service who were in the Not Active state at the end of the half-hour interval. The available state is the state of an agent not currently involved in task work and ready to accept tasks.

**percentage of agents talking/active**

The percentage of agents for the enterprise service who were in the Talking In state or Active state at the end of the half-hour interval.

**peripheral**

A switch, such as an ACD, PBX, or VRU, that receives calls routed by the ICM software. Within WebView, you can use the Peripheral category to report on switch-specific hardware and software status and some types of call and agent information.

The term peripheral is also used to refer to agents, services, skill groups, and trunk groups that are tied to specific peripherals (for example, peripheral skill group).

**peripheral agent**

In general, an agent is anyone who can answer incoming phone calls. A peripheral agent is an agent who is associated with a particular peripheral (ACD, PBX) in the contact center enterprise.

A peripheral agent can be a member of one or more skill groups. (Some peripheral types limit each agent to one skill group assignment.)

A peripheral agent can also be a member of an enterprise agent group or an agent team that is configured on that peripheral.

An IPCC agent group is a group of agents organized from contact centers throughout the enterprise. An IPCC agent group is made up of peripheral agents (that is, agents who are associated with a peripheral). An IPCC agent group allows you to organize agents regardless of their individual peripheral assignments.

**peripheral agent report templates**

The Peripheral sub-category provides templates that report on all agents regardless of the peripherals to which they are assigned. These templates are useful if you need to monitor all agents in the enterprise, not just agents of a specific call center.
Peripheral category

Statistics for switch-specific hardware and software status and some types of call and agent information.

The term peripheral refers to a switch (such as an ACD, PBX, or VRU) that receives calls routed by the ICM software, it also refers to agents, services, skill groups, and trunk groups that are tied to specific peripherals (for example, a peripheral skill group).

Peripheral gateway

The computer and process

within the ICM system that communicates directly with the ACD, PBX, or VRU at the call center. The PG reads status information from the peripheral and sends it to the Central Controller. In a private network configuration, the PG sends routing requests to the Central Controller and receives routing information in return.

Peripheral gateway agent

A communications process that is responsible for communications between the Peripheral Gateway (PG) and the CallRouter.

Peripheral Interface Manager (PIM)

The Cisco proprietary software that manages the interface between the Open Peripheral Controller (OPC) on the Peripheral Gateway (PG) and the peripherals (ACDs) of different vendors. A Peripheral Gateway can have several PIMs, each of which interfaces to a specific type of peripheral.

Peripheral library

A library of code on Peripheral Gateways (PG) that is shared by the Peripheral Interface Manager (PIM) and the Open Peripheral Controller (OPC). This library contains shared objects and protocol conversion code that can be used by both the PIM and OPC.

Peripheral service

A service associated with a single peripheral. A peripheral service typically identifies a particular type of call 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. Peripheral services from peripherals (ACDs/PBXS) throughout the enterprise can be combined to form an enterprise service.

Peripheral Service category

Statistics for service level, number of calls abandoned, number of calls offered, and average handle time that are associated with a single peripheral. A service can be thought of as a particular type of processing that the caller requires.

Peripheral skill group

A skill group associated with a single peripheral.
Peripheral Skill Group category
Statistics for the activity of a group of agents associated with a single peripheral who share a common set of skills. Data can include the number of agents talking, available, or in wrap-up for that skill group.

Peripheral target
A combination of a trunk group and DNIS value. A peripheral target is associated with a service, skill group, agent, or translation route (a target that does not map to a specific service, skill group, or agent) at a peripheral.

Each peripheral target is also associated with a route that can be returned by a routing script. Note that peripheral target refers to a trunk group and a DNIS value. A skill target refers to the entity at the peripheral to which the call is dispatched (for example, a skill group or an agent).

Peripheral trunk group
A collection of trunks associated with a single peripheral.

Preview call
A computer generated call to a customer where by the agent has the ability to accept, reject, or skip the call before it is placed.

Primary position manned
The number of agents for the service who are logged on to their primary assignment gate (also referred to as the agent’s primary position). The Rockwell Galaxy ACD allows agents to have primary, secondary, and tertiary assignments to a gate. In this context, a gate is similar to an ICM skill group.

For example, if several agents are logged on to their primary assignment gates and these gates, or skill groups, support a service in the report you are viewing, then these agents are counted under primary position manned.

Print scheduler
A WebView feature that allows users to schedule and modify report printing jobs.

Private report
A report definition that can be run only by the WebView user who created the report definition.

Process synchronization
Software that manages synchronized process pairs and state transfer for the two sides of the duplexed ICM system.

The duplexed ICM system is an arrangement in which two duplicate physical devices act as a single logical device. If one of the physical devices fails, the system continues to run normally by using the remaining physical device. In the ICM system, the Central Controller components (CallRouter and Logger) are usually duplexed; Peripheral Gateways are often duplexed.

For example, if SideA of the CallRouter fails, SideB immediately takes over. When SideA returns, the Process Synchronization software synchronizes SideA with the current state of ICM system processes. In this way, state transfers from SideA to SideB can take place without interrupting the operation of the system.
queue time

The queue time of a task is the number of seconds that elapsed between the time that Router sent a queued message to the MR PIM for the task, and the time that it sent a CONNECT (DO_THIS_WITH_TASK) message for the task.

Ready state

A state in which an agent is logged on and is either available to handle a task, currently talking on a task, or involved in after-task work. A Ready agent is presumed to be available to handle a new task when finished with current work.

real

Holds a four-byte floating-point value with 7-digit precision.

real-time data

Real-time information about certain entities within the ICM system is updated continuously.
Real-time data includes data accumulated since the end of the last five-minute interval (ServiceLevelTo5, for example) and since the end of the last half-hour interval (ServiceLevelHalf).
Real-time records themselves do not accumulate in the database in the way that historical records do; each update overwrites the existing record. Real-time records are stored on the Admin Workstation. Real-time report templates offer collections of real-time data based on the report scope and subject.

real-time distributor

Each Admin site has at least one, and usually two, Admin Workstations that serve as real-time distributors for the site.
At any time, one distributor for the Admin site has an active connection to the real-time server (Central Controller) through which it receives real-time data.
Other Admin Workstations at the site receive their real-time data through a connection to the real-time distributor. If the site has two distributors, the second distributor becomes active if the first distributor becomes non-functional for any reason.

real-time feed

A communications channel that operates between the Central Controller (Real-Time Server) and Admin Workstations (Real-Time Clients).
The real-time feed forwards the real-time call and agent data that has been retrieved from Peripheral Gateways throughout the contact center enterprise to Admin Workstations.

real-time templates

Templates that offer collections of real-time data based on the report scope and subject.
receive in error
The number of routing requests from the routing client that produced errors during the five-minute interval.

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

A routing client sends requests to the ICM software for call routing instructions. The routing request can include dialed number (DN), calling line ID (CLID), and Caller Entered Digits (CED).

redirected
A task is considered redirected if the Agent PG receives an Offer Task message for the task and then receives an End Task message for the task without previously receiving a Start Task message, and if the disposition field of the End Task message specifies that the task has been redirected.

rejects
The number of query requests that were rejected by the host system during the half-hour interval.

relative date
A date defined in a report that is relative to the day the report is run, such as "today" or "this week".

report
The final presentation of data, titles, times, date, and graphic elements either printed or displayed in a WebView reporting page. Once a report is saved on a screen, it can be saved as a report definition.

report component
A discrete portion of a report. Reports can have one real-time or one historical component. You generate a single-component report by launching one template.

For example, a single-component report might contain one real-time bar graph.

report definition
Specifies the template(s) that the report uses to retrieve data and specifies any data retrieval arguments, such as scope and date, that the report includes.

requests
The number of query requests the CallRouter has sent to the host system during the half-hour interval.

required agents
The forecasted value for the number of agents the peripheral skill group needs. This value is imported from a third-party workforce management system.

reserve call
An internal call placed by the dialer to put an agent on hold for the dialer's use.
reserved agents

The number of agents currently in the Reserved state. An agent is in the Reserved state when awaiting an interflowed task and unavailable to receive any incoming tasks.

Reserved state

The state in which an agent is awaiting an interflowed task and is unavailable to receive any incoming tasks.

reserved time

The time, in seconds, that agents in the skill group spent in the Reserved state during the interval (for the half-hour interval or over the past five minutes).

An agent is in the Reserved state when awaiting an interflowed task and unavailable to receive any incoming tasks.

return busy

The number of calls of this type that the ICM software routed to the Busy target (since midnight).

return ring

The number of calls of this type that the ICM software routed to the Ring target (since midnight).

Rockwell Demand Command Server

A Cisco process that provides cut-through access to Demand Commands on each attached Galaxy ACD.

routable

If an agent is routable, the ICM will assign one or more tasks to the agent. An application instance cannot allow the agent to work on a task unless ICM assigns the task to the agent.

route

A value that a routing script returns. This value maps to a service and specific target at a peripheral.

ICM converts the route to a label and sends the label to the routing client. The routing client then delivers the call to a specific trunk group and DNIS. The peripheral is responsible for recognizing the trunk group and DNIS and delivering the call to the appropriate target.

A translation route is a target at a peripheral that does not map to a specific service, skill group, or agent. When a call arrives with a trunk group and DNIS that map to a translation route, the Peripheral Gateway becomes involved in determining the final target for the call.

When ICM software routes a call to a translation route, it sends a message to the PG. This message contains the ultimate target for the call as well as further instructions for the PG. For example, the PG might be instructed to coordinate with a host computer so that the caller's account number is displayed on the teleset of the agent who picks up the call. A routing client is an entity that sends routing requests to ICM software.

A routing client typically corresponds to a subsystem within an interexchange carrier or to a peripheral (ACD, VRU, PBX) that is performing Post-Routing. You can report on many types of call statistics for routes, such as the number of calls in progress, calls in queue, or calls handled (either in real-time or over a specified period of time).
**Route category**

Call statistics can include the number of calls in progress, calls in queue, or calls handled (either in real-time or over a specified period of time). A route is a value that is returned by a routing script. This value maps to a service and a specific target at a peripheral (for example, a service, skill group, agent, or translation route).

**route request**

The routing client's request to the ICM software for call routing instructions.

The routing request can include dialed number (DN), calling line ID (CLID), and Caller Entered Digits (CED).

A routing client typically corresponds to a subsystem within an interexchange carrier or to a peripheral (ACD, VRU, PBX) that is performing Post-Routing. In WebView, you can 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.

**route response**

The routing decision that the ICM software returns to the routing client.

The routing response includes a destination label that indicates a specific target for a call. A routing client typically corresponds to a subsystem within an interexchange carrier or to a peripheral (ACD, VRU, PBX) that is performing Post-Routing.

In WebView, you can 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.

**routing client**

An entity that sends routing requests (requests for call routing instructions) to the ICM software. 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 can include dialed number (DN), calling line ID (CLID), and Caller Entered Digits (CED).

In WebView, you can 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.

**routing client engine**

Provides a network-independent application programming interface (API) which allows the network-specific Network Interface Controllers (NICs) to interface with the ICM software’s CallRouter process.

**routing client responses**

The number of route responses to the routing client during the five-minute interval.

A route response is the routing decision that the ICM software returns to the routing client. The routing response includes a destination label that indicates a specific target for a call. A routing client typically corresponds to a subsystem within an interexchange carrier or to a peripheral (ACD, VRU, PBX) that is performing Post-Routing.
You can generate reports from staffing schedule data that has been imported from a third-party workforce management system.

The Cisco Workforce Management Integration System allows you to import schedule data and store it in the Schedule_Import tables of the ICM software's database. The data that appears in WebView reports depends on the specific workforce management system you are using with the ICM system.

The number of agents scheduled. This value is imported from a third-party workforce management system.

A defined procedure that the ICM can execute. ICM supports two types of scripts, including routing scripts that determine where to route calls and administrative scripts that perform background processing. A script consists of executable nodes, connections, routing targets, and comments.

A particular type of processing that a call requires.

For a service, you can report on data such as service level, number of calls abandoned, number of calls offered, and average handle time. A service that is associated with a single peripheral is called a peripheral service.

Peripheral services from peripherals (ACDs/PBXs) throughout the enterprise can be combined to form an enterprise service.

Typically, service arrays are defined in instances where you have similar peripheral services defined on multiple VRUs which all share the same trunk group.

By grouping the services of multiple VRUs into a service array, you can send calls to a single target and let the network deliver the call to any of the services defined in the service array.

A measurement of how well you are meeting your goals for answering calls.

The service level is the percentage of incoming tasks begun within a specified service level threshold. The service level threshold is the number of seconds set as the maximum time a caller should wait before being connected with an agent for a specific service.

Service level can be calculated in several different way: abandoned calls can be ignored, abandoned calls can have a negative impact, or abandoned calls can have a positive impact.

The number of tasks to the service currently queued for longer than the service level threshold.
**service level event**

In calculating the service level for a period of time, the ICM software determines the number of calls that have had a service level event within that period.

A service level event occurs when a call is answered within the service level threshold, a call is abandoned within the service level threshold, or a call reaches the service level threshold without being answered or abandoned.

All calls that have a service level event within a specified period are considered as service level calls offered for that period.

**service level threshold**

The number of seconds set as the maximum time a caller should wait before being connected with an agent for a specific service.

When a peripheral is set up, you specify a default service level threshold for all services associated with that peripheral. When you set up each service, you can choose to either use the default threshold set for the peripheral or specify a threshold for each individual service.

**shared report**

A report definition that can be used by all WebView users to run reports.

**Signed-on**

Also referred to as Logged On. The number of agents in the skill group who are currently logged on or who were logged on during an interval.

The time an agent spends logged on is also tracked. An agent who is known to the system, and who may or may not be ready to receive tasks, is in the Logged On state.

**skill group**

A collection of agents who share a common set of skills.

**smalldatetime**

A date and time accurate to the minute. Stored as two two-byte integers (four bytes total): days since January 1, 1900 and minutes since midnight.

**smallint**

Holds a two-byte integer value between -32,768 and 32,767.

**Sprint Network Interface Controller (NIC)**

The process within the ICM system that communicates directly with the Sprint signaling network.

The NIC reads call routing requests from the network and transfers them to the ICM software's Central Controller. Subsequently, the NIC passes a routing label from the Central Controller to the Sprint signaling network.

**start task timeout period**

When the ICM Router sends a DO_THIS_WITH_TASK message to an application instance, it also sends a "pre-call" message to the Agent PG associated with the agent it has assigned to the task.

That agent PG expects to get either an Offer Task or a Start Task message within a specified period of time. This period of time is specified for each MRD and is called the start task timeout period.
status
The current failure state of the peripheral. 0 = normal operation, 1 - 31 = failures that do not affect functionality, 32 - 63 = degraded operation (call routing still possible), and 64 - 27 = failures that prevent call routing.

sub-skill group
A base skill group may be configured to contain sub-skill groups. Sub-skill groups can be used in routing scripts to indicate an agent's level of proficiency in the skill group.

system time
The time as used consistently throughout an ICM software system. Although parts of the ICM software system can be in different time zones, they all use the same system time which is typically the local time for Side A of the ICM Central Controller.

Talking state
The state of an agent who is talking on the phone. The agent can be talking on an inbound call, talking on an outbound call, or talking on an internal call, a call that is neither inbound nor outbound. The time agent spends in each of these types of calls is tracked individually.

Talking (normalized)
The percentage of the time that all agents were in the Talking In, Talking Out, or Talking Other states during the interval. This value is measured against the total time that all agents were logged on during the interval.

Talking In
The state in which an agent is talking on an inbound call. The ICM software tracks the number of agents in the Talking In state and the time agents spend in this state.

Talking Other
The state in which an agent is talking on an internal call (neither inbound nor outbound). The ICM software tracks the number of agents in the Talking Other state and the time that agents spend in this state.

Talking Out
The state in which an agent is talking on an outbound call. The ICM software tracks the number of agents in the Talking Out state and the time agents spend in this state.

Talking time
The sum of Talking In time, Talking Out time, and Talking Other time for agents during an interval.

task
A task is a work item (for example, a call, an e-mail, or a text chat) that an application has requested ICM software to route and that can be assigned to an agent.
tasks abandoned

The number of tasks to a service or route that were abandoned during the interval (for example, during the current half-hour). An abandoned task is a task in which the caller hangs up before the task is answered.

tasks abandoned within service level

Tasks that are abandoned before reaching the service level threshold.

For example, if you set the service level threshold to 15 seconds, and the caller hung up after waiting in queue for ten seconds, this task would be counted as abandoned within the service level. These tasks are used in calculating the three service level types. You can specify that tasks such as these not be counted as abandoned by specifying an abandoned task wait time value.

tasks answered

The number of tasks begun by agents or other answering resources.

A task is counted as answered when it reaches an agent or VRU. For example, the CallsAnsweredTo5 field in the Service_Five_Minute table counts the number of tasks that reached agents or VRUs during the five-minute interval.

The tasks might still be in progress when the interval ends. By contrast, a task is not counted as handled until it is finished.

tasks handled

The number of tasks handled by a specific route or service. A task is counted as handled when it is finished. For example, the CallsHandledTo5 field counts the number of tasks that finished during the five-minute interval. These tasks might have been answered before the interval began.

tasks in

The number of inbound tasks in progress on the network trunk group, either in real-time (now) or over the last half-hour.

tasks in progress

The number of calls to a route or service that are currently in queue or being handled at the peripheral now.

tasks in queue

The number of tasks to the service or route that are in queue at the peripheral.

tasks offered

The number of tasks offered to a specific route or service.

An offered task is an incoming task or internal task that is sent to a specific route or service. In real-time data, a task is counted as offered as soon as it is sent to the route, service, or service array.

tasks out

The number of outbound tasks in progress on the network trunk group, either in real-time (now) or over the last half-hour.
tasks routed
The number of tasks of this call type that have been routed, either during the current half-hour interval (Since Half) or since midnight (Today).

tasks talking
The number of tasks for the service or route on which agents are talking or active (that is, the agent handling the call is currently in the talking or active state).

template
Specifies the type of data that a report displays and how the report displays the data.

thresholds
Highlight numeric data values in reports that exceed or do not meet expected levels. Typically, the color yellow is used to indicate near-critical situations, and the color red is used to indicate critical situations.

timeout tasks
The number of route responses (responses to requests for call routing instructions) to the routing client that timed out during the five-minute interval. A routing client typically corresponds to a subsystem within an interexchange carrier or to a peripheral.

timeouts
The number of requests to the host system that timed out during the half-hour interval.

tinyint
Holds a one-byte integer value between 0 and 255.

translation route
A target at a peripheral that does not map to a specific service, skill group, or agent.

When a task arrives with a trunk group and DINS which map to a translation route, the Peripheral Gateway (PG) becomes involved in determining the final target for the call.

When the ICM software routes a call to a translation route, it sends a message to the PG. This message contains the ultimate target for the call as well as further instructions for the PG. For example, the PG might be instructed to coordinate with a host computer so that the caller’s account number is displayed on the teleset of the agent who picks up the call.

trunk
A telephone line connected to a contact center and used for incoming and outgoing calls.
trunk group

A collection of trunks associated with a single peripheral. Often, the trunks in a trunk group are used for a common purpose.

In WebView, you can report on trunk group (and network trunk group) data, such as the number of trunks in service, number of trunks idle, and the time during which all trunks in a trunk group were simultaneously busy (All Trunks Busy).

A trunk is a telephone line connected to a contact center and used for both incoming and outgoing calls. A network trunk group is organized to reflect the routing client’s view of trunks.

A network trunk group can map to one or more trunk groups. For example, an ACD might view four incoming T1 circuits as four trunk groups. The routing client can deliver calls with the same DNIS to any of the 96 trunks on these circuits. Therefore, the routing client treats these four T1 circuits as a single pool of 96 trunks - a network trunk group.

trunks idle

The number of trunks in the trunk group (or network trunk group) that are non-busy, or idle.

trunks in service

The number of trunks in the trunk group (or network trunk group) that are functional.

U

unavailable

The number of requests attempted while no host system was available during the half-hour interval.

V

varbinary(n)

Holds up to n bytes of binary data. The storage size is determined by the length of the data.

varchar(n)

Holds up to n characters. The storage size is determined by the length of the data.

version

The version of the script that is currently available for use.

Voice Recognition Unit (VRU)

A telecommunications computer, also called an Interactive Voice Response (IVR) unit, that responds to called entered touch-tone digits.

The VRU responds to caller entered digits in much the same way that a conventional computer responds to keystrokes or a click of the mouse. The VRU uses a digitized voice to read menu selections to the caller. The caller then enters the touch-tone digits that correspond to the desired menu selection.

The caller entered digits can invoke options as varied as looking up account balances, moving the call within or to another ACD, or playing a pre-recorded announcement for the caller.
Web browser
A tool used to view information displayed on the World Wide Web. You can use a web browser to view WebView reports and scripts.

Windows socket
Windows sockets are a standard UNIX-style interface for networking. Sockets combine a port number and an IP address to uniquely identify applications running in a Windows NT network.

Work Not Ready state
The state in which an agent is involved in after call work and is assumed not to be ready to accept incoming calls/tasks when done.

Work Ready state
The state in which an agent is involved in after call work and is assumed to be ready to accept incoming calls/tasks when done.

Wrap-up
The number or percentage of agents involved in after-call work. After-call work includes post-call activities, such as completing paperwork or consulting with associates. An agent doing wrap-up work is in either the Work Ready or the Work Not Ready state.

Wrap-up (normalized)
The percentage of time that all agents were in wrap-up during the interval. This value is measured against the total time that all agents were logged on during the interval.

Wrap-up is the number or percentage of agents who are involved in after-call work. After-call work includes post-call activities, such as completing paperwork or consulting with associates. An agent doing wrap-up work is in either the Work Ready or the Work Not Ready state.

Wrap-up time
The percentage of time that agents were in the Work Ready and Work Not Ready states during an interval. Wrap-up work is call-related work performed by an agent after the call is over.

X

X25LIB
A Cisco-supplied library that resides on top of the X.25 protocol. The X.25 protocol and the X25LIB are used in ICM software communications with the Rockwell Galaxy Peripheral Gateway (PG), the Rockwell Galaxy Demand Command Server, and the Sprint network.
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