Cisco IP Contact Center Enterprise Edition
WebView Template
Reference Guide 6.0(0)

Cisco ICM/IP Contact Center Enterprise Edition WebView Template
Reference Guide
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Corporate Headquarters
Cisco Systems, Inc.
170 West Tasman Drive
San Jose, CA 95134-1706
USA
http://www.cisco.com
Tel: 408 526-4000
800 553-NETS (6387)
Fax: 408 526-4100
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About this Guide

Objective

This manual describes the Cisco IPCC WebView report templates. See the WebView online help and the manuals listed in Related Publications, page x for further information.

Audience

This document is intended as a reference guide for Cisco ICM IP Contact Center administrators or supervisors.

Organization

The manual is divided into the following chapters.

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<th>Chapter</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chapter 1, “About IP Contact Center Reports”</td>
<td></td>
</tr>
<tr>
<td>Chapter 2, “IPCC Agent Report Templates”</td>
<td>Describes the IPCC agent report templates.</td>
</tr>
</tbody>
</table>
Chapter Description

Chapter 3, “IPCC Call Type Report Templates”
Describes the IPCC call type report templates.

Chapter 4, “IPCC Peripheral Service Report Templates”
Describes the IPCC service report templates.

Chapter 5, “IPCC Skill Group Report Templates”
Describes the IPCC skill group report templates.

Chapter 6, “Trunk Group for IP-IVR Report Templates”
Describes the trunk group for IP IVR report templates.

Chapter 7, “Application Gateway, Path, and Script Queue Reports”
Describes the Application Gateway, Application Path, and Script Queue report templates.

Chapter 8, “Outbound Option (Blended Agent) reports”
Describes the Outbound Option report templates.

Related Publications

Cisco ICM Enterprise Edition Installation Guide
Describes how to install the components of ICM software, including information about hardware configuration and software setup.

Cisco ICM Enterprise Edition Configuration Guide
Describes how to use the Configuration Manager to configure an ICM contact center.
For specific information on an ACD or NIC, see the appropriate Cisco ICM software ACD or NIC supplement documentation or ask your customer representative for that documentation.

About this Guide

**Cisco IP Contact Center Enterprise Edition Installation and Configuration Guide**

Describes how to install and configure the ICM components that are used for the Cisco IP Contact Center (IPCC) solution. This manual includes installation and configuration instructions for the ICM components used in an IPCC solution. It also includes information on configuration requirements for other IPCC components that interface with the ICM software, including the Cisco CallManager, Cisco IP-IVR and Cisco Agent Desktop/Cisco Supervisor Desktop.

**Cisco IP Contact Center Enterprise Edition Administration Guide**

Describes tasks and concepts required for day-to-day operation of an IPCC contact center. This guide includes information for multichannel options as well as voice.

**Cisco ICM Enterprise Edition Administration Guide**

Describes tasks and concepts required for day-to-day operation of an ACD contact center.

**Cisco ICM/IP Contact Center Enterprise Edition Database Schema Handbook**

Documents how data is organized in the databases for the Cisco Intelligent Contact Management (ICM) software. The databases contain tables. Each table defines a set of columns or fields. Each record or row in the database has one value for each column. This manual describes the tables and their columns. The WebView reports access their data from these tables.

**Cisco ICM/IP Contact Center Enterprise Edition Upgrade Migration Guide**

Describes how to upgrade ICM software.

**Cisco IP Contact Center Enterprise Edition Reporting Guide**

Provides information to help you understand how reporting data is generated and how to interpret reporting data in an IPCC Enterprise Environment. This guide also explains the implications of configuration and scripting on reporting data, enabling you to plan and deploy your IPCC Enterprise system.
to meet your reporting needs. This guide does not contain information on reporting in a traditional ACD contact center environment.

Cisco ICM/IP Contact Center Enterprise Edition WebView Template Design Guide Using InfoMaker

Describes how to use Sybases’s InfoMaker to create custom report templates and provides instructions on how to launch these templates using WebView.

For additional information about Cisco Intelligent Contact Management (ICM) software and the IPCC enterprise solution, see the customer contact software section at the Cisco web site.

For additional information about Cisco Intelligent Contact Management (ICM) software, see the Cisco web site listing ICM documentation.

Obtaining Documentation

Cisco documentation and additional literature are available on Cisco.com. Cisco also provides several ways to obtain technical assistance and other technical resources. These sections explain how to obtain technical information from Cisco Systems.

Cisco.com

You can access the most current Cisco documentation at this URL: http://www.cisco.com/univercd/home/home.htm
You can access the Cisco website at this URL: http://www.cisco.com
You can access international Cisco websites at this URL: http://www.cisco.com/public/countries_languages.shtml
About this Guide

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You can find instructions for ordering documentation at this URL:

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• Registered Cisco.com users (Cisco direct customers) can order Cisco product documentation from the Ordering tool:
• Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco Systems Corporate Headquarters (California, USA) at 408 526-7208 or, elsewhere in North America, by calling 800 553-NETS (6387).

Documentation Feedback

You can send comments about technical documentation to bug-doc@cisco.com.

You can submit comments by using the response card (if present) behind the front cover of your document or by writing to the following address:
Cisco Systems
Attn: Customer Document Ordering
170 West Tasman Drive
San Jose, CA 95134-9883

We appreciate your comments.

Obtaining Technical Assistance

For all customers, partners, resellers, and distributors who hold valid Cisco service contracts, Cisco Technical Support provides 24-hour-a-day, award-winning technical assistance. The Cisco Technical Support Website on Cisco.com features extensive online support resources. In addition, Cisco Technical Assistance Center (TAC) engineers provide telephone support. If you do not hold a valid Cisco service contract, contact your reseller.
Cisco Technical Support Website

The Cisco Technical Support Website provides online documents and tools for troubleshooting and resolving technical issues with Cisco products and technologies. The website is available 24 hours a day, 365 days a year at this URL:

http://www.cisco.com/techsupport

Access to all tools on the Cisco Technical Support Website requires a Cisco.com user ID and password. If you have a valid service contract but do not have a user ID or password, you can register at this URL:


Submitting a Service Request

Using the online TAC Service Request Tool is the fastest way to open S3 and S4 service requests. (S3 and S4 service requests are those in which your network is minimally impaired or for which you require product information.) After you describe your situation, the TAC Service Request Tool automatically provides recommended solutions. If your issue is not resolved using the recommended resources, your service request will be assigned to a Cisco TAC engineer. The TAC Service Request Tool is located at this URL:

http://www.cisco.com/techsupport/servicerequest

For S1 or S2 service requests or if you do not have Internet access, contact the Cisco TAC by telephone. (S1 or S2 service requests are those in which your production network is down or severely degraded.) Cisco TAC engineers are assigned immediately to S1 and S2 service requests to help keep your business operations running smoothly.

To open a service request by telephone, use one of the following numbers:

Asia-Pacific: +61 2 8446 7411 (Australia: 1 800 805 227)
EMEA: +32 2 704 55 55
USA: 1 800 553 2447

For a complete list of Cisco TAC contacts, go to this URL:

http://www.cisco.com/techsupport/contacts
Definitions of Service Request Severity

To ensure that all service requests are reported in a standard format, Cisco has established severity definitions.

Severity 1 (S1)—Your network is "down," or there is a critical impact to your business operations. You and Cisco will commit all necessary resources around the clock to resolve the situation.

Severity 2 (S2)—Operation of an existing network is severely degraded, or significant aspects of your business operation are negatively affected by inadequate performance of Cisco products. You and Cisco will commit full-time resources during normal business hours to resolve the situation.

Severity 3 (S3)—Operational performance of your network is impaired, but most business operations remain functional. You and Cisco will commit resources during normal business hours to restore service to satisfactory levels.

Severity 4 (S4)—You require information or assistance with Cisco product capabilities, installation, or configuration. There is little or no effect on your business operations.

Obtaining Additional Publications and Information

Information about Cisco products, technologies, and network solutions is available from various online and printed sources.

- Cisco Marketplace provides a variety of Cisco books, reference guides, and logo merchandise. Visit Cisco Marketplace, the company store, at this URL:
  http://www.cisco.com/go/marketplace/
- The Cisco Product Catalog describes the networking products offered by Cisco Systems, as well as ordering and customer support services. Access the Cisco Product Catalog at this URL:
  http://cisco.com/univercd/cc/td/doc/pcat/
• *Cisco Press* publishes a wide range of general networking, training and certification titles. Both new and experienced users will benefit from these publications. For current Cisco Press titles and other information, go to Cisco Press at this URL:
  
  http://www.ciscopress.com

• *Packet* magazine is the Cisco Systems technical user magazine for maximizing Internet and networking investments. Each quarter, Packet delivers coverage of the latest industry trends, technology breakthroughs, and Cisco products and solutions, as well as network deployment and troubleshooting tips, configuration examples, customer case studies, certification and training information, and links to scores of in-depth online resources. You can access Packet magazine at this URL:

  http://www.cisco.com/packet

• *iQ Magazine* is the quarterly publication from Cisco Systems designed to help growing companies learn how they can use technology to increase revenue, streamline their business, and expand services. The publication identifies the challenges facing these companies and the technologies to help solve them, using real-world case studies and business strategies to help readers make sound technology investment decisions. You can access iQ Magazine at this URL:

  http://www.cisco.com/go/iqmagazine

• *Internet Protocol Journal* is a quarterly journal published by Cisco Systems for engineering professionals involved in designing, developing, and operating public and private internets and intranets. You can access the Internet Protocol Journal at this URL:

  http://www.cisco.com/ipj

• World-class networking training is available from Cisco. You can view current offerings at this URL:

About IP Contact Center Reports

Seven Categories of IPCC Report Templates

There are seven categories of ICM reports that can be used in an IP Contact Center environment. See the following for all the ICM IPCC reports in these categories:

- Chapter 2, “IPCC Agent Report Templates”
- Chapter 3, “IPCC Call Type Report Templates”
- Chapter 4, “IPCC Peripheral Service Report Templates”
- Chapter 5, “IPCC Skill Group Report Templates”
- Chapter 6, “Trunk Group for IP-IVR Report Templates”
- Chapter 8, “Outbound Option (Blended Agent) reports”

The WebView Template Selection Window

In the WebView template selection window, you can select to have only the IPCC templates displayed, only the standard ACD templates displayed, or to have all the ICM templates displayed.

Custom (InfoMaker generated) Reports

The template selection boxes can also be used for Custom (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 Report Templates

There are four categories of agent reports from which you can choose. These are mostly the same set of templates except for the way the agent is selected. Report templates with the same number in the name are usually copies of one another with some minor exceptions due to the different report category. For example, the agent20, agteam20, agtper20, and agtskg20 are similar templates.

For summary descriptions of each category of agent reports and each report in that category, see:
- Agent by Agent Reports, page 2-2
- Agent by Peripheral Reports, page 2-63
- Agent By Skill Group Reports, page 2-115
- Agent By Team Reports, page 2-177

Note: Deleted or moved agents do not show in an agent report.

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 Group reporting templates.

Tips on selecting an agent report:
- 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 by Agent Reports

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.

This section includes:

- Summary List of Agent by Agent Reports, page 2-2
- Example Agent by Agent Report, page 2-4
- Agent Real-Time Reports, page 2-4
- Agent Historical Reports, page 2-13

Summary List of Agent by Agent Reports

The following table lists all the ICM Agent 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>
<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 2-13</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 2-15</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 2-17</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 2-21</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 2-5</td>
<td>IPCC and/or standard ACD</td>
<td>real-time table</td>
<td>Current agent states for selected agents.</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>agent21: Agent Task Summary Half Hour Report, page 2-23</td>
<td>IPCC and/or standard ACD</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 2-27</td>
<td>IPCC and/or standard ACD</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 2-30</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 2-34</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 2-38</td>
<td>IPCC only</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>agent26: Agent Consolidated Daily Report, page 2-42</td>
<td>IPCC only</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 2-46</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 2-8</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>
### Example Agent by Agent Report

#### Agent Real-Time Reports
- **agent20**: Agent Real Time Report, page 2-5
- **agent28**: Agent Real Time All Fields Report, page 2-8
agent20: Agent Real Time Report

<table>
<thead>
<tr>
<th>Overview:</th>
</tr>
</thead>
<tbody>
<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 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 DateTime**

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
**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
  * Active
  * Ready
  * Not Active
  * Work Ready
  * Work Not Ready
* Hold
  * Paused
  * Busy Other
  * Reserved
  * Not Ready

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

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 the code is not defined, this displays 0.

**Note:** For reason codes to be displayed in a report:

- The agent's CTIOS 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.
- You must enable reason code reporting by selecting the "agent event detail" check box in the ICM Configuration Manager's PG Explorer.

Derived from: `Agent_Real_Time.ReasonCode`
*Supv Assist Reqstd

Whether or not the agent requested supervisor assistance:
No
Yes

Derived from: Agent_Real_Time.RequestedSupervisorAssist

Direction

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

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

Available In MRD

Whether or not the agent is available to accept a task in this media routing domain:
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 (MRD) if the agent's state in that MRD is anything other than Not Ready, and the agent is not at the agent's maximum task limit for the MRD, and the agent is not working on a non-interruptible task in another MRD.”

If an agent is ICM-available, then ICM can assign tasks to the agent. If an agent is Application-available, then the application can assign tasks to the agent. 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
agent28: Agent Real Time All Fields Report

<table>
<thead>
<tr>
<th>Overview:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Subject</strong></td>
<td>A table of all the selected agents listing all the available agent real-time report data.</td>
</tr>
<tr>
<td><strong>Note:</strong></td>
<td>This report is the same report as Agtskg28 report except that this report is first sorted by agent rather than by skill group.</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><strong>Note:</strong></td>
<td>In the following descriptions, agent-dialed outbound calls or tasks are different from Outbound Option calls that are program-dialed outbound calls. Only fields specified as Outbound Option contain automated call data. In all other cases, outbound calls are agent-dialed ones.</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.</td>
</tr>
<tr>
<td><strong>Note:</strong></td>
<td>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 Agent_Real_Time Person Skill_Group Controller_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 of the selected row's data at the start of the interval 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: Service.EnterpriseName and Agent_Real_Time.ServiceSkillTargetID

**Agent State**

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

* Talking
  Active
* Ready
  Not Active
  Work Ready
  Work Not Ready
* Hold
  Paused
  Busy Other
  Reserved
  Not Ready

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

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

**Reason Code**

A code received from the peripheral that indicates the reason for the agent's last state change. If not defined, this displays 0.

**Note:**

- The agent's CTIOS 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.
- You must enable reason code reporting by selecting the "agent event detail" check box in the ICM Configuration Manager's PG Explorer.

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.DateTimeLogin

**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)

Derived from: Agent_Real_Time.Direction

**On Hold**

Indicates whether the call is currently on hold or the task is paused:

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**

(Outbound Option only) The phone number of the caller with whom the agent is speaking.

Derived from: Agent_Real_Time.CustomerPhoneNumber
**Customer Account**

(Outbound Option only) The account number of the caller with whom the agent is speaking.

Derived from: `Agent_Real_Time.CustomerAccountNumber`

**Campaign**

(Outbound Option only) The campaign ID for the campaign associated with this call.

Derived from: `Agent_Real_Time.CampaignID`

**Query Rule**

(Outbound Option only) 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())`

**Routable**

Indicates whether the agent is routable with respect to this Media Routing Domain. Valid options: Y = Yes, the agent is routable. N = No, the agent is not routable.

Derived from: `Agent_Real_Time.Routable`

**Last Mode Change**

The date and time of the agent’s last mode change.

Derived from: `Agent_Real_Time.DateTimeLastModeChange`

**Tasks In Progress**

The number of tasks associated with this Media Routing Domain on which this agent is currently working.

Derived from: `Agent_Real_Time.CallsInProgress`

**Max Tasks**

The maximum number of tasks associated with this Media Routing Domain on which this agent can work simultaneously.

Derived from: `Agent_Real_Time.MaxTasks`
Available in MRD

Whether or not the agent is available to accept a task in this media routing domain:

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 (MRD) if the agent’s state in that MRD is anything other than Not Ready, and the agent is not at the agent’s maximum task limit for the MRD, and the agent is not working on a non-interruptible task in another MRD.

If an agent is ICM-available, then ICM can assign tasks to the agent. If an agent is Application-available, then the application can assign tasks to the agent. 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

Task Level Change

The date and time of the agent’s last task level change.

Derived from: Agent_Real_Time.DateTimeTaskLevelChange

Router Task Q Now

The number of calls currently queued for the agent at the call router.

Derived from: Agent_Real_Time.RouterCallsQueueNow

Router Longest Task Q

The time when the longest call in queue was queued for the agent.

Derived from: Agent_Real_Time.RouterLongestCallQ
Agent Historical Reports

- agent03: Agent Media Logout Status Report, page 2-13
- agent04: Agent Task Detail Activity Report, page 2-15
- agent05: Agent Task Detail Performance Report, page 2-17
- agent06: Agent State Trace Detail By Events Report, page 2-21
- agent24: Agent Performance Summary Daily Report, page 2-34
- agent25: Agent Consolidated Half Hour Report, page 2-38
- agent26: Agent Consolidated Daily Report, page 2-42
- agent27: Agent Historical All Fields Report, page 2-46
- agent30: Agent Not Ready Summary Report, page 2-58
- agent31: Agent Not Ready Detail Report, page 2-60

agent03: Agent Media Logout Status Report

<table>
<thead>
<tr>
<th>Overview:</th>
<th></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 ONLY agents who have logged out from the media routing domain during the selected interval.</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, logon date and time, logon duration, 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 MM:DD:YYYY (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 displays 0.

**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.

Derived from: Agent_Logout.ReasonCode

**Media Summary**

The total log-on duration of all agents in the media routing domain.

**Report Summary**

The total log-on duration of all agents in the report.
### Subject
A table of selected agents' activity on incoming tasks, outgoing tasks, internal tasks, callback messages, and wrap-up work, gathered in half-hour increments.

**Note:** the report time must include the agent's whole log-on session to get accurate times for the tasks.

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.

### Purpose
To show all the task activity for an agent(s) during a given interval.

### Applicable environment
IPCC and/or standard ACD

### Template type
Historical Table

### Default sort order
By agent last name, first name, media routing domain, and skill group

### Drilldowns available
No

### Schema database tables
- Agent
- Person
- Media_Routing_Domain
- Agent_Skill_Group_Half_Hour
- Skill_Group
- Agent_Half_Hour

## 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
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: Agent_Half_Hour.LoggedOnTimeToHalf

Available In MRD Time

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

Derived from: 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: 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: (Agent_Skill_Group_Half_Hour.HandledCallsTimeToHalf / Agent_Skill_Group_Half_Hour.CallsHandledToHalf)

% 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: (Agent_Skill_Group_Half_Hour.WorkReadyTimeToHalf + Agent_Skill_Group_Half_Hour.WorkNotReadyTimeToHalf) / Agent_Skill_Group_Half_Hour.LoggedOnTimeToHalf

*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: Agent_Skill_Group_Half_Hour.AgentOutCallsToHalf

*External Out Tasks

Avg Time

The average length in HH:MM:SS (hours, minutes, seconds) for outgoing tasks made by the agent for the selected interval.

Derived from: (Agent_Skill_Group_Half_Hour.AgentOutCallsTimeToHalf / Agent_Skill_Group_Half_Hour.AgentOutCallsToHalf)
**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: Agent_Skill_Group_Half_Hour.InternalCallsToHalf

**Avg Time**

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

Derived from: (Agent_Skill_Group_Half_Hour.InternalCallsTimeToHalf / Agent_Skill_Group_Half_Hour.InternalCallsToHalf)

---

**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: Agent_Skill_Group_Half_Hour.CallbackMessagesToHalf

**Avg Time**

The average length in HH:MM:SS (hours, minutes, 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: (Agent_Skill_Group_Half_Hour.CallbackMessagesTimeToHalf / Agent_Skill_Group_Half_Hour.CallbackMessagesToHalf)

---

**Agent Summary**

Total data for the agent.

**Report Summary**

Total data for all agents in the report.

---

agent05: Agent Task Detail Performance Report

<table>
<thead>
<tr>
<th>Overview:</th>
</tr>
</thead>
</table>
| **Subject** | 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. |
<p>| <strong>Purpose</strong> | To show agent performance details for the selected time period. |
| <strong>Applicable environment</strong> | IPCC and/or standard ACD |</p>
<table>
<thead>
<tr>
<th>Template type</th>
<th>Historical table</th>
</tr>
</thead>
<tbody>
<tr>
<td>Default sort order</td>
<td>By agent 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</td>
</tr>
<tr>
<td></td>
<td>Person</td>
</tr>
<tr>
<td></td>
<td>Media_Routing_Domain</td>
</tr>
<tr>
<td></td>
<td>Agent_Skill_Group_Half_Hour</td>
</tr>
<tr>
<td></td>
<td>Skill_Group</td>
</tr>
<tr>
<td></td>
<td>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

**Aban Hold**

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: Agent_Skill_Group_Half_Hour.AbandonHoldCallsToHalf

**Aban Ring: Total Tasks**

For voice: the total number of calls that were abandoned while the agent's phone was ringing. For non-voice: the total number of tasks that were abandoned while being offered to an agent.

Derived from: Agent_Skill_Group_Half_Hour.AbandonRingCallsToHalf

**Aban Ring: Avg Time**

The average length of time associated with Ringing/offered tasks that were abandoned.

Derived from:

\[(\text{Agent}_\text{Skill}_\text{Group}_\text{Half}_\text{Hour}.\text{AbandonRingTimeToHalf} / \text{Agent}_\text{Skill}_\text{Group}_\text{Half}_\text{Hour}.\text{AbandonRingCallsToHalf})\]
**Incoming Hold Tasks**

**Total Tasks**
The total time in HH:MM:SS (hours, minutes, seconds) the agent spent in the Hold/Paused State measured during the half-hour interval.

Derived from: 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: (Agent_Skill_Group_Half_Hour.IncomingCallsOnHoldTimeToHalf / Agent_Skill_Group_Half_Hour.IncomingCallsOnHoldToHalf)

*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: Agent_Skill_Group_Half_Hour.AgentOutCallsOnHoldToHalf

*Outgoing Hold Tasks**

**Avg Time**
The average on hold time in HH:MM:SS (hours, minutes, seconds) associated with outbound tasks the agent placed on hold.

Derived from: (Agent_Skill_Group_Half_Hour.AgentOutCallsOnHoldTimeToHalf / Agent_Skill_Group_Half_Hour.AgentOutCallsOnHoldToHalf)

*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: 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: (Agent_Skill_Group_Half_Hour.InternalCallsOnHoldTimeToHalf / Agent_Skill_Group_Half_Hour.InternalCallsOnHoldToHalf)

*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: Agent_Skill_Group_Half_Hour.SupervAssistCallsToHalf
**Supervisor Assist Tasks**

**Avg Time**

The average time in HH:MM:SS (hours, minutes, seconds) that the agent received assistance for all supervisor-assisted tasks during the interval.

Derived from: \((\text{Agent}_\text{Skill}_\text{Group}_\text{Half}_\text{Hour}.\text{SupervAssistCallsTimeToHalf} / \text{Agent}_\text{Skill}_\text{Group}_\text{Half}_\text{Hour}.\text{SupervAssistCallsToHalf})\)

**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: \(\text{Agent}_\text{Skill}_\text{Group}_\text{Half}_\text{Hour}.\text{ConferencedInCallsToHalf}\)

**Avg Time**

The average time in HH:MM:SS (hours, minutes, seconds) that the agent spent in conference with tasks during the interval. This value includes hold time associated with the conference tasks.

Derived from: \((\text{Agent}_\text{Skill}_\text{Group}_\text{Half}_\text{Hour}.\text{ConferencedInCallsTimeToHalf} / \text{Agent}_\text{Skill}_\text{Group}_\text{Half}_\text{Hour}.\text{ConferencedInCallsToHalf})\)

**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: \(\text{Agent}_\text{Skill}_\text{Group}_\text{Half}_\text{Hour}.\text{ConferencedOutCallsToHalf}\)

**Avg Time**

The average time in HH:MM:SS (hours, minutes, 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: \((\text{Agent}_\text{Skill}_\text{Group}_\text{Half}_\text{Hour}.\text{ConferencedOutCallsTimeToHalf} / \text{Agent}_\text{Skill}_\text{Group}_\text{Half}_\text{Hour}.\text{ConferencedOutCallsToHalf})\)

**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 data for each agent.

**Report Summary**

The total data for all agents in report.
agent06: Agent State Trace Detail By Events Report

**Overview:**

<table>
<thead>
<tr>
<th>Subject</th>
<th>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.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Purpose</td>
<td>To show detail on historical agent-state changes for the selected time period.</td>
</tr>
<tr>
<td>Note</td>
<td>The agent state trace data is not turned on by default. Turning it on may have a negative effect on your system.</td>
</tr>
<tr>
<td></td>
<td>• Use the ICM Configuration Manager to turn on this option.</td>
</tr>
<tr>
<td></td>
<td>• Enabling the Agent State Trace option causes the generation of a large amount of historical data. It is recommended that you only enable this option for a small subset of your agents and only for a limited amount of time.</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 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>Person</td>
</tr>
<tr>
<td></td>
<td>Media_Routing_Domain</td>
</tr>
<tr>
<td></td>
<td>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
Not Active
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.ICRCallKey

*Peripheral CallKey
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 that indicates the reason for the agent's last state change. If the code is not defined, this displays 0.
Note: For reason codes to be displayed in a report:
• The agent's CTIOS 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.
• You must enable reason code reporting by selecting the "agent event detail" check box in the ICM Configuration Manager's PG Explorer.
Derived from: Agent_State_Trace.ReasonCode
**Task ID: Router Call Key Day**

(Appplies only to non-voice media. For voice media, this field is not applicable)

This and the next two fields are the task ID of the task that caused this agent state change to occur.

Derived from: Agent_State_Trace.RouterCallKeyDay

**Task ID: Router Call Key**

(Appplies only to non-voice media. For voice media, this field is not applicable)

This, the previous field, and the next are the task ID of the task that caused this agent state change to occur.

Derived from: Agent_State_Trace.RouterCallKey

**Task ID: Router Call Key Sequence Number**

(Appplies only to non-voice media. For voice media, this field is not applicable)

This and the previous two fields are the task ID of the task that caused this agent state change to occur.

Derived from: Agent_State_Trace.RouterCallKeySequenceNumber

---

### Overview:

<table>
<thead>
<tr>
<th>Subject</th>
<th>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.</th>
</tr>
</thead>
<tbody>
<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 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, skill group, date, and time</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</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/YYYY (month, day, year) and HH:MM:SS (hours, minutes, seconds) format.
Derived from: Agent_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: Agent_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: Agent_Skill_Group_Half_Hour.InternalCallsRcvdToHalf

**Transfer In**
The number of tasks transferred into the skill group during the given interval. This value is updated when the agent completes the call.
Derived from: Agent_Skill_Group_Half_Hour.TransferredInCallsToHalf

**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: 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

For voice: the total number of calls that were abandoned while the agent’s phone was ringing. For non-voice: the total number of tasks that were abandoned while being offered to an agent.

Derived from: Agent_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. The InternalCallsOnHoldToHalf field in the following calculation applies to voice only.

Derived from: Agent_Skill_Group_Half_Hour.IncomingCallsOnHoldToHalf + Agent_Skill_Group_Half_Hour.AgentOutCallsOnHoldToHalf + Agent_Skill_Group_Half_Hour.InternalCallsOnHoldToHalf

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 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: Agent_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: Agent_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 at the time the agent completes the transfer of the call.

Derived from: Agent_Skill_Group_Half_Hour.TransferredOutCallsToHalf

*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: Agent_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: Agent_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: Agent_Skill_Group_Half_Hour.SupervAssistCallsToHalf

*Emerg Assist
(IPCC only) The number of emergency assist requests by the agent.
Derived from: Agent_Skill_Group_Half_Hour.EmergencyAssistsToHalf

*Barge In
(IPCC only) The number of tasks barged in on by the supervisor.
Derived from: Agent_Skill_Group_Half_Hour.BargeInCallsToHalf

*Intercept
(IPCC only) The number of tasks intercepted by the supervisor.
Derived from: Agent_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.
agent22: Agent Task Summary Daily Report

Overview:

<table>
<thead>
<tr>
<th>Subject</th>
<th>A table showing totals for incoming and outgoing call/task counts and call/task treatments, gathered in day increments.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Note:</strong> This report displays the same information as the Agent21 report except that the data here is by day.</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>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Purpose</th>
<th>To show agent daily activity for the selected time period.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Applicable environment</td>
<td>IPCC and or standard ACD</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 routing domain, skill group, date</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>Person</td>
</tr>
<tr>
<td></td>
<td>Media_Routing_Domain</td>
</tr>
<tr>
<td></td>
<td>Agent_Skill_Group_Half_Hour</td>
</tr>
<tr>
<td></td>
<td>Skill_Group</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/YYYY (month, day, year) format.

Derived from: Agent_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: Agent_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: Agent_Skill_Group_Half_Hour.InternalCallsRcvdToHalf

*Transfer In
The number of tasks transferred into the skill group during the given interval. This value is updated when the agent completes the call.
Derived from: Agent_Skill_Group_Half_Hour.TransferredInCallsToHalf

*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: Agent_Skill_Group_Half_Hour.ConferencedInCallsToHalf

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

Aban While Offer
For voice: the total number of calls that were abandoned while the agent's phone was ringing. For non-voice: the total number of tasks that were abandoned while being offered to an agent.
Derived from: Agent_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. The InternalCallsOnHoldToHalf field in the following calculation applies to voice only.
Derived from: Agent_Skill_Group_Half_Hour.IncomingCallsOnHoldToHalf + Agent_Skill_Group_Half_Hour.AgentOutCallsOnHoldToHalf + Agent_Skill_Group_Half_Hour.InternalCallsOnHoldToHalf

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 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: Agent_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: Agent_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 at the time the agent completes the transfer of the call.

Derived from: Agent_Skill_Group_Half_Hour.TransferredOutCallsToHalf

*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: Agent_Skill_Group_Half_Hour.ConferencedOut CallsToHalf

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: Agent_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: Agent_Skill_Group_Half_Hour.SupervAssistCallsToHalf

*Emerg Assist

(IPCC only) The number of emergency assist requests by the agent.

Derived from: Agent_Skill_Group_Half_Hour.EmergencyAssistsToHalf

*Barge In

(IPCC only) The number of tasks barged in on by the supervisor.

Derived from: Agent_Skill_Group_Half_Hour.BargeInCallsToHalf

*Intercept

(IPCC only) The number of tasks intercepted by the supervisor.

Derived from: Agent_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**

<table>
<thead>
<tr>
<th><strong>Overview:</strong></th>
</tr>
</thead>
<tbody>
<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>Agent</td>
</tr>
<tr>
<td>Person</td>
</tr>
<tr>
<td>Media_Routing_Domain</td>
</tr>
<tr>
<td>Agent_Skill_Group_Half_Hour</td>
</tr>
<tr>
<td>Skill_Group</td>
</tr>
<tr>
<td>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
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 and 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

ASA
The Average Speed of Answer (ASA) for tasks to this agent during the half-hour interval.

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

AHT
The Average Handle Time (AHT), measured in HH:MM:SS (hours, minutes, seconds), spent by the agent on a task.

Derived from: (Agent_Skill_Group_Half_Hour.HandledCallsTimeToHalf / Agent_Skill_Group_Half_Hour.CallsHandledToHalf)

Avg Hold Time
The hold time in HH:MM:SS (hours, minutes, seconds) that a call was put on hold, for calls which included hold time.


Agent State Times: Log On Duration
The total time in HH:MM:SS (hours, minutes, seconds) that the agent was logged in during the half-hour interval.

Derived from: Agent_Skill_Group_Half_Hour.LoggedOnTimeToHalf
Agent State Times: Active Time
The total time in HH:MM:SS (hours, minutes, seconds) that the agent spent in the Active state during the half-hour interval.

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.TalkAutoOutTimeToHalf + Agent_Skill_Group_Half_Hour.TalkPreviewTimeToHalf + Agent_Skill_Group_Half_Hour.TalkReserveTimeToHalf)

Agent State Times: 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.


Agent State Times: Not Active Time
The total time in HH:MM:SS (hours, minutes, seconds) that the agent spent in the Available or Not Active state during the half-hour interval.

Derived from: Agent_Skill_Group_Half_Hour.AvailTimeToHalf

Agent State Times: Not Active %
The percentage of time that the agent spent in the Available or Ready state in relation to LoggedOnTime or interval, whichever is less.

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

Agent State Times: Not Ready Time
The total time in HH:MM:SS (hours, minutes, seconds) the agent spent in the Not Ready State measured during the half-hour interval.

Derived from: Agent_Skill_Group_Half_Hour.NotReadyTimeToHalf

Agent State Times: 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)

Agent State Times: Hold Time
The total time in HH:MM:SS (hours, minutes, seconds) the agent spent in the Hold/Paused State measured during the half-hour interval.

Derived from: Agent_Skill_Group_Half_Hour.IncomingCallsOnHoldTimeToHalf
Agent State Times: 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: (Agent_Skill_Group_Half_Hour.HoldTimeToHalf / Agent_Skill_Group_Half_Hour.LoggedOnTimeToHalf)

Agent State Times: Reserved Time
The total time in HH:MM:SS (hours, minutes, seconds) that the agent spent in the reserved state waiting for ICM routed task to arrive during the half-hour interval.

Derived from: Agent_Skill_Group_Half_Hour.ReservedStateTimetoHalf

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

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

Agent State Times: Wrap Up Time
The total time in HH:MM:SS (hours, minutes, seconds) that the agent spent in wrap-up on incoming and outgoing tasks during the half-hour interval.

Derived from: (Agent_Skill_Group_Half_Hour.WorkNotReadyTimeToHalf + Agent_Skill_Group_Half_Hour.WorkReadyTimeToHalf)

Agent State Times: 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)

Agent State Times: Busy Other Time
The time in HH:MM:SS (hours, minutes, seconds) that the agent spent in the BusyOther State during the half-hour interval.

Derived from: Agent_Skill_Group_Half_Hour.BusyOtherTimeToHalf

Agent State Times: 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)

Skill Group Summary
The field totals for each skill group.

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

### agent24: Agent Performance Summary Daily Report

<table>
<thead>
<tr>
<th>Overview:</th>
</tr>
</thead>
<tbody>
<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’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/YYYY (month, day, year) format.

Derived from: Agent_Skill_Group_Half_Hour.DateTime

ASA

The Average Speed of Answer (ASA) for tasks to this agent during the half-hour interval.

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

AHT

The Average Handle Time (AHT), measured in HH:MM:SS (hours, minutes, seconds), spent by the agent on a task.

Derived from: (Agent_Skill_Group_Half_Hour.HandledCallsTimeToHalf / Agent_Skill_Group_Half_Hour.CallsHandledToHalf)

Avg Hold Time

The hold time in HH:MM:SS (hours, minutes, seconds) that a call was put on hold, for calls which included hold time.


Agent State Times: Log On Duration

The total time in HH:MM:SS (hours, minutes, seconds) that the agent was logged in during the half-hour interval.

Derived from: Agent_Skill_Group_Half_Hour.LoggedOnTimeToHalf

Agent State Times: Active Time

The total time in HH:MM:SS (hours, minutes, seconds) that the agent spent in the Active state during the half-hour interval.

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.TalkAutoOutTimeToHalf + Agent_Skill_Group_Half_Hour.TalkPreviewTimeToHalf + Agent_Skill_Group_Half_Hour.TalkReserveTimeToHalf)
Agent State Times: 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: ((Agent_Skill_Group_Half_Hour.TalkInTimeToHalf +
Agent_Skill_Group_Half_Hour.TalkOutTimeToHalf +
Agent_Skill_Group_Half_Hour.TalkOtherTimeToHalf +
Agent_Skill_Group_Half_Hour.TalkAutoOutTimeToHalf +
Agent_Skill_Group_Half_Hour.TalkPreviewTimeToHalf +
Agent_Skill_Group_Half_Hour.TalkReserveTimeToHalf) /
Agent_Skill_Group_Half_Hour.LoggedOnTimeToHalf)

Agent State Times: Not Active Time

The total time in HH:MM:SS (hours, minutes, seconds) that the agent spent in the
Available or Not Active state during the half-hour interval.

Derived from: Agent_Skill_Group_Half_Hour.AvailTimeToHalf

Agent State Times: Not Active %

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

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

Agent State Times: Not Ready Time

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

Derived from: Agent_Skill_Group_Half_Hour.NotReadyTimeToHalf

Agent State Times: 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)

Agent State Times: Hold Time

The total time in HH:MM:SS (hours, minutes, seconds) the agent spent in the
Hold/Paused State measured during the half-hour interval.

Derived from: Agent_Skill_Group_Half_Hour.IncomingCallsOnHoldTimeToHalf

Agent State Times: 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: (Agent_Skill_Group_Half_Hour_HOLD_TIME_TO_HALF /
Agent_Skill_Group_Half_Hour.LoggedOnTimeToHalf)

Agent State Times: Reserved Time

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

Derived from: Agent_Skill_Group_Half_Hour.ReservedStateTimetoHalf
Agent State Times: Reserved %
The percentage of time that the agent spent in Reserved state in relation to LoggedOnTime or interval, whichever is less.
Derived from: \( \frac{\text{Agent\_Skill\_Group\_Half\_Hour\_ReservedState\_Time\_To\_Half}}{\text{Agent\_Skill\_Group\_Half\_Hour\_LoggedOn\_Time\_To\_Half}} \)

Agent State Times: Wrap Up Time
The total time in HH:MM:SS (hours, minutes, seconds) that the agent spent in wrap-up on incoming and outgoing tasks during the half-hour interval.
Derived from: \( \text{Agent\_Skill\_Group\_Half\_Hour\_Work\_Not\_Ready\_Time\_To\_Half} + \text{Agent\_Skill\_Group\_Half\_Hour\_Work\_Ready\_Time\_To\_Half} \)

Agent State Times: 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: \( \frac{\text{Agent\_Skill\_Group\_Half\_Hour\_Work\_Ready\_Time\_To\_Half} + \text{Agent\_Skill\_Group\_Half\_Hour\_Work\_Not\_Ready\_Time\_To\_Half}}{\text{Agent\_Skill\_Group\_Half\_Hour\_LoggedOn\_Time\_To\_Half}} \)

Agent State Times: Busy Other Time
The time in HH:MM:SS (hours, minutes, seconds) that the agent spent in the BusyOther State during the half-hour interval.
Derived from: \( \text{Agent\_Skill\_Group\_Half\_Hour\_Busy\_Other\_Time\_To\_Half} \)

Agent State Times: 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: \( \frac{\text{Agent\_Skill\_Group\_Half\_Hour\_Busy\_Other\_Time\_To\_Half}}{\text{Agent\_Skill\_Group\_Half\_Hour\_LoggedOn\_Time\_To\_Half}} \)

Skill Group Summary
The field totals for each skill group.

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

Report Summary
The field totals for all agents in the report.
agent25: Agent Consolidated Half Hour Report

Overview:

Subject | A table of selected agents showing agent call 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.

Purpose | To show agent half-hour activity and performance for the selected time period.

Note: Completed tasks are all the tasks which completed during the time shown (that is, on the row in the report) and includes any tasks or calls that began in a prior time frame but completed in the selected time.

This template includes columns from both the Agent21 and the Agent23 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 routing domain, skill group, date, and time

Drilldowns available | No

Schema database tables | Agent
Person
Media_Routing_Domain
Agent_Skill_Group_Half_Hour
Skill_Group
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 and
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 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

Completed Tasks: Handled
The number of ICM Routed tasks this agent has handled.

Derived from: Agent_Skill_Group_Half_Hour.CallsHandledToHalf

Completed Tasks: Aban While Offer
For voice: the total number of calls that were abandoned while the agent’s phone was ringing. For non-voice: the total number of tasks that were abandoned while being offered to an agent.

Derived from: Agent_Skill_Group_Half_Hour.AbandonRingCallsToHalf

Completed Tasks: 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

Completed Tasks: 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

*Completed 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. This value is updated when the agent completes the call.

Derived from: Agent_Skill_Group_Half_Hour.TransferredInCallsToHalf
**Completed Tasks: 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. The value is updated at the time the agent completes the transfer of the call.

Derived from: Agent_Skill_Group_Half_Hour.TransferredOutCallsToHalf

**Completed Tasks: External Out**

The number of Outgoing external calls that this agent made during this interval.

Derived from: Agent_Skill_Group_Half_Hour.AgentOutCallsToHalf

**Completed Tasks: 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

**Completed Tasks: Avg Hold Time**

The average hold or paused time of a task handled by the agent, measured in HH:MM:SS (hours, minutes, seconds).


**Agent State Times: 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

**Agent State Times: % 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.TalkAutoOutTimeToHalf + Agent_Skill_Group_Half_Hour.TalkPreviewTimeToHalf + Agent_Skill_Group_Half_Hour.TalkReserveTimeToHalf) / Agent_Skill_Group_Half_Hour.LoggedOnTimeToHalf

**Agent State Times: % 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)
Agent State Times: % Not Active
The percentage of time that the agent has spent in the Not Active or Available state in relation to LoggedOnTime. Applies to all skill groups.
Derived from: \((\text{Agent\_Skill\_Group\_Half\_Hour.AvailTimeToHalf} / \text{Agent\_Skill\_Group\_Half\_Hour.LoggedOnTimeToHalf})\)

Agent State Times: % 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: \((\text{Agent\_Skill\_Group\_Half\_Hour.NotReadyTimeToHalf} / \text{Agent\_Skill\_Group\_Half\_Hour.LoggedOnTimeToHalf})\)

Agent State Times: % 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: \((\text{Agent\_Skill\_Group\_Half\_Hour.ReservedStateTimeToHalf} / \text{Agent\_Skill\_Group\_Half\_Hour.LoggedOnTimeToHalf})\)

Agent State Times: % 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: \((\text{Agent\_Skill\_Group\_Half\_Hour.WorkReadyTimeToHalf} + \text{Agent\_Skill\_Group\_Half\_Hour.WorkNotReadyTimeToHalf}) / \text{Agent\_Skill\_Group\_Half\_Hour.LoggedOnTimeToHalf}\)

Agent State Times: % Busy Other
The percentage of time that the agent has spent in the Busy Other state in relation to Logged On Time.
Derived from: \((\text{Agent\_Skill\_Group\_Half\_Hour.BusyOtherTimeToHalf} / \text{Agent\_Skill\_Group\_Half\_Hour.LoggedOnTimeToHalf})\)

Skill Group Summary
The field totals for each skill group.

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

Report Summary
The field totals for all agents in the report.
agent26: Agent Consolidated Daily Report

<table>
<thead>
<tr>
<th>Overview:</th>
</tr>
</thead>
</table>
| Subject   | A table of selected agents showing agent call statistics and agent time allocations, gathered in day increments.  
            **Note:** Completed tasks are all the tasks which completed during the time shown (that is, on the row in the report) and includes any tasks or calls that began in a prior time frame but completed in the selected time.  
            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 routing domain, skill group, and date |
| Drilldowns available | No |
| Schema database tables | Agent  
Person  
Media_Routing_Domain  
Agent_Skill_Group_Half.Hour  
Skill_Group  
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 and  
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 and Skill_Group.SkillTargetID

**Date**

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

Derived from: Agent_Skill_Group_Half_Hour.DateTime

**Completed Tasks: Handled**

The number of ICM Routed tasks this agent has handled.

Derived from: Agent_Skill_Group_Half_Hour.CallsHandledtoHalf

**Completed Tasks: Aban While Offer**

For voice: the total number of calls that were abandoned while the agent’s phone was ringing. For non-voice: the total number of tasks that were abandoned while being offered to an agent.

Derived from: Agent_Skill_Group_Half_Hour.AbandonRingCallsToHalf

**Completed Tasks: 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

**Completed Tasks: 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

**Completed 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. This value is updated when the agent completes the call.

Derived from: Agent_Skill_Group_Half_Hour.TransferredInCallsToHalf

**Completed Tasks: 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. The value is updated at the time the agent completes the transfer of the call.

Derived from: Agent_Skill_Group_Half_Hour.TransferredOutCallsToHalf
*Completed Tasks: External Out*

The number of Outgoing external calls that this agent made during this interval.

Derived from: `Agent_Skill_Group_Half_Hour.AgentOutCallsToHalf`

**Completed Tasks: 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`

**Completed Tasks: Avg Hold Time**

The average hold or paused time of a task handled by the agent, measured in HH:MM:SS (hours, minutes, seconds).


**Agent State Times: 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`

**Agent State Times: % 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.TalkAutoOutTimeToHalf + Agent_Skill_Group_Half_Hour.TalkPreviewTimeToHalf + Agent_Skill_Group_Half_Hour.TalkReserveTimeToHalf) / Agent_Skill_Group_Half_Hour.LoggedOnTimeToHalf`

**Agent State Times: % 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)`

**Agent State Times: % Not Active**

The percentage of time that the agent has spent in the Not Active or 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)`
Agent State Times: % 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)

Agent State Times: % 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)

Agent State Times: % 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.WorkReadyTimeToHalf + Agent_Skill_Group_Half_Hour.WorkNotReadyTimeToHalf) / Agent_Skill_Group_Half_Hour.LoggedOnTimeToHalf)

Agent State Times: % Busy Other
The percentage of time that the agent has spent in the Busy Other state in relation to Logged On Time.
Derived from: (Agent_Skill_Group_Half_Hour.BusyOtherTimeToHalf / Agent_Skill_Group_Half_Hour.LoggedOnTimeToHalf)

Skill Group Summary
The field totals for each skill group.

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

Report Summary
The field totals for all agents in the report.
# agent27: Agent Historical All Fields Report

## Overview:

<table>
<thead>
<tr>
<th>Subject</th>
<th>A table of all the selected agents listing all the available agent historical report data for the selected interval.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Note:</strong></td>
<td>This report is the same report as the Agtskg27 report except that this report is first sorted by agent rather than by skill group.</td>
</tr>
<tr>
<td>Data:</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><strong>Note:</strong></td>
<td>In the following descriptions, agent-dialed outbound calls or tasks are different from Outbound Option calls that are program-dialed outbound calls. Only fields specified as Outbound Option contain automated call data. In all other cases, outbound calls are agent-dialed ones.</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.</td>
</tr>
<tr>
<td><strong>Note:</strong></td>
<td>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>
</tbody>
</table>

### Applicable environment
- IPCC and/or standard ACD

### Template type
- Historical table

### Default sort order
- By agent team, agent skill ID, agent last name, agent first name, and date and time

### Drilldowns available
- No

### Schema database table
- Agent
- Person
- Agent_Skill_Group_Half.Hour
- Skill_Group

## Data:

### Agent

The agent's last and first name.

Derived from: Person.LastName + ',' + Person.FirstName and Agent_Skill_Group_Half.Hour.SkillTargetID

### Skill Group

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

**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.

Derived from: Agent_Skill_Group_Half_Hour.CallsAnsweredToHalf

**Incoming Tasks**

**AnsWait Time**

The sum of answer wait time in HH:MM:SS (hours, minutes, seconds) for all tasks begun for the call type during the half-hour interval.

AnswerWaitTime is calculated as follows: RingTime + NetworkTime + LocalQTime (for standard ACDs) and NetQTime (for IPCC systems).

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 HH:MM:SS (hours, minutes, 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.

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 HH:MM:SS (hours, minutes, 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. 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 total time in HH:MM:SS (hours, minutes, 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 Ring
For voice: the total number of calls that were abandoned while the agent’s phone was ringing. For non-voice: the total number of tasks that were abandoned while being offered to an agent.

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. This value is updated when the agent completes the call.

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 time in HH:MM:SS (hours, minutes, seconds) that completed inbound tasks were placed on hold or 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) has completed.

Derived from: Agent_Skill_Group_Half_Hour.IncomingCallsOnHoldTimeToHalf

**Incoming Tasks**

**Aban Ring 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. 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 total time in HH:MM:SS (hours, minutes, 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 total time in HH:MM:SS (hours, minutes, 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 total time in HH:MM:SS (hours, minutes, seconds) that 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. 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 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 total time in HH:MM:SS (hours, minutes, seconds) that 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. 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 total time in HH:MM:SS (hours, minutes, seconds) that agents spent handling consultative calls with at least on 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 HH:MM:SS (hours, minutes, seconds), for completed outbound tasks handled by the agent in the skill group during the half-hour interval. 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 HH:MM:SS (hours, minutes, 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 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 total time in HH:MM:SS (hours, minutes, 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 time in HH:MM:SS (hours, minutes, seconds) that outbound ACD calls were placed on hold by agents in the skill group during the half-hour interval. This 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 total time in HH:MM:SS (hours, minutes, 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 total time in HH:MM:SS (hours, minutes, seconds) that 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 total time in HH:MM:SS (hours, minutes, seconds) that 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 time in HH:MM:SS (hours, minutes, seconds) that 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 total time in HH:MM:SS (hours, minutes, 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**
(IPCC only) 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**
(IPCC only) 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**
(IPCC only) 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 HH:MM:SS (hours, minutes, 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 total time in HH:MM:SS (hours, minutes, 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**

**Not Active Time**
The total time in HH:MM:SS (hours, minutes, seconds) that the agent spent in the Available or Not Active state during the half-hour interval.
Derived from: Agent_Skill_Group_Half_Hour.AvailTimeToHalf

**Agent Performance**

**Not Ready**
The total time in HH:MM:SS (hours, minutes, seconds) that 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 time in HH:MM:SS (hours, minutes, seconds) that 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 total time in HH:MM:SS (hours, minutes, 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 total time in HH:MM:SS (hours, minutes, 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 total time in HH:MM:SS (hours, minutes, 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 total time in HH:MM:SS (hours, minutes, seconds) that the agent spent processing callback messages during the half-hour interval.
Derived from: Agent_Skill_Group_Half_Hour.CallbackMessagesTimeToHalf

*Auto Out
Tasks
(Outbound Option only) 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*

(Outbound Option only) The total handle time, in HH:MM:SS (hours, minutes, seconds), for completed AutoOut (predictive) calls handled by the agent in the skill group during the half-hour interval.

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*

(Outbound Option only) The total talk time, in HH:MM:SS (hours, minutes, 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 therefore includes the HoldTime associated with the call. AutoOutCallsTalkTimeToHalf 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*

(Outbound Option only) The total time in HH:MM:SS (hours, minutes, seconds) that 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*

(Outbound Option only) 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*

(Outbound Option only) The total time in HH:MM:SS (hours, minutes, seconds) that AutoOut (predictive) calls were placed on hold by the agent in the skill group during the half-hour interval. This 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*

(Outbound Option only) The total number of completed outbound Preview calls made by the agent in the skill group during the half-hour interval. This 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**

(Outbound Option only) The total handle time, in HH:MM:SS (hours, minutes, seconds), for completed outbound Preview calls handled by the agent in the skill group during the half-hour interval.

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**

(Outbound Option only) The total talk time, in HH:MM:SS (hours, minutes, 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 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**

(Outbound Option only) The total time in HH:MM:SS (hours, minutes, seconds) that 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**

(Outbound Option only) 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**

(Outbound Option only) The total time in HH:MM:SS (hours, minutes, seconds) that outbound Preview calls were placed on hold by the agent in the skill group during the half-hour interval. This 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**

(Outbound Option only) The total number of completed agent reservation tasks made by the agent in the skill group during the half-hour interval. This 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

(Outbound Option only) The total handle time, in HH:MM:SS (hours, minutes, seconds), for completed agent reservation tasks handled by the agent in the skill group during the half-hour interval.

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

(Outbound Option only) The total time, in HH:MM:SS (hours, minutes, 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 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

(Outbound Option only) The total time in HH:MM:SS (hours, minutes, 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

(Outbound Option only) 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

(Outbound Option only) The time in HH:MM:SS (hours, minutes, seconds) agent reservation calls were placed on hold by the agent in the skill group during the half-hour interval.

This 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

Time Zone

The time zone for the date and time. The value is the offset in minutes from GMT.

Derived from: Agent_Skill_Group_Half_Hour.TimeZone
Recovery Key
A value used internally by the ICM software to track virtual time.
Derived from: Agent_Skill_Group_Half_Hour.RecoveryKey

Interrupted Time
The time in HH:MM:SS (hours, minutes, seconds) that the agent was in the Interrupted state during the half-hour interval. This data field is currently not used in the database.
Derived from: Agent_Skill_Group_Half_Hour.InterruptedTimeToHalf

DB DataTime
The date and time that data was last written to the ICM historical database (HDS) from the logger database. This is different from the time that the data was created. This is useful if you are extracting data from the historical database and you want to see when it was last updated.
Derived from: Agent_Skill_Group_Half_Hour.DbDateTime

agent30: Agent Not Ready Summary Report

<table>
<thead>
<tr>
<th>Overview:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Subject</td>
</tr>
</tbody>
</table>

**Note:** The report only returns accurate data for COMPLETED Not Ready activity. Rows in the report that have a asterisk (*) have incomplete data and therefore the calculations in them will not be accurate.

**Important:** If you want to report on agent Not Ready reason codes, configure the Not Ready Reason codes in the ICM Configuration Manager AND on the agent desktop software (CTI or Cisco Agent Desktop). Also, in an IPCC environment, ensure that agent event detail is enabled on the CallManager peripheral. It is enabled by default in the ICM Configuration Manager only for the IPCC peripheral.

<table>
<thead>
<tr>
<th>Purpose</th>
<th>To check overall historical agent availability.</th>
</tr>
</thead>
<tbody>
<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 Person.LastName, Person.FirstName, Media_Routing_Domain.EnterpriseName, and Reason_Code.ReasonCodeName</td>
</tr>
</tbody>
</table>
Data:

**Media**
The media routing domain into which the agent is logged.
Derived from: Media_Routing_Domain.EnterpriseName

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

**Logon Duration**
The time in HH:MM:SS (hours, minutes, seconds) format that the agent was logged on for the specified interval of the report. When a session is complete, the following formula is used. When a session is not complete, this field will be marked with an asterisk, and the duration will be calculated with the same formula but with the last event in the time window, rather than with the logout event.
Derived from: (Agent_Event_Detail.DateTime - Agent_Event_Detail.LoginDateTime)

**Logon Sessions**
The number of logon sessions that are summarized. It is calculated by the count of distinct login times.
Derived from: COUNT(DISTINCT Agent_Event_Detail.LoginDateTime)

**Reason Code**
A code and text (if configured) from the peripheral that indicates the reason for the agent’s last state change. If not defined, this displays 0.

*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 how to enter text to be displayed in reports for reason codes and for further information on them, see Reason Codes.
Derived from: Reason_Code.ReasonCodeName (if reason code text is configured and) Agent_Event_Detail.ReasonCode

**Duration**
The amount of time in HH:MM:SS (hours, minutes, seconds) that the agent spent in the Not Ready state for the given reason.
Derived from: Agent_Event_Detail.Duration

---

Drilldowns available | No
---|---
Schema database table | Media_Routing_Domain
| Person
| Agent
| Agent_Event_Detail
| Reason_Code

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% Logon Duration
The percent of the agent’s total logon session that the agent spent in the Not Ready
state for the given reason.
Derived from: (Agent_Event_Detail.Duration / (Agent_Event_Detail.DateTime -
Agent_Event_Detail.LoginDateTime))

% Not Ready
The percentage of time an agent spent in each Not Ready state relative to the other
Not Ready states.
Derived from: ((Agent_Event_Detail.Duration / (sum of
Agent_Event_Detail.Duration for all not ready reason codes))

Media Summary
The total for each field for each agent logged into the media routing domain during the
given interval.

Report Summary
The total for all fields for all agents in the report.
Note: The % Logon Duration and % Not Ready field summaries are averages.

agent31: Agent Not Ready Detail Report

<table>
<thead>
<tr>
<th>Overview:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Subject</td>
</tr>
<tr>
<td></td>
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<td></td>
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</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>
</tbody>
</table>
Data:

Media

The media routing domain into which the agent is logged.
Derived from: Media_Routing_Domain.EnterpriseName

Agent

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

Logon DateTime

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

Logon Duration

The time in HH:MM:SS (hours, minutes, seconds) format that the agent was logged on for the specified interval of the report. When a session is complete, the following formula is used. When a session is not complete, this field will be marked with an asterisk, and the duration will be calculated with the same formula but with the last event in the time window, rather than with the logout event.
Derived from: (Agent_Event_Detail.DateTime - Agent_Event_Detail.LoginDateTime)

Reason Code

A code and text (if configured) from the peripheral that indicates the reason for the agent's last state change. If not defined, this displays 0.

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 how to enter text to be displayed in reports for reason codes and for further information on them, see Reason Codes.
Derived from: Reason_Code.ReasonCodeName (if reason code text is configured and) Agent_Event_Detail.ReasonCode

Duration

The amount of time in HH:MM:SS (hours, minutes, seconds) that the agent spent in the Not Ready state for the given reason.
Derived from: Agent_Event_Detail.Duration
% Logon Duration

The percent of the agent's total logon session that the agent spent in the Not Ready state for the given reason.

Derived from: \( \frac{\text{Agent\_Event\_Detail\_Duration}}{\text{Agent\_Event\_Detail\_DateTime} - \text{Agent\_Event\_Detail\_LoginDateTime}} \)

% Not Ready

The percentage of time an agent spent in each Not Ready state relative to the other Not Ready states.

Derived from: \( \frac{\text{Agent\_Event\_Detail\_Duration}}{\text{sum of Agent\_Event\_Detail\_Duration for all not ready reason codes}} \)

Media Summary

The total for each field for each agent logged into the media routing domain 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.

Note: The % Logon Duration and % Not Ready field summaries are averages.
Agent by Peripheral Reports

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.

This section includes:
- Summary List of Agent by Peripheral reports, page 2-63
- Example Agent by Peripheral Report, page 2-65
- Agent by Peripheral Real-Time Reports, page 2-65
- Agent by Peripheral Historical Reports, page 2-73

Summary List of Agent by Peripheral reports

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>
<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 2-73</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 2-75</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 2-78</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 2-66</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 2-81</td>
<td>IPCC and/or standard ACD</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>
</tbody>
</table>
# Template Name | Applicable Environment | Type | Description
--- | --- | --- | ---
agtper22: Agent Peripheral Task Summary Daily Report, page 2-85 | IPCC and/or standard ACD | historical table | Task summary for each agent within the selected peripheral(s), organized by the selected day(s).
agtper23: Agent Peripheral Performance Summary Half Hour Report, page 2-88 | IPCC and/or standard ACD | historical table | Agent state summary for each agent within the selected peripheral(s), organized by the selected half hour(s).
agtper24: Agent Peripheral Performance Summary Daily Report, page 2-92 | IPCC and/or standard ACD | historical table | Agent state summary for each agent within the selected peripheral(s), organized by the selected day(s).
agtper25: Agent Peripheral Consolidated Half Hour Report Template, page 2-96 | IPCC only | historical table | Agent half-hour activity and performance for all the agents connected to the selected peripheral(s) during the selected half-hour interval(s).
agtper26: Agent Peripheral Consolidated Daily Report, page 2-99 | IPCC only | historical table | Agent half-hour activity and performance for all the agents connected to the selected peripheral(s) during the selected day interval(s).
agtper27: Agent Peripheral Historical All Fields Report, page 2-103 | IPCC and/or standard ACD | historical table | 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.
agtsg28: Agent Skill Group Real Time All Fields Report, page 2-124 | IPCC and/or standard ACD | real-time table | 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.
## Example Agent by Peripheral Report

### Agent Peripheral Task Summary Daily Report

From: 01/14/2004 00:00:00 To: 01/15/2004 23:59:00

<table>
<thead>
<tr>
<th>Agent Name</th>
<th>Media</th>
<th>Incident</th>
<th>Transfer In</th>
<th>Transfer Out</th>
<th>Hold</th>
<th>After Hold</th>
<th>After White Office</th>
<th>Wait</th>
<th>Total</th>
<th>Answered</th>
<th>Total</th>
<th>Contact Attempted</th>
<th>Call Out</th>
<th>Paging</th>
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<tbody>
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### Benson, Pam (2016/2)

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### Backman, Sam (27169)

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<th>Total</th>
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### Wilson, Brenda (44290)

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</table>

### Peripheral Summary

- 15 Peripherals
- 778 total Agent Statistics
- 693 total call attempts

### Report Details

- Report Name: Untitled Report
- Template Name: agtper22
- Run by: 41 automáticos
- Run Date: 4/26/2004 05:58:57 AM EDT

---

### Agent by Peripheral Real-Time Reports

- **agtper20**: Agent Peripheral Real Time Report, page 2-66
- **agtper28**: Agent Peripheral Real Time All Fields Report, page 2-69
agtper20: Agent Peripheral Real Time Report

<table>
<thead>
<tr>
<th>Overview:</th>
</tr>
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<tbody>
<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>Sort order</strong></td>
</tr>
<tr>
<td><strong>Drilldowns available</strong></td>
</tr>
</tbody>
</table>
| **Schema database tables** | Agent
Agent_Real_Time
Media_Routing_Domain
Peripheral
Person
Skill_Group |

**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 DateTime

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
- Active
- Ready
- Not Active
- Work Ready
- Work Not Ready
- Hold
- Paused
- Busy Other
- Reserved
- Not Ready

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())

Reason Code

A code received from the peripheral that indicates the reason for the agent’s last state change. If not defined, this displays 0.

Note:
- The agent’s CTIOS 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.
- You must enable reason code reporting by selecting the “agent event detail” check box in the ICM Configuration Manager’s PG Explorer.

Derived from: Agent_Real_Time.ReasonCode
**Supv Assist Reqstd**

Whether or not the agent requested supervisor assistance:

- No
- Yes

Derived from: `Agent_REAL_Time.RequestedSupervisorAssist`

**Direction**

The direction of the active task:

- In (inbound task - non voice tasks are always inbound)
- Out (outgoing external call)
- Other (outgoing internal call)

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`

**Available in MRD**

Whether or not the agent is available to accept a task in this media routing domain:

- 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 (MRD) if the agent's state in that MRD is anything other than Not Ready, and the agent is not at the agent's maximum task limit for the MRD, and the agent is not working on a non-interruptible task in another MRD.

If an agent is ICM-available, then ICM can assign tasks to the agent. If an agent is Application-available, then the application can assign tasks to the agent. 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`
### agtper28: Agent Peripheral Real Time All Fields Report

<table>
<thead>
<tr>
<th>Overview:</th>
</tr>
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<tbody>
<tr>
<td><strong>Subject</strong></td>
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<tr>
<td><strong>Purpose</strong></td>
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<td><strong>Sort order</strong></td>
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<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 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
**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: Service.EnterpriseName

**Agent State**

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

* Talking
  * Active
  * Ready
  * Not Active
  * Work Ready
  * Work Not Ready
  * Hold
  * Paused
  * Busy Other
  * Reserved
  * Not Ready

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

**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 displays 0.

**Note:**

- The agent's CTIOS 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.
- You must enable reason code reporting by selecting the "agent event detail" check box in the ICM Configuration Manager's PG Explorer.

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 task:

- In (inbound task - non voice tasks are always inbound)
- Out (outgoing external call)
- Other (outgoing internal call)

Derived from: Agent_Real_Time.Direction

**On Hold**

Indicates whether the call is currently on hold or the task is paused:

- 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 Status**

Reserved for future use.

Derived from: Agent_Real_Time.AgentStatus

**Customer Phone**

(Outbound Option only) The phone number of the caller with whom the agent is speaking.

Derived from: Agent_Real_Time.CustomerPhoneNumber
**Customer Account**
(Outbound Option only) The account number of the caller with whom the agent is speaking.
Derived from: Agent_Real_Time.CustomerAccountNumber

**Campaign**
(Outbound Option only) The campaign ID for the campaign associated with this call.
Derived from: Agent_Real_Time.CampaignID

**Query Rule**
(Outbound Option only) The query rule belonging to the campaign identified by the CampaignID.
Derived from: Agent_Real_Time.QueryRuleID

**Routable**
Indicates whether the agent is routable with respect to this Media Routing Domain. Valid options: Y = Yes, the agent is routable. N = No, the agent is not routable.
Derived from: Agent_Real_Time.Routable

**Last Mode Change**
The date and time of the agent’s last mode change.
Derived from: Agent_Real_Time.DateTimeLastModeChange

**Tasks In Progress**
The number of tasks associated with this Media Routing Domain on which this agent is currently working.
Derived from: Agent_Real_Time_CALLSInProgress

**Max Tasks**
The maximum number of tasks associated with this Media Routing Domain on which this agent can work simultaneously.
Derived from: Agent_Real_Time.MaxTasks

**Available in MRD**
Whether or not the agent is available to accept a task in this media routing domain:
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 (MRD) if the agent’s state in that MRD is anything other than Not Ready, and the agent is not at the agent’s maximum task limit for the MRD, and the agent is not working on a non-interruptible task in another MRD.”

If an agent is ICM-available, then ICM can assign tasks to the agent. If an agent is Application-available, then the application can assign tasks to the agent. 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
Task Level Change
The date and time of the agent’s last task level change.
Derived from: Agent_Real_Time.DateTimeTaskLevelChange

Router Task Q Now
The number of calls currently queued for the agent at the call router.
Derived from: Agent_Real_Time.RouterCallsQueueNow

Router Longest Task Q
The time when the longest call in queue was queued for the agent.
Derived from: Agent_Real_Time.RouterLongestCallQ

Agent by Peripheral Historical Reports
- agtper03: Agent Peripheral Media Logout Status Report, page 2-73
- agtper04: Agent Peripheral Task Detail Activity Report, page 2-75
- agtper05: Agent Peripheral Task Detail Performance Report, page 2-78
- agtper21: Agent Peripheral Task Summary Half Hour Report, page 2-81
- agtper23: Agent Peripheral Performance Summary Half Hour Report, page 2-88
- agtper25: Agent Peripheral Consolidated Half Hour Report Template, page 2-96
- agtper26: Agent Peripheral Consolidated Daily Report, page 2-99
- agtper27: Agent Peripheral Historical All Fields Report, page 2-103

agtper03: Agent Peripheral Media Logout Status Report

| Overview: |
|-----------------|------------------------------------------------------------------------------------------------------------------|
| Subject         | A table of all agents on the selected peripheral(s) showing each agent’s Logon duration and logout date and time. |
| Purpose         | To show **ONLY** agents who have logged out from the selected peripheral(s) during the selected interval.          |
| Applicable      | IPCC and/or standard ACD                                                                                                                                                   |
| environment     |                                                                                                                                                                            |
| Template type   | Historical table                                                                                                                                                           |
| Default sort    | By peripheral, then by agent’s last name, first name, and media routing domain                                                                                           |
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 Date Time**
- The date and time the agent logged on, measured in MM:DD:YYYY (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 Date Time**
- 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 displays 0.

**Note:**
- The agent's CTIOS 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.
You must enable reason code reporting by selecting the "agent event detail" check box in the ICM Configuration Manager's PG Explorer.

Derived from: Agent_Logout.ReasonCode

### Agent Summary
The total log-on duration of each agent.

### Report Summary
The total log-on duration of all agents in the report.

---

**agtper04: Agent Peripheral Task Detail Activity Report**

<table>
<thead>
<tr>
<th>Overview:</th>
<th></th>
</tr>
</thead>
</table>
| **Subject** | A table of all agents on the selected peripheral(s) showing all the tasks handled by each agent during the given interval, the average length of a task, and the percent of logged on time spent on a particular task.  

**Note:** The report time must include the agent’s whole log-on session to get accurate times for the tasks.  

The tasks reported include incoming, outgoing, and internal tasks, call back 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. |
| **Purpose** | To show agent half-hour activity 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 |
| **Default sort order** | By media routing domain, peripheral, agent enterprise name, last name, first name |
| **Drilldowns available** | No |
| **Schema database tables** | Agent  
Agent_Half_Hour  
Agent_Skill_Group_Half_Hour  
Person  
Peripheral  
Media_Routing_Domain  
Skill_Group |
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 hours, minutes, and seconds (HH:MM:SS format) that the agent was logged on during the selected interval.

Derived from: Agent_Half_Hour.LoggedOnTimeToHalf

**Available In MRD Time**

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

Derived from: 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: 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: (Agent_Skill_Group_Half_Hour.HandledCallsTimeToHalf / Agent_Skill_Group_Half_Hour.CallsHandledToHalf)
% 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: (Agent_Skill_Group_Half_Hour.WorkReadyTimeToHalf + Agent_Skill_Group_Half_Hour.WorkNotReadyTimeToHalf) / Agent_Skill_Group_Half_Hour.LoggedOnTimeToHalf

*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: Agent_Skill_Group_Half_Hour.AgentOutCallsToHalf

*External Out Tasks Avg Time

The average length in HH:MM:SS (hours, minutes, seconds) for outgoing tasks made by the agent for the selected interval.

Derived from: (Agent_Skill_Group_Half_Hour.AgentOutCallsTimeToHalf / Agent_Skill_Group_Half_Hour.AgentOutCallsToHalf)

*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: 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: (Agent_Skill_Group_Half_Hour.InternalCallsTimeToHalf / Agent_Skill_Group_Half_Hour.InternalCallsToHalf)

*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: Agent_Skill_Group_Half_Hour.CallbackMessagesToHalf

*CB Messages Avg Time

The average length in HH:MM:SS (hours, minutes, 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: (Agent_Skill_Group_Half_Hour.CallbackMessagesTimeToHalf / Agent_Skill_Group_Half_Hour.CallbackMessagesToHalf)
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:

| Subject | 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. |
| Purpose | To show agent half-hour 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 |
| Default sort order | By media routing domain, peripheral, agent enterprise name, last name, first name |
| Drildowns available | No |
| Schema database tables | Agent
Agent_Half_Hour
Agent_Skill_Group_Half_Hour
Person
Peripheral
Media_Routing_Domain
Skill_Group |

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_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 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: Agent_Skill_Group_Half_Hour.AbandonHoldCallsToHalf

Aban Ring: Total Tasks

For voice: the total number of calls that were abandoned while the agent’s phone was ringing. For non-voice: the total number of tasks that were abandoned while being offered to an agent.

Derived from: Agent_Skill_Group_Half_Hour.AbandonRingCallsToHalf

Aban Ring: Avg Time

The average length of time associated with Ringing/offered tasks that were abandoned.

Derived from: (Agent_Skill_Group_Half_Hour.AbandonRingTimeToHalf / Agent_Skill_Group_Half_Hour.AbandonRingCallsToHalf)

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: 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: (Agent_Skill_Group_Half_Hour.IncomingCallsOnHoldTimeToHalf / Agent_Skill_Group_Half_Hour.IncomingCallsOnHoldToHalf)

*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: Agent_Skill_Group_Half_Hour.AgentOutCallsOnHoldToHalf
**Outgoing Hold Tasks**

**Avg Time**

The average hold time in HH:MM:SS (hours, minutes, seconds) associated with outbound tasks the agent placed on hold.

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

**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: \( \text{Agent\_Skill\_Group\_Half\_Hour.InternalCallsOnHoldToHalf} \)

**Avg Time**

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

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

**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: \( \text{Agent\_Skill\_Group\_Half\_Hour.SupervAssistCallsToHalf} \)

**Avg Time**

The average time in HH:MM:SS (hours, minutes, seconds) that the agent received assistance for all supervisor-assisted tasks during the interval.

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

**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: \( \text{Agent\_Skill\_Group\_Half\_Hour.ConferencedInCallsToHalf} \)

**Avg Time**

The average time in HH:MM:SS (hours, minutes, seconds) that the agent spent in conference with tasks during the interval. This value includes hold time associated with the conference tasks.

Derived from: \( \text{Agent\_Skill\_Group\_Half\_Hour.ConferencedInCallsTimeToHalf} / \text{Agent\_Skill\_Group\_Half\_Hour.ConferencedInCallsToHalf} \)
**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: Agent_Skill_Group_Half_Hour.ConferencedOutCallsToHalf

**Conference Out Tasks**

**Avg Time**

The average time in HH:MM:SS (hours, minutes, 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: (Agent_Skill_Group_Half_Hour.ConferencedOutCallsTimeToHalf / Agent_Skill_Group_Half_Hour.ConferencedOutCallsToHalf)

**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.

**Agent Summary**

The total data for each agent.

**Report Summary**

The Total of summary lines for all agent in the report.

---

**agtper21: Agent Peripheral Task Summary Half Hour Report**

<table>
<thead>
<tr>
<th>Overview:</th>
</tr>
</thead>
<tbody>
<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>
</tbody>
</table>
Drilldowns available | No
---|---
Schema database tables | Agent
| Agent_Skill_Group_Half_Hour
| Person
| Peripheral
| Media_Routing_Domain
| Skill_Group

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 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: Agent_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: Agent_Skill_Group_Half_Hour.InternalCallsRcvdToHalf

**Transfer In**

The number of tasks transferred into the skill group during the given interval. This value is updated when the agent completes the call.

Derived from: Agent_Skill_Group_Half_Hour.TransferredInCallsToHalf
*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: Agent_Skill_Group_Half_Hour.ConferredInCallsToHalf

**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**

For voice: the total number of calls that were abandoned while the agent’s phone was ringing. For non-voice: the total number of tasks that were abandoned while being offered to an agent.

Derived from: Agent_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. The InternalCallsOnHoldToHalf field in the following calculation applies to voice only.

Derived from: Agent_Skill_Group_Half_Hour.IncomingCallsOnHoldToHalf + Agent_Skill_Group_Half_Hour.AgentOutCallsOnHoldToHalf + Agent_Skill_Group_Half_Hour.InternalCallsOnHoldToHalf

**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 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: Agent_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: Agent_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 agent completes the transfer of the call.

Derived from: Agent_Skill_Group_Half_Hour.TransferredOutCallsToHalf
**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: Agent_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: Agent_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: Agent_Skill_Group_Half_Hour.SupervAssistCallsToHalf

**Emerg Assist**

(IPCC only) The number of emergency assist requests by the agent.

Derived from: Agent_Skill_Group_Half_Hour.EmergencyAssistsToHalf

**Barge In**

(IPCC only) The number of tasks barged in on by the supervisor.

Derived from: Agent_Skill_Group_Half_Hour.BargeInCallsToHalf

**Intercept**

(IPCC only) The number of tasks intercepted 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:**

| Subject       | A table of all agents on the selected peripheral(s) showing each agent's task activity, gathered in day increments.  
|---------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------
| **Note:**     | 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. |
| Purpose       | To show the daily activity of all the agents connected to the selected peripheral(s) for 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 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.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/YYYY (month, day, year) format.

Derived from: Agent_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: Agent_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: Agent_Skill_Group_Half_Hour.InternalCallsRcvdToHalf

**Transfer In**

The number of tasks transferred into the skill group during the given interval. This value is updated when the agent completes the call.

Derived from: Agent_Skill_Group_Half_Hour.TransferredInCallsToHalf

**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: 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**

For voice: the total number of calls that were abandoned while the agent’s phone was ringing. For non-voice: the total number of tasks that were abandoned while being offered to an agent.

Derived from: Agent_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. The InternalCallsOnHoldToHalf field in the following calculation applies to voice only.

Derived from: Agent_Skill_Group_Half_Hour.IncomingCallsOnHoldToHalf + Agent_Skill_Group_Half_Hour.AgentOutCallsOnHoldToHalf + Agent_Skill_Group_Half_Hour.InternalCallsOnHoldToHalf
**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 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: Agent_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: Agent_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 agent completes the transfer of the call.
Derived from: Agent_Skill_Group_Half_Hour.TransferredOutCallsToHalf

**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: Agent_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: Agent_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: Agent_Skill_Group_Half_Hour.SupervAssistCallsToHalf

**Emerg Assist**
(IPCC only) The number of emergency assist requests by the agent.
Derived from: Agent_Skill_Group_Half_Hour.EmergencyAssistsToHalf

**Barge In**
(IPCC only) The number of tasks barged in on by the supervisor.
Derived from: Agent_Skill_Group_Half_Hour.BargeInCallsToHalf
agtper23: Agent Peripheral Performance Summary Half Hour Report

*Intercept
(IPCC only) The number of tasks intercepted 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.

---

Overview:

| 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 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 half-hour performance for all the agents connected to the selected peripherals 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

**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

**ASA**

The Average Speed of Answer (ASA) for tasks to this agent during the half-hour interval.

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

**AHT**

The Average Handle Time (AHT), measured in HH:MM:SS (hours, minutes, seconds), spent by the agent on a task.

Derived from: (Agent_Skill_Group_Half_Hour.HandledCallsTimeToHalf / Agent_Skill_Group_Half_Hour.CallsHandledToHalf)

**Avg Hold Time**

The hold time in HH:MM:SS (hours, minutes, seconds) that a call was put on hold or paused.

**Agent State Times: Log On Duration**

The total time in HH:MM:SS (hours, minutes, seconds) that the agent was logged in during the half-hour interval.

Derived from: `Agent_Skill_Group_Half_Hour.LoggedOnTimeToHalf`

**Agent State Times: Active Time**

The total time in HH:MM:SS (hours, minutes, seconds) that the agent spent in the Active state during the half-hour interval.

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.TalkAutoOutTimeToHalf + Agent_Skill_Group_Half_Hour.TalkPreviewTimeToHalf + Agent_Skill_Group_Half_Hour.TalkReserveTimeToHalf) / Agent_Skill_Group_Half_Hour.LoggedOnTimeToHalf`

**Agent State Times: 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.


**Agent State Times: Not Active Time**

The total time in HH:MM:SS (hours, minutes, seconds) that the agent spent in the Available or Not Active state during the half-hour interval.

Derived from: `Agent_Skill_Group_Half_Hour.AvailTimeToHalf`

**Agent State Times: Not Active %**

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

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

**Agent State Times: Not Ready Time**

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

Derived from: `Agent_Skill_Group_Half_Hour.NotReadyTimeToHalf`

**Agent State Times: 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)`
Agent State Times: Hold Time
The hold time in HH:MM:SS (hours, minutes, seconds) that a call was put on hold, for calls which included hold time.
Derived from: Agent_Skill_Group_Half_Hour.IncomingCallsOnHoldTimeToHalf

Agent State Times: 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: (Agent_Skill_Group_Half_Hour.HoldTimeToHalf / Agent_Skill_Group_Half_Hour.LoggedOnTimeToHalf)

Agent State Times: Reserved Time
The total time in HH:MM:SS (hours, minutes, seconds) that the agent spent in the reserved state waiting for ICM routed task to arrive during the half-hour interval.
Derived from: Agent_Skill_Group_Half_Hour.ReservedStateTimeToHalf

Agent State Times: Reserved %
The percentage of time that the agent spent in Reserved state in relation to LoggedOnTime or interval, whichever is less.
Derived from: (Agent_Skill_Group_Half_Hour.ReservedStateTimeToHalf / Agent_Skill_Group_Half_Hour.LoggedOnTimeToHalf)

Agent State Times: Wrap Up Time
The total time in HH:MM:SS (hours, minutes, seconds) that the agent spent in wrap-up on incoming and outgoing tasks during the half-hour interval.
Derived from: (Agent_Skill_Group_Half_Hour.WorkNotReadyTimeToHalf + Agent_Skill_Group_Half_Hour.WorkReadyTimeToHalf)

Agent State Times: 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)

Agent State Times: Busy Other Time
The time in HH:MM:SS (hours, minutes, seconds) that the agent spent in the BusyOther State during the half-hour interval.
Derived from: Agent_Skill_Group_Half_Hour.BusyOtherTimeToHalf

Agent State Times: 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)

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>Subject</th>
<th>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.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Purpose</td>
<td>To show agent daily 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>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>
</tbody>
</table>
| 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/YYYY (month, day, year) format.

Derived from: Agent_Skill_Group_Half_Hour.DateTime

ASA

The Average Speed of Answer (ASA) for tasks to this agent during the half-hour interval.

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

AHT

The Average Handle Time (AHT), measured in HH:MM:SS (hours, minutes, seconds), spent by the agent on a task.

Derived from: (Agent_Skill_Group_Half_Hour.HandledCallsTimeToHalf / Agent_Skill_Group_Half_Hour.CallsHandledToHalf)

Avg Hold Time

The hold time in HH:MM:SS (hours, minutes, seconds) that a call was put on hold or a task paused.


Agent State Times: Log On Duration

The total time in HH:MM:SS (hours, minutes, seconds) that the agent was logged in during the half-hour interval.

Derived from: Agent_Skill_Group_Half_Hour.LoggedOnTimeToHalf

Agent State Times: Active Time

The total time in HH:MM:SS (hours, minutes, seconds) that the agent spent in the Active state during the half-hour interval.

Derived from: (Agent_Skill_Group_Half_Hour.TalkInTimeToHalf + Agent_Skill_Group_Half_Hour.TalkOutTimeToHalf +
Agent State Times: Active %
The percentage of time that the agent has spent in the Active state in relation to LogInTime or the selected interval, whichever is less.


Agent State Times: Not Active Time
The total time in HH:MM:SS (hours, minutes, seconds) that the agent spent in the Available or Not Active state during the half-hour interval.

Derived from: Agent_Skill_Group_Half_Hour.AvailTimeToHalf

Agent State Times: Not Active %
The percentage of time that the agent spent in the Available or Ready state in relation to LoggedOnTime or interval, whichever is less.

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

Agent State Times: Not Ready Time
The total time in HH:MM:SS (hours, minutes, seconds) the agent spent in the Not Ready State measured during the half-hour interval.

Derived from: Agent_Skill_Group_Half_Hour.NotReadyTimeToHalf

Agent State Times: 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)

Agent State Times: Hold Time
The hold time in HH:MM:SS (hours, minutes, seconds) that a call was put on hold, for calls which included hold time.

Derived from: Agent_Skill_Group_Half_Hour.IncomingCallsOnHoldTimeToHalf

Agent State Times: 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: (Agent_Skill_Group_Half_Hour.HoldTimeToHalf / Agent_Skill_Group_Half_Hour.LoggedOnTimeToHalf)
Agent State Times: Reserved Time

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

Derived from: Agent_Skill_Group_Half_Hour.ReservedStateTimetoHalf

Agent State Times: Reserved %

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

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

Agent State Times: Wrap Up Time

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

Derived from: (Agent_Skill_Group_Half_Hour.WorkNotReadyTimeToHalf + Agent_Skill_Group_Half_Hour.WorkReadyTimeToHalf)

Agent State Times: 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)

Agent State Times: Busy Other Time

The time in HH:MM:SS (hours, minutes, seconds) that the agent spent in the BusyOther State during the half-hour interval.

Derived from: Agent_Skill_Group_Half_Hour.BusyOtherTimeToHalf

Agent State Times: 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)

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.
Overview:

**Subject**
A table of all agents on the selected peripheral(s) showing each agent’s tasks and performance, gathered in half-hour increments.

**Note:** Completed tasks are all the tasks all tasks that completed during the time shown (that is, on the row in the report). This includes any tasks which began before the time frame shown. However, this does not include tasks where the caller abandoned in the local ACD queue.

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 half-hour 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

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

**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

**Completed Tasks: Handled**

The number of ICM Routed tasks this agent has handled.

Derived from: Agent_Skill_Group_Half_Hour.CallsHandledtoHalf

**Completed Tasks: Aban While Offer**

For voice: the total number of calls that were abandoned while the agent’s phone was ringing. For non-voice: the total number of tasks that were abandoned while being offered to an agent.

Derived from: Agent_Skill_Group_Half_Hour.AbandonRingCallsToHalf

**Completed Tasks: 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

**Completed Tasks: 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

*Completed 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. This value is updated when the agent completes the call.

Derived from: Agent_Skill_Group_Half_Hour.TransferredInCallsToHalf

*Completed Tasks: 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. This value is updated when the agent completes the transfer of the call.

Derived from: Agent_Skill_Group_Half_Hour.TransferredOutCallsToHalf

*Completed Tasks: External Out*

The number of Outgoing external calls that this agent made during this interval.

Derived from: Agent_Skill_Group_Half_Hour.AgentOutCallsToHalf
**Completed Tasks: AHT**

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

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

**Completed Tasks: 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: \( \frac{(\text{Agent\_Skill\_Group\_Half\_Hour\_IncomingCallsOnHoldTimeToHalf} + \text{Agent\_Skill\_Group\_Half\_Hour\_AgentOutCallsOnHoldTimeToHalf} + \text{Agent\_Skill\_Group\_Half\_Hour\_InternalCallsOnHoldTimeToHalf})}{(\text{Agent\_Skill\_Group\_Half\_Hour\_IncomingCallsOnHoldToHalf} + \text{Agent\_Skill\_Group\_Half\_Hour\_AgentOutCallsOnHoldToHalf} + \text{Agent\_Skill\_Group\_Half\_Hour\_InternalCallsOnHoldToHalf})} \)

**Agent State Times: 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: \( \text{Agent\_Skill\_Group\_Half\_Hour\_LoggedOnTimeToHalf} \)

**Agent State Times: % Active Time**

The percentage of time that the agent has spent talking on calls in this skill group in relation to LoggedOnTime.

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

**Agent State Times: % 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: \( \frac{\text{Agent\_Skill\_Group\_Half\_Hour\_HoldTimeToHalf}}{\text{Agent\_Skill\_Group\_Half\_Hour\_LoggedOnTimeToHalf}} \)

**Agent State Times: % Not Active**

The percentage of time that the agent has spent in the Not Active or Available state in relation to LoggedOnTime. Applies to all skill groups.

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

**Agent State Times: % 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: \( \frac{\text{Agent\_Skill\_Group\_Half\_Hour\_NotReadyTimeToHalf}}{\text{Agent\_Skill\_Group\_Half\_Hour\_LoggedOnTimeToHalf}} \)
Agent State Times: % 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)

Agent State Times: % 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.WorkReadyTimeToHalf + Agent_Skill_Group_Half_Hour.WorkNotReadyTimeToHalf) / Agent_Skill_Group_Half_Hour.LoggedOnTimeToHalf

Agent State Times: % Busy Other
The percentage of time that the agent has spent in the Busy Other state in relation to Logged On Time.

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 agents in the report.

agtper26: Agent Peripheral Consolidated Daily Report

Overview:

<table>
<thead>
<tr>
<th>Subject</th>
<th>A table of all agents on the selected peripheral(s) showing each agent's tasks and performance, gathered in day increments.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Note:</strong> Completed tasks are all the tasks all tasks that completed during the time shown (that is, on the row in the report). This includes any tasks which began before the time frame shown. However, this does not include tasks where the caller abandoned in the local ACD queue.</td>
<td></td>
</tr>
<tr>
<td>This report displays the same data as the Agtper25 report, except the data here is broken down by day instead of by half hour.</td>
<td></td>
</tr>
<tr>
<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>
<td></td>
</tr>
</tbody>
</table>
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/YYYY (month, day, year) format.

Derived from: Agent_Skill_Group_Half_Hour.DateTime

**Completed Tasks: Handled**

The number of ICM Routed tasks this agent has handled.

Derived from: Agent_Skill_Group_Half_Hour.CallsHandledtoHalf
**Completed Tasks: Aban While Offer**
For voice: the total number of calls that were abandoned while the agent’s phone was ringing. For non-voice: the total number of tasks that were abandoned while being offered to an agent.
Derived from: Agent_Skill_Group_Half_Hour.AbandonRingCallsToHalf

**Completed Tasks: 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

**Completed Tasks: 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

*Completed 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. This value is updated when the agent completes the call.
Derived from: Agent_Skill_Group_Half_Hour.TransferredInCallsToHalf

*Completed Tasks: 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. This value is updated when the agent completes the transfer of the call.
Derived from: Agent_Skill_Group_Half_Hour.TransferredOutCallsToHalf

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

**Completed Tasks: 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

**Completed Tasks: Avg Hold Time**
The average hold or paused time of a task handled by the agent, measured in HH:MM:SS (hours, minutes, seconds).
Agent State Times: 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

Agent State Times: % 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.TalkAutoOutTimeToHalf + Agent_Skill_Group_Half_Hour.TalkPreviewTimeToHalf + Agent_Skill_Group_Half_Hour.TalkReserveTimeToHalf) / Agent_Skill_Group_Half_Hour.LoggedOnTimeToHalf

Agent State Times: % 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)

Agent State Times: % Not Active
The percentage of time that the agent has spent in the Not Active or 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)

Agent State Times: % 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)

Agent State Times: % 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)

Agent State Times: % 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.WorkReadyTimeToHalf + Agent_Skill_Group_Half_Hour.WorkNotReadyTimeToHalf) / Agent_Skill_Group_Half_Hour.LoggedOnTimeToHalf)
**Agent State Times: % Busy Other**

The percentage of time that the agent has spent in the Busy Other state in relation to Logged On Time.

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.

---

### Overview:

<table>
<thead>
<tr>
<th>Subject</th>
<th>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. <strong>Note:</strong> In the following descriptions, agent-dialed outbound calls or tasks are different from Outbound Option calls that are program-dialed outbound calls. Only fields specified as Outbound Option contain automated call data. In all other cases, outbound calls are agent-dialed ones.</th>
</tr>
</thead>
<tbody>
<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>
</tbody>
</table>
IPCC Agent Report Templates

agtper27: Agent Peripheral Historical All Fields Report

<table>
<thead>
<tr>
<th>Drilldowns available</th>
<th>No</th>
</tr>
</thead>
<tbody>
<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 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**

For voice: the total number of calls that were abandoned while the agent’s phone was ringing. For non-voice: the total number of tasks that were abandoned while being offered to an agent.

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 `ConferencedOutCallsToHalf` 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
   (IPCC only) The number of calls barged in on either by the supervisor or by the agent.
   Derived from: Agent_Skill_Group_Half_Hour.BargeInCallsToHalf

*Intercept
   (IPCC only) 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
   (IPCC only) 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 HH:MM:SS (hours, minutes, seconds) that the agent was logged on during the half-hour interval.
   Derived from: Agent_Skill_Group_Half_Hour.LoggedOnTimeToHalf

Incoming Tasks
Talk In Time
   The total time in HH:MM:SS (hours, minutes, 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

*Other Tasks
TalkTime
   The total time in HH:MM:SS (hours, minutes, 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

*OutBound Tasks
Talk Out Time
   The total time in HH:MM:SS (hours, minutes, 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
Hand Time
The total handle time in HH:MM:SS (hours, minutes, seconds) for completed outbound tasks handled by the agent during the half-hour interval.

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 time in HH:MM:SS (hours, minutes, 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 total time in HH:MM:SS (hours, minutes, 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 agents phone before being answered. The value is updated in the database at the time the call disconnects.

Derived from: Agent_Skill_Group_Half_Hour.AbandonRingTimeToHalf

Not Active Time
The total time in HH:MM:SS (hours, minutes, seconds) that the agent spent in the Available or Not Active state during the half-hour interval.

Derived from: Agent_Skill_Group_Half_Hour.AvailTimeToHalf

Not Ready
The total time in HH:MM:SS (hours, minutes, 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 HH:MM:SS (hours, minutes, 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

Agent Performance

Work Ready Time
The total time in HH:MM:SS (hours, minutes, 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 total time in HH:MM:SS (hours, minutes, 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

**Busy Other**

The total time in HH:MM:SS (hours, minutes, 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 HH:MM:SS (hours, minutes, seconds) for all tasks that this agent began during the half-hour interval.

AnswerWaitTime is calculated as follows: RingTime + NetworkTime + LocalQTime (for standard ACDs) and NetQTime (for IPCC systems).

Derived from: Agent_Skill_Group_Half_Hour.AnswerWaitTimeToHalf

***Sup Assist**

The total time in HH:MM:SS (hours, minutes, 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**

(Outbound Option only) 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**

(Outbound Option only) The total handle time, in HH:MM:SS (hours, minutes, seconds), for completed AutoOut (predictive) calls handled by the agent in the skill group during the half-hour interval.

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**

(Outbound Option only) The total time in HH:MM:SS (hours, minutes, seconds) that 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**

(Outbound Option only) 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**

(Outbound Option only) The total time in HH:MM:SS (hours, minutes, seconds) that AutoOut (predictive) calls were placed on hold by the agent in the skill group during the half-hour interval. 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**

(Outbound Option only) 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**

(Outbound Option only) The total handle time in HH:MM:SS (hours, minutes, seconds) for completed outbound Preview calls handled by the agent in the skill group during the half-hour interval.

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**

(Outbound Option only) The total time in HH:MM:SS (hours, minutes, seconds) that 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**

(Outbound Option only) 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**

(Outbound Option only) The total time in HH:MM:SS (hours, minutes, seconds) that outbound Preview calls were placed on hold by the agent in the skill group during the half-hour interval. 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**

(Outbound Option only) 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**

(Outbound Option only) The total time in HH:MM:SS (hours, minutes, seconds) that 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**

(Outbound Option only) The total time in HH:MM:SS (hours, minutes, 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.ReserveCallsTalkTimeToHalf

**Reserve On Hold**

(Outbound Option only) 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**

(Outbound Option only) The total time in HH:MM:SS (hours, minutes, seconds) that agent reservation calls were placed on hold by the agent in the skill group during the half-hour interval. 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**

(Outbound Option only) The total talk time, in HH:MM:SS (hours, minutes, 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**

(Outbound Option only) The total talk time, in HH:MM:SS (hours, minutes, 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**

(Outbound Option only) The total talk time, in HH:MM:SS (hours, minutes, 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. 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 time in HH:MM:SS (hours, minutes, seconds) the agent spent in the Hold/Paused State measured during the half-hour interval.

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`

**Time Zone**

The time zone for the date and time. The value is the offset in minutes from GMT.

Derived from: `Agent_Skill_Group_Half_Hour.TimeZone`

**Recovery Key**

A value used internally by the ICM software to track virtual time.

Derived from: `Agent_Skill_Group_Half_Hour.RecoveryKey`

*OutBound Tasks*

**Hand Time**

The total handle time, in HH:MM:SS (hours, minutes, seconds), for completed outbound tasks handled by the agent in the skill group during the half-hour interval. 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 HH:MM:SS (hours, minutes, 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 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`

*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`
**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

**Outbound Tasks**

**Cons Out Time**
The total time in HH:MM:SS (hours, minutes, seconds) that the agent 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

**Incoming Tasks**

**Conf In Time**
The total time in HH:MM:SS (hours, minutes, seconds) that 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. 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

**Outbound Tasks**

**Conf Out Time**
The total time in HH:MM:SS (hours, minutes, seconds) that 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. 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

**Incoming Tasks**

**Handle Talk Time**
The total time in HH:MM:SS (hours, minutes, seconds) that the agent spent in the Active state for tasks associated with 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.HandledCallsTalkTimeToHalf

**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 total time in HH:MM:SS (hours, minutes, 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
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 total time in HH:MM:SS (hours, minutes, 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

Incoming Tasks
Redirect No Answer Time
The total time in HH:MM:SS (hours, minutes, 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 total time in HH:MM:SS (hours, minutes, seconds) that agents in the skill group spent handling calls transferred to them during the half-hour interval. This value is updated when the agent completes the call.

Derived from: Agent_Skill_Group_Half_Hour.TransferredInCallsTimeToHalf

Interrupted Time
The time in HH:MM:SS (hours, minutes, seconds) that the agent was in the Interrupted state during the half-hour interval. This field is currently not used in the database.

Derived from: Agent_Skill_Group_Half_Hour.InterruptedTimeToHalf

DB DataTime
The date and time that data was last written to the ICM historical database (HDS) from the logger database. This is different from the time that the data was created. This is useful if you are extracting data from the historical database and you want to see when it was last updated.

Derived from: Agent_Skill_Group_Half_Hour.DbDatetime
Agent By Skill Group Reports

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.

This section includes:

- Summary List of Agent by Skill Group Reports, page 2-115
- Example Agent by Skill Group Report, page 2-118
- Agent by Skill Group Real-Time Reports, page 2-119
- Agent by Skill Group Historical Reports, page 2-128

Summary List of Agent by Skill Group Reports

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>
<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 2-128</td>
<td>IPCC and/or standard ACD</td>
<td>historical</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 2-130</td>
<td>IPCC and/or standard ACD</td>
<td>historical</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 2-133</td>
<td>IPCC and/or standard ACD</td>
<td>historical</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: Outbound Option (Blended Agent) Status Report, page 2-119</td>
<td>Outbound Option (IPCC and/or standard ACD)</td>
<td>real-time</td>
<td>Current agent activity related to Blended Agent tasks.</td>
</tr>
<tr>
<td>agtskg07: Agent Skill Group Task Analysis Report, page 2-136</td>
<td>IPCC and/or standard ACD</td>
<td>historical</td>
<td>All the tasks handled by each agent in the selected skill group(s), gathered in half-hour increments</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>agtskg10: Outbound Option (Blended Agent) Predictive and Progressive Tasks Detail Performance Report, page 2-138</td>
<td>Outbound Option (IPCC and/or standard ACD)</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: Outbound Option (Blended Agent) Preview Task Detail Performance Report, page 2-140</td>
<td>Outbound Option (IPCC and/or standard ACD)</td>
<td>historical table</td>
<td>Each agent's performance task data for preview calls, gathered in half-hour increments.</td>
</tr>
<tr>
<td>agtskg12: Outbound Option (Blended Agent) Reservation Task Detail Performance Report, page 2-142</td>
<td>Outbound Option (IPCC and/or standard ACD)</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 2-120</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 2-143</td>
<td>IPCC and/or standard ACD</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 2-147</td>
<td>IPCC and/or standard ACD</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 2-150</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 2-153</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 2-156</td>
<td>IPCC only</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 2-160</td>
<td>IPCC only</td>
<td>historical table</td>
<td>Agent daily task statistic totals and time allocations, gathered in day increments.</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>agtskg10: Outbound Option (Blended Agent) Predictive and Progressive Tasks Detail Performance Report, page 2-138</td>
<td>Outbound Option (IPCC and/or standard ACD)</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: Outbound Option (Blended Agent) Preview Task Detail Performance Report, page 2-140</td>
<td>Outbound Option (IPCC and/or standard ACD)</td>
<td>historical table</td>
<td>Each agent's performance task data for preview calls, gathered in half-hour increments.</td>
</tr>
<tr>
<td>agtskg12: Outbound Option (Blended Agent) Reservation Task Detail Performance Report, page 2-142</td>
<td>Outbound Option (IPCC and/or standard ACD)</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 2-120</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 2-143</td>
<td>IPCC and/or standard ACD</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 2-147</td>
<td>IPCC and/or standard ACD</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 2-150</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 2-153</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 2-156</td>
<td>IPCC only</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 2-160</td>
<td>IPCC only</td>
<td>historical table</td>
<td>Agent daily task statistic totals and time allocations, gathered in day increments.</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>agtskg27: Agent Skill Group Historical All Fields Report, page 2-164</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>
<tr>
<td>agtskg28: Agent Skill Group Real Time All Fields Report, page 2-124</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>

### Example Agent by Skill Group Report

![Example Agent by Skill Group Report](image_url)
Agent by Skill Group Real-Time Reports

- agtskg20: Agent Skill Group Real Time Report, page 2-120
- agtskg28: Agent Skill Group Real Time All Fields Report, page 2-124

agtskg06: Outbound Option (Blended Agent) Status Report

<table>
<thead>
<tr>
<th>Overview:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Subject</td>
<td>A table of all the agents in the selected skill group(s) showing agent activity related to Outbound Option calls.</td>
</tr>
<tr>
<td>Purpose</td>
<td>To show Outbound Option call status for the selected time period</td>
</tr>
<tr>
<td>Applicable environment</td>
<td>Outbound Option (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 skill group</td>
</tr>
<tr>
<td>Drilldowns available</td>
<td>No</td>
</tr>
<tr>
<td>Schema database tables</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 agent is 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

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`

**BA Status**

The current Outbound Option (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 Outbound Option 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`

---

### agtskg20: Agent Skill Group Real Time Report

<table>
<thead>
<tr>
<th>Overview:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Subject</strong></td>
</tr>
<tr>
<td><strong>Purpose</strong></td>
</tr>
</tbody>
</table>
Applicable environment | IPCC and/or standard ACD
---|---
Template type | Real-time table
Default sort order | By skill group name and agent name
Drilldowns available | No

**Schema database tables**

Agent
Agent_Real_Time
Media_Routing_Domain
Person
Skill_Group
Skill_Group_Real_Time
Agent_Skill_Group_Real_Time
Controller_Time

**Data:**

**Agent Name**
The last and first name of the agent.
Derived from: Person.LastName + "," + Person.FirstName

**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

**Queued Now**
The number of tasks currently queued for the skill group at the CallRouter and at the local ACD queue.

**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
- Active
- Ready
- Not Active
- Work Ready
- Work Not Ready
- Hold
- Paused
- Busy Other
- Reserved
- Not Ready

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

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 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 displays 0.

*Note*:
- The agent's CTIOS 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.
- You must enable reason code reporting by selecting the "agent event detail" check box in the ICM Configuration Manager's PG Explorer.

Derived from: `Agent_Real_Time.ReasonCode`

**Supv Assist Reqstd**

Whether or not the agent requested supervisor assistance:

- No
- Yes

Derived from: `Agent_Real_Time.RequestedSupervisorAssist`
**Direction**

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

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

**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 in this media routing domain:
- 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 (MRD) if the agent's state in that MRD is anything other than Not Ready, and the agent is not at the agent's maximum task limit for the MRD, and the agent is not working on a non-interruptible task in another MRD.

If an agent is ICM-available, then ICM can assign tasks to the agent. If an agent is Application-available, then the application can assign tasks to the agent. 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

**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
### agtskg28: Agent Skill Group Real Time All Fields Report

#### Overview:

| 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 Agent28 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.  
**Note:** In the following descriptions, agent-dialed outbound calls or tasks are different from Outbound Option calls that are automated program-dialed outbound calls. Unless, specified as Outbound Option, outbound calls are agent dialed ones. |
|---|---|
| Purpose | To show all the available agent skill-group real-time data in the Agent_Skill_Group_Real_Time database table so that you can select which data you want for a customized agent skill-group real-time report.  
**Note:** In the following descriptions, agent-dialed outbound calls or tasks are different from Outbound Option calls that are program-dialed outbound calls. Only fields specified as Outbound Option contain automated call data. In all other cases, outbound calls are agent-dialed ones. |
| 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_Real_Time  
Agent  
Person  
Agent_Skill_Group_Real_Time  
Skill_Group |

#### 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.

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

The date and time of the selected row's data at the start of the interval 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: Derived from: Service.EnterpriseName

**Agent State**

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

* Talking
  Active
* Ready
  Not Active
  Work Ready
  Work Not Ready
* Hold
  Paused
  Busy Other
  Reserved
  Not Ready

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

Derived from: DATEDIFF(seconds, Agent_Skill_Group_Real_Time.DateTimeLast-StateChange, getdate())

**Reason Code**

A code received from the peripheral that indicates the reason for the agent's last state change. If not defined, this displays 0.

**Note:**

- The agent's CTIOS 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.
- You must enable reason code reporting by selecting the "agent event detail" check box in the ICM Configuration Manager's PG Explorer.

Derived from: Agent_Skill_Group_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_Skill_Group_Real_Time.DateTimeLogin

**Supv Assit Reqstd**

Whether or not the agent requested supervisor assistance:

- No
- Yes

Derived from: Agent_Skill_Group_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 call)
- Other (outgoing internal call)

Derived from: Agent_Real_Time.Direction

**On Hold**

Indicates whether a call is currently on hold or a task is paused:

- 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

**Agent Status**

Reserved for future use.

Derived from: Agent_Real_Time.AgentStatus

**Customer Phone**

(Outbound Option only) The phone number of the caller with whom the agent is speaking.

Derived from: Agent_Real_Time.CustomerPhoneNumber
**Customer Account**

(Outbound Option only) The account number of the caller with whom the agent is speaking.
Derived from: Agent_Real_Time.CustomerAccountNumber

**Campaign**

(Outbound Option only) The campaign ID for the campaign associated with this call.
Derived from: Agent_Real_Time.CampaignID

**Query Rule**

(Outbound Option only) The query rule belonging to the campaign identified by the CampaignID.
Derived from: Agent_Real_Time.QueryRuleID

**Routable**

Indicates whether the agent is routable with respect to this Media Routing Domain.
Valid options: Y = Yes, the agent is routable. N = No, the agent is not routable.
Derived from: Agent_Real_Time.Routable

**Last Mode Change**

The date and time of the agent’s last mode change.
Derived from: Agent_Real_Time.DateTimeLastModeChange

**Tasks In Progress**

The number of tasks associated with this Media Routing Domain on which this agent is currently working.
Derived from: Agent_Real_Time.CallsInProgress

**Max Tasks**

The maximum number of tasks associated with this Media Routing Domain on which this agent can work simultaneously.
Derived from: Agent_Real_Time.MaxTasks

**Available in MRD**

Whether or not the agent is available to accept a task in this media routing domain:
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 (MRD) if the agent’s state in that MRD is anything other than Not Ready, and the agent is not at the agent’s maximum task limit for the MRD, and the agent is not working on a non-interruptible task in another MRD.”

If an agent is ICM-available, then ICM can assign tasks to the agent. If an agent is Application-available, then the application can assign tasks to the agent. 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
Task Level Change
The date and time of the agent’s last task level change.
Derived from: Agent_Real_Time.DateTimeTaskLevelChange

Router Task Q Now
The number of calls currently queued for the agent at the call router.
Derived from: Agent_Real_Time.RouterCallsQueueNow

Router Longest Task Q
The time when the longest call in queue was queued for the agent.
Derived from: Agent_Real_Time.RouterLongestCallQ

Agent by Skill Group Historical Reports

- agtskg03: Agent Skill Group Logout Status Report, page 2-128
- agtskg05: Agent Task Detail Performance Report, page 2-133
- agtskg07: Agent Skill Group Task Analysis Report, page 2-136
- agtskg10: Outbound Option (Blended Agent) Predictive and Progressive Tasks Detail Performance Report, page 2-138
- agtskg11: Outbound Option (Blended Agent) Preview Task Detail Performance Report, page 2-140
- agtskg12: Outbound Option (Blended Agent) Reservation Task Detail Performance Report, page 2-142
- agtskg21: Agent Skill Group Task Summary Half Hour Report, page 2-143
- agtskg23: Agent Skill Group Performance Summary Half Hour Report, page 2-150
- agtskg25: Agent Skill Group Consolidated Half Hour Report, page 2-156
- agtskg26: Agent Skill Group Consolidated Daily Report, page 2-160
- agtskg27: Agent Skill Group Historical All Fields Report, page 2-164

agtskg03: Agent Skill Group Logout Status Report

<table>
<thead>
<tr>
<th>Overview:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Subject</strong></td>
</tr>
<tr>
<td><strong>Purpose</strong></td>
</tr>
<tr>
<td>Applicable environment</td>
</tr>
<tr>
<td>------------------------</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>
<tr>
<td></td>
</tr>
<tr>
<td></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 and Agent_Skill_Group_Half_Hour.SkillTargetId

**Log On DateTime**

The date and time the agent logged on, measured in MM/DD/YYYY (month, day, year) and HH:MM:SS (hours, minutes, seconds) format.

Derived from: Agent_Skill_Group_Logout.LogoutDateTime - Agent_Skill_Group_Logout.LogonDuration

**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 displays 0.

**Note:**
- The agent's CTIOS 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.
- You must enable reason code reporting by selecting the "agent event detail" check box in the ICM Configuration Manager's PG Explorer.


**Media Summary**
The total log-on duration of all agents in the media routing domain.

**Report Summary**
The total log-on duration of all agents in the report.

---

**agtskg04: Agent Task Detail Activity Report**

<table>
<thead>
<tr>
<th><strong>Overview:</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Subject</strong></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.</td>
</tr>
<tr>
<td><strong>Note:</strong></td>
<td>The report time must include the agent’s whole log-on session to get accurate times for the tasks.</td>
</tr>
<tr>
<td><strong>Fields applicable to a voice domain only are prefixed with an asterisk (*). Such fields are not applicable for e-mail or collaboration media.</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Purpose</strong></td>
<td>To show agent skill group activity 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, skill group, and logged on time</td>
</tr>
<tr>
<td><strong>Drilldowns available</strong></td>
<td>No</td>
</tr>
</tbody>
</table>
| **Schema database tables** | Agent  
Agent_Half_Hour  
Agent_Skill_Group_Half_Hour  
Media_Routing_Domain  
Person  
Skill_Group |
**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 and Agent_Skill_Group_Half_Hour.SkillTargetId

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

**Available in MRD**
The length of time in HH:MM:SS (hours, minutes, seconds) that the agent was available in the media routing domain to accept more tasks.
Derived from: Agent_Half_Hour.AvailableInMRDTimeToHalf

**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: Agent_Skill_Group_Half_Hour.CallsHandledToHalf

**Tasks Handled: Avg Time**
The average length of time in hours, minutes, and seconds (HH:MM:SS format) for incoming tasks handled by the agent during the interval.
Derived from: Agent_Skill_Group_Half_Hour.HandledCallsTimeToHalf / 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: Agent_Skill_Group_Half_Hour.HandledCallsTimeToHalf / Agent_Skill_Group_Half_Hour.LoggedOnTimeToHalf
% 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: 
\[(\text{Agent\_Skill\_Group\_Half\_Hour\_WorkReadyTimeToHalf} + \text{Agent\_Skill\_Group\_Half\_Hour\_WorkNotReadyTimeToHalf}) / \text{Agent\_Skill\_Group\_Half\_Hour\_LoggedOnTimeToHalf}\]

*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: \text{Agent\_Skill\_Group\_Half\_Hour\_AgentOutCallsToHalf}

*External Out Tasks: Avg Time

The average length of time in hours, minutes, and seconds (HH:MM:SS format) for outgoing tasks made by the agent for the interval.

Derived from: 
\[(\text{Agent\_Skill\_Group\_Half\_Hour\_AgentOutCallsTimeToHalf} / \text{Agent\_Skill\_Group\_Half\_Hour\_AgentOutCallsToHalf})\]

*External Out Tasks: % Time

The percentage of all tasks handled by the agent for the period that were outgoing tasks.

Derived from: 
\[(\text{Agent\_Skill\_Group\_Half\_Hour\_AgentOutCallsTimeToHalf} / \text{Agent\_Skill\_Group\_Half\_Hour\_LoggedOnTimeToHalf})\]

*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-task work associated with the task is completed.

Derived from: \text{Agent\_Skill\_Group\_Half\_Hour\_InternalCallsToHalf}

*Internal Out Tasks: Avg Time

The average length of time in hours, minutes, and seconds (HH:MM:SS format) for completed internal tasks made by the agent for the interval.

Derived from: 
\[(\text{Agent\_Skill\_Group\_Half\_Hour\_InternalCallsTimeToHalf} / \text{Agent\_Skill\_Group\_Half\_Hour\_InternalCallsToHalf})\]

*Internal Out Tasks: % Time

The percentage of all tasks handled by the agent for the period that were internal tasks.

Derived from: 
\[(\text{Agent\_Skill\_Group\_Half\_Hour\_InternalCallsTimeToHalf} / \text{Agent\_Skill\_Group\_Half\_Hour\_LoggedOnTimeToHalf})\]

*CB Messages: Total Tasks

The total number of callback messages that were processed by the agent during the interval.

Derived from: \text{Agent\_Skill\_Group\_Half\_Hour\_CallbackMessagesToHalf}
**Overview:**

| Subject | 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. |
| Purpose | To show agent performance in a skill group 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 routing domain, and skill group |
| Drilldowns available | No |
| Schema database table | Agent, Agent_Half_Hour, Agent_Skill_Group_Half_Hour, Media_Routing_Domain, Person, Skill_Group |
IPCC Agent Report Templates

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 and Agent_Skill_Group_Half_Hour.SkillTargetId

Aban Hold
The total number of calls that where abandoned while being held at the agent's extension and/or the paused tasks that the agent ended during the given interval.
Derived from: Agent_Skill_Group_Half_Hour.AbandonHoldCallsToHalf

Aban Ring: Total Tasks
For voice: the total number of calls that were abandoned while the agent’s phone was ringing. For non-voice: the total number of tasks that were abandoned while being offered to an agent.
Derived from: Agent_Skill_Group_Half_Hour.AbandonRingCallsToHalf

Aban Ring: Avg Time
The average length of time associated with Ringing/offered tasks that were abandoned.
Derived from: Agent_Skill_Group_Half_Hour.AbandonRingTimeToHalf / Agent_Skill_Group_Half_Hour.AbandonRingCallsToHalf

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: 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: Agent_Skill_Group_Half_Hour.IncomingCallsOnHoldTimeToHalf / Agent_Skill_Group_Half_Hour.IncomingCallsOnHoldToHalf
**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: `Agent_Skill_Group_Half_Hour.AgentOutCallsOnHoldToHalf`

**Outgoing Hold Tasks**

**Avg Time**

The average on hold time in HH:MM:SS (hours, minutes, seconds) associated with outbound tasks the agent placed on hold.

Derived from: `Agent_Skill_Group_Half_Hour.AgentOutCallsOnHoldTimeToHalf / Agent_Skill_Group_Half_Hour.AgentOutCallsOnHoldToHalf`

**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: `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: `Agent_Skill_Group_Half_Hour.InternalCallsOnHoldTimeToHalf / Agent_Skill_Group_Half_Hour.InternalCallsOnHoldToHalf`

**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: `Agent_Skill_Group_Half_Hour.SupervAssistCallsToHalf`

**Sup Assist Tasks**

**Avg Time**

The average time in HH:MM:SS (hours, minutes, seconds) that the agent received assistance for all supervisor-assisted tasks during the interval.

Derived from: `Agent_Skill_Group_Half_Hour.SupervAssistCallsTimeToHalf / Agent_Skill_Group_Half_Hour.SupervAssistCallsToHalf`

**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: `Agent_Skill_Group_Half_Hour.ConferencedInCallsToHalf`
*Conference In Tasks
Avg Time
The average time in HH:MM:SS (hours, minutes, seconds) that the agent spent in conference with tasks during the interval. This value includes hold time associated with the conference tasks.
Derived from: Agent_Skill_Group_Half_Hour.ConferencedInCallsTimeToHalf / Agent_Skill_Group_Half_Hour.ConferencedInCallsToHalf

*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: Agent_Skill_Group_Half_Hour.ConferencedOutCallsToHalf

*Conference Out Tasks
Avg Time
The average time in HH:MM:SS (hours, minutes, 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: Agent_Skill_Group_Half_Hour.ConferencedOutCallsTimeToHalf / Agent_Skill_Group_Half_Hour.ConferencedOutCallsToHalf

Media Summary
The total data for all agents in the media routing domain.

Agent Summary
The total agent data.

Report Summary
The total data for all agents in the report.

agtskg07: Agent Skill Group Task Analysis Report

<table>
<thead>
<tr>
<th>Overview:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Subject</td>
</tr>
<tr>
<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>
</tr>
<tr>
<td>To show all agent tasks in a skill group(s) for the selected time period</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>Historical table</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 name of the skill group to which the agent is associated.

Derived from: Skill_Group.EnterpriseName and Agent_Skill_Group_Half_Hour.SkillTargetId

**DateTime**

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

Derived from: Agent_Skill_Group_Half_Hour.DateTime

**Tasks Handled**

The total tasks handled by the agent during the half-hour interval.

Derived from: Agent_Skill_Group_Half_Hour.CallsHandledToHalf

**Barge In Tasks**

(IPCC only) 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**

(IPCC only) 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**
(IPCC only) 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.
Derived from: Agent_Skill_Group_Half_Hour.RedirectNoAnsCallsToHalf

**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.

---

**agtsgk10: Outbound Option (Blended Agent) Predictive and Progressive Tasks Detail Performance Report**

<table>
<thead>
<tr>
<th><strong>Overview:</strong></th>
<th></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 Outbound Option predictive and progressive call performance for the selected time period.</td>
</tr>
<tr>
<td>Applicable environment</td>
<td>Outbound Option (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 skill group, agent enterprise name, last name, first name</td>
</tr>
</tbody>
</table>
Data:

Skill Group Enterprise Name
The name of the skill group.
Derived from: Skill_Group.EnterpriseName and Agent_Skill_Group_Half_Hour.SkillTargetId

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

Duration
The total handle time, in HH:MM:SS (hours, minutes, seconds) for completed AutoOut (predictive) calls handled by the agent in the skill group during the half-hour interval. Handle time includes the following three values:
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: Agent_Skill_Group_Half_Hour.AutoOutCallsTimeToHalf

Total Tasks
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: Agent_Skill_Group_Half_Hour.AutoOutCallsToHalf

Talk Time
The total talk time, in HH:MM:SS (hours, minutes, 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. TalkTime value 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: 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 / Agent_Skill_Group_Half_Hour.AutoOutCallsToHalf
**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 handle time in HH:MM:SS (hours, minutes, seconds) for completed agent reservation calls handled by the agent in the skill group during the half-hour interval.

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 / Agent_Skill_Group_Half_Hour.ReserveCallsToHalf`

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### agtskg11: Outbound Option (Blended Agent) Preview Task Detail Performance Report

<table>
<thead>
<tr>
<th><strong>Overview:</strong></th>
</tr>
</thead>
<tbody>
<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** | Agent  
Agent_Skill_Group_Half_Hour  
Person  
Skill_Group  
Skill_Group_Member |
Data:

**Skill Group**

The enterprise name of the skill group.

Derived from: Skill_Group.EnterpriseName and Agent_Skill_Group_Half_Hour.SkillTargetId

**Agent Name**

The last and first name of the agent.

Derived from: Person.LastName + Person.FirstName

**Duration**

The total handle time in HH:MM:SS (hours, minutes, seconds) for completed outbound preview calls handled by the agent in the skill group during the half-hour interval. Handle time includes the following three values:

- 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: Agent_Skill_Group_Half_Hour.PreviewCallsTimeToHalf

**Total Tasks**

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: Agent_Skill_Group_Half_Hour.PreviewCallsToHalf

**Talk Time**

The total talk time, in HH:MM:SS (hours, minutes, 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. TalkTime 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: 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.PreviewCallsTalkTimeToHalf / Agent_Skill_Group_Half_Hour.PreviewCallsToHalf

**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 handle time, in HH:MM:SS (hours, minutes, seconds), for completed agent reservation calls handled by the agent in the skill group during the half-hour interval.

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 / Agent_Skill_Group_Half_Hour.ReserveCallsToHalf`

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**agtskg12: Outbound Option (Blended Agent) Reservation Task Detail Performance Report**

<table>
<thead>
<tr>
<th>Overview:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Subject</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>Purpose</td>
<td>To show Outbound Option reservation call performance for the selected time period.</td>
</tr>
<tr>
<td>Applicable environment</td>
<td>Outbound Option (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 skill group, agent enterprise name, last name, first name</td>
</tr>
<tr>
<td>Drilldowns available</td>
<td>No</td>
</tr>
</tbody>
</table>
| Schema database table | Agent
Agente_Skill_Group_Half_Hour
Person
Skill_Group |

**Data:**

**Skill Group**

The name of the skill group.

Derived from: `Skill_Group.EnterpriseName` and `Agent_Skill_Group_Half_Hour.SkillTargetId`

**Agent Name**

The last and first name of the agent.

Derived from: `Person.LastName + Person.FirstName`
### Duration
The total handle time in HH:MM:SS (hours, minutes, seconds) for completed agent reservation calls handled by the agent in the skill group during the half-hour interval. Handle time includes the following three:
- 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: Agent_Skill_Group_Half_Hour.ReserveCallsTimeToHalf

### 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

### 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 / Agent_Skill_Group_Half_Hour.ReserveCallsToHalf

### Skill Group Summary
The total of all agent data for each skill group.

### Report Summary
The total of all agent data for all agents in report.

---

### agtskg21: Agent Skill Group Task Summary Half Hour Report

<table>
<thead>
<tr>
<th>Overview:</th>
</tr>
</thead>
<tbody>
<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>
</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 Agent_Skill_Group_Half_Hour.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.DateTimePicker

**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. This value is updated when the agent completes the transfer of the call.

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.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 completed by the agent in the given interval that were put on hold or paused. The InternalCallsOnHoldToHalf field in the following calculation applies to voice only.

Derived from: Agent_Skill_Group_Half_Hour.IncomingCallsOnHoldToHalf + Agent_Skill_Group_Half_Hour.AgentOutCallsOnHoldToHalf + Agent_Skill_Group_Half_Hour.InternalCallsOnHoldToHalf

**On Hold Time**

The time in HH:MM:SS (hours, minutes, 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. The InternalCallsOnHoldTimeToHalf field in the following calculation applies to voice only.

Derived from: Agent_Skill_Group_Half_Hour.IncomingCallsOnHoldTimeToHalf + Agent_Skill_Group_Half_Hour.AgentOutCallsOnHoldTimeToHalf + Agent_Skill_Group_Half_Hour.InternalCallsOnHoldTimeToHalf

**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. This value is updated when the agent completes the call.

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>Subject</th>
<th>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.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Note:</strong> 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.</td>
<td></td>
</tr>
<tr>
<td>Purpose</td>
<td>To show daily 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, 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</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 Agent_Skill_Group_Half_Hour.SkillTargetId

**Date**

The date when the record was generated 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 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. This value is updated when the agent completes the transfer of the call.

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.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 completed by the agent in the given interval that were put on hold or paused. The `InternalCallsOnHoldToHalf` field in the following calculation applies to voice only.

Derived from: `Agent_Skill_Group_Half_Hour.IncomingCallsOnHoldToHalf + Agent_Skill_Group_Half_Hour.AgentOutCallsOnHoldToHalf + Agent_Skill_Group_Half_Hour.InternalCallsOnHoldToHalf`

**On Hold Time**

The time in HH:MM:SS (hours, minutes, 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. The `InternalCallsOnHoldTimeToHalf` field in the following calculation applies to voice only.

Derived from: `Agent_Skill_Group_Half_Hour.IncomingCallsOnHoldTimeToHalf + Agent_Skill_Group_Half_Hour.AgentOutCallsOnHoldTimeToHalf + Agent_Skill_Group_Half_Hour.InternalCallsOnHoldTimeToHalf`

**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. This value is updated when the agent completes the call.

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.

**agtskg23: Agent Skill Group Performance Summary Half Hour Report**

<table>
<thead>
<tr>
<th>Overview:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Subject</strong></td>
<td>A table of all agents in the selected skill groups showing each agent's performance 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><strong>Purpose</strong></td>
<td>To show skill group 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 last name, first name, media, skill 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** | Agent
Agent_Skill_Group_Half_Hour
Media_Routing_Domain
Person
Skill_Group |

**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 Agent_Skill_Group_Half_Hour.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

**Completed Tasks: Aban While Offer**

For voice: the total number of calls that were abandoned while the agent's phone was ringing. For non-voice: the total number of tasks that were abandoned while being offered to an agent.

Derived from: Agent_Skill_Group_Half_Hour.AbandonRingCallsToHalf

**Completed Tasks: 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

**Completed Tasks: 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

*Completed Tasks: Supv Assist*

The number of calls an agent made to the supervisor for assistance.

Derived from: Agent_Skill_Group_Half_Hour.SupervAssistCallsToHalf

*Completed Tasks: 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

*Completed Tasks: Emerg Assist*

(IPCC only) The number of calls that required emergency assistance.

Derived from: Agent_Skill_Group_Half_Hour.EmergencyAssistsToHalf

*Completed Tasks: Barge In*

(IPCC only) The number of calls that were barged-in by the supervisor.

Derived from: Agent_Skill_Group_Half_Hour.BargedInCallsToHalf

*Completed Tasks: Intercept*

(IPCC only) The number of calls that were intercepted by the supervisor.

Derived from: Agent_Skill_Group_Half_Hour.InterceptCallsToHalf
**Completed Tasks: 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`

**Completed Tasks: Avg Hold Time**

The average hold time of a task handled by the agent.


**Agent State Times: Active Time**

The total time the agent spent talking (or being in the Active state) for the interval.

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.TalkAutoOutTimeToHalf + Agent_Skill_Group_Half_Hour.TalkPreviewTimeToHalf + Agent_Skill_Group_Half_Hour.TalkReserveTimeToHalf)`

**Agent State Times: Not Active Time**

The total time in HH:MM:SS (hours, minutes, seconds) that the agent spent in the Available or Not Active state during the half-hour interval.

Derived from: `Agent_Skill_Group_Half_Hour.AvailTimeToHalf`

*Agent State Times: Hold Time*

The time, measured in HH:MM:SS (hours, minutes, seconds) format, when 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`

**Agent State Times: 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 State Times: 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 State Times: 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)

**Agent State Times: Busy Other**

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

Derived from: Agent_Skill_Group_Half_Hour.BusyOtherTimeToHalf

**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.

**Report Summary**

The total of all agent data for all agents in report.

---

**agtskg24: Agent Skill Group Performance Summary Daily Report**

<table>
<thead>
<tr>
<th>Overview:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Subject</strong></td>
</tr>
<tr>
<td><strong>Note</strong>: This report contains the same data as the Agtskg23 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><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 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 Agent_Skill_Group_Half_Hour.SkillTargetId

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

**Completed Tasks: Aban While Offer**
For voice: the total number of calls that were abandoned while the agent’s phone was ringing. For non-voice: the total number of tasks that were abandoned while being offered to an agent.
Derived from: Agent_Skill_Group_Half_Hour.AbandonRingCallsToHalf

**Completed Tasks: 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

**Completed Tasks: 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

*Completed Tasks: Supv Assist*
The number of calls an agent made to the supervisor for assistance.
Derived from: Agent_Skill_Group_Half_Hour.SupervAssistCallsToHalf

*Completed Tasks: 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
*Completed Tasks: Emerg Assist
(IPCC only) The number of calls that required emergency assistance.
Derived from: Agent_Skill_Group_Half_Hour.EmergencyAssistsToHalf

*Completed Tasks: Barge In
(IPCC only) The number of calls that were barged-in by the supervisor.
Derived from: Agent_Skill_Group_Half_Hour.BargedInCallsToHalf

*Completed Tasks: Intercept
(IPCC only) The number of calls that were intercepted by the supervisor.
Derived from: Agent_Skill_Group_Half_Hour.InterceptCallsToHalf

Completed Tasks: 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

Completed Tasks: Avg Hold Time
The average hold time of a task handled by the agent.

Agent State Times: Active Time
The total time the agent spent talking (or being in the Active state) for the interval.
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.TalkAutoOutTimeToHalf + Agent_Skill_Group_Half_Hour.TalkPreviewTimeToHalf + Agent_Skill_Group_Half_Hour.TalkReserveTimeToHalf

Agent State Times: Not Active Time
The total time in HH:MM:SS (hours, minutes, seconds) that the agent spent in the Available or Not Active state during the half-hour interval.
Derived from: Agent_Skill_Group_Half_Hour.AvailTimeToHalf

*Agent State Times: Hold Time
The time, measured in HH:MM:SS (hours, minutes, seconds) format, when 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
Agent State Times: 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 State Times: 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 State Times: 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)

Agent State Times: Busy Other
The time the agent spent in the BusyOther state during the interval, measured in HH:MM:SS (hours, minutes, seconds) format.
Derived from: Agent_Skill_Group_Half_Hour.BusyOtherTimeToHalf

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.

Report Summary
The total of all agent data for all agents in report.

agtsgk25: Agent Skill Group Consolidated Half Hour Report

<table>
<thead>
<tr>
<th>Overview:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Subject</strong></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.</td>
</tr>
<tr>
<td><strong>Note:</strong></td>
<td>Completed tasks are all the tasks all tasks that completed during the time shown (that is, on the row in the report). This includes any tasks which began before the time frame shown. However, this does not include tasks where the caller abandoned in the local ACD queue.</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><strong>Purpose</strong></td>
<td>To show skill group activity and performance for the selected time period.</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 Agent_Skill_Group_Half_Hour.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

**Completed Tasks: Handled**

The number of ICM Routed tasks this agent has handled.

Derived from: Agent_Skill_Group_Half_Hour.CallsHandledtoHalf

**Completed Tasks: Aban While Offer**

For voice: the total number of calls that were abandoned while the agent’s phone was ringing. For non-voice: the total number of tasks that were abandoned while being offered to an agent.

Derived from: Agent_Skill_Group_Half_Hour.AbandonRingCallsToHalf
**Completed Tasks: 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

**Completed Tasks: 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

**Completed 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. This value is updated when the agent completes the call.

Derived from: Agent_Skill_Group_Half_Hour.TransferredInCallsToHalf

**Completed Tasks: 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. This value is updated when the agent completes the transfer of the call.

Derived from: Agent_Skill_Group_Half_Hour.TransferredOutCallsToHalf

**Completed Tasks: External Out**

The number of Outgoing external calls that this agent made during this interval.

Derived from: Agent_Skill_Group_Half_Hour.AgentOutCallsToHalf

**Completed Tasks: 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

**Completed Tasks: Avg Hold Time**

The average hold or paused time of a task handled by the agent, measured in HH:MM:SS (hours, minutes, seconds).


**Agent State Times: 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_Half_Hour.LoggedOnTimeToHalf
Agent State Times: % Active Time
The percentage of time that the agent has spent talking on calls in this skill group in relation to LoggedOnTime.

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

Agent State Times: % 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: \( \frac{(Agent\_Skill\_Group\_Half\_Hour.HoldTimeToHalf)}{Agent\_Skill\_Group\_Half\_Hour.LoggedOnTimeToHalf} \)

Agent State Times: % Not Active
The percentage of time that the agent has spent in the Not Active or Available state in relation to LoggedOnTime. Applies to all skill groups.

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

Agent State Times: % 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: \( \frac{(Agent\_Skill\_Group\_Half\_Hour.NotReadyTimeToHalf)}{Agent\_Skill\_Group\_Half\_Hour.LoggedOnTimeToHalf} \)

Agent State Times: % 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: \( \frac{(Agent\_Skill\_Group\_Half\_Hour.ReservedStateTimeToHalf)}{Agent\_Skill\_Group\_Half\_Hour.LoggedOnTimeToHalf} \)

Agent State Times: % 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: \( \frac{(Agent\_Skill\_Group\_Half\_Hour.WorkReadyTimetoHalf + Agent\_Skill\_Group\_Half\_Hour.WorkNotReadyTimetoHalf)}{Agent\_Skill\_Group\_Half\_Hour.LoggedOnTimeToHalf} \)

Agent State Times: % Busy Other
The percentage of time that the agent has spent in the BusyOther state in relation to LoggedOnTime.

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

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.

Note: The agent state time percentages in the Media Summary row will only add up to
100% when ALL of the skill groups for an agent have been selected. When viewing a
subset of an agent’s skill groups, the percentages may not balance.

Report Summary

The total of all agent data for all agents in report.

tagtskg26: Agent Skill Group Consolidated Daily Report

Overview:

| Subject | 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. |
|         | **Note**: Completed tasks are all the tasks all tasks that completed
during the time shown (that is, on the row in the report). This
includes any tasks which began before the time frame shown. However, this does not include tasks where the caller abandoned in
the local ACD queue.

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. |
| Purpose | To show skill group activity and performance 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
Person
Skill_Group
Media_Routing_Domain |

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 Agent_Skill_Group_Half_Hour.SkillTargetId

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

Derived from: Agent_Skill_Group_Half_Hour.DateTime

Completed Tasks: Handled
The number of ICM Routed tasks this agent has handled.

Derived from: Agent_Skill_Group_Half_Hour.CallsHandledToHalf

Completed Tasks: Aban While Offer
For voice: the total number of calls that were abandoned while the agent’s phone was ringing. For non-voice: the total number of tasks that were abandoned while being offered to an agent.

Derived from: Agent_Skill_Group_Half_Hour.AbandonRingCallsToHalf

Completed Tasks: 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

Completed Tasks: 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

*Completed 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. This value is updated when the agent completes the call.

Derived from: Agent_Skill_Group_Half_Hour.TransferredInCallsToHalf
*Completed Tasks: 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. This value is updated when the agent completes the transfer of the call.

Derived from: Agent_Skill_Group_Half_Hour.TransferredOutCallsToHalf

*Completed Tasks: External Out*

The number of Outgoing external calls that this agent made during this interval.

Derived from: Agent_Skill_Group_Half_Hour.AgentOutCallsToHalf

**Completed Tasks: 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

**Completed Tasks: Avg Hold Time**

The average hold or paused time of a task handled by the agent, measured in HH:MM:SS (hours, minutes, seconds).


**Agent State Times: 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_Half_Hour.LoggedOnTimeToHalf

**Agent State Times: % 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.TalkAutoOutTimeToHalf + Agent_Skill_Group_Half_Hour.TalkPreviewTimeToHalf + Agent_Skill_Group_Half_Hour.TalkReserveTimeToHalf) / Agent_Skill_Group_Half_Hour.LoggedOnTimeToHalf

**Agent State Times: % 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)
Agent State Times: % Not Active

The percentage of time that the agent has spent in the Not Active or Available 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}}

Agent State Times: % 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}}

Agent State Times: % 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}}

Agent State Times: % 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.WorkReadyTimetoHalf} + \text{Agent\_Skill\_Group\_Half\_Hour.WorkNotReadyTimetoHalf}}{\text{Agent\_Skill\_Group\_Half\_Hour.LoggedOnTimeToHalf}}

Agent State Times: % 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}}

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.

Note: The agent state time percentages in the Media Summary row will only add up to 100% when ALL of the skill groups for an agent have been selected. When viewing a subset of an agent's skill groups, the percentages may not balance.

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>Subject</th>
<th>A table of all the agents in the selected skill groups listing all the available agent historical report data for the selected interval.</th>
</tr>
</thead>
<tbody>
<tr>
<td><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.</td>
<td></td>
</tr>
<tr>
<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>
<td></td>
</tr>
<tr>
<td><strong>Note:</strong> In the following descriptions, agent-dialed outbound calls or tasks are different from Outbound Option calls that are program-dialed outbound calls. Only fields specified as Outbound Option contain automated call data. In all other cases, outbound calls are agent-dialed ones.</td>
<td></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.</td>
</tr>
<tr>
<td><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>
<td></td>
</tr>
</tbody>
</table>

| Applicable environment | IPCC and/or standard ACD |
| Template type | Historical table |
| Default sort order | By Skill Group, Agent Enterprise Name, and by interval |
| Drilldowns available | No |
| Schema database tables | Agent Agent_Skill_Group_Half_Hour Skill_Group |

#### Data:

**Agent Skill Group**

An enterprise name of the skill group (and it's skill target ID) to which the agent belongs.

Derived from: Skill_Group.EnterpriseName + Skill_Group.SkillTargetID

**Agent Name**

The agent's enterprise name and the skill target ID of the skill group to which the agent belongs.

Derived from: Agent.EnterpriseName + Agent_Skill_Group_Half_Hour.SkillTargetID
**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 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 HH:MM:SS (hours, minutes, seconds) for all tasks answered by the agent during the half-hour interval.
AnswerWaitTime is calculated as follows: RingTime + NetworkTime + LocalQTime (for standard ACDs) and NetQTime (for IPCC systems).
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 HH:MM:SS (hours, minutes, 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. The value for HandleCallsTime 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 HH:MM:SS (hours, minutes, seconds) that the agent spent in the Active state for tasks associated with 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.HandledCallsTalkTimeToHalf

**Incoming Tasks**
**Talk In Time**
The total time in HH:MM:SS (hours, minutes, 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**
For voice: the total number of calls that were abandoned while the agent’s phone was ringing. For non-voice: the total number of tasks that were abandoned while being offered to an agent.

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. This value is updated when the agent completes the call.

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 time in HH:MM:SS (hours, minutes, seconds) the agent spent in the Hold/Paused State measured during the half-hour interval.

Derived from: Agent_Skill_Group_Half_Hour.IncomingCallsOnHoldToHalf
Incoming Tasks

Hold Time

The total time in HH:MM:SS (hours, minutes, seconds) that completed inbound 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) has completed.

Derived from: Agent_Skill_Group_Half_Hour.IncomingCallsOnHoldTimeToHalf

Incoming Tasks

Aba Ring Time

The total time in HH:MM:SS (hours, minutes, 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. 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 total time in HH:MM:SS (hours, minutes, 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 total time in HH:MM:SS (hours, minutes, 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 total time in HH:MM:SS (hours, minutes, seconds) that 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 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 total time in HH:MM:SS (hours, minutes, seconds) that the agent spent in conference calls that they 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: 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 total time in HH:MM:SS (hours, minutes, seconds) that 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 HH:MM:SS (hours, minutes, seconds), for completed outbound ACD calls handled by the agent in the skill group during the half-hour interval.

   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 HH:MM:SS (hours, minutes, seconds), for completed outbound ACD calls handled by the agent in the skill group during the half-hour interval.

   This value 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 total time in HH:MM:SS (hours, minutes, 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 time in HH:MM:SS (hours, minutes, seconds) that outbound ACD calls were placed on hold by agents in the skill group during the half-hour interval.

   This 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 total time in HH:MM:SS (hours, minutes, 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

**Time**
The total time in HH:MM:SS (hours, minutes, 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 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 In Time**
The total time in HH:MM:SS (hours, minutes, 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

**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

**Hold Time**
The total time in HH:MM:SS (hours, minutes, seconds) that 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 total time in HH:MM:SS (hours, minutes, 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**

(IPCC only) The number of calls barged in on either by the supervisor or by an agent.

Derived from: Agent_Skill_Group_Half_Hour.BargeInCallsToHalf

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**Task Treatment**

**Intercept**

(IPCC only) 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

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**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**

(IPCC only) 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 HH:MM:SS (hours, minutes, 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 total time in HH:MM:SS (hours, minutes, 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
Not Active Time
The total time in HH:MM:SS (hours, minutes, seconds) that the agent spent in the Available or Not Active state during the half-hour interval.
Derived from: Agent_Skill_Group_Half_Hour.AvailTimeToHalf

Agent Performance
Not Ready
The total time in HH:MM:SS (hours, minutes, seconds) that 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 time in HH:MM:SS (hours, minutes, seconds) that 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 total time in HH:MM:SS (hours, minutes, 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 total time in HH:MM:SS (hours, minutes, 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 total time in HH:MM:SS (hours, minutes, 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 total time in HH:MM:SS (hours, minutes, seconds) that the agent spent processing callback messages during the half-hour interval.

Derived from: Agent_Skill_Group_Half_Hour.CallbackMessagesTimeToHalf

**Auto Out Tasks**

(Outbound Option only) 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**

(Outbound Option only) The total handle time, in HH:MM:SS (hours, minutes, seconds), for completed AutoOut (predictive) calls handled by the agent in the skill group during the half-hour interval.

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**

(Outbound Option only) The total talk time, in HH:MM:SS (hours, minutes, 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 includes the HoldTime associated with the call. AutoOutCallsTalkTimeToHalf 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**

(Outbound Option only) The total time in HH:MM:SS (hours, minutes, seconds) that 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**

(Outbound Option only) 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

(Outbound Option only) The total time in HH:MM:SS (hours, minutes, seconds) that AutoOut (predictive) calls were placed on hold by the agent in the skill group during the half-hour interval.

This 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

(Outbound Option only) 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

(Outbound Option only) The total handle time, in HH:MM:SS (hours, minutes, seconds), for completed outbound Preview calls handled by the agent in the skill group during the half-hour interval.

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

(Outbound Option only) The total talk time, in HH:MM:SS (hours, minutes, 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 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

(Outbound Option only) The total time in HH:MM:SS (hours, minutes, seconds) that 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

(Outbound Option only) 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**

(Outbound Option only) The total time in HH:MM:SS (hours, minutes, seconds) that outbound Preview calls were placed on hold by the agent in the skill group during the half-hour interval.

This 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**

(Outbound Option only) 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**

(Outbound Option only) The total handle time, in HH:MM:SS (hours, minutes, seconds), for completed agent reservation calls handled by the agent in the skill group during the half-hour interval.

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**

(Outbound Option only) The total talk time, in HH:MM:SS (hours, minutes, 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 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**

(Outbound Option only) The total time in HH:MM:SS (hours, minutes, 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 Tasks**

(Outbound Option only) 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
(Outbound Option only) The total time in HH:MM:SS (hours, minutes, seconds) that agent reservation calls were placed on hold by the agent in the skill group during the half-hour interval.

This 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

Time Zone
The time zone for the date and time. The value is the offset in minutes from GMT.

Derived from: Agent_Skill_Group_Half_Hour.TimeZone

Recovery Key
A value used internally by the ICM software to track virtual time.

Derived from: Agent_Skill_Group_Half_Hour.RecoveryKey

Interrupted Time
The time in HH:MM:SS (hours, minutes, seconds) that the agent was in the Interrupted state during the half-hour interval. This field is currently not used in the database.

Derived from: Agent_Skill_Group_Half_Hour.InterruptedTimeToHalf

DB DataTime
The date and time that data was last written to the ICM historical database (HDS) from the logger database. This is different from the time that the data was created. This is useful if you are extracting data from the historical database and you want to see when it was last updated.

Derived from: Agent_Skill_Group_Half_Hour.DbDatetime
Agent By Team Reports

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.

This section includes:
- Summary List of Agent by Team Reports, page 2-177
- Example Agent by Team Report, page 2-179
- Agent by Team Real-Time Reports, page 2-179
- Agent by Team Historical Reports, page 2-190

Summary List of Agent by Team Reports

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 Skill Group Status Report, page 2-180</td>
<td>IPCC and/or Standard ACD</td>
<td>real-time</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 Logout Status By Team Report, page 2-190</td>
<td>IPCC and/or Standard ACD</td>
<td>historical</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 2-192</td>
<td>IPCC and/or Standard ACD</td>
<td>historical</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 By Team, page 2-195</td>
<td>IPCC and/or Standard ACD</td>
<td>historical</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 2-182</td>
<td>IPCC and/or Standard ACD</td>
<td>real-time</td>
<td>Current agent states of each agent within the specified team(s).</td>
</tr>
<tr>
<td>agteam21: Agent Team Task Summary Half Hour Report, page 2-198</td>
<td>IPCC and/or Standard ACD</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>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>agteam22: Agent Team Task Summary Daily Report, page 2-202</td>
<td>IPCC and/or Standard ACD</td>
<td>historical table</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 2-206</td>
<td>IPCC and/or Standard ACD</td>
<td>historical table</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 2-209</td>
<td>IPCC and/or Standard ACD</td>
<td>historical table</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 2-212</td>
<td>IPCC only</td>
<td>historical table</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 2-216</td>
<td>IPCC only</td>
<td>historical table</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 2-220</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 agent team and then by agent within the team.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>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 2-185</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 agent team and then by agent within the team.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>This report is for online viewing or for exporting to Excel. It is not formatted for printing.</td>
</tr>
</tbody>
</table>
Example Agent by Team Report

<table>
<thead>
<tr>
<th>Agent Team</th>
<th>Skill Group</th>
<th>Media</th>
<th>Log On Date Time</th>
<th>Active Tasks</th>
<th>Agent State</th>
<th>Duration in Current State</th>
<th>Reason Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Boston_Sales</td>
<td>Gilday, John</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>DEFAULT_27300</td>
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<td></td>
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</tr>
<tr>
<td>Rodriguez, Wan</td>
<td>Cisco_Voice</td>
<td></td>
<td>01/25/04 03:05:18</td>
<td>1 BUSY_OTHER</td>
<td>0 READY</td>
<td>00:12:48</td>
<td>0</td>
</tr>
<tr>
<td>Johnson, Paul</td>
<td>Cisco_Voice</td>
<td></td>
<td>01/25/04 03:01:22</td>
<td></td>
<td></td>
<td>00:39:42</td>
<td>0</td>
</tr>
<tr>
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<td></td>
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</tr>
<tr>
<td>Chiu, Albert</td>
<td>Cisco_Voice</td>
<td></td>
<td></td>
<td>0 UNKNV</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Rodriguez, Wan</td>
<td>Cisco_Voice</td>
<td></td>
<td>01/25/04 03:05:18</td>
<td>0 BUSY_OTHER</td>
<td>0 READY</td>
<td>00:12:48</td>
<td>0</td>
</tr>
<tr>
<td>Johnson, Paul</td>
<td>Cisco_Voice</td>
<td></td>
<td>01/25/04 03:01:22</td>
<td></td>
<td></td>
<td>00:39:42</td>
<td>0</td>
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<tr>
<td>Boston_US_Main1_8211</td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Allen, Cherine</td>
<td>Cisco_Voice</td>
<td></td>
<td></td>
<td>0 UNKNV</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Rodriguez, Wan</td>
<td>Cisco_Voice</td>
<td></td>
<td>01/25/04 03:05:18</td>
<td>1 TALKING</td>
<td>0 READY</td>
<td>00:12:38</td>
<td>0</td>
</tr>
<tr>
<td>Johnson, Paul</td>
<td>Cisco_Voice</td>
<td></td>
<td>01/25/04 03:01:22</td>
<td></td>
<td></td>
<td>00:39:42</td>
<td>0</td>
</tr>
<tr>
<td>Boston_US_Main2_8212</td>
<td></td>
<td></td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Williams, Astree</td>
<td>Cisco_Voice</td>
<td></td>
<td></td>
<td>0 UNKNV</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Boston_US_Main3_8213</td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ballin, Sharon</td>
<td>Cisco_Voice</td>
<td></td>
<td></td>
<td>0 UNKNV</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Chiu, Albert</td>
<td>Cisco_Voice</td>
<td></td>
<td></td>
<td>0 UNKNV</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Boston_US_Spanish_8411</td>
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</tr>
<tr>
<td>Allen, Cherine</td>
<td>Cisco_Voice</td>
<td></td>
<td></td>
<td>0 UNKNV</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Rodriguez, Wan</td>
<td>Cisco_Voice</td>
<td></td>
<td>01/25/04 03:05:18</td>
<td>0 BUSY_OTHER</td>
<td>0 READY</td>
<td>00:12:48</td>
<td>0</td>
</tr>
<tr>
<td>Johnson, Paul</td>
<td>Cisco_Voice</td>
<td></td>
<td>01/25/04 03:01:22</td>
<td></td>
<td></td>
<td>00:39:42</td>
<td>0</td>
</tr>
<tr>
<td>Boston_US_Spanish_8412</td>
<td></td>
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<td></td>
</tr>
<tr>
<td>Williams, Astree</td>
<td>Cisco_Voice</td>
<td></td>
<td></td>
<td>0 UNKNV</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Boston_US_Spanish_8413</td>
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</tr>
<tr>
<td>Ballin, Sharon</td>
<td>Cisco_Voice</td>
<td></td>
<td></td>
<td>0 UNKNV</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Agent by Team Real-Time Reports

- agteam02: Agent Skill Group Status Report, page 2-180
- agteam20: Agent Team Real Time Report, page 2-182
- agteam28: Agent Team Real Time All Fields Report, page 2-185
Overview:

<table>
<thead>
<tr>
<th>Subject</th>
<th>A table of selected agent teams showing each agent’s current logon date and time, state, and last state change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Purpose</td>
<td>To show current agent team status and agent availability according to the skill groups in the teams</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 agent team, skill group, agent name, and media routing domain</td>
</tr>
<tr>
<td>Drilldowns available</td>
<td>No</td>
</tr>
<tr>
<td>Data derived from ICM Schema database tables</td>
<td>Agent, Agent_Skill_Group_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 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

**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/Not Active
Work Ready
Work Not Ready
*Hold
Paused
Busy Other
Reserved
Not Ready

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_Skill_Group_Real_Time.DateTimeLast-StateChange, getdate())

Reason Code
A code received from the peripheral that indicates the reason for the agent’s last state change. If not defined, this displays 0.

Note:
- The agent's CTIOS 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.

- You must enable reason code reporting by selecting the "agent event detail" check box in the ICM Configuration Manager's PG Explorer.

Derived from: Agent_Skill_Group_Real_Time.ReasonCode

**Skill Group Summary**

The total of all agent data for all agents in the skill group.

**Agent Summary**

The total of all agent data for each agent.

**Report Summary**

The total of all agent data for all agents in the report.

---

**agteam20: Agent Team Real Time Report**

<table>
<thead>
<tr>
<th>Overview:</th>
</tr>
</thead>
<tbody>
<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_Real_Time
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 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.

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

**Extension**

The phone extension that the agent has logged into.

Derived from: Agent_Real_Time.Extension

**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

**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
- Active
- Ready
- Not Active
- Work Ready
- Hold
- Paused
- Busy Other
- Reserved
- Not Ready
The state with an asterisk (*) is a voice media only state.
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

**Reason Code**
A code received from the peripheral that indicates the reason for the agent's last state change. If not defined, this displays 0.

*Note:*
- The agent's CTIOS 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.
- You must enable reason code reporting by selecting the "agent event detail" check box in the ICM Configuration Manager's PG Explorer.

Derived from: Agent_Real_Time.ReasonCode

**Supv Assist Reqstd**
Whether or not the agent requested supervisor assistance:
- No
- Yes

Derived from: Agent_Real_Time.RequestedSupervisorAssist

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

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
Available in MRD

Whether or not the agent is available to accept a task in this media routing domain:

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 (MRD) if the agent's state in that MRD is anything other than Not Ready, and the agent is not at the agent's maximum task limit for the MRD, and the agent is not working on a non-interruptible task in another MRD.

If an agent is ICM-available, then ICM can assign tasks to the agent. If an agent is Application-available, then the application can assign tasks to the agent. 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

agteam28: Agent Team Real Time All Fields Report

<table>
<thead>
<tr>
<th>Overview:</th>
</tr>
</thead>
<tbody>
<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>
</tbody>
</table>
### Data:

<table>
<thead>
<tr>
<th><strong>Agent Team</strong></th>
<th>The Enterprise Name of the agent team and the Agent Team Skill ID.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Supervisor</strong></td>
<td>The agent's primary supervisor. If primary supervisor is not configured then the Supervisor field can contain any of the configured secondary supervisors.</td>
</tr>
<tr>
<td><strong>Media</strong></td>
<td>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.</td>
</tr>
<tr>
<td><strong>Agent Name</strong></td>
<td>The agent's last name and first name and the agent skill ID</td>
</tr>
<tr>
<td><strong>Skill Group</strong></td>
<td>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.</td>
</tr>
<tr>
<td><strong>Service</strong></td>
<td>The skill group service enterprise name.</td>
</tr>
<tr>
<td><strong>DateTime</strong></td>
<td>The date and time of the selected row's data at the start of the interval in MM/DD/YYYY (month, day, year) and HH:MM:SS (hour, minute, second) format.</td>
</tr>
</tbody>
</table>

### Drilldowns available

<table>
<thead>
<tr>
<th>Schema database tables</th>
</tr>
</thead>
<tbody>
<tr>
<td>Agent</td>
</tr>
<tr>
<td>Person</td>
</tr>
<tr>
<td>Media_Routing_Domain</td>
</tr>
<tr>
<td>Agent_Real_Time</td>
</tr>
<tr>
<td>Agent_Team_Member</td>
</tr>
<tr>
<td>Agent_Team, Skill_Group</td>
</tr>
</tbody>
</table>
**Agent State**
The current state of the agent. The following states can appear in this report:
- Talking
- Active
- *Ready
- Not Active
- Work Ready
- Work Not Ready
- *Hold
- Paused
- Busy Other
- Reserved
- Not Ready

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

**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 displays 0.

**Note:**
- The agent's CTIOS 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.
- You must enable reason code reporting by selecting the "agent event detail" check box in the ICM Configuration Manager's PG Explorer.
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: DATEDIFF(seconds, Agent_Real_Time.DateTimeLastStateChange, getdate())

**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 task:
In (inbound task - non voice tasks are always inbound)
Out (outgoing external call)
Other (outgoing internal call)
Derived from: Agent_Real_Time.Direction

On Hold
Indicates whether the call is currently on hold or the task is paused: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 Status
Reserved for future use.
Derived from: Agent_Real_Time.AgentStatus

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

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

*Campaign
(Outbound Option only) The campaign ID for the campaign associated with this call.
Derived from: Agent_Real_Time.CampaignID
*Query Rule*

(Outbound Option only) The query rule belonging to the campaign identified by the CampaignID.

Derived from: Agent_Real_Time.QueryRuleID

**Routable**

Indicates whether the agent is routable with respect to this Media Routing Domain.

Valid options: Y = Yes, the agent is routable. N = No, the agent is not routable.

Derived from: Agent_Real_Time.Routable

**Last Mode Change**

The date and time of the agent’s last mode change.

Derived from: Agent_Real_Time.DateTimeLastModeChange

**Tasks In Progress**

The number of tasks associated with this Media Routing Domain on which this agent is currently working.

Derived from: Agent_Real_Time.CallsInProgress

**Max Tasks**

The maximum number of tasks associated with this Media Routing Domain on which this agent can work simultaneously.

Derived from: Agent_Real_Time.MaxTasks

**Available in MRD**

Whether or not the agent is available to accept a task in this media routing domain:

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’s state in that MRD is anything other than Not Ready, and the agent is not at the agent’s maximum task limit for the MRD, and the agent is not working on a non-interruptible task in another MRD.

If an agent is ICM-available, then ICM can assign tasks to the agent. If an agent is Application-available, then the application can assign tasks to the agent. 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

**Task Level Change**

The date and time of the agent’s last task level change.

Derived from: Agent_Real_Time.DateTimeTaskLevelChange

**Router Task Q Now**

The number of calls currently queued for the agent at the call router.

Derived from: Agent_Real_Time.RouterCallsQueueNow
**Router Longest Task Q**
The time when the longest call in queue was queued for the agent.
Derived from: Agent_Real_Time.RouterLongestCallQ

### Agent by Team Historical Reports

- agteam03: Agent Logout Status By Team Report, page 2-190
- agteam04: Agent Task Detail Activity Report, page 2-192
- agteam05: Agent Task Detail Performance Report By Team, page 2-195
- agteam21: Agent Team Task Summary Half Hour Report, page 2-198
- agteam23: Agent Team Performance Summary Half Hour Report, page 2-206
- agteam24: Agent Team Performance Summary Daily Report, page 2-209
- agteam25: Agent Team Consolidated Half Hour Report, page 2-212
- agteam26: Agent Team Consolidated Daily Report, page 2-216
- agteam27: Agent Team Historical All Fields Report, page 2-220

### agteam03: Agent Logout Status By Team Report

<table>
<thead>
<tr>
<th><strong>Overview:</strong></th>
</tr>
</thead>
<tbody>
<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

**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 MM:DD:YYYY (month, day, year) and HH:MM:SS (hours, minutes, seconds) format.

Derived from: (Agent_Logout.LogoutDateTime - Agent_Logout.LoginDuration)

**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 the code is not defined, this displays 0.

**Note:** For reason codes to be displayed in a report:

- The agent's CTIOS 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.
You must enable reason code reporting by selecting the "agent event detail" check box in the ICM Configuration Manager’s PG Explorer.

Derived from: Agent_Logout.ReasonCode

**Media Summary**

The total log-on duration of all agents in the media routing domain.

**Agent Team Summary**

The total log-on duration of all agent teams in the report.

---

**agteam04: Agent Task Detail Activity Report**

<table>
<thead>
<tr>
<th>Overview:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Subject</td>
<td>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.</td>
</tr>
<tr>
<td></td>
<td><strong>Note</strong>: The report time must include the agent’s whole log-on session to get accurate times for the tasks.</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 team half-hour 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 agent team, agent last name, agent first name, and media routing domain</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  
Agent_Team  
Agent_Team_Member  
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

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: Agent_Half_Hour.LoggedOnTimeToHalf

Available In MRD Time
The time in hours, minutes, seconds (HH:MM:SS) format that the agent was available in this media routing domain.
Derived from: 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: 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: Agent_Skill_Group_Half_Hour.HandledCallsTimeToHalf / Agent_Skill_Group_Half_Hour.CallsHandledToHalf

% 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: (Agent_Skill_Group_Half_Hour.WorkReadyTimeToHalf + Agent_Skill_Group_Half_Hour.WorkNotReadyTimeToHalf) / Agent_Skill_Group_Half_Hour.LoggedOnTimeToHalf
*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: Agent_Skill_Group_Half_Hour.AgentOutCallsToHalf

*External Out Tasks
Avg Time
The average length in HH:MM:SS (hours, minutes, seconds) for outgoing tasks made by the agent for the selected interval.
Derived from: Agent_Skill_Group_Half_Hour.AgentOutCallsTimeToHalf / Agent_Skill_Group_Half_Hour.AgentOutCallsToHalf

*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: 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: Agent_Skill_Group_Half_Hour.InternalCallsTimeToHalf / Agent_Skill_Group_Half_Hour.InternalCallsToHalf

*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: Agent_Skill_Group_Half_Hour.CallbackMessagesToHalf

*CB Messages
Avg Time
The average length in HH:MM:SS (hours, minutes, 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: Agent_Skill_Group_Half_Hour.CallbackMessagesTimeToHalf / Agent_Skill_Group_Half_Hour.CallbackMessagesToHalf

Agent Team Summary
The total data for all agents in the team.

Agent Summary
The total agent data for the agent during the specified interval.

Media Summary
The total agent data in the media routing domain into which the agent was logged for the given interval.
**Overview:**

| Subject | A table of selected agent teams showing task detail data on abandoned, held, assistance, and conference tasks, organized 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 performance 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 |
| Drildowns 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 |

**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

Skill Group
The name of the skill group to which these agents are associated.
Derived from: Skill_Group.EnterpriseName

Aban Hold
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: Agent_Skill_Group_Half_Hour.AbandonHoldCallsToHalf

Aban Ring: Total Tasks
For voice: the total number of calls that were abandoned while the agent's phone was ringing. For non-voice: the total number of tasks that were abandoned while being offered to an agent.
Derived from: Agent_Skill_Group_Half_Hour.AbandonRingCallsToHalf

Aban Ring: Avg Time
The average length of time associated with Ringing/offered tasks that were abandoned.
Derived from: Agent_Skill_Group_Half_Hour.AbandonRingTimeToHalf / Agent_Skill_Group_Half_Hour.AbandonRingCallsToHalf

Incoming Hold Tasks
Total Tasks
The total time in HH:MM:SS (hours, minutes, seconds) the agent spent in the Hold/Paused State measured during the half-hour interval.
Derived from: 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: Agent_Skill_Group_Half_Hour.IncomingCallsOnHoldTimeToHalf / Agent_Skill_Group_Half_Hour.IncomingCallsOnHoldToHalf

*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: Agent_Skill_Group_Half_Hour.AgentOutCallsOnHoldToHalf

*Outgoing Hold Tasks
Avg Time
The average on hold time in HH:MM:SS (hours, minutes, seconds) associated with outbound tasks the agent placed on hold.
Derived from: Agent_Skill_Group_Half_Hour.AgentOutCallsOnHoldTimeToHalf / Agent_Skill_Group_Half_Hour.AgentOutCallsOnHoldToHalf
*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: 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: Agent_Skill_Group_Half_Hour.InternalCallsOnHoldTimeToHalf / Agent_Skill_Group_Half_Hour.InternalCallsOnHoldToHalf

*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: Agent_Skill_Group_Half_Hour.SupervAssistCallsToHalf

*Sup Assist Tasks
Avg Time
The average time in HH:MM:SS (hours, minutes, seconds) that the agent received assistance for all supervisor-assisted tasks during the interval.
Derived from: Agent_Skill_Group_Half_Hour.SupervAssistCallsTimeToHalf / Agent_Skill_Group_Half_Hour.SupervAssistCallsToHalf

*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: Agent_Skill_Group_Half_Hour.ConferencedInCallsToHalf

*Conference In Tasks
Avg Time
The average time in HH:MM:SS (hours, minutes, seconds) that the agent spent in conference with tasks during the interval. This value includes hold time associated with the conference tasks.
Derived from: Agent_Skill_Group_Half_Hour.ConferencedInCallsTimeToHalf / Agent_Skill_Group_Half_Hour.ConferencedInCallsToHalf

*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: Agent_Skill_Group_Half_Hour.ConferencedOutCallsToHalf
*Conference Out Tasks
Avg Time
The average time in HH:MM:SS (hours, minutes, 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: Agent_Skill_Group_Half_Hour.ConferencedOutCallsTimeToHalf / Agent_Skill_Group_Half_Hour.ConferencedOutCallsToHalf

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.

Agent Summary
The total data for each agent.

Report Summary
The total agent data for all agent teams in the report.

Overview:

<table>
<thead>
<tr>
<th>Subject</th>
<th>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.</th>
</tr>
</thead>
<tbody>
<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 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 team, media routing domain, agent last name, agent first name, and date and time</td>
</tr>
</tbody>
</table>
### Data:

**Agent Team**

The Enterprise Name of the agent team and the agent team ID.

Derived from: `Agent_Team.EnterpriseName + Agent_Team.AgentTeamID`

**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 and agent's skill target ID.

Derived from: `Person.LastName + ', ' + Person.FirstName + Agent.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: `Agent_Skill_Group_Half.Hour.DateTime`

**Log On Duration**

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

Derived from: `Agent_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. This value is updated when the agent completes the transfer.
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. This value is updated when the agent completes the call.
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 tasks completed by the agent in the given interval that were put on hold or paused. The InternalCallsOnHoldToHalf field in the following calculation applies to voice only.
Derived from: Agent_Skill_Group_Half_Hour.IncomingCallsOnHoldToHalf + Agent_Skill_Group_Half_Hour.AgentOutCallsOnHoldToHalf + Agent_Skill_Group_Half_Hour.InternalCallsOnHoldToHalf
*Tasks Supv Assist
The number of tasks that required supervisor assistance.
Derived from: Agent_Skill_Group_Half_Hour.SupervisorAssistCallsToHalf

*Tasks Emerg Assist
(IPCC only) The number of tasks that required emergency assistance.
Derived from: Agent_Skill_Group_Half_Hour.EmergencyAssistsToHalf

*Tasks Barge In
(IPCC only) The number of tasks into which the supervisor has barged.
Derived from: Agent_Skill_Group_Half_Hour.BargeInCallsToHalf

*Tasks Intercept
(IPCC only) 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 HH:MM:SS (hours, minutes, 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. The InternalCallsOnHoldTimeToHalf field in the following calculation applies to voice only.
 Derived from: Agent_Skill_Group_Half_Hour.IncomingCallsOnHoldTimeToHalf + Agent_Skill_Group_Half_Hour.AgentOutCallsOnHoldTimeToHalf + Agent_Skill_Group_Half_Hour.InternalCallsOnHoldTimeToHalf
**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.

---

**agtteam22: Agent Team Task Summary Daily Report**

<table>
<thead>
<tr>
<th>Overview:</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 and or standard ACD |
| **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_Half_Hour  
Agent_Team  
Agent_Team_Member  
Person  
Media_Routing_Domain  
Skill_Group |

**Data:**

**Agent Team**

The Enterprise Name of the agent team and the agent team ID.  
Derived from: Agent_Team.EnterpriseName + Agent_Team.AgentTeamID
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 and agent’s skill target ID.

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

Date (no label)

The date when the record was generated 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 on measured in HH:MM:SS (hours, minutes, seconds) format.

Derived from: Agent_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. This value is updated when the agent completes the transfer.

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. This value is updated when the agent completes the call.

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 tasks completed by the agent in the given interval that were put on hold or paused. The InternalCallsOnHoldToHalf field in the following calculation applies to voice only.

Derived from: Agent_Skill_Group_Half_Hour.IncomingCallsOnHoldToHalf + Agent_Skill_Group_Half_Hour.AgentOutCallsOnHoldToHalf + Agent_Skill_Group_Half_Hour.InternalCallsOnHoldToHalf

*Tasks Supv Assist*

The number of tasks that required supervisor assistance.

Derived from: Agent_Skill_Group_Half_Hour.SupervisorAssistCallsToHalf

*Tasks Emerg Assist*

(IPCC only) The number of tasks that required emergency assistance.

Derived from: Agent_Skill_Group_Half_Hour.EmergencyAssistsToHalf

*Tasks Barge In*

(IPCC only) The number of tasks into which the supervisor has barged.

Derived from: Agent_Skill_Group_Half_Hour.BargeInCallsToHalf
**Tasks Intercept**  
(IPCC only) 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 HH:MM:SS (hours, minutes, 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. The InternalCallsOnHoldTimeToHalf field in the following calculation applies to voice only.  
Derived from: Agent_Skill_Group_Half_Hour.IncomingCallsOnHoldTimeToHalf + Agent_Skill_Group_Half_Hour.AgentOutCallsOnHoldTimeToHalf + Agent_Skill_Group_Half_Hour.InternalCallsOnHoldTimeToHalf

**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>Field</th>
<th>Description</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>
</tbody>
</table>

### Data:

#### Agent Team

The Enterprise Name of the agent team and the agent team ID.

Derived from: `Agent_Team.EnterpriseName + Agent_Team.AgentTeamID`

#### 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 and agent's skill target ID.

Derived from: Person.LastName + ' ' + Person.FirstName + Agent.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: Agent_Half_Hour.DateTime

**Completed Tasks: Aban While Offer**

For voice: the total number of calls that were abandoned while the agent’s phone was ringing. For non-voice: the total number of tasks that were abandoned while being offered to an agent.

Derived from: Agent_Skill_Group_Half_Hour.AbandonRingCallsToHalf

**Completed Tasks: 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

**Completed Tasks: 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

*Completed Tasks: Supv Assist*

The number of calls an agent made to the supervisor for assistance.

Derived from: Agent_Skill_Group_Half_Hour.SupervAssistCallsToHalf

*Completed Tasks: 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

*Completed Tasks: Emerg Assist*

(IPCC only) The number of calls that required emergency assistance.

Derived from: Agent_Skill_Group_Half_Hour.EmergencyAssistsToHalf

*Completed Tasks: Barge In*

(IPCC only) The number of calls that were barged-in by the supervisor.

Derived from: Agent_Skill_Group_Half_Hour.BargeInCallsToHalf

*Completed Tasks: Intercept*

(IPCC only) The number of calls that were intercepted by the supervisor.

Derived from: Agent_Skill_Group_Half_Hour.InterceptCallsToHalf
**Completed Tasks: AHT**

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

Derived from: 

\[
\frac{\text{Agent\_Skill\_Group\_Half\_Hour\_HandledCallsTimeToHalf}}{\text{Agent\_Skill\_Group\_Half\_Hour\_CallsHandledToHalf}}
\]

**Completed Tasks: Avg Hold Time**

The average hold or paused time of a task handled by the agent.

Derived from: 

\[
\frac{\text{Agent\_Skill\_Group\_Half\_Hour\_IncomingCallsOnHoldTimeToHalf}}{\text{Agent\_Skill\_Group\_Half\_Hour\_IncomingCallsOnHoldToHalf}}
\]

**Agent State Times: Active Time**

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

Derived from: 

\[
\text{Agent\_Skill\_Group\_Half\_Hour\_TalkInTimeToHalf} + \\
\text{Agent\_Skill\_Group\_Half\_Hour\_TalkOutTimeToHalf} + \\
\text{Agent\_Skill\_Group\_Half\_Hour\_TalkOtherTimeToHalf} + \\
\text{Agent\_Skill\_Group\_Half\_Hour\_TalkAutoOutTimeToHalf} + \\
\text{Agent\_Skill\_Group\_Half\_Hour\_TalkPreviewTimeToHalf} + \\
\text{Agent\_Skill\_Group\_Half\_Hour\_TalkReserveTimeToHalf}
\]

**Agent State Times: Not Active Time**

The total time in HH:MM:SS (hours, minutes, seconds) that the agent spent in the Available or Not Active state during the half-hour interval.

Derived from: 

\[
\text{Agent\_Half\_Hour\_AvailTimeToHalf}
\]

**Agent State Times: Hold Time**

The total time in HH:MM:SS (hours, minutes, seconds) the agent spent in the Hold/Paused State measured during the half-hour interval.

Derived from: 

\[
\text{Agent\_Skill\_Group\_Half\_Hour\_HoldTimeToHalf}
\]

**Agent State Times: Not Ready Time**

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

Derived from: 

\[
\text{Agent\_Half\_Hour\_NotReadyTimeToHalf}
\]

**Agent State Times: 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: 

\[
\text{Agent\_Skill\_Group\_Half\_Hour\_ReserveStateTimeToHalf}
\]

**Agent State Times: 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: 

\[
\text{Agent\_Skill\_Group\_Half\_Hour\_WorkNotReadyTimetoHalf} + \\
\text{Agent\_Skill\_Group\_Half\_Hour\_WorkReadyTimeToHalf}
\]
**Agent State Times: Busy Other Time**

The time in HH:MM:SS (hours, minutes, seconds) that the agent spent in the BusyOther State during the half-hour interval.

Derived from: Agent_Skill_Group_Half_Hour.BusyOtherTimeToHalf

**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>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Subject</td>
<td>A table summary of agent performance data for all the agents within the selected agent team(s), gathered in day increments.</td>
</tr>
<tr>
<td><strong>Note:</strong> This report contains the same data as the Agteam23 report except that here the data is gathered by day rather than by half-hour.</td>
<td></td>
</tr>
<tr>
<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>
<td></td>
</tr>
<tr>
<td>Purpose</td>
<td>To show agent team 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 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 and the agent team ID.
Derived from: `Agent_Team.EnterpriseName + Agent_Team.AgentTeamID`

**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 and agent's skill target ID.
Derived from: `Person.LastName + ', ' + Person.FirstName + Agent.SkillTargetID`

**Date** (no label)
The date when the record was generated in MM/DD/YYYY (month, day, year) format.
Derived from: `Agent_Skill_Group_Half_Hour.DateTime`

**Completed Tasks: Aban While Offer**
For voice: the total number of calls that were abandoned while the agent’s phone was ringing. For non-voice: the total number of tasks that were abandoned while being offered to an agent.
Derived from: `Agent_Skill_Group_Half_Hour.AbandonRingCallsToHalf`

**Completed Tasks: 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`

**Completed Tasks: 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`

**Completed Tasks: Supv Assist**
The number of calls an agent made to the supervisor for assistance.
Derived from: `Agent_Skill_Group_Half_Hour.SupervAssistCallsToHalf`
*Completed Tasks: 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

*Completed Tasks: Emerg Assist*
(IPCC only) The number of calls that required emergency assistance.
Derived from: Agent_Skill_Group_Half_Hour.EmergencyAssistsToHalf

*Completed Tasks: Barge In*
(IPCC only) The number of calls that were barged-in by the supervisor.
Derived from: Agent_Skill_Group_Half_Hour.BargeInCallsToHalf

*Completed Tasks: Intercept*
(IPCC only) The number of calls that were intercepted by the supervisor.
Derived from: Agent_Skill_Group_Half_Hour.InterceptCallsToHalf

**Completed Tasks: 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)

**Completed Tasks: Avg Hold Time**
The average hold or paused time of a task handled by the agent.
Derived from: (Agent_Skill_Group_Half_Hour.IncomingCallsOnHoldTimeToHalf / Agent_Skill_Group_Half_Hour.IncomingCallsOnHoldToHalf)

**Agent State Times: Active Time**
The time the agent spent in the Active state, 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.TalkAutoOutTimeToHalf + Agent_Skill_Group_Half_Hour.TalkPreviewTimeToHalf + Agent_Skill_Group_Half_Hour.TalkReserveTimeToHalf)

**Agent State Times: Not Active Time**
The total time in HH:MM:SS (hours, minutes, seconds) that the agent spent in the Available or Not Active state during the half-hour interval.
Derived from: Agent_Half_Hour.AvailTimeToHalf

**Agent State Times: Hold Time**
The total time in HH:MM:SS (hours, minutes, seconds) the agent spent in the Hold/Paused State measured during the half-hour interval.
Derived from: Agent_Skill_Group_Half_Hour.HoldTimeToHalf
Agent State Times: Not Ready Time
The time the agent spent in the Not Ready State, measured in HH:MM:SS (hours, minutes, seconds) format.
Derived from: Agent_Half_Hour.NotReadyTimeToHalf

Agent State Times: 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 State Times: 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)

Agent State Times: Busy Other Time
The time in HH:MM:SS (hours, minutes, seconds) that the agent spent in the BusyOther State during the half-hour interval.
Derived from: Agent_Skill_Group_Half_Hour.BusyOtherTimeToHalf

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

<table>
<thead>
<tr>
<th>Overview:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Subject</td>
</tr>
<tr>
<td>Note: Completed tasks are all the tasks all tasks that completed during the time shown (that is, on the row in the report). This includes any tasks which began before the time frame shown. However, this does not include tasks where the caller abandoned in the local ACD queue.</td>
</tr>
<tr>
<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>
</tbody>
</table>
### Purpose
To show both agent team half-hour activity and agent team half-hour performance for the selected time period.

<table>
<thead>
<tr>
<th>Applicable environment</th>
<th>IPCC</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Template type</th>
<th>Historical table</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Default sort order</th>
<th>By agent team, media routing domain, agent last name, agent first name, and date and time</th>
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</thead>
</table>

<table>
<thead>
<tr>
<th>Drilldowns available</th>
<th>No</th>
</tr>
</thead>
</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 and the agent team ID.
  - Derived from: `Agent_Team.EnterpriseName + Agent_Team.AgentTeamID`

**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 and agent's skill target ID.
  - Derived from: `Person.LastName + ', ' + Person.FirstName + Agent.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: `Agent_Skill_Group_Half_Hour.DateTime`

**Completed Tasks: Handled**
- The number of ICM Routed tasks this agent has handled.
  - Derived from: `Agent_Skill_Group_Half_Hour.CallsHandledtoHalf`
**Completed Tasks: Aban While Offer**

For voice: the total number of calls that were abandoned while the agent’s phone was ringing. For non-voice: the total number of tasks that were abandoned while being offered to an agent.

Derived from: `Agent_Skill_Group_Half_Hour.AbandonRingCallsToHalf`

**Completed Tasks: 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`

**Completed Tasks: 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`

*Completed 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. This value is updated when the agent completes the call.

Derived from: `Agent_Skill_Group_Half_Hour.TransferredInCallsToHalf`

*Completed Tasks: 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. This value is updated when the agent completes the transfer.

Derived from: `Agent_Skill_Group_Half_Hour.TransferredOutCallsToHalf`

*Completed Tasks: External Out*

The number of Outgoing external calls that this agent made during this interval.

Derived from: `Agent_Skill_Group_Half_Hour.AgentOutCallsToHalf`

**Completed Tasks: 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`

**Completed Tasks: 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: \( \frac{(Agent\_Skill\_Group\_Half\_Hour.IncomingCallsOnHoldTimeToHalf + Agent\_Skill\_Group\_Half\_Hour.AgentOutCallsOnHoldTimeToHalf + Agent\_Skill\_Group\_Half\_Hour.InternalCallsOnHoldTimeToHalf)}{(Agent\_Skill\_Group\_Half\_Hour.IncomingCallsOnHoldToHalf + Agent\_Skill\_Group\_Half\_Hour.AgentOutCallsOnHoldToHalf + Agent\_Skill\_Group\_Half\_Hour.InternalCallsOnHoldToHalf)} \)
**Agent State Times: 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_Half_Hour.LoggedOnTimeToHalf`

**Agent State Times: % Active Time**

The percentage of time that the agent has spent talking on calls in this skill group in relation to LoggedOnTime.

Derived from: 

\[
\frac{(Agent\_Skill\_Group\_Half\_Hour.TalkInTimeToHalf + Agent\_Skill\_Group\_Half\_Hour.TalkOutTimeToHalf + Agent\_Skill\_Group\_Half\_Hour.TalkOtherTimeToHalf + Agent\_Skill\_Group\_Half\_Hour.TalkAutoOutTimeToHalf + Agent\_Skill\_Group\_Half\_Hour.TalkPreviewTimeToHalf + Agent\_Skill\_Group\_Half\_Hour.TalkReserveTimeToHalf)}{Agent\_Half\_Hour.LoggedOnTimeToHalf}
\]

**Agent State Times: % 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: 

\[
\frac{(Agent\_Skill\_Group\_Half\_Hour.IncomingCallsOnHoldTimeToHalf + Agent\_Skill\_Group\_Half\_Hour.AgentOutCallsOnHoldTimeToHalf + Agent\_Skill\_Group\_Half\_Hour.InternalCallsOnHoldTimeToHalf)}{Agent\_Half\_Hour.LoggedOnTimeToHalf}
\]

**Agent State Times: % Not Active**

The percentage of time that the agent has spent in the Not Active or Available state in relation to LoggedOnTime. Applies to all skill groups.

Derived from: 

\[
\frac{Agent\_Skill\_Group\_Half\_Hour.AvailTimeToHalf}{Agent\_Half\_Hour.LoggedOnTimeToHalf}
\]

**Agent State Times: % 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: 

\[
\frac{Agent\_Skill\_Group\_Half\_Hour.NotReadyTimeToHalf}{Agent\_Half\_Hour.LoggedOnTimeToHalf}
\]

**Agent State Times: % 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: 

\[
\frac{Agent\_Skill\_Group\_Half\_Hour.ReservedStateTimeToHalf}{Agent\_Half\_Hour.LoggedOnTimeToHalf}
\]

**Agent State Times: % 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: 

\[
\frac{(Agent\_Skill\_Group\_Half\_Hour.WorkReadyTimetoHalf + Agent\_Skill\_Group\_Half\_Hour.WorkNotReadyTimetoHalf)}{Agent\_Half\_Hour.LoggedOnTimeToHalf}
\]
Agent State Times: % 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 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:

| Subject | A table summary of task and agent statistics for all the agents within the selected agent team(s), gathered in day increments.  
Note: Completed tasks are all the tasks all tasks that completed during the time shown (that is, on the row in the report). This includes any tasks which began before the time frame shown. However, this does not include tasks where the caller abandoned in the local ACD queue.  
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. |
| Purpose | To show both agent team daily activity and agent team daily performance for the selected time period.  
Note: 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. |
| 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 and the agent team ID.
Derived from: `Agent_Team.EnterpriseName + Agent_Team.AgentTeamID`

**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 and agent's skill target ID.
Derived from: `Person.LastName + ', ' + Person.FirstName + Agent.SkillTargetID`

**Date** (no label)
The date when the record was generated in MM/DD/YYYY (month, day, year) format.
Derived from: `Agent_Skill_Group_Half_Hour.DateTime`

**Completed Tasks: Handled**
The number of ICM Routed tasks this agent has handled.
Derived from: `Agent_Skill_Group_Half_Hour.CallsHandledtoHalf`

**Completed Tasks: Aban While Offer**
For voice: the total number of calls that were abandoned while the agent’s phone was ringing. For non-voice: the total number of tasks that were abandoned while being offered to an agent.
Derived from: `Agent_Skill_Group_Half_Hour.AbandonRingCallsToHalf`
**Completed Tasks: 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

**Completed Tasks: 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

**Completed 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. This value is updated when the agent completes the call.
Derived from: Agent_Skill_Group_Half_Hour.TransferredInCallsToHalf

**Completed Tasks: 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. This value is updated when the agent completes the transfer.
Derived from: Agent_Skill_Group_Half_Hour.TransferredOutCallsToHalf

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

**Completed Tasks: 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

**Completed Tasks: Avg Hold Time**
The average hold or paused time of a task handled by the agent, measured in HH:MM:SS (hours, minutes, seconds).

**Agent State Times: 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_Half_Hour.LoggedOnTimeToHalf
Agent State Times: % Active Time

The percentage of time that the agent has spent talking on calls in this skill group in relation to LoggedOnTime.

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

Agent State Times: % 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: \((\text{Agent\_Skill\_Group\_Half\_Hour.IncomingCallsOnHoldTimeToHalf} + \text{Agent\_Skill\_Group\_Half\_Hour.AgentOutCallsOnHoldTimeToHalf} + \text{Agent\_Skill\_Group\_Half\_Hour.InternalCallsOnHoldTimeToHalf}) / \text{Agent\_Half\_Hour.LoggedOnTimeToHalf})\)

Agent State Times: % Not Active

The percentage of time that the agent has spent in the Not Active or Available state in relation to LoggedOnTime. Applies to all skill groups.

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

Agent State Times: % 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: \((\text{Agent\_Skill\_Group\_Half\_Hour.NotReadyTimeToHalf} / \text{Agent\_Half\_Hour.LoggedOnTimeToHalf})\)

Agent State Times: % 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: \((\text{Agent\_Skill\_Group\_Half\_Hour.ReservedStateTimeToHalf} / \text{Agent\_Half\_Hour.LoggedOnTimeToHalf})\)

Agent State Times: % 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: \((\text{Agent\_Skill\_Group\_Half\_Hour.WorkReadyTimetoHalf} + \text{Agent\_Skill\_Group\_Half\_Hour.WorkNotReadyTimetoHalf}) / \text{Agent\_Half\_Hour.LoggedOnTimeToHalf})\)

Agent State Times: % Busy Other

The percentage of time that the agent has spent in the BusyOther 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.

agteam27: Agent Team Historical All Fields Report

| Overview: |
|---|---|
| Subject | A table of all the agents in the selected teams 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. 

**Note**: In the following descriptions, agent-dialed outbound calls or tasks are different from Outbound Option calls that are program-dialed outbound calls. Only fields specified as Outbound Option contain automated call data. In all other cases, outbound calls are agent-dialed ones. |
| Purpose | To show all the available agent-team 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-team historical report. 

Lists all the available report team data from the Agent_Skill_Group_Half_Hour database table for each selected team during the time period selected when the report is generated. 

**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. |
<p>| Applicable environment | IPCC and/or standard ACD |
| Template type | Historical table |
| Default sort order | agent team, agent skill ID, agent last name, agent first name, and date and time |</p>
<table>
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<th>No</th>
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<td></td>
</tr>
<tr>
<td>Agent_Skill_Group_Half.Hour</td>
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</tr>
<tr>
<td>Agent_Team</td>
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<td>Agent_Team_Member</td>
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</tr>
<tr>
<td>Person</td>
<td></td>
</tr>
<tr>
<td>Media_Routing_Domain</td>
<td></td>
</tr>
<tr>
<td>Skill_Group</td>
<td></td>
</tr>
</tbody>
</table>

Data:

**Agent Team**

The Enterprise Name of the agent team and its agent team ID.

Derived from: Agent_Team.EnterpriseName and Agent_Team.AgentTeamID

**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 and skill target ID.

Derived from: Person.LastName + ', ' + Person.FirstName + Agent.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: Agent_Skill_Group_Half.Hour.DateTime

**Task Treatment**

**Tasks Ans**

The number of tasks begun during the half-hour interval. 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 Ring
For voice: the total number of calls that were abandoned while the agent’s phone was ringing. For non-voice: the total number of tasks that were abandoned while being offered to an agent.

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. This value is updated when the agent completes the call.

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**

(IPCC only) 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**

(IPCC only) 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**

**Emerg Assist**

(IPCC only) 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:

\[
\text{Log On Time} = \text{Hold Time To Half} + \text{Talk In Time To Half} + \text{Talk Out Time To Half} + \text{Talk Other Time To Half} + \text{Avail Time To Half} + \text{Not Ready Time To Half} + \text{Work Ready Time To Half} + \text{Work Not Ready Time To Half} + \text{Busy Other Time To Half} + \text{Reserved State Time To Half}
\]

Derived from: `Agent_Half_Hour.LoggedOnTimeToHalf`

**Task Time**

**Talk Time**

The total time in HH:MM:SS (hours, minutes, seconds) that agents in the skill group spent in the active state (on incoming tasks) during the half-hour interval.

Derived from: `Agent_Skill_Group_Half_Hour.TalkInTimeToHalf` + `Agent_Skill_Group_Half_Hour.TalkOutTimeToHalf` + `Agent_Skill_Group_Half_Hour.TalkOtherTimeToHalf`

**Task Time**

**Handled**

The total handle time in HH:MM:SS (hours, minutes, seconds) for completed outbound tasks handled by the agent in the skill group during the half-hour interval.

Derived from: `Agent_Skill_Group_Half_Hour.HandledCallsTimeToHalf`

**Task Time**

**Hold**

The total time in HH:MM:SS (hours, minutes, seconds) that 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.HoldTimeToHalf`

**Task Time**

**Aban Ring**

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 is updated in the database at the time the call disconnects.

Derived from: `Agent_Skill_Group_Half_Hour.AbandonRingTimeToHalf`

**Task Time**

**Not Active Time**

The total time in HH:MM:SS (hours, minutes, seconds) that the agent spent in the Available or Not Active state during the half-hour interval.

Derived from: `Agent_Skill_Group_Half_Hour.AvailTimeToHalf`
**Task Time**

**Not Ready**

The total time in HH:MM:SS (hours, minutes, seconds) that 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 time in HH:MM:SS (hours, minutes, seconds) that 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**

**Work Ready Time**

The total time in HH:MM:SS (hours, minutes, seconds) that the agent 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

**Task Time**

**Work Not Ready Time**

The total time in HH:MM:SS (hours, minutes, seconds) that the 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

**Task Time**

**Busy Other**

The total time in HH:MM:SS (hours, minutes, 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: RingTime + NetworkTime + LocalQTime (for standard ACDs) and NetQTime (for IPCC systems).

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 total time in HH:MM:SS (hours, minutes, 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**  
(Outbound Option only) 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**  
(Outbound Option only) The total handle time in HH:MM:SS (hours, minutes, seconds) for completed AutoOut (predictive) calls handled by the agent in the skill group during the half-hour interval.

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**  
(Outbound Option only) The total time in HH:MM:SS (hours, minutes, seconds) that the agent spent talking on AutoOut (predictive) calls during the half-hour interval. TalkAutoOutTime is included in the calculation of LoggedOnTime.

`Agent_Skill_Group_Half_Hour.AutoOutCallsTalkTimeToHalf`

**Auto Out On Hold**  
(Outbound Option only) 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
(Outbound Option only) The total time in HH:MM:SS (hours, minutes, 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 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
(Outbound Option only) 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
(Outbound Option only) The total handle time, in HH:MM:SS (hours, minutes, 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
(Outbound Option only) The total time in HH:MM:SS (hours, minutes, seconds) that 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
(Outbound Option only) 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
(Outbound Option only) The total time in HH:MM:SS (hours, minutes, seconds) that outbound Preview calls were placed on hold by the agent in the skill group during the half-hour interval. This 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

(Outbound Option only) The total number of completed agent reservation calls made by the agent in the skill group during the half-hour interval. This 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

(Outbound Option only) The total time in HH:MM:SS (hours, minutes, seconds) that 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

(Outbound Option only) The total time in HH:MM:SS (hours, minutes, 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.ReserveCallsTalkTimeToHalf

*Reserve On Hold

(Outbound Option only) The total number of completed agent reservation calls that the agent in the skill group placed on hold at least once. This 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

(Outbound Option only) The total time in HH:MM:SS (hours, minutes, seconds) that agent reservation calls were placed on hold by the agent in the skill group during the half-hour interval. This 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

(Outbound Option only) The total talk time, in HH:MM:SS (hours, minutes, 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 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.TalkAutoOutTimeToHalf
*Talk Preview Time*

(Outbound Option only) The total talk time, in HH:MM:SS (hours, minutes, 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 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.TalkPreviewTimeToHalf

*Talk Reserve Time*

(Outbound Option only) The total talk time, in HH:MM:SS (hours, minutes, 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 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.TalkReserveTimeToHalf

**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 time in HH:MM:SS (hours, minutes, seconds) that outbound ACD calls were placed on hold by agents in the skill group during the half-hour interval. This 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

The total time in HH:MM:SS (hours, minutes, seconds) that completed inbound ACD calls were placed on hold during the half-hour interval. This 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 time in HH:MM:SS (hours, minutes, seconds) that completed internal calls were placed on hold during the half-hour interval. This 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

Time Zone

The time zone for the date and time. The value is the offset in minutes from GMT.

Derived from: Agent_Skill_Group_Half_Hour.TimeZone

Recovery Key

A value used internally by the ICM software to track virtual time.

Derived from: Agent_Skill_Group_Half_Hour.RecoveryKey

*OutBound Tasks

Talk + Hold Time

The total talk time, in HH:MM:SS (hours, minutes, 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 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

*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

*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

**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

**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 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

**Outbound Tasks Conf Out Time**

The number 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. It 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

**Incoming Tasks Handle Talk Time**

The total time in HH:MM:SS (hours, minutes, seconds) that the agent spent in the Active state for tasks associated with 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.HandledCallsTalkTimeToHalf

**Incoming Tasks Handle Time**

The total handle time, in HH:MM:SS (hours, minutes, 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.

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

Hold Time

The total number of seconds that completed inbound tasks were placed on hold or paused during the half-hour interval. This 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

*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

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

*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

*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
**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`

**Interrupted Time**

The time in HH:MM:SS (hours,minutes, seconds) that the agent was in the Interrupted state during the half-hour interval. This field is currently not used in the database.

Derived from: `Agent_Skill_Group_Half_Hour.InterruptedTimeToHalf`

**DB DataTime**

The date and time that data was last written to the ICM historical database (HDS) from the logger database. This is different from the time that the data was created. This is useful if you are extracting data from the historical database and you want to see when it was last updated.

Derived from: `Agent_Skill_Group_Half_Hour.DbDatetime`

**BusyOther**

The number of agents in the skill group currently in the BusyOther state.

Derived from: `Skill_Group_Real_Time.BusyOther`

**Hold**

The number of agents that have all active calls on hold or whose state to the skill group is Paused.

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`

**Wrap Up**

The number of agents in the skill group 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.

IPCC Call Type Report Templates

ICM software allows you to report statistics for the call types defined in the system. 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. In an IPCC environment, this category provides the most complete view of the customer's experience.

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 an IPCC system, 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.

Also use the call type reports to measure a customer's experience from the initial request to the call completion and to get insight into the beginning-to-end customer experience for different types of calls.

This section includes:
- Summary List of IPCC Call Type Reports, page 3-1
- Example IPCC Call Type Report, page 3-3
- IPCC Call Type Real-Time Reports, page 3-4
- IPCC Call Type Historical Reports, page 3-16

Summary List of IPCC Call Type Reports

The following table lists all the WebView ICM Call Type report templates that can be used in an IPCC 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>IPCC Call Type Real-Time Reports, page 3-4</td>
<td>IPCC and/or standard ACD</td>
<td>real-time graph</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 3-17</td>
<td>IPCC and/or standard ACD</td>
<td>historical table</td>
<td>Routing and queuing details for calls during the half-hour interval.</td>
</tr>
<tr>
<td>caltyp20: Call Type Real Time Report, page 3-5</td>
<td>IPCC and/or standard ACD</td>
<td>real-time table</td>
<td>Current status of call types.</td>
</tr>
<tr>
<td>caltyp21: Call Type Half Hour Report, page 3-18</td>
<td>IPCC and/or standard ACD</td>
<td>historical table</td>
<td>Call type status, gathered in half-hour increments.</td>
</tr>
<tr>
<td>caltyp22: Call Type Daily Report, page 3-22</td>
<td>IPCC and/or standard ACD</td>
<td>historical table</td>
<td>Call type status, gathered in daily increments.</td>
</tr>
<tr>
<td>caltyp23: Call Type Historical All Fields Report, page 3-27</td>
<td>IPCC and/or standard ACD</td>
<td>historical table</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 3-7</td>
<td>IPCC and/or standard ACD</td>
<td>real-time table</td>
<td>All the available call-type current report data in the Call_Type_Real_Time database table</td>
</tr>
<tr>
<td>caltyp31: Call Type Abandon/Answer Distribution by Half Hour Report, page 3-35</td>
<td>IPCC only</td>
<td>historical table</td>
<td>The number of answered and abandoned calls across half-hour intervals for each call type. The intervals are measured in minutes and seconds. This report shows the numbers for each interval separately.</td>
</tr>
<tr>
<td>caltyp32: Call Type Abandon/Answer Distribution Report, page 3-39</td>
<td>IPCC only</td>
<td>historical table</td>
<td>The number of answered and abandoned calls across daily intervals for each call type. The intervals are measured in minutes and seconds. This report shows the numbers for each interval separately.</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>caltyp33: Call Type Abandon/Answer Cumulative Distribution by Half Hour Report</td>
<td>IPCC only</td>
<td>historical table</td>
<td>The running (accumulative) totals of answered and abandoned calls for selected call types across half-hour intervals. The intervals are measured in minutes and seconds.</td>
</tr>
<tr>
<td>caltyp34: Call Type Abandon/Answer Cumulative Distribution Report</td>
<td>IPCC only</td>
<td>historical table</td>
<td>The running (accumulative) totals of answered and abandoned calls for selected call types across daily intervals. The intervals are measured in minutes and seconds.</td>
</tr>
<tr>
<td>caltyp35: VRU Calls Analysis Half Hour Report</td>
<td>IPCC and/or standard ACD</td>
<td>historical table</td>
<td>The total behavior of calls to VRU applications in half-hour intervals for the selected time period.</td>
</tr>
<tr>
<td>caltyp36: VRU Calls Analysis Daily Report</td>
<td>IPCC and/or standard ACD</td>
<td>historical table</td>
<td>The total behavior of calls to VRU applications in daily intervals for the selected time period.</td>
</tr>
</tbody>
</table>

**Example IPCC Call Type Report**

<table>
<thead>
<tr>
<th>Call Type Daily Report</th>
<th>Completed Task</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Template Name</strong></td>
<td><strong>Applicable Environment</strong></td>
</tr>
<tr>
<td>(caltyp33: Call Type Abandon/Answer Cumulative Distribution by Half Hour Report)</td>
<td>IPCC only</td>
</tr>
<tr>
<td>(caltyp34: Call Type Abandon/Answer Cumulative Distribution Report)</td>
<td>IPCC only</td>
</tr>
<tr>
<td>(caltyp35: VRU Calls Analysis Half Hour Report)</td>
<td>IPCC and/or standard ACD</td>
</tr>
<tr>
<td>(caltyp36: VRU Calls Analysis Daily Report)</td>
<td>IPCC and/or standard ACD</td>
</tr>
</tbody>
</table>

**Call Type Daily Report**

<table>
<thead>
<tr>
<th>Call Type Daily Report</th>
<th>Completed Task</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Template Name</strong></td>
<td><strong>Applicable Environment</strong></td>
</tr>
<tr>
<td>(caltyp33: Call Type Abandon/Answer Cumulative Distribution by Half Hour Report)</td>
<td>IPCC only</td>
</tr>
<tr>
<td>(caltyp34: Call Type Abandon/Answer Cumulative Distribution Report)</td>
<td>IPCC only</td>
</tr>
<tr>
<td>(caltyp35: VRU Calls Analysis Half Hour Report)</td>
<td>IPCC and/or standard ACD</td>
</tr>
<tr>
<td>(caltyp36: VRU Calls Analysis Daily Report)</td>
<td>IPCC and/or standard ACD</td>
</tr>
</tbody>
</table>
IPCC Call Type Real-Time Reports

- caltyp04: Call Type Service Levels Real Time Report, page 3-4
- caltyp20: Call Type Real Time Report, page 3-5
- caltyp24: Call Type Real Time All Fields Report, page 3-7

caltyp04: Call Type Service Levels Real Time Report

<table>
<thead>
<tr>
<th>Overview:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Subject</td>
<td>A bar graph of selected call types showing their service levels since the end of the last 5-minute and half-hour intervals, and since midnight.</td>
</tr>
<tr>
<td>Purpose</td>
<td>To display the call type service level status for the day, for the current five minutes, and for the current half hour.</td>
</tr>
<tr>
<td>Applicable environment</td>
<td>IPCC and/or standard ACD</td>
</tr>
<tr>
<td>Template type</td>
<td>Real-time bar graph</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 tables | Call_Type  
Call_Type_Real_Time |

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 mins**

The service level for tasks handled during the five-minute interval. The service level calculation is based on the service level type configuration. See About_Service_Levels for the three different types of service levels you can configure for this report.

Derived from: Call_Type_Real_Time.ServiceLevelTo5

**Current 30 mins**

The service level for tasks handled for the current half-hour. The service level calculation is based on the service level type configuration. See About_Service_Levels for the three different types of service levels you can configure for this report.

Derived from: Call_Type_Real_Time.ServiceLevelHalf
For the Day

The service level for tasks handled since midnight. The service level calculation is based on the service level type configuration. See About_Service_Levels for the three different types of service levels you can configure for this report.

Derived from: Call_Type_Real_Time.ServiceLevelToday

caltyp20: Call Type Real Time Report

<table>
<thead>
<tr>
<th>Overview:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Subject</td>
<td>A table of all the selected call types showing the current status of each</td>
</tr>
<tr>
<td>Purpose</td>
<td>To show the current status of call types</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 call type</td>
</tr>
<tr>
<td>Drilldowns available</td>
<td>No</td>
</tr>
</tbody>
</table>
| Schema database tables | Call_Type  
                          Call_Type_Real_Time |

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 Answer Time for all tasks of the call type divided by the number of tasks of this type answered during the current 5-minute interval.

Derived from: (Call_Type_Real_Time.AnswerWaitTimeTo5 / Call_Type_Real_Time.CallsAnsweredTo5)

Queue Now

The number of tasks of the call type in the CallRouter queue at the current time.

Derived from: Call_Type_Real_Time.RouterCallsQNow

Long 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. The time is calculated by subtracting the Call_Type_Real_Time.RouterLongestCallQ time from the current time.

Derived from: (DATEDIFF(ss, Call_Type_Real_Time.RouterLongestCallQ, get-date()))
**Service Level**

The ICM service level for the current five minutes. For more on service levels, see About_Service_Levels.

Derived from: Call_Type_Half_Hour.ServiceLevelTo5

**Tasks Offered5**

The number of tasks of this call type offered during the 5-minute interval.

Derived from: Call_Type_Real_Time.CallsOfferedto5

**Tasks Handled5**

The number of tasks of this call type handled for the call type ending during the 5-minute interval.

Derived from: 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: Call_Type_Real_Time.RouterCallsAbandQto5

**Aban within Service Level**

The number of tasks abandoned before the service level timer expired.

Derived from: Call_Type_Real_Time.ServiceLevelAbandTo5

**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 during the last 5 minutes.

Derived from: Call_Type_Real_Time.OverflowOutTo5

**Calls Error**

The number of errors for tasks of this type in the current half-hour interval.

Derived from: Call_Type_Real_Time.ErrorCountToHalf
**Calls Other**

The number of tasks of this type that ICM software routed to the Return nodes and tasks that RONAd (were Redirected On No Answer) and tasks that were routed to non-agent targets such as a label during the half-hour interval.

Derived from: (Call_Type_Real_Time.ReturnBusytoHalf + Call_Type_Real_Time.ReturnRingtoHalf + Call_Type_Real_Time.ReturnReleaseHalf + Call_Type_Real_Time.CallsRONAHalf + Call_Type_Real_Time.CallsRoutedNonAgentHalf)

**Avg Aband Delay**

The average delay time of abandoned calls for this call type during the current half-hour interval.

Derived from: (Call_Type_Real_Time.DelayQAbandTimeHalf / Call_Type_Real_Time.RouterCallsAbandQHalf)

**Report Summary**

The total for each field for all call types.

caltyp24: Call Type Real Time All Fields Report

<table>
<thead>
<tr>
<th>Overview:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Subject</td>
</tr>
<tr>
<td>Purpose</td>
</tr>
<tr>
<td><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>
</tr>
<tr>
<td>Template type</td>
</tr>
<tr>
<td>Drilldowns available</td>
</tr>
<tr>
<td>Schema database table</td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Data:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Enterprise Name</strong></td>
</tr>
<tr>
<td>Derived from:</td>
</tr>
</tbody>
</table>
**DateTime**

The Central Controller date and time at the start of the interval when the row was generated in MM/DD/YYYY (month, day, year) and HH:MM:SS (hours, minutes, seconds) format.

Derived from: Call_Type_Real_Time.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 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 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 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 time in HH:MM:SS (hours, minutes, 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 time in HH:MM:SS (hours,minutes,seconds) format that 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 time in HH:MM:SS (hours,minutes,seconds) format that 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 time in HH:MM:SS (hours,minutes,seconds) format that 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 HH:MM:SS (hours,minutes,seconds) format 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.

Derived from: Call_Type_Real_Time.CallsOfferedTo5

**Delay Q Aban Time 5**

The sum of delay time of abandoned tasks for this call type during the five-minute interval time in HH:MM:SS (hours,minutes,seconds) format.

Derived from: Call_Type_Real_Time.DelayQAbandTimeTo5

**Handle Time 5**

The total handle time in HH:MM:SS (hours,minutes,seconds) format for all tasks of this call type ending during the five-minute interval.

Derived from: 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. For more on service levels, see About_Service_Levels.

Derived from: Call_Type_Real_Time.ServiceLevelAbandTo5
**Service Level Offered5**

The number of tasks of the call type answered or abandoned or lasting longer than the SL threshold during the five-minute interval. For more on service levels, see About_Service_Levels.

Derived from: Call_Type_Real_Time.ServiceLevelCallsOfferedTo5

**Service Level Tasks5**

The total number of tasks of the call type answered within the service level during the five-minute interval. For more on service levels, see About_Service_Levels.

Derived from: Call_Type_Real_Time.ServiceLevelCallsTo5

**Service Level 5**

The ICM service level during the five-minute interval. This is derived from ServiceLevelCallsTo5, ServiceLevelAbandTo5 and ServiceLevelCallsOfferedTo5 according to the configured Service Level Type. For more on service levels, see About_Service_Levels.

Derived from: Call_Type_Real_Time.ServiceLevelTo5

**Talk Time5**

The total talk time in HH:MM:SS (hours,minutes,seconds) format 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 HH:MM:SS (hours,minutes,seconds) format 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 call type since midnight.

Derived from: Call_Type_Real_Time.CallsHandledToday

**Offered Today**

A running total of tasks offered to this call type since midnight.

Derived from: Call_Type_Real_Time.CallsOfferedToday

**Handle Time Today**

The total handle time in HH:MM:SS (hours,minutes,seconds) format 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. For more on service levels, see About_Service_Levels.
Derived from: Call_Type_Real_Time.ServiceLevelAbandToday

Service Level Offered Today
The number of tasks of this call type answered or abandoned or lasting longer than the SL threshold since midnight. For more on service levels, see About_Service_Levels.
Derived from: Call_Type_Real_Time.ServiceLevelCallsOfferedToday

Service Level Tasks Today
A running total of tasks of this call type answered within the service level today. For more on service levels, see About_Service_Levels.
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, ServiceLevelAbandToday, and ServiceLevelCallsOfferedToday according to the configured Service Level Type. For more on service levels, see About_Service_Levels.
Derived from: Call_Type_Real_Time.ServiceLevelToday

Talk Time Today
A running total of talk time in HH:MM:SS (hours,minutes,seconds) format 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 HH:MM:SS (hours,minutes,seconds) format 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
The 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 HH:MM:SS (hours,minutes,seconds) format 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. For more on service levels, see About_Service_Levels.

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. For more on service levels, see About_Service_Levels.

Derived from: Call_Type_Real_Time.ServiceLevelCallsHalf

**Service Level Offered30**

The number of tasks of the call type answered or abandoned or lasting longer than the SL threshold during the half-hour interval. For more on service levels, see About_Service_Levels.

Derived from: Call_Type_Real_Time.ServiceLevelCallsOfferedHalf

**Service Level 30**

The ICM service level for this call type during the half-hour interval. For more on service levels, see About_Service_Levels.

Derived from: Call_Type_Real_Time.ServiceLevelHalf

**Talk Time 30**

The total talk time in HH:MM:SS (hours,minutes,seconds) format 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 HH:MM:SS (hours,minutes,seconds) format 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 HH:MM:SS (hours,minutes,seconds) format 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 HH:MM:SS (hours,minutes,seconds) format 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 to another call type during the current half-hour interval. This field increments when a requalify or call type node is executed in the script.

Derived from: Call_Type_Real_Time.OverflowOutHalf
**Overflow Out 5**

The number of tasks of this call type overflowed to another call type during the current five-minute interval. This field increments when a requalify or call type node is executed in the script.

Derived from: Call_Type_Real_Time.OverflowOutTo5

**Overflow Out Today**

The number of tasks of this call type overflowed to another call type since midnight. This field increments when a requalify or call type node is executed in the script.

Derived from: Call_Type_Real_Time.OverflowOutToday

**Delay Q Aban Time Today**

The total delay time of abandoned calls in queue for the call type since midnight.

Derived from: Call_Type_Real_Time.DelayQAbandTimeToday

**Delay Q Aban Time 30**

The total delay time of abandoned calls in queue for the call type during the current half-hour interval.

Derived from: Call_Type_Real_Time.DelayQAbandTimeHalf

**Tasks Ans 5**

The count of calls that are Answered by the Agent in the last 5 minutes interval.

Derived from: Call_Type_Real_Time.CallsAnsweredTo5

**Tasks Ans 30**

The count of calls that are Answered by Agent in this half hour interval

Derived from: Call_Type_Real_Time.CallsAnsweredHalf

**Tasks Ans Today**

The count of calls that are Answered by Agent since midnight.

Derived from: Call_Type_Real_Time.CallsAnsweredToday

**Tasks No Agents 30**

The number of calls that are sent to targets where the Router has NOT picked an agent explicitly and it has not used a Translation Route in the half-hour interval.

Derived from: Call_Type_Real_Time.CallsRoutedNonAgentHalf

**Tasks No Agents Today**

The number of calls that are sent to targets where the Router has NOT picked an agent explicitly and it has not used a Translation Route since midnight.

Derived from: Call_Type_Real_Time. CallsRoutedNonAgentToday

**Tasks No Agents 5**

The number of calls that are sent to targets where the Router has NOT picked an agent explicitly and it has not used a Translation Route during the current 5 minutes.

Derived from: Call_Type_Real_Time.CallsRoutedNonAgentTo5
Tasks No Ans 5
The number of calls which were redirected because the agent did not answer the call during the current 5 minutes.
Derived from: Call_Type_Real_Time.CallsRONATo5

Tasks No Ans 30
The number of calls which were redirected because the agent did not answer the call in the current half-hour interval.
Derived from: Call_Type_Real_Time.CallsRONAHalf

Tasks No Ans Today
The number of calls which were redirected because the agent did not answer the call since midnight.
Derived from: Call_Type_Real_Time.CallsRONAToday

Tasks Release 30
The count of calls that executed a Release node in their routing script in the current half-hour interval.
Derived from: Call_Type_Real_Time.ReturnReleaseHalf

Tasks Release Today
The count of calls that executed a Release node in their routing script since midnight.
Derived from: Call_Type_Real_Time.ReturnReleaseToday

Report Summary
The totals for each field in the report.

IPCC Call Type Historical Reports

- caltyp05: Analysis of Calls Half Hour Report, page 3-17
- caltyp21: Call Type Half Hour Report, page 3-18
- caltyp22: Call Type Daily Report, page 3-22
- caltyp23: Call Type Historical All Fields Report, page 3-27
- caltyp31: Call Type Abandon/Answer Distribution by Half Hour Report, page 3-35
- caltyp32: Call Type Abandon/Answer Distribution Report, page 3-39
- caltyp33: Call Type Abandon/Answer Cumulative Distribution by Half Hour Report, page 3-43
- caltyp34: Call Type Abandon/Answer Cumulative Distribution Report, page 3-47
- caltyp35: VRU Calls Analysis Half Hour Report, page 3-50
- caltyp36: VRU Calls Analysis Daily Report, page 3-53
## caltp05: Analysis of Calls Half Hour Report

### Overview:

<table>
<thead>
<tr>
<th>Subject</th>
<th>A table of selected call types showing half-hour routing and queuing details for tasks.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Purpose</td>
<td>To show routing and queuing status for call types 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 call type and then by date and time</td>
</tr>
<tr>
<td>Drilldowns available</td>
<td>No</td>
</tr>
<tr>
<td>Schema database tables</td>
<td>Call_Type Call_Type_Half_Hour</td>
</tr>
</tbody>
</table>

### Data:

**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/YYYY (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

**Assigned from Queue**

The number of tasks assigned from the queue to be routed during the half-hour interval.

Derived from: Call_Type_Half_Hour.RouterQueueCallsToHalf

**Avg Wait Time in Queue**

The average delay in queue (in HH:MM:SS (hours, minutes, seconds)) for tasks that abandoned the queue and/or were assigned from the queue during the half-hour interval.

Derived from: Call_Type_Half_Hour.AvgRouterDelayQToHalf

**Tasks Aban**

The number of tasks that were abandoned during the half-hour interval.

Derived from: Call_Type_Half_Hour.RouterCallsAbandQToHalf
**Avg Wait Aban**

The average wait time in queue (in HH:MM:SS (hours, minutes, seconds)) for tasks that abandoned the queue during the half-hour interval.

Derived from: Call_Type_Half_Hour.DelayQAbandTimeHalf / Call_Type_Half_Hour.RouterCallsAbandQToHalf

**Call Summary**

The totals of each field for each call type.

**Report Summary**

The totals of each field in the report.

caltyp21: Call Type Half Hour Report

<table>
<thead>
<tr>
<th><strong>Overview:</strong></th>
</tr>
</thead>
<tbody>
<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 | Call_Type  
Call_Type_Half_Hour |

**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/YYYY (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. For more on service levels, see About_Service_Levels.

Derived from: Call_Type_Half_Hour.ServiceLevelHalf
**Aban Within Service Level**

The number of tasks of the call type abandoned within the service level threshold during the half-hour interval.

Derived from: Call_Type_Half_Hour.ServiceLevelAbandHalf

**ASA**

The Average Speed of Answer (also called "the average answer wait time") for all tasks of the call type during the interval. This is the average answer wait time from when a call arrives at the ICM Router to when the call is answered.

Derived from: (Call_Type_Half_Hour.AnswerWaitTimeHalf / Call_Type_Half_Hour.CallsAnsweredToHalf)

**Tasks Offered**

The number of tasks that were offered to the call type during the interval.

Tasks offered = RouterCallsAbandQToHalf + ErrorCountToHalf + ICRDefaultRoutedToHalf + CallsHandledHalf + OverflowOutHalf + IncompleteCallsHalf + ShortCallsHalf + NetworkAnnouncementToHalf + ReturnBusyToHalf + ReturnRingToHalf + NetworkDefaultRoutedToHalf + ReturnReleaseToHalf + CallsRONAToHalf + CallRoutedNonAgentToHalf

**Note:** Calls offered is incremented when a call gets offered to the router. However, some of the other fields are not incremented until the call is complete. For example, a call offered at 8:55 might not be done with an agent until 9:05 so that the offered field would show up in the 8:30 half-hour data, but one of the other fields, like Calls Handled, would not show up until the 9:00 half-hour data. This means that the preceding equation will not be necessarily true on a half-hour basis, but could be true over a day's time (if no calls extend across midnight).

Derived from: Call_Type_Half_Hour.CallsOfferedHalf

**Tasks Assigned from Queue**

The number of tasks of the call type assigned from the queue to be routed during the half-hour interval.

Derived from: Call_Type_Half_Hour.RouterQueueCallsToHalf

**Tasks Answered**

The number of calls of the call type that were answered by the agent during the half-hour interval.

Derived from: Call_Type_Half_Hour.CallsAnsweredToHalf

**Completed Tasks**

The following set of fields contain data only for tasks completed during the selected interval. See the Note in the preceding "Tasks Offered" field description of this template description for more information on completed tasks.

**Answer Wait Time**

The total answer wait time in seconds for all tasks of this call type that were answered during the half-hour interval.

Derived from: Call_Type_Half_Hour.AnswerWaitTimeHalf
**Completed Tasks: Total**

The number of tasks of the call type that were completed during the half-hour interval.

Derived from: `Call_Type_Half_Hour.CallsHandledHalf + Call_Type_Half_Hour.RouterCallsAbandQToHalf + Call_Type_Half_Hour.IncompleteCallsHalf + Call_Type_Half_Hour.ReturnBusyToHalf + Call_Type_Half_Hour.ReturnRingToHalf + Call_Type_Half_Hour.ICRDefaultRoutedToHalf + Call_Type_Half_Hour.NetworkDefaultRoutedToHalf + Call_Type_Half_Hour.OverflowOutHalf + Call_Type_Half_Hour.CallsRONAToHalf + Call_Type_Half_Hour.ReturnReleaseToHalf + Call_Type_Half_Hour.CallsRoutedNonAgentToHalf + Call_Type_Half_Hour.ShortCallsHalf + Call_Type_Half_Hour.ErrorCountToHalf`

**Completed Tasks: Tasks Handled**

The number of tasks of the call type handled for the call type ending during the half-hour.

Derived from: `Call_Type_Half_Hour.CallsHandledHalf`

**Completed Tasks: Tasks Aban**

The number of tasks to the call type that abandoned during the interval. This includes calls that abandoned while at the IVR and calls that abandoned while ringing at the agent's phone or on route to the agent's phone.

**Note:** Applies to IPCC, only with one exception: This field is also valid for both IPCC and standard ACD targets that use translation routes.

Derived from: `Call_Type_Half_Hour.RouterCallsAbandQToHalf`

**Completed Tasks: Return**

The number of tasks of the call type that ICM software routed to Return nodes during the half-hour interval.

Derived from: `Call_Type_Half_Hour.ReturnBusyToHalf + Call_Type_Half_Hour.ReturnRingToHalf + Call_Type_Half_Hour.ReturnReleaseToHalf +`

**Completed Tasks: Default Treatment**

The number of tasks of the call type that have been given default treatment or end nodes during the interval.

Derived from: `Call_Type_Half_Hour.ICRDefaultRoutedToHalf`

**Completed Tasks: Network Routed**

The number of tasks of the call type that were routed not by ICM software but by the carrier during the interval. For pre-routed calls, the carrier decides where to route the call.

Derived from: `Call_Type_Half_Hour.NetworkDefaultRoutedToHalf`
**Completed Tasks: Overflow Out**

The number of tasks of the call type that overflowed out of the call type to another call type during the interval.

Derived from: `Call_Type_Half_Hour.OverflowOutHalf`

**Completed Tasks: Calls Error**

The number of calls for this Call Type that had errors or were incomplete during the half-hour interval.

Derived from: `Call_Type_Half_Hour.ErrorCountToHalf + Call_Type_Half_Hour.IncompleteCallsHalf`

**Completed Tasks: Other**

The number of tasks of the call type that are Short, have been routed to nonAgent targets, and/or have been redirected during the half-hour interval.

Derived from: `Call_Type_Half_Hour.CallsRONAToHalf + Call_Type_Half_Hour.CallsRoutedNonAgentToHalf + Call_Type_Half_Hour.ShortCallsHalf`

**Completed Tasks: % Queued**

The percentage of all handled tasks of the call type that were queued during the half hour interval.

Derived from: `(Call_Type_Half_Hour.CallsQHandledToHalf / Call_Type_Half_Hour.CallsHandledHalf)`

**Completed Tasks: % Aban**

The percentage of all the tasks that came in to the call type during the half hour that were abandoned.

Derived from: `(Call_Type_Half_Hour.RouterCallsAbandQToHalf / (Call_Type_Half_Hour.CallsHandledHalf + Call_Type_Half_Hour.RouterCallsAbandQToHalf + Call_Type_Half_Hour.IncompleteCallsToHalf + Call_Type_Half_Hour.ReturnBusyToHalf + Call_Type_Half_Hour.ReturnRingToHalf + Call_Type_Half_Hour.ICRDefaultRoutedToHalf + Call_Type_Half_Hour.NetworkDefaultRoutedToHalf + Call_Type_Half_Hour.OverflowOutHalf + Call_Type_Half_Hour.CallsRONAToHalf + Call_Type_Half_Hour.ReturnReleaseToHalf + Call_Type_Half_Hour.CallsRoutedNonAgentToHalf + Call_Type_Half_Hour.ShortCallsHalf + Call_Type_Half_Hour.ErrorCountToHalf ))`

**Completed Tasks: Avg Aban Delay Time**

The average delay time of abandoned calls in queue for the call type during the current half-hour interval.

Derived from: `Call_Type_Half_Hour.DelayQAbandTimeHalf / Call_Type_Half_Hour.RouterCallsAbandQToHalf`
**Completed Tasks: Short Calls**

The number of calls abandoned during the CallTypeAbandonCallWaitTime. Calls abandoned after this time period are counted as Abandoned, not Short Calls.

Derived from: Call_Type_Half_Hour.ShortCallsHalf

**Call Type Summary**

Field totals, with the exception of the SL (service level) field, for each call type in the report. The SL fields have percentage values.

**Report Summary**

Field totals, with the exception of the SL (service level) field, for all call types in the report. The SL fields have percentage values.

caltyp22: Call Type Daily Report

<table>
<thead>
<tr>
<th>Overview:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Subject</td>
</tr>
<tr>
<td>Note: This report displays the same data as the Caltyp21 report, except that the data here is broken down by day instead of by half hour.</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 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/YYYY (month, day, year) format.

Derived from: Call_Type_Half_Hour.DateTime
**SL Aban Ignored**

The ICM service level for the call type in which abandoned calls are not included in the service level during the selected interval. The calculation removes tasks abandoned after the service-level threshold for the half-hour interval.

This service level calculation is the number of calls answered within the service level threshold divided by the number of calls that had a service level event minus the number of calls that were abandoned before exceeding the service level threshold. Calls abandoned before the service level threshold expired are removed from this calculation. For more on service levels, see About_Service_Levels.

Derived from: \( \frac{\text{Call\_Type\_Half\_Hour\_ServiceLevelCallsHalf}}{(\text{Call\_Type\_Half\_Hour\_ServiceLevelCallsOfferedHalf} - \text{Call\_Type\_Half\_Hour\_ServiceLevelAbandHalf})} \)

**SL Aban Positive**

The ICM service level for the call type in which abandoned calls positively impact service level (raise it) during the selected interval. This calculation treats abandoned tasks as though they were connected within the service-level threshold for the half-hour interval.

This service level calculation is the number of calls answered within the service level threshold plus the number of calls abandoned within the threshold, all divided by the number of calls that had a service level event. This treats abandoned calls as though they were answered within the service level threshold. For more on service levels, see About_Service_Levels.

Derived from: \( \frac{(\text{Call\_Type\_Half\_Hour\_ServiceLevelCallsHalf} + \text{Call\_Type\_Half\_Hour\_ServiceLevelAbandHalf})}{\text{Call\_Type\_Half\_Hour\_ServiceLevelCallsOfferedHalf}} \)

**SL Aban Negative**

The ICM service level for the call type in which abandoned calls negatively impact the service level (lower it) during the selected interval. This calculation treats abandoned tasks as though they had exceeded the service-level threshold for the half-hour interval.

This service level calculation is the number of calls answered within the service level threshold divided by the number of calls that had a service level event. This treats abandoned calls as though they had exceeded the service level threshold. For more on service levels, see About_Service_Levels.

Derived from: \( \frac{\text{Call\_Type\_Half\_Hour\_ServiceLevelCallsHalf}}{\text{Call\_Type\_Half\_Hour\_ServiceLevelCallsOfferedHalf}} \)

**Aban Within Service Level**

The number of tasks of the call type abandoned within the service level threshold during the half-hour interval.

Derived from: \( \text{Call\_Type\_Half\_Hour\_ServiceLevelAbandHalf} \)

**ASA**

The Average Speed of Answer (also called "the average answer wait time") for all tasks of the call type during the interval. This is the average answer wait time from when a call arrives at the ICM Router to when the call is answered.

Derived from: \( \frac{(\text{Call\_Type\_Half\_Hour\_AnswerWaitTimeHalf} \times \text{Call\_Type\_Half\_Hour\_CallsAnsweredToHalf})}{\text{Call\_Type\_Half\_Hour\_ServiceLevelCallsOfferedHalf}} \)
Tasks Offered

The number of tasks that were offered to the call type during the interval.

Tasks offered \(= \) RouterCallsAbandQToHalf + ErrorCountToHalf + ICRDefaultRoutedToHalf + CallsHandledHalf + OverflowOutHalf + IncompleteCallsHalf + ShortCallsHalf + NetworkAnnouncementToHalf + ReturnBusyToHalf + ReturnRingToHalf + NetworkDefaultRoutedToHalf + ReturnReleaseToHalf + CallsRONAToHalf + CallRoutedNonAgentToHalf

Note: Calls offered is incremented when a call gets offered to the router. However, some of the other fields are not incremented until the call is complete. For example, a call offered at 8:55 might not be done with an agent until 9:05 so that the offered field would show up in the 8:30 half-hour data, but one of the other fields, like Calls Handled, would not show up until the 9:00 half-hour data. This means that the preceding equation will not be necessarily true on a half-hour basis, but could be true over a day's time (if no calls extend across midnight).

Derived from: Call_Type_Half_Hour.CallsOfferedHalf

Tasks Assigned from Queue

The number of tasks of the call type assigned from the queue to be routed during the half-hour interval.

Derived from: Call_Type_Half_Hour.RouterQueueCallsToHalf

Tasks Answered

The number of calls of the call type that were answered by the agent during the half-hour interval.

Derived from: Call_Type_Half_Hour.CallsAnsweredToHalf

Answer Wait Time

The total answer wait time in seconds for all tasks of this call type that were answered during the half-hour interval.

Derived from: Call_Type_Half_Hour.AnswerWaitTimeHalf

Completed Tasks

The following set of fields contain data only for tasks completed during the selected interval. See the Note in the preceding "Tasks Offered" field description of this template description for more information on completed tasks.

Completed Tasks: Total

The number of tasks of the call type that were completed during the half-hour interval.

Derived from: Call_Type_Half_Hour.CallsHandledHalf + Call_Type_Half_Hour.RouterCallsAbandQToHalf + Call_Type_Half_Hour.IncompleteCallsHalf + Call_Type_Half_Hour.ReturnBusyToHalf + Call_Type_Half_Hour.ReturnRingToHalf + Call_Type_Half_Hour.ICRDefaultRoutedToHalf + Call_Type_Half_Hour.NetworkDefaultRoutedToHalf + Call_Type_Half_Hour.OverflowOutHalf + Call_Type_Half_Hour.CallsRONAToHalf + Call_Type_Half_Hour.ReturnReleaseToHalf + Call_Type_Half_Hour.CallsRoutedNonAgentToHalf +
Call_Type_Half_Hour.ShortCallsHalf + Call_Type_Half_Hour.ErrorCountToHalf

**Completed Tasks: Tasks Handled**
The number of tasks of the call type handled for the call type ending during the half-hour.
Derived from: Call_Type_Half_Hour.CallsHandledHalf

**Completed Tasks: Tasks Abandoned**
The number of tasks to the call type that abandoned during the interval. This includes calls that abandoned while listening to the IVR and calls that abandoned while offered to the agent or on route to the agent’s phone.
Derived from: Call_Type_Half_Hour.RouterCallsAbandQToHalf

**Completed Tasks: Return**
The number of tasks of the call type that ICM software routed to Return nodes during the half-hour interval.
Derived from: Call_Type_Half_Hour.ReturnBusyToHalf + Call_Type_Half_Hour.ReturnRingToHalf + Call_Type_Half_Hour.ReturnReleaseToHalf + 

**Completed Tasks: Default Treatment**
The number of tasks of the call type that have been given default treatment or end nodes during the interval.
Derived from: Call_Type_Half_Hour.ICRDefaultRoutedToHalf

**Completed Tasks: Network Routed**
The number of tasks of the call type that were routed not by ICM software but by the carrier during the interval. For pre-routed calls, the carrier decides where to route the call.
Derived from: Call_Type_Half_Hour.NetworkDefaultRoutedToHalf

**Completed Tasks: Overflow Out**
The number of tasks of the call type that overflowed out of the call type to another call type during the interval.
Derived from: Call_Type_Half_Hour.OverflowOutHalf

**Completed Tasks: Calls Error**
The number of calls for this Call Type that had errors or were incomplete during the half-hour interval.
Derived from: Call_Type_Half_Hour.ErrorCountToHalf + Call_Type_Half_Hour.IncompleteCallsHalf
**Completed Tasks: Other**

The number of tasks of the call type that are Short, have been routed to nonAgent targets, and/or have been redirected during the half-hour interval.

Derived from: Call_Type_Half_Hour.CallsRONAToHalf + Call_Type_Half_Hour.CallsRoutedNonAgentToHalf + Call_Type_Half_Hour.ShortCallsHalf

**Completed Tasks: % Queued**

The percentage of all handled tasks of the call type that were queued during the half hour interval.

Derived from: (Call_Type_Half_Hour.CallsQHandledToHalf / Call_Type_Half_Hour.CallsHandledHalf)

**Completed Tasks: % Aban**

The percentage of all the tasks that came in to the call type during the half hour that were abandoned.

Derived from: (Call_Type_Half_Hour.RouterCallsAbandQToHalf / (Call_Type_Half_Hour.CallsHandledHalf + Call_Type_Half_Hour.RouterCallsAbandQToHalf + Call_Type_Half_Hour.IncompleteCallsToHalf + Call_Type_Half_Hour.ReturnBusyToHalf + Call_Type_Half_Hour.ReturnRingToHalf + Call_Type_Half_Hour.ICRDefaultRoutedToHalf + Call_Type_Half_Hour.NetworkDefaultRoutedToHalf + Call_Type_Half_Hour.OverflowOutHalf + Call_Type_Half_Hour.CallsRONAToHalf + Call_Type_Half_Hour.ReturnReleaseToHalf + Call_Type_Half_Hour.CallsRoutedNonAgentToHalf + Call_Type_Half_Hour.ShortCallsHalf + Call_Type_Half_Hour.ErrorCountToHalf )

**Completed Tasks: Avg Aban Delay Time**

The average delay time of abandoned calls in queue for the call type during the current half-hour interval.

Derived from: Call_Type_Half_Hour.DelayQAbandTimeHalf / Call_Type_Half_Hour.RouterCallsAbandQToHalf

**Completed Tasks: Short Calls**

The number of calls abandoned during the CallTypeAbandonCallWaitTime. Calls abandoned after this time period are counted as Abandoned, not Short Calls.

Derived from: Call_Type_Half_Hour.ShortCallsHalf

**Call Type Summary**

The totals for each field, with the exception of the service level fields (which contain percentage values), for each call type.

**Report Summary**

The totals for each field for all call types in the report, with the exception of the service level fields (which contain percentage values).
calyp23: Call Type Historical All Fields Report

<table>
<thead>
<tr>
<th><strong>Overview:</strong></th>
</tr>
</thead>
<tbody>
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<td><strong>Subject</strong></td>
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<td><strong>Applicable environment</strong></td>
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<td><strong>Schema database tables</strong></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**

The date and time when the record was generated in MM/DD/YYYY (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 time in HH:MM:SS (hours,minutes,seconds) format 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. 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 the 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 HH:MM:SS (hours, minutes, seconds) for tasks removed from the queue during the half-hour interval.
\[
\text{Avg Router Delay Queue} = \frac{\text{Call_Type_Half_Hour.RouterQueueWaitTimeToHalf}}{\text{Call_Type_Half_Hour.RouterQueueCallsToHalf}}
\]
Derived from: Call_Type_Half_Hour.AvgRouterDelayQToHalf

**Router Tasks Aban Queue**
The number of tasks to the call type that abandoned during the interval. This includes calls that abandoned while at the IVR and calls that abandoned while ringing at the agent's phone or on route to the agent's phone.
**Note:** Applies to IPCC, only with one exception: This field is also valid for both IPCC and standard ACD targets that use translation routes.
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 (InterExchange Carrier, the telephone company providing connections between local exchanges in different geographic areas) 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 HH:MM:SS (hours,minutes,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 to completion for the call type during the half-hour interval.

Derived from: `Call_Type_Half_Hour.CallsHandledHalf`

**Tasks Offered**

Tasks that have been offered to this call type during the interval.

```
Tasks offered = RouterCallsAbandQToHalf + ErrorCountToHalf + ICRDefaultRoutedToHalf + CallsHandledHalf + OverflowOutHalf + IncompleteCallsHalf + ShortCallsHalf + NetworkAnnouncementToHalf + ReturnBusyToHalf + ReturnRingToHalf + NetworkDefaultRoutedToHalf + ReturnReleaseToHalf + CallsRONAToHalf + CallRoutedNonAgentToHalf
```

**Note:** Calls offered is incremented when a call gets offered to the router. However, some of the other fields are not incremented until the call is complete. For example, a call offered at 8:55 might not be done with an agent until 9:05 so that the offered field would show up in the 8:30 half-hour data, but one of the other fields, like Calls Handled, would not show up until the 9:00 half-hour data. This means that the preceding equation will not be necessarily true on a half-hour basis, but could be true over a day's time (if no calls extend across midnight).

Derived from: `Call_Type_Half_Hour.CallsOfferedHalf`
**Handle Time**

The total handle time in HH:MM:SS (hours, minutes, 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 total 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. See About_Service_Levels for more on service levels.

Derived from: Call_Type_Half_Hour.ServiceLevelHalf

**Talk Time Half**

The total talk time in HH:MM:SS (hours, minutes, seconds) for tasks of this call type ending during the half-hour interval.

Derived from: Call_Type_Half_Hour.TalkTimeHalf

**Overflow Out Half**

Overflow Out calls are those that executed a Requalify or Call Type node and overflowed to another call type.

Derived from: Call_Type_Half_Hour.OverflowOutHalf

**Hold Time To Half**

The total hold time in HH:MM:SS (hours, minutes, seconds) for tasks of this call type ending during the half-hour interval.

Derived from: Call_Type_Half_Hour.HoldTimeToHalf

**Incomplete Tasks Half**

The total number of tasks that were routed but did not arrive at the PG (Peripheral Gateway). The computer within the ICM system that communicates directly with the ACD, PBX, or VRU at a contact center.

Derived from: Call_Type_Half_Hour.IncompleteCallsHalf
Recovery Key
A value used internally by the ICM software to track virtual time.
Derived from: Call_Type_Half_Hour.RecoveryKey

Short Tasks
The number of calls abandoned during the CallTypeAbandonCallWaitTime. Calls abandoned after this time period are counted as Abandoned, not Short Calls.
Derived from: Call_Type_Half_Hour.ShortCallsHalf

Delay Q Aban Time Half
The total delay time of abandoned calls in queue for this call type during the current half-hour interval.
Derived from: Call_Type_Half_Hour.DelayQAbandTimeHalf

Tasks Ans
The count of calls that were answered by the agent in the half-hour interval.
Derived from: Call_Type_Half_Hour.CallsAnsweredToHalf

Tasks No Agents
The number of calls that are sent to targets where the router has NOT picked an agent explicitly and it has not used a Translation Route in the half-hour interval.
Derived from: Call_Type_Half_Hour.CallsRoutedNonAgentToHalf

Tasks No Ans
The number of calls that were redirected because the agent did not answer the call during the half-hour interval.
Derived from: Call_Type_Half_Hour.CallsRONAToHalf

Tasks Release
The count of calls that executed the Release node in their routing script in the half-hour interval.
Derived from: Call_Type_Half_Hour.ReturnReleaseToHalf

Tasks Q Handled
The count of handled calls that were queued in the half-hour interval.
Derived from: Call_Type_Half_Hour.CallsQHandledToHalf

VRU Unhandled
The count of calls that were marked as Offered to the VRU but not handled in the half-hour interval.
Derived from: Call_Type_Half_Hour.VruUnhandledCallsToHalf

VRU Handled
The count of VRU calls that were marked as handled at the VRU in the half-hour interval.
Derived from: Call_Type_Half_Hour.VruHandledCallsToHalf
VRU Assisted

The count of VRU handled calls that were then marked as routed to agents in the half-hour interval.

Derived from: Call_Type_Half_Hour.VruAssistedCallsToHalf

VRU OptOut Unhandled

The count of VRU unhandled calls that were marked as routed to agents by caller request in the half-hour interval.

Derived from: Call_Type_Half_Hour.VruOptOutUnhandledCallsToHalf

VRU Scripted Trans

The count of VRU calls that were marked as routed to agents as a result of normal script procedure in the half-hour period.

Derived from: Call_Type_Half_Hour.VruScriptedXferredCallsToHalf

VRU Forced Trans

The count of VRU calls that were marked as routed to agents as a result of caller difficulties in the half-hour period.

Derived from: Call_Type_Half_Hour.VruForcedXferredCallsToHalf

VRU Other

The count of VRU calls that were marked with a VRUProgress value other than those listed in the preceding half-hour period.

Derived from: Call_Type_Half_Hour.VruOtherCallsToHalf

SL Type

The default value that indicates how ICM software calculates the service level (that is, how it handles abandoned calls in calculating the service level). You can override this default for individual services.

Derived from: Call_Type_Half_Hour.ServiceLevelType

Bucket Interval ID

The ID of the Bucket Intervals from the Bucket_Interval Table used to generate the following fields in this record.

Derived from: Call_Type_Half_Hour.BucketIntervalID

Ans Interval 1

The number of calls that were answered within interval 1.

Derived from: Call_Type_Half_Hour.AnsInterval1

Ans Interval 2

The number of calls that were answered within interval 2.

Derived from: Call_Type_Half_Hour.AnsInterval2

Ans Interval 3

The number of calls that were answered within interval 3.

Derived from: Call_Type_Half_Hour.AnsInterval3
**Ans Interval 4**

The number of calls that were answered within interval 4.
Derived from: Call_Type_Half_Hour.AnsInterval4

**Ans Interval 5**

The number of calls that were answered within interval 5.
Derived from: Call_Type_Half_Hour.AnsInterval5

**Ans Interval 6**

The number of calls that were answered within interval 6.
Derived from: Call_Type_Half_Hour.AnsInterval6

**Ans Interval 7**

The number of calls that were answered within interval 7.
Derived from: Call_Type_Half_Hour.AnsInterval7

**Ans Interval 8**

The number of calls that were answered within interval 8.
Derived from: Call_Type_Half_Hour.AnsInterval8

**Ans Interval 9**

The number of calls that were answered within interval 9.
Derived from: Call_Type_Half_Hour.AnsInterval9

**Ans Interval 10**

The number of calls that were answered within interval 10.
Derived from: Call_Type_Half_Hour.AnsInterval10

**Aband Interval 1**

The number of calls that were abandoned within interval 1.
Derived from: Call_Type_Half_Hour.AbandInterval1

**Aband Interval 2**

The number of calls that were abandoned within interval 2.
Derived from: Call_Type_Half_Hour.AbandInterval2

**Aband Interval 3**

The number of calls that were abandoned within interval 3.
Derived from: Call_Type_Half_Hour.AbandInterval3

**Aband Interval 4**

The number of calls that were abandoned within interval 4.
Derived from: Call_Type_Half_Hour.AbandInterval4
Aband Interval 5
The number of calls that were abandoned within interval 5.
Derived from: Call_Type_Half_Hour.AbandInterval5

Aband Interval 6
The number of calls that were abandoned within interval 6.
Derived from: Call_Type_Half_Hour.AbandInterval6

Aband Interval 7
The number of calls that were abandoned within interval 7.
Derived from: Call_Type_Half_Hour.AbandInterval7

Aband Interval 8
The number of calls that were abandoned within interval 8.
Derived from: Call_Type_Half_Hour.AbandInterval8

Aband Interval 9
The number of calls that were abandoned within interval 9.
Derived from: Call_Type_Half_Hour.AbandInterval9

Aband Interval 10
The number of calls that were abandoned within interval 10.
Derived from: Call_Type_Half_Hour.AbandInterval10

DB DataTime
The date and time that data was last written to the ICM historical database (HDS) from the logger database. This is different from the time that the data was created. This is useful if you are extracting data from the historical database and you want to see when it was last updated.
Derived from: Call_Type_Half_Hour.DbDatetime

Call Summary
The totals for each field, with the exception of the service level fields (which contain percentage values), for each call type.

Report Summary
The totals for each field for all call types in the report, with the exception of the service level fields (which contain percentage values).
caltyp31: Call Type Abandon/Answer Distribution by Half Hour Report

Overview:

<table>
<thead>
<tr>
<th>Subject</th>
<th>A table showing the number of answered and abandoned calls across intervals for each call type for the selected time period. The intervals are measured in minutes and seconds. The header time format is MMM:SS</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>This report shows the numbers for each interval separately. This report is the same as the caltyp32 report except that caltype32 does not have half-hour summaries.</td>
</tr>
<tr>
<td></td>
<td>You can configure call type intervals at the call type level using the ICM Configuration Manager’s CallType tool or at the system level using the Configuration Manager’s System Information tool. A default set of intervals is provided at the system level.</td>
</tr>
<tr>
<td></td>
<td><strong>Note:</strong> Reports can show up to ten intervals. You can configure up to nine intervals with the tenth interval showing all the remaining data. Intervals not configured appear as blank intervals in the report. Blank intervals can only appear after configured ones.</td>
</tr>
<tr>
<td></td>
<td>You should configure call type intervals in relation to your service levels. See Call Type Interval Reporting for more information.</td>
</tr>
<tr>
<td></td>
<td>No report headers will display if the report is run over a period of time when no data is present. This happens because the report interval headers depend on the data.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Purpose</th>
<th>To get an overview in separate time intervals of the distribution of answered and abandoned calls during the selected time period.</th>
</tr>
</thead>
<tbody>
<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 call type enterprise name and then by date and time</td>
</tr>
<tr>
<td>Drilldowns available</td>
<td>No</td>
</tr>
</tbody>
</table>
| Schema database tables | Call_Type  
Call_Type_Half_Hour  
Bucket_Interval                                                                                                           |

Data:

**Enterprise Name**

The enterprise name for the call type.

Derived from: Call_Type.EnterpriseName

**DateTime**

The date and time for when the call type interval data was generated in MM/DD/YYYY (month, day, year) and HH:MM:SS (hours, minutes, seconds) format. For every half hour in the selected time period there is summary row for each selected call type.

Derived from: Call_Type_Half_Hour.DateTime
ASA
The Average Speed of Answer. The average answer wait time from when first queue to skill group or 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/CallsHandledHalf

Avg Aban Delay
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 / RouterCallsAbandQToHalf

Interval Report Headers
The interval column headers in the report are dynamic. That is, the interval headers can be configured and changed by you in the ICM Configuration Manager. They are stored in and are derived from the Bucket_Interval Schema database table, which is linked to the Call_Type_Half_Hour table. See Call Type Interval Reporting for more information.

00 - Interval 1: Ans
The number of calls answered between the time set to begin measuring the time and interval 1. The system default interval 1 is 8 seconds. For example: 00:00 - 00:08
Derived from: Call_Type_Half_Hour.AnsInterval1

00 - Interval 1: Aban
The number of calls abandoned between the time set to begin measuring the time and interval 1. The system default interval 1 is 8 seconds. For example: 00:00 - 00:08
Derived from: Call_Type_Half_Hour.AbandInterval1

Interval 1 - Interval 2: Ans
The number of calls answered between interval 1 and interval 2. The system default interval 2 is 30 seconds. For example: 00:08 - 00:38
Derived from: Call_Type_Half_Hour.AnsInterval2

Interval 1 - Interval 2: Aban
The number of calls abandoned between interval 1 and interval 2. The system default interval 2 is 30 seconds. For example: 00:08 - 00:38
Derived from: Call_Type_Half_Hour.AbandInterval2

Interval 2 - Interval 3: Ans
The number of calls answered between interval 2 and interval 3. The system default interval 3 is 60 seconds (1 minute). For example: 00:38 - 01:38
Derived from: Call_Type_Half_Hour.AnsInterval3
**Interval 2 - Interval 3: Aban**
The number of calls abandoned between interval 2 and interval 3. The system default interval 3 is 60 seconds (1 minute). For example: 00:38 - 01:38
Derived from: Call_Type_Half_Hour.AbandInterval3

**Interval 3 - Interval 4: Ans**
The number of calls answered between interval 3 and interval 4. The system default interval 4 is 90 seconds (1 and 1/2 minutes). For example: 01:38 - 03:08
Derived from: Call_Type_Half_Hour.AnsInterval4

**Interval 3 - Interval 4: Aban**
The number of calls abandoned between interval 3 and interval 4. The system default interval 4 is 90 seconds (1 and 1/2 minutes). For example: 01:38 - 03:08
Derived from: Call_Type_Half_Hour.AbandInterval4

**Interval 4 - Interval 5: Ans**
The number of calls answered between interval 4 and interval 5. The system default interval 5 is 120 seconds (2 minutes). For example: 03:08 - 05:08
Derived from: Call_Type_Half_Hour.AnsInterval5

**Interval 4 - Interval 5: Aban**
The number of calls abandoned between interval 4 and interval 5. The system default interval 5 is 120 seconds (2 minutes). For example: 03:08 - 05:08
Derived from: Call_Type_Half_Hour.AbandInterval5

**Interval 5 - Interval 6: Ans**
The number of calls answered between interval 5 and interval 6. The system default interval 6 is 180 seconds (3 minutes). For example: 05:08 - 08:08
Derived from: Call_Type_Half_Hour.AnsInterval6

**Interval 5 - Interval 6: Aban**
The number of calls abandoned between interval 5 and interval 6. The system default interval 6 is 180 seconds (3 minutes). For example: 05:08 - 08:08
Derived from: Call_Type_Half_Hour.AbandInterval6

**Interval 6 - Interval 7: Ans**
The number of calls answered between interval 6 and interval 7. The system default interval 7 is 300 seconds (5 minutes). For example: 08:08 - 13:08
Derived from: Call_Type_Half_Hour.AnsInterval7

**Interval 6 - Interval 7: Aban**
The number of calls abandoned between interval 6 and interval 7. The system default interval 7 is 300 seconds (5 minutes). For example: 08:08 - 13:08
Derived from: Call_Type_Half_Hour.AbandInterval7
**Interval 7 - Interval 8: Ans**
The number of calls answered between interval 7 and interval 8. The system default interval 8 is 600 seconds (10 minutes). For example: 13:08 - 23:08
Derived from: Call_Type_Half_Hour.AnsInterval8

**Interval 7 - Interval 8: Aban**
The number of calls abandoned between interval 7 and interval 8. The system default interval 8 is 600 seconds (10 minutes). For example: 13:08 - 23:08
Derived from: Call_Type_Half_Hour.AbandInterval8

**Interval 8 - Interval 9: Ans**
The number of calls answered between interval 8 and interval 9. The system default interval 9 is 1200 seconds (20 minutes). For example: 23:08 - 43:08
Derived from: Call_Type_Half_Hour.AnsInterval9

**Interval 8 - Interval 9: Aban**
The number of calls abandoned between interval 8 and interval 9. The system default interval 9 is 1200 seconds (20 minutes). For example: 23:08 - 43:08
Derived from: Call_Type_Half_Hour.AbandInterval9

> **Interval 9: Ans**
The number of calls answered within the remaining time in the report time period measured in minutes and seconds. For example: > 43:08
Derived from: Call_Type_Half_Hour.AnsInterval10

> **Interval 9: Aban**
The number of calls abandoned within the remaining time in the report time period measured in minutes and seconds. For example: > 43:08
Derived from: Call_Type_Half_Hour.AbandInterval10

**Call Type Summary**
A summary of each field for each call type.
**caltyp32: Call Type Abandon/Answer Distribution Report**

### Overview:

| Subject | A table showing the running (constantly being updated) totals of answered and abandoned calls across daily intervals for each call type. The intervals are measured in minutes and seconds. The header time format is MMM:SS. This report shows the numbers for each interval separately. This report is the same as the caltyp31 report minus the half-hour summaries. There are no data field summaries in this report since the headings are different for each call type. You can configure call type intervals at the call type level using the ICM Configuration Manager’s CallType tool or at the system level using the Configuration Manager’s System Information tool. A default set of intervals is provided at the system level. **Note**: Reports can show up to ten intervals. You can configure up to nine intervals with the tenth interval showing all the remaining data. Intervals not configured appear as blank intervals in the report. Blank intervals can only appear after configured ones. You should configure call type intervals in relation to your service levels. See Call Type Interval Reporting for more information. There is no DateTime field in this report since reports on a distribution of calls over the entire reporting time range with no breakdowns into date and time. No report headers will display if the report is run over a period of time when no data is present. This happens because the report interval headers depend on the data. |
| Purpose | To get an overview in separate daily intervals of the distribution of answered and abandoned calls. |
| Applicable environment | IPCC |
| Template type | Historical table |
| Default sort order | By call type enterprise name and then by date and time |
| Drilldowns available | No |
| Schema database tables | Call_Type, Call_Type_Half_Hour, Bucket_Interval |

### Data:

**Enterprise Name**

The enterprise name for the call type. Derived from: Call_Type.EnterpriseName
ASA
The Average Speed of Answer. The average answer wait time from when first queue to
skill group or 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.AnswerWaitTime-Half / Call_Type_Half_Hour.CallsHandledHalf

Avg Aban Delay
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

Interval Report Headers
The interval column headers in the report are dynamic. That is, the interval headers
can be configured and changed by you in the ICM Configuration Manager. They are
stored in and are derived from the Bucket_Interval Schema database table, which is
linked to the Call_Type_Half_Hour table. See Call Type Interval Reporting for more
information.

00 - Interval 1: Ans
The number of calls answered between the time set to begin measuring the time and
interval 1. The system default interval 1 is 8 seconds. For example: 00:00 - 00:08
Derived from: Call_Type_Half_Hour.AnsInterval1

00 - Interval 1: Aban
The number of calls abandoned between the time set to begin measuring the time and
interval 1. The system default interval 1 is 8 seconds. For example: 00:00 - 00:08
Derived from: Call_Type_Half_Hour.AbandInterval1

Interval 1 - Interval 2: Ans
The number of calls answered between interval 1 and interval 2. The system default
interval 2 is 30 seconds. For example: 00:08 - 00:38
Derived from: Call_Type_Half_Hour.AnsInterval2

Interval 1 - Interval 2: Aban
The number of calls abandoned between interval 1 and interval 2. The system default
interval 2 is 30 seconds. For example: 00:08 - 00:38
Derived from: Call_Type_Half_Hour.AbandInterval2

Interval 2 - Interval 3: Ans
The number of calls answered between interval 2 and interval 3. The system default
interval 3 is 60 seconds (1 minute). For example: 00:38 - 01:38
Derived from: Call_Type_Half_Hour.AnsInterval3
**Interval 2 - Interval 3: Aban**
The number of calls abandoned between interval 2 and interval 3. The system default interval 3 is 60 seconds (1 minute). For example: 00:38 - 01:38
Derived from: Call_Type_Half_Hour.AbandInterval3

**Interval 3 - Interval 4: Ans**
The number of calls answered between interval 3 and interval 4. The system default interval 4 is 90 seconds (1 and 1/2 minutes). For example: 01:38 - 03:08
Derived from: Call_Type_Half_Hour.AnsInterval4

**Interval 3 - Interval 4: Aban**
The number of calls abandoned between interval 3 and interval 4. The system default interval 4 is 90 seconds (1 and 1/2 minutes). For example: 01:38 - 03:08
Derived from: Call_Type_Half_Hour.AbandInterval4

**Interval 4 - Interval 5: Ans**
The number of calls answered between interval 4 and interval 5. The system default interval 5 is 120 seconds (2 minutes). For example: 03:08 - 05:08
Derived from: Call_Type_Half_Hour.AnsInterval5

**Interval 4 - Interval 5: Aban**
The number of calls abandoned between interval 4 and interval 5. The system default interval 5 is 120 seconds (2 minutes). For example: 03:08 - 05:08
Derived from: Call_Type_Half_Hour.AbandInterval5

**Interval 5 - Interval 6: Ans**
The number of calls answered between interval 5 and interval 6. The system default interval 6 is 180 seconds (3 minutes). For example: 05:08 - 08:08
Derived from: Call_Type_Half_Hour.AnsInterval6

**Interval 5 - Interval 6: Aban**
The number of calls abandoned between interval 5 and interval 6. The system default interval 6 is 180 seconds (3 minutes). For example: 05:08 - 08:08
Derived from: Call_Type_Half_Hour.AbandInterval6

**Interval 6 - Interval 7: Ans**
The number of calls answered between interval 6 and interval 7. The system default interval 7 is 300 seconds (5 minutes). For example: 08:08 - 13:08
Derived from: Call_Type_Half_Hour.AnsInterval7

**Interval 6 - Interval 7: Aban**
The number of calls abandoned between interval 6 and interval 7. The system default interval 7 is 300 seconds (5 minutes). For example: 08:08 - 13:08
Derived from: Call_Type_Half_Hour.AbandInterval7
**Interval 7 - Interval 8: Ans**

The number of calls answered between interval 7 and interval 8. The system default interval 8 is 600 seconds (10 minutes). For example: 13:08 - 23:08

Derived from: Call_Type_Half_Hour.AnsInterval8

**Interval 7 - Interval 8: Aban**

The number of calls abandoned between interval 7 and interval 8. The system default interval 8 is 600 seconds (10 minutes). For example: 13:08 - 23:08

Derived from: Call_Type_Half_Hour.AbandInterval8

**Interval 8 - Interval 9: Ans**

The number of calls answered between interval 8 and interval 9. The system default interval 9 is 1200 seconds (20 minutes). For example: 23:08 - 43:08

Derived from: Call_Type_Half_Hour.AnsInterval9

**Interval 8 - Interval 9: Aban**

The number of calls abandoned between interval 8 and interval 9. The system default interval 9 is 1200 seconds (20 minutes). For example: 23:08 - 43:08

Derived from: Call_Type_Half_Hour.AbandInterval9

> **Interval 9: Ans**

The number of calls answered within the remaining time in the report time period measured in minutes and seconds. For example: > 43:08

Derived from: Call_Type_Half_Hour.AnsInterval10

> **Interval 9: Aban**

The number of calls abandoned within the remaining time in the report time period measured in minutes and seconds. For example: > 43:08

Derived from: Call_Type_Half_Hour.AbandInterval10

**Call Type Summary**

A summary of each field for each call type.
**caltyp33: Call Type Abandon/Answer Cumulative Distribution by Half Hour Report**

**Overview:**

<table>
<thead>
<tr>
<th>Subject</th>
<th>A table of selected call types showing the running (accumulative) totals of answered and abandoned calls across half-hour intervals. The intervals are measured in minutes and seconds. The header time format is MMM:SS.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>This report is the same as the caltyp34 report except that caltype34 does not have half-hour summaries.</td>
</tr>
<tr>
<td></td>
<td>You can configure call type intervals at the call type level using the ICM Configuration Manager’s CallType tool or at the system level using the Configuration Manager’s System Information tool. A default set of intervals is provided at the system level.</td>
</tr>
<tr>
<td></td>
<td><strong>Note:</strong> Reports can show up to ten intervals. You can configure up to nine intervals with the tenth interval showing all the remaining data. Intervals not configured appear as blank intervals in the report. Blank intervals can only appear after configured ones.</td>
</tr>
<tr>
<td></td>
<td>You should configure call type intervals in relation to your service levels. See Call Type Interval Reporting for more information.</td>
</tr>
<tr>
<td></td>
<td>No report headers will display if the report is run over a period of time when no data is present. This happens because the report interval headers depend on the data.</td>
</tr>
<tr>
<td>Purpose</td>
<td>To get overview in cumulative intervals of when and how many calls are being answered and abandoned.</td>
</tr>
<tr>
<td>Applicable environment</td>
<td>IPCC only</td>
</tr>
<tr>
<td>Template type</td>
<td>Historical table</td>
</tr>
<tr>
<td>Default sort order</td>
<td>By call type and then by date and time</td>
</tr>
<tr>
<td>Drilldowns available</td>
<td>No</td>
</tr>
<tr>
<td>Schema database tables</td>
<td>Call_Type&lt;br&gt;Call_Type_Half_Hour&lt;br&gt;Bucket_Interval</td>
</tr>
</tbody>
</table>

**Data:**

**Enterprise Name**

The enterprise name for the call type.

Derived from: Call_Type.EnterpriseName

**DateTime**

The date and time for when the call type interval data was generated in MM/DD/YYYY (month, day, year) and HH:MM:SS (hours, minutes, seconds) format. For every half hour in the selected time period there is summary row for each selected call type.

Derived from: Call_Type_Half_Hour.DateTime
ASA

The Average Speed of Answer. The average answer wait time from when first queue to
skill group or 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.AnswerWaitTime-
Half/Call_Type_Half_Hour.CallsHandledHalf

Avg Aban Delay

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

Interval Report Headers

The interval column headers in the report are dynamic. That is, the interval headers
can be configured and changed by you in the ICM Configuration Manager. They are
stored in and are derived from the Bucket_Interval Schema database table, which is
linked to the Call_Type_Half_Hour table. See Call Type Interval Reporting for more
information.

All of the interval fields except the first one is calculated from the database. The
formula is: Value for interval field n = Value of Call_Type_Half_Hour.[Ans or
Aband]Interval[n] + Value for field n-1.

< Interval 1: Ans

The number of calls answered up to interval 1. The system default interval 1 is 8
seconds. For example: < 00:08

Derived from: Call_Type_Half_Hour.AnsInterval1

< Interval 1: Aban

The number of calls abandoned up to interval 1. The system default interval 1 is 8
seconds. For example: < 00:08

Derived from: Call_Type_Half_Hour.AbandInterval1

< Interval 2: Ans

The number of calls answered up to interval 2. The system default interval 2 is 30
seconds. For example: < 00:38

Derived from: Call_Type_Half_Hour.AnsInterval2

< Interval 2: Aban

The number of calls abandoned up to interval 2. The system default interval 2 is 30
seconds. For example: < 00:38

Derived from: Call_Type_Half_Hour.AbandInterval2

< Interval 3: Ans

The number of calls answered up to interval 3. The system default interval 3 is 60
seconds (1 minute). For example: < 01:38

Derived from: Call_Type_Half_Hour.AnsInterval3
< Interval 3: Aban
The number of calls abandoned up to interval 3. The system default interval 3 is 60 seconds (1 minute). For example: < 01:38
Derived from: Call_Type_Half_Hour.AbandInterval3

< Interval 4: Ans
The number of calls answered up to interval 4. The system default interval 4 is 90 seconds (1 and 1/2 minutes). For example: < 03:08
Derived from: Call_Type_Half_Hour.AnsInterval4

< Interval 4: Aban
The number of calls abandoned up to interval 4. The system default interval 4 is 90 seconds (1 and 1/2 minutes). For example: < 03:08
Derived from: Call_Type_Half_Hour.AbandInterval4

< Interval 5: Ans
The number of calls answered up to interval 5. The system default interval 5 is 120 seconds (2 minutes). For example: < 05:08
Derived from: Call_Type_Half_Hour.AnsInterval5

< Interval 5: Aban
The number of calls abandoned up to interval 5. The system default interval 5 is 120 seconds (2 minutes). For example: < 05:08
Derived from: Call_Type_Half_Hour.AbandInterval5

< Interval 6: Ans
The number of calls answered up to interval 6. The system default interval 6 is 180 seconds (3 minutes). For example: < 08:08
Derived from: Call_Type_Half_Hour.AnsInterval6

< Interval 6: Aban
The number of calls abandoned up to interval 6. The system default interval 6 is 180 seconds (3 minutes). For example: < 08:08
Derived from: Call_Type_Half_Hour.AbandInterval6

< Interval 7: Ans
The number of calls answered up to interval 7. The system default interval 7 is 300 seconds (5 minutes). For example: < 13:08
Derived from: Call_Type_Half_Hour.AnsInterval7

< Interval 7: Aban
The number of calls abandoned up to interval 7. The system default interval 7 is 300 seconds (5 minutes). For example: < 13:08
Derived from: Call_Type_Half_Hour.AbandInterval7
< Interval 8: Ans
The number of calls answered up to interval 8. The system default interval 8 is 600 seconds (10 minutes). For example: < 23:08
Derived from: Call_Type_Half_Hour.AnsInterval8

< Interval 8: Aban
The number of calls abandoned up to interval 8. The system default interval 8 is 600 seconds (10 minutes). For example: < 23:08
Derived from: Call_Type_Half_Hour.AbandInterval8

< Interval 9: Ans
The number of calls answered up to interval 9. The system default interval 9 is 1200 seconds (20 minutes). For example: < 43:08
Derived from: Call_Type_Half_Hour.AnsInterval9

< Interval 9: Aban
The number of calls abandoned up to interval 9. The system default interval 9 is 1200 seconds (20 minutes). For example: < 43:08
Derived from: Call_Type_Half_Hour.AbandInterval9

Total: Ans
The total number of calls answered for the selected time period. For example: > 43:08
Derived from: Call_Type_Half_Hour.AnsInterval10

Total: Aban
The total number of calls abandoned for the selected time period. For example: > 43:08
Derived from: Call_Type_Half_Hour.AbandInterval10

Call Type Summary
A summary of each field for each call type.
## caltyp34: Call Type Abandon/Answer Cumulative Distribution Report

### Overview:

<table>
<thead>
<tr>
<th>Subject</th>
<th>A table of selected call types showing the running (accumulative) totals of answered and abandoned calls across daily intervals. The intervals are measured in minutes and seconds.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>This report is the same as the caltyp33 report except that this report does not have half-hour summaries.</td>
</tr>
<tr>
<td></td>
<td>There is no summary in this report since headers are different for each call type. You can configure the buckets using the ICM Configuration Manager's CallType tool or at the system level using the Configuration Manager's System Information tool. A default set of bucket intervals is provided at the system level. Headers are formatted in minutes and seconds (MMM:SS). See Call Type Interval Reporting for more information.</td>
</tr>
<tr>
<td></td>
<td><strong>Note:</strong> Any intervals not configured appear as blank intervals in the report. Blank intervals can only appear after configured ones.</td>
</tr>
<tr>
<td></td>
<td>There is no DateTime field in this report since reports on a distribution of calls over the entire reporting time range with no breakdowns into date and time.</td>
</tr>
<tr>
<td></td>
<td>No report headers will display if the report is run over a period of time when no data is present. This happens because the report interval headers depend on the data.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Purpose</th>
<th>To show the hour-hour status of call types for the selected time period.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Applicable environment</td>
<td>IPCC only</td>
</tr>
<tr>
<td>Template type</td>
<td>Historical table</td>
</tr>
<tr>
<td>Default sort order</td>
<td>By call type and then by date and time</td>
</tr>
<tr>
<td>Drilldowns available</td>
<td>No</td>
</tr>
</tbody>
</table>
| Schema database tables | Call_Type
Call_Type_Half_Hour
Bucket_Interval |

### Data:

**Enterprise Name**

The enterprise name for the call type.

Derived from: Call_Type.EnterpriseName
ASA
The Average Speed of Answer. The average answer wait time from when first queue to
skill group or 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

Avg Aban Delay
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

Interval Report Headers
The interval column headers in the report are dynamic. That is, the interval headers
can be configured and changed by you in the ICM Configuration Manager. They are
stored in and are derived from the Bucket_Interval Schema database table, which is
linked to the Call_Type_Half_Hour table. See Call Type Interval Reporting for more
information.
All of the interval fields except the first one is calculated from the database. The
formula is: Value for interval field n = Value of Call_Type_Half_Hour.[Ans or
Aband]Interval[n] + Value for field n-1.

< Interval 1: Ans
The number of calls answered up to interval 1. The system default interval 1 is 8
seconds. For example: < 00:08
Derived from: Call_Type_Half_Hour.AnsInterval1

< Interval 1: Aban
The number of calls abandoned up to interval 1. The system default interval 1 is 8
seconds. For example: < 00:08
Derived from: Call_Type_Half_Hour.AbandInterval1

< Interval 2: Ans
The number of calls answered up to interval 2. The system default interval 2 is 30
seconds. For example: < 00:38
Derived from: Call_Type_Half_Hour.AnsInterval2

< Interval 2: Aban
The number of calls abandoned up to interval 2. The system default interval 2 is 30
seconds. For example: < 00:38
Derived from: Call_Type_Half_Hour.AbandInterval2

< Interval 3: Ans
The number of calls answered up to interval 3. The system default interval 3 is 60
seconds (1 minute). For example: < 01:38
Derived from: Call_Type_Half_Hour.AnsInterval3
< Interval 3: Aban
The number of calls abandoned up to interval 3. The system default interval 3 is 60 seconds (1 minute). For example: < 01:38
Derived from: Call_Type_Half_Hour.AbandInterval3

< Interval 4: Ans
The number of calls answered up to interval 4. The system default interval 4 is 90 seconds (1 and 1/2 minutes). For example: < 03:08
Derived from: Call_Type_Half_Hour.AnsInterval4

< Interval 4: Aban
The number of calls abandoned up to interval 4. The system default interval 4 is 90 seconds (1 and 1/2 minutes). For example: < 03:08
Derived from: Call_Type_Half_Hour.AbandInterval4

< Interval 5: Ans
The number of calls answered up to interval 5. The system default interval 5 is 120 seconds (2 minutes). For example: < 05:08
Derived from: Call_Type_Half_Hour.AnsInterval5

< Interval 5: Aban
The number of calls abandoned up to interval 5. The system default interval 5 is 120 seconds (2 minutes). For example: < 05:08
Derived from: Call_Type_Half_Hour.AbandInterval5

< Interval 6: Ans
The number of calls answered up to interval 6. The system default interval 6 is 180 seconds (3 minutes). For example: < 08:08
Derived from: Call_Type_Half_Hour.AnsInterval6

< Interval 6: Aban
The number of calls abandoned up to interval 6. The system default interval 6 is 180 seconds (3 minutes). For example: < 08:08
Derived from: Call_Type_Half_Hour.AbandInterval6

< Interval 7: Ans
The number of calls answered up to interval 7. The system default interval 7 is 300 seconds (5 minutes). For example: < 13:08
Derived from: Call_Type_Half_Hour.AnsInterval7

< Interval 7: Aban
The number of calls abandoned up to interval 7. The system default interval 7 is 300 seconds (5 minutes). For example: < 13:08
Derived from: Call_Type_Half_Hour.AbandInterval7
< Interval 8: Ans
The number of calls answered up to interval 8. The system default interval 8 is 600 seconds (10 minutes). For example: < 23:08
Derived from: Call_Type_Half_Hour.AnsInterval8

< Interval 8: Aban
The number of calls abandoned up to interval 8. The system default interval 8 is 600 seconds (10 minutes). For example: < 23:08
Derived from: Call_Type_Half_Hour.AbandInterval8

< Interval 9: Ans
The number of calls answered up to interval 9. The system default interval 9 is 1200 seconds (20 minutes). For example: < 43:08
Derived from: Call_Type_Half_Hour.AnsInterval9

< Interval 9: Aban
The number of calls abandoned up to interval 9. The system default interval 9 is 1200 seconds (20 minutes). For example: < 43:08
Derived from: Call_Type_Half_Hour.AbandInterval9

Total: Ans
The total number of calls answered for the selected time period.
For example: > 43:08
Derived from: Call_Type_Half_Hour.AnsInterval10

Total: Aban
The total number of calls abandoned for the selected time period.
For example: > 43:08
Derived from: Call_Type_Half_Hour.AbandInterval10

caltyp35: VRU Calls Analysis Half Hour Report

<table>
<thead>
<tr>
<th>Overview:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Subject</td>
</tr>
<tr>
<td></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>---------------------</td>
</tr>
<tr>
<td>Schema database</td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>

**Data:**

**Enterprise Name**
The enterprise name for the call type.
Derived from: Call_Type.EnterpriseName

**DateTime**
The date and time when the record was generated in MM/DD/YYYY (month, day, year) and HH:MM:SS (hours, minutes, seconds) format.
Derived from: Call_Type_Half_Hour.DateTime

**Total VRU**
The total of all the 7 VRU fields to the right of this field in the report (VRU Unhandled, Handled, Assist, Opt Out, Scripted Trans, Forced Trans, and Other).
Derived from: (Call_Type_Half_Hour.VruUnhandledCallsToHalf + Call_Type_Half_Hour.VruHandledCallsToHalf + Call_Type_Half_Hour.VruAssistedCallsToHalf + Call_Type_Half_Hour.VruOptOutUnhandledCallsToHalf + Call_Type_Half_Hour.VruScriptedXferredCallsToHalf + Call_Type_Half_Hour.VruForcedXferredCallsToHalf + Call_Type_Half_Hour.VruOtherCallsToHalf)

**VRU Unhandled**
The number of calls marked as Offered to VRU but not handled in the half-hour interval.
Derived from: Call_Type_Half_Hour.VruUnhandledCallsToHalf

**VRU Handled**
The number of the VRU calls marked as handled at the VRU in the half-hour interval.
Derived from: Call_Type_Half_Hour.VruHandledCallsToHalf

**VRU Assist**
The number of the VRU handled calls marked as routed to agents in the half-hour interval.
Derived from: Call_Type_Half_Hour.VruAssistedCallsToHalf

**VRU Opt Out**
The number of the VRU unhandled calls that were marked as routed to agents by caller request in the half-hour interval.
Derived from: Call_Type_Half_Hour.VruOptOutUnhandledCallsToHalf
**VRU Scripted Trans**

The number of the VRU calls marked as routed to agents as a result of normal script procedure in the half-hour interval.

Derived from: `Call_Type_Half_Hour.Call_Type_Half_Hour.VruScriptedXferredCallsToHalf`

**VRU Forced Trans**

The number of the VRU calls marked as routed to agents as a result of caller difficulties in the half-hour interval.

Derived from: `Call_Type_Half_Hour.VruForcedXferredCallsToHalf`

**VRU Other**

The number of VRU calls marked with any VRUProgress value other than those listed above in the half-hour interval.

Derived from: `Call_Type_Half_Hour.VruOtherCallsToHalf`

**Overflow Out**

The number of calls overflowed to another call type during the current half-hour interval. This field increments when a requalify or call type node is executed in the script.

**Note:** In IPCC, if the call goes to the IVR before it redirects off the agent’s phone, this field is updated instead of the `RedirectNoAnsCallsToHalf` field in the `Skill_Group_Half_Hour` table.

Derived from: `Call_Type_Half_Hour.OverflowOutHalf`

**Talk Time**

The total talk time in HH:MM:SS (hours, minutes, and seconds) for calls of this call type ending during the half-hour interval.

Derived from: `Call_Type_Half_Hour.TalkTimeHalf`

**Handle Time**

The total handle time in HH:MM:SS (hours, minutes, and seconds) for all calls of this call type ending during the half-hour interval.

Derived from: `Call_Type_Half_Hour.HandleTimeHalf`

**Wait Time in Queue**

The time in HH:MM:SS (hours, minutes, and seconds) that this call type spent in the Call Router queue during the half-hour interval before being routed to a valid target. (A valid target could be a skill target, such as an agent, or a network target, such as a label or busy signal.)

**Note:** This count includes only calls that exited 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`

**Avg Delay in Queue**

The average delay in queue in HH:MM:SS (hours, minutes, and seconds) for calls removed from the queue during the half-hour interval.

Derived from: `Call_Type_Half_Hour.AvgRouterDelayQToHalf`
**Tasks Routed**

The number of calls of this type that have been routed during the half-hour interval.
Derived from: Call_Type_Half_Hour.CallsRoutedToHalf

**Tasks Queued**

The number of calls removed from queue to be routed during the half-hour interval.
Derived from: Call_Type_Half_Hour.RouterQueueCallsToHalf

**Tasks Aband**

The number of calls that were abandoned while in queue during the half-hour interval.
*Note* Applies to IPCC, only.
Derived from: 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.

caltyp36: VRU Calls Analysis Daily Report

<table>
<thead>
<tr>
<th>Overview:</th>
</tr>
</thead>
<tbody>
<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** | Call_Type  
Call_Type_Half_Hour |

<table>
<thead>
<tr>
<th>Data:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Enterprise Name</strong></td>
</tr>
</tbody>
</table>

The enterprise name for the call type.
Derived from: Call_Type.EnterpriseName
### DateTime

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

Derived from: Call_Type_Half_Hour.DateTime

### Total VRU

The total of all the 7 VRU fields to the right of this field in the report (VRU Unhandled, Handled, Assist, Opt Out, Scripted Trans, Forced Trans, and Other).

Derived from: (Call_Type_Half_Hour.VruUnhandledCallsToHalf + Call_Type_Half_Hour.VruHandledCallsToHalf + Call_Type_Half_Hour.VruAssistedCallsToHalf + Call_Type_Half_Hour.VruOptOutUnhandledCallsToHalf + Call_Type_Half_Hour.VruScriptedXferredCallsToHalf + Call_Type_Half_Hour.VruForcedXferredCallsToHalf + Call_Type_Half_Hour.VruOtherCallsToHalf)

### VRU Unhandled

The number of calls marked as Offered to VRU but not handled in the half-hour interval.

Derived from: Call_Type_Half_Hour.VruUnhandledCallsToHalf

### VRU Handled

The number of the VRU calls marked as handled at the VRU in the half-hour interval.

Derived from: Call_Type_Half_Hour.VruHandledCallsToHalf

### VRU Assist

The number of the VRU handled calls marked as routed to agents in the half-hour interval.

Derived from: Call_Type_Half_Hour.VruAssistedCallsToHalf

### VRU Opt Out

The number of the VRU unhandled calls that were marked as routed to agents by caller request in the half-hour interval.

Derived from: Call_Type_Half_Hour.VruOptOutUnhandledCallsToHalf

### VRU Scripted Trans

The number of the VRU calls marked as routed to agents as a result of normal script procedure in the half-hour interval.

Derived from: Call_Type_Half_Hour.Call_Type_Half_Hour.VruScriptedXferredCallsToHalf

### VRU Forced Trans

The number of the VRU calls marked as routed to agents as a result of caller difficulties in the half-hour interval.

Derived from: Call_Type_Half_Hour.VruForcedXferredCallsToHalf

### VRU Other

The number of VRU calls marked with any VRUProgress value other than those listed above in the half-hour interval.

Derived from: Call_Type_Half_Hour.VruOtherCallsToHalf
**Overflow Out**

The number of calls overflowed to another call type during the current half-hour interval. This field increments when a requalify or call type node is executed in the script.

*Note:* In IPCC, if the call goes to the IVR before it redirects off the agent’s phone, this field is updated instead of the RedirectNoAnsCallsToHalf field in the Skill_Group_Half_Hour table.

Derived from: Call_Type_Half_Hour.OverflowOutHalf

**Talk Time**

The total talk time in HH:MM:SS (hours, minutes, and seconds) for calls of this call type ending during the half-hour interval.

Derived from: Call_Type_Half_Hour.TalkTimeHalf

**Handle Time**

The total handle time in HH:MM:SS (hours, minutes, and seconds) for all calls of this call type ending during the half-hour interval.

Derived from: Call_Type_Half_Hour.HandleTimeHalf

**Wait Time in Queue**

The time in HH:MM:SS (hours, minutes, and seconds) that this call type spent in the Call Router queue during the half-hour interval before being routed to a valid target. (A valid target could be a skill target, such as an agent, or a network target, such as a label or busy signal.)

*Note:* This count includes only calls that exited 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

**Avg Delay in Queue**

The average delay in queue in HH:MM:SS (hours, minutes, and seconds) for calls removed from the queue during the half-hour interval.

Derived from: Call_Type_Half_Hour.AvgRouterDelayQToHalf

**Tasks Routed**

The number of calls of this type that have been routed during the half-hour interval.

Derived from: Call_Type_Half_Hour.CallsRoutedToHalf

**Tasks Queued**

The number of calls removed from queue to be routed during the half-hour interval.

Derived from: Call_Type_Half_Hour.RouterQueueCallsToHalf

**Tasks Aband**

The number of calls that were abandoned while in queue during the half-hour interval.

*Note* Applies to IPCC, only.

Derived from: 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.
IPCC Peripheral Service Report Templates

About IPCC Peripheral Service Reports

In an IPCC environment, calls are routed through IVRs rather than services. So most service reports are not applicable in an IPCC environment. However, both in a standard ACD environment and in an IPCC environment, contact centers can use the historical IVR peripheral service reports and the historical IVR trunk group reports for measuring the performance of your IVRs.

This section includes:

- Summary List of IPCC Peripheral Service Templates, page 4-1
- Example IPCC Peripheral Service Report, page 4-3
- IPCC Peripheral Service Reports, page 4-3

Summary List of IPCC Peripheral Service Templates

Click on the name of a IPCC 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>
<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 4-4</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 4-6</td>
<td>historical</td>
<td>A table summary of the daily activity in the selected IVR service(s).</td>
</tr>
<tr>
<td>Template</td>
<td>Type</td>
<td>Description</td>
</tr>
<tr>
<td>-----------------------------------------------</td>
<td>------------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>persvc22: Peripheral Service IVR Self-Service Half Hour Report, page 4-8</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 4-11</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 4-16</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 4-24</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>
Example IPCC Peripheral Service Report

IPCC Peripheral Service Reports

- persvc20: Peripheral Service for IVR Queue Half Hour Report, page 4-4
- persvc21: Peripheral Service IVR Queue Daily Report, page 4-6
- persvc22: Peripheral Service IVR Self-Service Half Hour Report, page 4-8
- persvc23: Peripheral Service IVR Self-Service Daily Report, page 4-9
- persvc24: Peripheral Service Agent Half Hour Report, page 4-11
- persvc25: Peripheral Service Agent Daily Report, page 4-13
- persvc26: Peripheral Service Historical All Fields Report, page 4-16
- persvc27: Peripheral Service Real Time All Fields Report, page 4-24
persvc20: Peripheral Service for IVR Queue Half Hour Report

### Overview:

| Subject | A table summary of the activity in the IVR queue, 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 IVR half-hour activity for the selected time period. This report is for IVR services that reside on IVR PGs that have Service Control reporting enabled and queue reporting enabled. **Note:** Once an IVR service is established for a task, it cannot be changed. If there is a need to distinguish between an information gathering service rather than a queuing service, then the task type report should be used because the Call Type can be changed through the Requalify or Call Type node. |

| Applicable environment | IPCC and/or standard ACD (for IVR services) |
| Template type | Historical table |
| Default sort order | By Service.EnterpriseName, and Service_Half_Hour.SkillTargetID and then by Service_Half_Hour.DateTime |
| Drilldowns available | Yes |
| Schema database tables | Service |
| | Service_Half_Hour |

### Data:

**Enterprise Name**

The enterprise name of the peripheral 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 tasks that are sent to this service.

Derived from: Service_Half_Hour.CallsOfferedtoHalf

**Aban Short Tasks**

Tasks to the service that disconnected within the abandon wait time threshold.

Derived from: Service_Half_Hour.ShortCallsToHalf
**Avg Aban Wait**  
The total wait time of all abandoned tasks divided by the number of abandoned tasks.  
Derived from: Service_Half_Hour.AvgDelayQAbandToHalf

**Tasks Aban**  
Tasks that disconnected while listening to the IVR, but before they were routed.  
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 the service.  
Derived from: Service_Half_Hour.DelayQAbandTimeToHalf

**SL Aban Ignored**  
The ICM service level where abandoned tasks are ignored. The calculation removes tasks abandoned after the service-level threshold for the half-hour interval.  
Derived from: Service_Half_Hour.ServiceLevelCallsHalf / (Service_Half_Hour.ServiceLevelCallsOfferedHalf - Service_Half_Hour.ServiceLevelAbandHalf )

**SL Aban Positive**  
The ICM service level where abandoned tasks positively impact the service level. This calculation treats abandoned tasks as though they were connected within the service-level threshold for the half-hour interval.  
Derived from: (Service_Half_Hour.ServiceLevelCallsHalf + Service_Half_Hour.ServiceLevelAbandHalf) / Service_Half_Hour.ServiceLevelCallsOfferedHalf

**SL Aban Negative**  
The ICM service level where abandoned tasks negatively impact the service level. This calculation treats abandoned tasks as though they had exceeded the service-level threshold for the half-hour interval.  
Derived from: Service_Half_Hour.ServiceLevelCallsHalf / Service_Half_Hour.ServiceLevelCallsOfferedHalf

**Tasks Routed**  
The number of tasks routed by ICM software to the service during the half-hour interval.  
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

Overview:

Subject
A table summary of the daily activity in the selected IVR queue(s)

Note: 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.

Purpose
To show daily IVR queue activity for the selected time period.

Note: This report is for IVR services that reside on IVR PGs that have Service Control reporting enabled and queue reporting enabled.

Applicable environment
IPCC and/or standard ACD (for IVR services)

Template type
Historical table

Default sort order
By Service.EnterpriseName and then by Service_Half_Hour.DateTime

Drilldowns available
Yes

Schema database tables
Service
Service_Half_Hour

Data:

Enterprise Name
The enterprise name of the peripheral 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/YYYY (month, day, year) format.
Derived from: Service_Half_Hour.DateTime

Tasks Offered
The number tasks that are sent to this service.
Derived from: Service_Half_Hour.CallsOfferedtoHalf

*Aban Short Tasks
Tasks to the service that disconnected within the abandon wait time threshold.
Derived from: Service_Half_Hour.ShortCallsToHalf

Avg Aban Wait
The total wait time of all abandoned tasks divided by number of abandoned tasks.
Derived from: Service_Half_Hour.AvgDelayQAbandToHalf
**Tasks Aban**
Tasks that disconnected while listening to the IVR, but before they were routed.
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

**SL Aban Ignored**
The ICM service level for the service in which abandoned calls are not included in the service level during the selected interval. Abandoned calls are ignored. The calculation removes tasks abandoned after the service-level threshold for the half-hour interval. This service level calculation is the number of calls answered within the service level threshold divided by the number of calls that had a service level event minus the number of calls that were abandoned before exceeding the service level threshold. Calls abandoned before the service level threshold expired are removed from this calculation. See About_Service_Levels for more on service levels.
Derived from: Service_Half_Hour.ServiceLevelCallsHalf / (Service_Half_Hour.ServiceLevelCallsOfferedHalf - Service_Half_Hour.ServiceLevelAbandHalf)

**SL Aban Positive**
The ICM service level for the service in which abandoned calls positively impact service level (raise it) during the selected interval. This calculation treats abandoned tasks as though they were connected within the service level threshold for the half-hour interval. This service level calculation is the number of calls answered within the service level threshold plus the number of calls abandoned within the threshold, all divided by the number of calls that had a service level event. This treats abandoned calls as though they were answered within the service level threshold. See About_Service_Levels for more on service levels.
Derived from: (Service_Half_Hour.ServiceLevelCallsHalf + Service_Half_Hour.ServiceLevelAbandHalf) / Service_Half_Hour.ServiceLevelCallsOfferedHalf

**SL Aban Negative**
The ICM service level for the service in which abandoned calls negatively impact the service level (lower it) during the selected interval. This calculation treats abandoned tasks as though they had exceeded the service level threshold for the half-hour interval. This service level calculation is the number of calls answered within the service level threshold divided by the number of calls that had a service level event. This treats abandoned calls as though they had exceeded the service level threshold. See About_Service_Levels for more on service levels.
Derived from: Service_Half_Hour.ServiceLevelCallsHalf / Service_Half_Hour.ServiceLevelCallsOfferedHalf

**Tasks Routed**
The number of tasks routed by ICM software to the service during the half-hour interval.
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.

persvc22: Peripheral Service IVR Self-Service Half Hour Report

<table>
<thead>
<tr>
<th>Overview:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Subject</strong></td>
</tr>
<tr>
<td>A table summary of the activity of the selected IVR self-service(s),</td>
</tr>
<tr>
<td>gathered in half-hour increments</td>
</tr>
<tr>
<td><strong>Purpose</strong></td>
</tr>
<tr>
<td>Shows the activity for the selected IVR service(s) for the selected</td>
</tr>
<tr>
<td>time period.</td>
</tr>
<tr>
<td><strong>Note:</strong> This report is for IVR services that reside on IVR PGs that</td>
</tr>
<tr>
<td>have Service Control reporting enabled and Queue reporting disabled.</td>
</tr>
<tr>
<td><strong>Applicable environment</strong></td>
</tr>
<tr>
<td>IPCC and/or standard ACD (for IVR services)</td>
</tr>
<tr>
<td><strong>Template type</strong></td>
</tr>
<tr>
<td>Historical table</td>
</tr>
<tr>
<td><strong>Default sort order</strong></td>
</tr>
<tr>
<td>By Service.EnterpriseName and then by the date and time.</td>
</tr>
<tr>
<td><strong>Drilldowns available</strong></td>
</tr>
<tr>
<td>Yes</td>
</tr>
<tr>
<td><strong>Schema database tables</strong></td>
</tr>
<tr>
<td>Service</td>
</tr>
<tr>
<td>Service_Half_Hour</td>
</tr>
</tbody>
</table>

**Data:**

**Enterprise Name**
The enterprise name of the peripheral 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 tasks sent to this service.
Derived from: Service_Half_Hour.CallsOfferedtoHalf
**Tasks Handled**

The number of tasks that were connected to IVR ports for the service.

Derived from: Service_Half_Hour.CallsHandledToHalf

**Tasks Aban**

The number of tasks that disconnected while ringing on the IVR port for the service.

Derived from: Service_Half_Hour.CallsAbanQToHalf

**Tasks Routed**

The number of tasks routed by ICM software to the service during the half-hour interval.

Derived from: Service_Half_Hour.CallsRoutedToHalf

**AHT**

The total time that all tasks spent in the IVR for the service divided by the Number of Tasks Serviced.

Derived from: Service_Half_Hour.AvgHandleTimeToHalf

**Total Aban Wait Time**

The total wait time for all abandoned tasks assigned to the service, 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 assigned to the service 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.

---

**Overview:**

<table>
<thead>
<tr>
<th>Subject</th>
<th>A table summary of daily IVR self-service activity</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Note:</strong> This report displays the same data as the Persvc22 report, except the data here is broken down by day instead of by half hour.</td>
<td></td>
</tr>
</tbody>
</table>
### persvc23: Peripheral Service IVR Self-Service Daily Report

**Purpose**
To show the self-service activity for the selected IVR(s) for the selected time period.

**Note:** This report is for IVR services that reside on IVR PGs that have Service Control reporting enabled and Queue reporting disabled.

<table>
<thead>
<tr>
<th>Applicable environment</th>
<th>IPCC and/or standard ACD (for IVR services)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Template type</td>
<td>Historical table</td>
</tr>
<tr>
<td>Default sort order</td>
<td>By Service.EnterpriseName 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_Half_Hour |

### Data:

**Enterprise Name**
The enterprise name of the peripheral service
Derived from: Service.EnterpriseName

**Date** (no label)
The date when the record was generated in MM/DD/YYYY (month, day, year) format.
Derived from: Service_Half_Hour.DateTime

**Tasks Offered**
The number of tasks sent to this service.
Derived from: Service_Half_Hour.CallsOfferedtoHalf

**Tasks Handled**
The number of tasks that were connected to IVR ports for the service.
Derived from: Service_Half_Hour.CallsHandledtoHalf

**Tasks Aban**
The number of tasks that disconnected while ringing on the IVR port for the service.
Derived from: Service_Half_Hour.CallsAbandQToHalf

**Tasks Routed**
The number of tasks routed by ICM software to the service during the half-hour interval.
Derived from: Service_Half_Hour.CallsRoutedToHalf
**AHT**

The total time all tasks spent in the IVR for the service divided by Number of Tasks Serviced.

Derived from: Service_Half_Hour.AvgHandleTimeToHalf

**Total Aban Wait Time**

The total wait time for all abandoned tasks assigned to the service, 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 assigned to the service 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.

---

**Overview:**

<table>
<thead>
<tr>
<th>Subject</th>
<th>A table summary of agent task activity in the selected service(s), gathered in half-hour increments.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Purpose</td>
<td>To show agent task activity in the selected services for the selected time period. 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 (This report and the persvc25 report are applicable to agent services only, not IVR services)</td>
</tr>
<tr>
<td>Template type</td>
<td>Historical table</td>
</tr>
<tr>
<td>Default sort order</td>
<td>By Service.EnterpriseName 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 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

**Service Level**
The ICM service level for the service for the half-hour interval.
Derived from: Service_Half_Hour.ServiceLevelToHalf

**Tasks Offered**
The total number of tasks that were sent to this service. Tasks Offered = Tasks Handled + Tasks Abandoned + Abandon Short Tasks.
Derived from: Service_Half_Hour.CallsOfferedToHalf

**Tasks Handled**
The total tasks handled for the service during the half-hour interval.
Derived from: Service_Half_Hour.CallsHandledToHalf

**Tasks Aban**
The total number of tasks for the service abandoned 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 average handled task time in HH:MM:SS (hours, minutes, seconds) for tasks counted as handled by the service 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 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. The AvgHandleTime value is updated in the database when the after-task work time associated with the task is completed.
Derived from: Service_Half_Hour.AvgHandleTimeToHalf
**Total Aban Wait Time**

The time in HH:MM:SS (hours, minutes, seconds) for tasks to 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

**Avg Aban Wait**

The average delay time of tasks to the service abandoned in queue during the half-hour interval.

Derived from: Service_Half_Hour.DelayQAbandTimeToHalf / Service_Half_Hour.CallsAbandQToHalf

**Service Summary**

A summary of service activity for each service for the interval.

**Report Summary**

A summary of service activity for all services for the interval.

---

**Overview:**

<table>
<thead>
<tr>
<th>Subject</th>
<th>A daily table summary of agent call activity in the selected peripheral service(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Note:</strong></td>
<td>This report displays the same data as the Persvc24 report, except the data here is broken down by day instead of by half hour.</td>
</tr>
<tr>
<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>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Purpose</th>
<th>Shows agent call activity in the selected services for the selected time period.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Note:</strong></td>
<td>This report and the persvc24 report are applicable to agent services only and are for IVRs that support Service Control and that have queue reporting enabled. Calls that do not terminate on an IVR port due to all port busy condition receive a busy tone and are not counted within this report.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Applicable environment</th>
<th>IPCC and/or standard ACD (This report and the persvc25 report are applicable to agent services only, not IVR services)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Template type</td>
<td>Historical table</td>
</tr>
<tr>
<td>Default sort order</td>
<td>By Service.EnterpriseName 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 enterprise name of the peripheral service
Derived from: Service.EnterpriseName

**Date** (no label)
The date when the record was generated in MM/DD/YYYY (month, day, year) format.
Derived from: Service_Half_Hour.DateTime

**SL Aban Ignored**
The ICM service level where abandoned tasks are ignored. The calculation removes tasks abandoned after the service-level threshold for the half-hour interval.
Derived from: Service_Half_Hour.ServiceLevelCallsToHalf / (Service_Half_Hour.ServiceLevelCallsOfferedToHalf - Service_Half_Hour.ServiceLevelAbandToHalf)

**SL Aban Positive**
The ICM service level where abandoned tasks positively impact the service level. This calculation treats abandoned tasks as though they were connected within the service-level threshold for the half-hour interval.
Derived from: (Service_Half_Hour.ServiceLevelCallsToHalf + Service_Half_Hour.ServiceLevelAbandToHalf) / Service_Half_Hour.ServiceLevelCallsOfferedToHalf

**SL Aban Negative**
The ICM service level where abandoned tasks negatively impact the service level. This calculation treats abandoned tasks as though they had exceeded the service-level threshold for the half-hour interval.
Derived from: Service_Half_Hour.ServiceLevelCallsToHalf / Service_Half_Hour.ServiceLevelCallsOfferedToHalf

**Tasks Offered**
The total number of tasks that were sent to this service. Tasks Offered = Tasks Handled + Tasks Abandoned + Abandon Short Tasks.
Derived from: Service.CallsOfferedToHalf

**Tasks Handled**
The total tasks handled for the service during the half-hour interval.
Derived from: Service_Half_Hour.CallsHandledToHalf

**Tasks Aban**
The total number of tasks for the service abandoned 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 average handled task time in HH:MM:SS (hours, minutes, seconds) for tasks counted as handled by the service 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 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. The AvgHandleTime value is updated in the database when the after-task work time associated with the task is completed.

Derived from: Service_Half_Hour.AvgHandleTimetoHalf

**Total Aban Wait Time**

The time in HH:MM:SS (hours, minutes, seconds) for tasks to 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

**Avg Aban Wait**

The average delay time of tasks to the service abandoned in queue during the half-hour interval.

Derived from: Service_Half_Hour.DelayQAbandTimeToHalf / Service_Half_Hour.CallsAbandQToHalf

**Service Summary**

A summary of service activity for each service for the interval.

**Report Summary**

A summary of service activity for all services for the interval.
### Overview:

**Subject**
- A table of all the selected peripheral services listing all the available peripheral-service half-hour 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.

  **Note:** In the following descriptions, agent-dialed outbound calls or tasks are different from Outbound Option calls that are program-dialed outbound calls. Only fields specified as Outbound Option contain automated call data. In all other cases, outbound calls are agent-dialed ones.

**Purpose**
- To show all the available peripheral service historical report data in the Service_Skill_Hour database table so that you can select which data you want for a customized peripheral-service historical 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.

### Data:

**Enterprise Name**
- The enterprise name of the peripheral service
  - Derived from: Service.EnterpriseName

**Skill TargetID**
- The service ID number. This is an identifier that is unique among all skill targets in the enterprise.
  - Derived from: Service_Skill_Hour.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: 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 associated with the service during the half-hour interval.

Derived from: Service_Half_Hour.CallsOutToHalf

**Terminated Other**

The number of tasks associated with the service that ended but were not otherwise accounted for during the half-hour interval.

Derived from: Service_Half_Hour.CallsTerminatedOtherToHalf

**Offered**

The number of tasks offered to the service during the current half hour. In real-time data, a task is counted as offered as soon as it is assigned to the service.

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 number of incoming tasks associated with 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. The value is updated in the database when the call is completed.

Derived from: Service_Half_Hour.TransferInCallsToHalf

**Handled**

The number of tasks associated with the service that were handled 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. The value is updated in the database when the transfer of the call is completed.
Derived from: Service_Half_Hour.TransferOutCallsToHalf

**Routed**
The number of tasks associated with the service that were routed during the half-hour interval.
Derived from: Service_Half_Hour.CallsRoutedToHalf

**Aban Queue**
The number of tasks associated with the service that were abandoned in queue during the half-hour interval.
Derived from: Service_Half_Hour.CallsAbandQToHalf

**Periph Service Level**
The peripheral service level during the half-hour interval.
Derived from: Service_Half_Hour.PeriphServiceLevelToHalf

**Periph Service Level Tasks**
The number of tasks assigned to the service that were 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 number of tasks associated with the service that were answered within the ICM service level threshold during the half-hour interval.
Derived from: Service_Half_Hour.ServiceLevelCallsToHalf

**Service Level Aban**
The number of tasks associated with the service that abandoned within the service level threshold during the half-hour interval.
Derived from: Service_Half_Hour.ServiceLevelAbandToHalf
Service Level Offered
The number of tasks associated with the service that had service level events during the half-hour interval.
Derived from: Service_Half_Hour.ServiceLevelCallsOfferedToHalf

*Avg Delay Q
The average delay in queue for tasks associated with the service during the half-hour interval: DelayQTimeToHalf / CallsQToHalf.
Derived from: Service_Half_Hour.AvgDelayQToHalf

*Delay Q Time
The total delay time in HH:MM:SS (hours, minutes, seconds) of all the tasks associated with the service in the queue during the half-hour interval.
Derived from: Service_Half_Hour.DelayQTimeToHalf

*Tasks Q
The total number of tasks associated with the service that were queued during the half-hour interval.
Derived from: Service_Half_Hour.CallsQToHalf

*Avg Delay Q Aban
Average delay time in HH:MM:SS (hours, minutes, seconds) of tasks associated with the service that were abandoned in queue during the half-hour interval: DelayQAbandTimeToHalf / CallsAbandQToHalf.
Derived from: Service_Half_Hour.AvgDelayQAbandToHalf

*Delay Q Aban Time
The time in HH:MM:SS (hours, minutes, seconds) that tasks associated with the service spent in queue before they abandoned the queue during the interval. These are tasks that were queued but were abandoned before being handled by an agent or trunk device.
Derived from: Service_Half_Hour.DelayQAbandTimeToHalf

ASA
The average answer wait time in HH:MM:SS (hours, minutes, seconds) for all tasks answered for the service during the half-hour interval: AnswerWaitTimeToHalf / CallsAnsweredToHalf.
Derived from: Service_Half_Hour.AvgSpeedAnswerToHalf

Answer Wait Time
The average speed of answer for tasks associated with the service during the half-hour interval.
Derived from: Service_Half_Hour.AnswerWaitTimeToHalf

ATT
The average task time in HH:MM:SS (hours, minutes, seconds) for tasks associated with the service ending during the half-hour interval. Database calculation: TalkTimeToHalf / CallsHandledToHalf.
Derived from: Service_Half_Hour.AvgTalkTimeToHalf
**Talk Time**

The total time in HH:MM:SS (hours, minutes, seconds) that the agent spent in the Active or the Paused state for tasks associated with the service that ended during the interval.

Derived from: Service_Half_Hour.TalkTimeToHalf

**AHT**

The average handle time in HH:MM:SS (hours, minutes, seconds) of tasks associated with the service ending during the half-hour interval: HandleTimeToHalf / CallsHandledToHalf.

Derived from: Service_Half_Hour.AvgHandleTimeToHalf

**Handle Time**

The total handle time in HH:MM:SS (hours, minutes, seconds) of all tasks associated with the service ending during the half-hour interval.

Derived from: Service_Half_Hour.HandleTimeToHalf

**Short Tasks**

The total number of tasks associated with 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 associated with the service that were answered by agents during the half-hour interval.

Derived from: Service_Half_Hour.CallsAnsweredToHalf

**Longest Task Aban Time**

The longest time a task associated with the service was in queue before being abandoned during the half-hour interval. Measured in HH:MM:SS (hours, minutes, seconds).

Derived from: Service_Half_Hour.LongestCallAbandTime

**Longest Task Delay Q Time**

The longest time a task associated with the service was in queue before being answered during the half-hour interval. Measured in HH:MM:SS (hours, minutes, seconds).

Derived from: Service_Half_Hour.LongestCallDelayQTime

**Short Tasks Time**

The time accumulated by tasks associated with the service that were too short to be counted as abandoned during the half-hour interval. Measured in HH:MM:SS (hours, minutes, seconds).

Derived from: Service_Half_Hour.ShortCallsTimeToHalf
**Forced Closed**

The number of tasks associated with 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*  
(Outbound Option only) The total number of completed AutoOut (predictive) tasks associated with 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_Half_Hour.AutoOutCallsToHalf`

*Auto Out Time*  
(Outbound Option only) The total handle time for completed AutoOut (predictive) tasks associated with the service during the half-hour interval. Measured in HH:MM:SS (hours, minutes, seconds).

Handle time includes WorkTime, TalkTime, and HoldTime. 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*  
(Outbound Option only) The total talk time for completed AutoOut (predictive) tasks associated with the service during the half-hour interval. Measured in HH:MM:SS (hours, minutes, seconds).

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. 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*  
(Outbound Option only) The total number of completed AutoOut (predictive) tasks associated with the service that were placed on hold at least once during this 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.AutoOutCallsOnHoldToHalf`
**Auto Out On Hold Time**

(Outbound Option only) The time that AutoOut (predictive) tasks associated with the service spent on hold during the half-hour interval. Measured in HH:MM:SS (hours, minutes, seconds).

This data element is based on HoldTime. 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**

(Outbound Option only) The total number of completed outbound Preview tasks associated with 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_Half_Hour.PreviewCallsToHalf

**Preview Time**

(Outbound Option only) The total handle time for completed outbound Preview tasks associated with the service during the half-hour interval. Measured in HH:MM:SS (hours, minutes, seconds).

Handle time includes WorkTime, TalkTime, and HoldTime. 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.

Derived From: Service_Half_Hour.PreviewCallsTimeToHalf

**Preview Talk Time**

(Outbound Option only) The time for completed outbound Preview tasks associated with the service during the half-hour interval. Measured in HH:MM:SS (hours, minutes, seconds).

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. 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**

(Outbound Option only) The total number of completed outbound Preview tasks associated with the service that were 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**

(Outbound Option only) The time that outbound Preview tasks associated with the service spent on hold during the half-hour interval. This data element is based on HoldTime. The value is updated in the database when the after-task work associated with the task (if any) has completed. Measured in HH:MM:SS (hours, minutes, seconds).

Derived From: Service_Half_Hour.PreviewCallsOnHoldTimeToHalf
**Reserve**

(Outbound Option only) The total number of completed agent reservation tasks associated with 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_Half_Hour.ReserveCallsToHalf

**Reserve Time**

(Outbound Option only) The total handle time for completed agent reservation tasks associated with the service during the half-hour interval. Measured in HH:MM:SS (hours, minutes, seconds).

Handle time includes WorkTime, TalkTime, and HoldTime. 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**

(Outbound Option only) The talk time for completed agent reservation tasks associated with the service during the half-hour interval. Measured in HH:MM:SS (hours, minutes, seconds).

This value includes the time spent from the task being initiated to the time the agent begins after-task work for the task. It 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**

(Outbound Option only) The total number of completed agent reservation tasks associated with the service that were 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**

(Outbound Option only) The time that agent reservation tasks associated with the service spent on hold during the half-hour interval. Measured in HH:MM:SS (hours, minutes, seconds).

Derived From: Service_Half_Hour.ReserveCallsOnHoldTimeToHalf

**Hold Time**

The hold time for tasks to the service that ended during the half-hour interval. Measured in HH:MM:SS (hours, minutes, seconds).

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
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

Missing Tasks
The number of tasks whose Start Task Timeout Period expired in this half-hour interval.
Derived From: Service_Half_Hour.NumMissingTasks

SL Type
The default value that indicates how ICM software calculates the service level (that is, how it handles abandoned calls in calculating the service level). You can override this default for individual services.
Derived From: Service_Half_Hour.ServiceLevelType

DB DataTime
The date and time that data was last written to the ICM historical database (HDS) from the logger database. This is different from the time that the data was created. This is useful if you are extracting data from the historical database and you want to see when it was last updated.
Derived from: Service_Half_Hour.DbDatetime

Summary
Summaries for each field in the table.

persvc27: Peripheral Service Real Time All Fields Report

<table>
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<th>Overview:</th>
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<tr>
<th>Applicable environment</th>
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<td>Drilldowns available</td>
<td>Yes</td>
</tr>
</tbody>
</table>
| Schema database tables  | Service
                 Service_Real_Time |

**Data:**

**Enterprise Name**

The enterprise name of the peripheral service.

Derived from: Service.EnterpriseName

*Avg Delay Q Aban5*

The average delay time of tasks associated with the service that were abandoned in the service 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 associated with the service that are currently in the queue for the service.

Derived from: Service_Real_Time.AvgDelayQNow

**Talking**

The number of agents associated with the service currently in the Talking or 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 associated with 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 associated with the service became available.

Derived from: Service_Real_Time.LongestAvailAgent
**AHT5**

The average handle time in HH:MM:SS (hours, minutes, seconds) for tasks associated with the service during the current five-minute interval. The value is calculated as follows:

\[
\text{HandleTimeTo5} / \text{CallsHandledTo5}.
\]

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

**ATT5**

The average talk time in HH:MM:SS (hours, minutes, seconds) for tasks associated with the service that ended during the current five-minute interval. The value is calculated as follows:

\[
\text{TalkTimeTo5} / \text{CallsHandledTo5}.
\]

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 associated with the service or route. 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**

The average answer wait time for tasks associated with 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.

Derived from: Service_Real_Time.AvgSpeedAnswerTo5

**Tasks Aban Q 5**

The number of tasks associated with the service that abandoned while in queue or ringing 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**

The number of tasks associated with the service that abandoned while in queue or ringing since midnight.

Derived from: Service_Real_Time.CallsAbandQToday

**Tasks Aban Q 30**

The number of tasks associated with the service that abandoned while in queue or ringing during the half-hour interval.

Derived from: Service_Real_Time.CallsAbandQHalf
**Tasks Routed 30**
The running (accumulative) total of tasks routed to this service by ICM software for the current half-hour interval.
 Derived from: Service_Real_Time.CallsRoutedHalf

**Tasks Routed Today**
The running (accumulative) total of tasks routed to this service by ICM software since midnight.
 Derived from: Service_Real_Time.CallsRoutedToday

**Tasks Q Now**
The tasks in queue associated with the service now at the peripheral.
 Derived from: Service_Real_Time.CallsQNow

**Tasks Q Now Time**
The total time of all tasks associated with the service currently in queue.
 Derived from: Service_Real_Time.CallsQNowTime

**Peripheral Service Level Tasks30**
The number of tasks associated with 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 associated with service handled within the peripheral service level since midnight.
 Derived from: Service_Real_Time.PeriphServiceLevelCallsToday

**Peripheral Service Level 30**
The 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 tasks offered to the service 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 tasks offered to the service used to calculate the peripheral service level since midnight.
 Derived from: Service_Real_Time.PeriphServiceLevelOfferToday
**Peripheral Service Level 5**
The 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**
The service level for the service calculated by the peripheral since midnight.
Derived from: Service_Real_Time.PeriphServiceLevelToday

**Longest Task Q**
The time that the longest task in the queue for the service was put in that queue.
Derived from: Service_Real_Time.LongestCallQ

**Answer Wait Time5**
The answer wait time in HH:MM:SS (hours, minutes, seconds) for all incoming tasks associated with the service during the current five-minute interval.
Derived from: Service_Real_Time.AnswerWaitTimeTo5

**Handled5**
The number of tasks associated with the service that were handled during the current five-minute interval.
Derived from: Service_Real_Time.CallsHandledTo5

**Tasks Left Q 5**
The number of tasks associated with the service that were removed from the queue during the current five-minute interval (used to calculate expected delay).
Derived from: Service_Real_Time.CallsLeftQTo5

**Offered5**
The number of tasks offered to the service during the current five-minute interval.
Derived from: Service_Real_Time.CallsOfferedTo5

**Ans5**
The number of tasks associated with the service that were answered by agents during the current five-minute interval.
Derived from: Service_Real_Time.CallsAnsweredTo5

**Incoming5**
The number of incoming tasks associated with 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 associated with the service currently in progress.
Derived from: Service_Real_Time.CallsInNow
**In Progress**

The number of current inbound and outbound tasks that had previously been offered to the service (for example, tasks being played an announcement, queued tasks, or connected tasks) and are now being handled by the service.

Derived from: Service_Real_Time.CallsInProgress

**Tasks Out Now**

The number of outbound tasks associated with the service that are currently in progress.

Derived from: Service_Real_Time.CallsOutNow

**Tasks Out5**

The number of outbound tasks associated with the service during the current five-minute interval.

Derived from: Service_Real_Time.CallsOutTo5

**Terminated Other5**

The number of tasks associated with 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 delay time of all tasks associated with the service abandoned in queue during the current five-minute interval.

Derived from: Service_Real_Time.DelayQAbandTimeTo5

**Handle Time5**

The total handle time in HH:MM:SS (hours, minutes, seconds) for tasks associated with the service ending during the five-minute interval.

Derived from: Service_Real_Time.HandleTimeTo5

**Service Level 5 Aban**

The number of tasks associated with the service that were 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 associated with 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. For more on service levels, see About_Service_Levels.

Derived from: Service_Real_Time.ServiceLevelCallsOfferedTo5
**Service Level 5 Tasks**
The number of tasks associated with the service that were answered within the ICM service level during the current five-minute interval. For more on service levels, see About_Service_Levels.
Derived from: Service_Real_Time.ServiceLevelCallsTo5

**Service Level 5 5**
The ICM service level for the service during the current five-minute interval. For more on service levels, see About_Service_Levels.
Derived from: Service_Real_Time.ServiceLevelTo5

**Talk Time5**
The total talk time in HH:MM:SS (hours, minutes, seconds) for tasks associated with the service ending during the current five-minute interval.
Derived from: Service_Real_Time.TalkTimeTo5

**Service Level Tasks Q Held**
The number of tasks associated with the service currently queued for longer than the service level threshold.
Derived from: Service_Real_Time.ServiceLevelCallsQHeld

**Answer Wait Time Today**
The total answer wait time in HH:MM:SS (hours, minutes, seconds) for all incoming tasks associated with the service since midnight.
Derived from: Service_Real_Time.AnswerWaitTimeToday

**Handled Today**
The running (accumulative) total of tasks associated with the service that were handled since midnight.
Derived from: Service_Real_Time.CallsHandledToday

**Ans Today**
The number of tasks associated with the service that were answered by agents since midnight.
Derived from: Service_Real_Time.CallsAnsweredToday

**Offered Today**
The number of incoming tasks offered to the service since midnight.
Derived from: Service_Real_Time.CallsOfferedToday

**Incoming Today**
The number of incoming tasks associated with the 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 associated with the service since midnight.

Derived from: Service_Real_Time.CallsOutToday

*Terminated Other Today*

The number of tasks associated with 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 HH:MM:SS (hours, minutes, seconds) for tasks associated with the service since midnight.

Derived from: Service_Real_Time.HandleTimeToday

Service Level Today Aban

The number of tasks associated with the service that were abandoned within the ICM service level threshold since midnight. For more on service levels, see About_Service_Levels.

Derived from: Service_Real_Time.ServiceLevelAbandToday

Service Level Today Offered

The number of tasks associated with the service for which a service level event occurred since midnight. For more on service levels, see About_Service_Levels.

Derived from: Service_Real_Time.ServiceLevelCallsOfferedToday

Service Level Today Tasks

The number of tasks associated with the service that were answered within the service level threshold since midnight. For more on service levels, see About_Service_Levels.

Derived from: Service_Real_Time.ServiceLevelCallsToday

Service Level Today Today

The ICM service level for the service since midnight. For more on service levels, see About_Service_Levels.

Derived from: Service_Real_Time.ServiceLevelToday

Talk Time Today

The total Talk time in HH:MM:SS (hours, minutes, seconds) for tasks associated with the service 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 HH:MM:SS (hours, minutes, seconds) for all incoming tasks associated with 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**

The number of tasks associated with the service that were handled and that ended 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 number of tasks associated with the service that were answered by agents during the current half-hour interval.

Derived from: Service_Real_Time.CallsAnsweredHalf

**Incoming30**

The number of incoming tasks associated with the 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**

The number 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**

The number of outbound tasks associated with the service during the current half-hour interval.

Derived from: Service_Real_Time.CallsOutHalf
**Terminated Other30**

The number of tasks associated with 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 HH:MM:SS (hours, minutes, seconds) for tasks associated with the service that ended during the current half-hour interval.

Derived from: Service_Real_Time.HandleTimeHalf

**Service Level Half Aban**

The number of tasks associated with the service abandoned within the service level threshold during the current half-hour interval. For more on service levels, see About_Service_Levels.

Derived from: Service_Real_Time.ServiceLevelAbandHalf

**Service Level Half Tasks**

The number of tasks associated with the service answered within the service level threshold during the current half-hour interval. For more on service levels, see About_Service_Levels.

Derived from: Service_Real_Time.ServiceLevelCallsHalf

**Service Level Half Offered**

The number of tasks associated with the service for which a service level event occurred during the current half-hour interval. For more on service levels, see About_Service_Levels.

Derived from: Service_Real_Time.ServiceLevelCallsOfferedHalf

**Service Level Half 30**

The number of tasks associated with the service answered within the service level threshold during the current half-hour interval. For more on service levels, see About_Service_Levels.

Derived from: Service_Real_Time.ServiceLevelHalf

**Talk Time30**

The total talk time in HH:MM:SS (hours, minutes, seconds) for tasks associated with 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. The value is updated in the database when the call is completed.

Derived from: Service_Real_Time.TransferInCallsHalf
**Transfer In Tasks 5**
The number of tasks transferred into the service during the current five-minute interval. The value is updated in the database when the call is completed.
Derived from: Service_Real_Time.TransferInCallsTo5

**Transfer In Tasks Today**
The number of tasks transferred into the service since midnight. The value is updated in the database when the call is completed.
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. The value is updated in the database when the transfer of the call is completed.
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. The value is updated in the database when the transfer of the call is completed.
Derived from: Service_Real_Time.TransferOutCallsTo5

**Transfer Out Tasks Today**
The number of tasks transferred out of the service since midnight. The value is updated in the database when the transfer of the call is completed.
Derived from: Service_Real_Time.TransferOutCallsToday

**Auto Out Tasks Now**
The current number of agents talking on AutoOut (predictive) tasks associated with the service.
Derived from: Service_Real_Time.AutoOutCallsNow

**Auto Out Tasks 5**
(Outbound Option only) The total number of completed AutoOut (predictive) tasks associated with 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**
(Outbound Option only) The total number of completed AutoOut (predictive) tasks associated with the 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
(Outbound Option only) The total number of completed AutoOut (predictive) tasks associated with 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.AutoOutCallsHalf

*Auto Out Tasks On Hold 5
(Outbound Option only) The total number of completed AutoOut (predictive) tasks associated with the 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
(Outbound Option only) The total number of completed AutoOut (predictive) tasks associated with this service that have have been 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
(Outbound Option only) The total number of completed AutoOut (predictive) tasks associated with the service that have been 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
(Outbound Option only) The total handle time, in HH:MM:SS (hours, minutes, seconds), for completed AutoOut (predictive) tasks associated with 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 AutoOutCallsTimeTo5 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
(Outbound Option only) The total handle time, in HH:MM:SS (hours, minutes, seconds), for completed AutoOut (predictive) tasks associated with 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

(Outbound Option only) The total handle time, in HH:MM:SS (hours, minutes, seconds), for completed AutoOut (predictive) tasks associated with the service during the half-hour interval. 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

(Outbound Option only) The total talk time, in HH:MM:SS (hours, minutes, seconds), for completed AutoOut (predictive) tasks associated with 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 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

(Outbound Option only) The total talk time, in HH:MM:SS (hours, minutes, seconds), for completed AutoOut (predictive) tasks associated with 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 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

(Outbound Option only) The total talk time, in HH:MM:SS (hours, minutes, seconds), for completed AutoOut (predictive) tasks associated with 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 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

(Outbound Option only) The total handle time, in HH:MM:SS (hours, minutes, seconds), for completed AutoOut (predictive) tasks associated with 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.AutoOutCallsOnHoldTimeTo5

*Auto Out Tasks Hold Time Today

(Outbound Option only) The time in HH:MM:SS (hours, minutes, seconds) AutoOut (predictive) that tasks associated with the service were placed on hold since midnight. 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**

(Outbound Option only) The time in HH:MM:SS (hours, minutes, seconds) that AutoOut (predictive) tasks associated with the service were placed on hold during the half-hour interval. 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**

(Outbound Option only) The current number of agents talking on outbound Preview tasks associated with the service.

Derived from: Service_Real_Time.PreviewCallsNow

**Preview Tasks 5**

(Outbound Option only) The total number of outbound Preview tasks associated with 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**

(Outbound Option only) The total number of outbound Preview tasks associated with 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 Tasks 30**

(Outbound Option only) The total number of completed outbound Preview tasks associated with 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 Tasks On Hold 5**

(Outbound Option only) The total number of outbound Preview tasks associated with 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 Tasks On Hold Today**

(Outbound Option only) The total number of completed outbound Preview tasks associated with the 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.PreviewCallsOnHoldToday
**Preview Tasks On Hold 30**

(Outbound Option only) The total number of completed outbound Preview tasks associated with the service that have been 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 Tasks Time 5**

(Outbound Option only) The total handle time, in HH:MM:SS (hours, minutes, seconds), for completed outbound Preview tasks associated with the service during the current five-minute interval.

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 Tasks Time Today**

(Outbound Option only) The total handle time, in HH:MM:SS (hours, minutes, seconds), for completed outbound Preview tasks associated with this service since midnight.

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**

(Outbound Option only) The total talk time, in HH:MM:SS (hours, minutes, seconds), for completed outbound Preview tasks associated with 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. 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 Talk Time 5**

(Outbound Option only) The total talk time, in HH:MM:SS (hours, minutes, seconds), for completed outbound Preview tasks associated with 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. 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 Tasks Talk Time Today*
(Outbound Option only) The total talk time, in HH:MM:SS (hours, minutes, seconds), for completed outbound Preview tasks associated with 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. 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 Tasks Talk Time 30*
(Outbound Option only) The total talk time, in HH:MM:SS (hours, minutes, seconds), for completed outbound Preview tasks associated with 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. 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*
(Outbound Option only) The time in HH:MM:SS (hours, minutes, seconds) that outbound Preview tasks associated with the service were placed on hold during the current five-minute interval.

This 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*
(Outbound Option only) The time in HH:MM:SS (hours, minutes, seconds) that outbound Preview tasks associated with the service were placed on hold since midnight.

This 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*
(Outbound Option only) The time in HH:MM:SS (hours, minutes, seconds) that outbound Preview tasks associated with the service were placed on hold during the half-hour interval.

This 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*
(Outbound Option only) The current number of agents talking on agent reservation tasks for the service.

Derived from: Service_Real_Time.ReserveCallsNow
*Reserve Tasks 5
(Outbound Option only) The total number of agent reservation tasks associated with 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
(Outbound Option only) The total number of agent reservation tasks associated with 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
(Outbound Option only) The total number of completed agent reservation tasks associated with 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
(Outbound Option only) The total number of agent reservation tasks associated with this service that have been 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
(Outbound Option only) The total number of completed agent reservation tasks for the service that have been placed on hold at least once 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
(Outbound Option only) The total number of completed agent reservation tasks for the service that have been placed on hold at least once 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.ReserveCallsOnHoldHalf

*Reserve Tasks Time 5
(Outbound Option only) The total handle time, in HH:MM:SS (hours, minutes, seconds), for completed agent reservation tasks associated with the service during the current five-minute interval.
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**

(Outbound Option only) The total handle time, in HH:MM:SS (hours, minutes, seconds), for completed agent reservation tasks associated with this service since midnight.

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**

(Outbound Option only) The total handle time, in HH:MM:SS (hours, minutes, seconds), for completed agent reservation tasks associated with the service during the half-hour interval.

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**

(Outbound Option only) The total talk time, in HH:MM:SS (hours, minutes, seconds), for completed agent reservation tasks associated with 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 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**

(Outbound Option only) The total talk time, in HH:MM:SS (hours, minutes, seconds), for completed agent reservation tasks associated with the 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 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**

(Outbound Option only) The total talk time, in HH:MM:SS (hours, minutes, seconds), for completed agent reservation tasks associated with the service during the half-hour interval.

It 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
(Outbound Option only) The time in HH:MM:SS (hours, minutes, seconds) that agent reservation tasks associated with the service were placed on hold during the five-minute interval. This 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
(Outbound Option only) The total number of agent reservation tasks associated with the service that were placed on hold since midnight. This 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
(Outbound Option only) The time in HH:MM:SS (hours, minutes, seconds) that agent reservation tasks associated with the service were placed on hold during the half-hour interval. This 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 HH:MM:SS (hours, minutes, seconds) for tasks associated with 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 HH:MM:SS (hours, minutes, seconds) for tasks associated with the service that ended since midnight.
Derived from: Service_Real_Time.HoldTimeToday

Hold Time 30
The total hold or paused time in HH:MM:SS (hours, minutes, seconds) for tasks associated with 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.

**Note:** If call overflows from X to Y and then also overflows from Y to Z, then the overflow count from X is decremented.

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
IPCC Peripheral Service Report Templates

persvc27: Peripheral Service Real Time All Fields Report
IPCC Skill Group Report Templates

ICM software tracks information about the skill groups at each peripheral.

This chapter includes:
- About Skill Groups, page 5-1
- Base Only Skill Group Reports, page 5-2
- IPCC Enterprise Skill Group Reports, page 5-5
- IPCC Peripheral Skill Group Reports, page 5-66

About Skill Groups

This section describes:
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- Peripheral and Enterprise Skill Groups, page 5-1
- Default Skill Groups, page 5-2
- Base and Sub-Skill Groups, page 5-2
- Notes on Skill Groups, page 5-2

Skill Groups

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

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 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. For example: the "entskg21: Enterprise Skill Group Task"
Summary Half Hour Report" and the "perskg21: Peripheral Skill Group Task Summary Half Hour Report" have the same data fields with the preceding exception.

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 like when using Agent to Agent node. Queue to Agent node checks to see if the agent has logged into the skill group specified in the node. If not, then the default skill group is used. 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 Isolate and 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:** In non-voice tasks (e-mail, chat, and so on) and an IPCC environment, you should use only base skill groups, not sub skill groups.

Notes on Skill Groups

- 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.

See the Cisco IP Contact Center Enterprise Reporting Guide and the IP Contact Center Enterprise Edition Administration Guide for configuration and scripting considerations for IPCC skill group reporting.

**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.
The base skill group peripheral reports are the same as the peripheral skill group reports except that all base skill group tabular reports have drill-down reports available while peripheral skill group tabular reports do not.

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>
<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 5-70</td>
<td>IPCC and/or standard ACD</td>
<td>real-time bar graph</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 5-71</td>
<td>IPCC and/or standard ACD</td>
<td>real-time bar graph</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 5-72</td>
<td>IPCC and/or standard ACD</td>
<td>real-time table</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 5-74</td>
<td>IPCC and/or standard ACD</td>
<td>real-time bar graph</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 5-91</td>
<td>IPCC and/or 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 5-93</td>
<td>IPCC and/or 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: Outbound Option (Blended Agent) Statistics By Skill Group Report, page 5-75</td>
<td>IPCC and/or standard ACD</td>
<td>real-time table</td>
<td>Statistics showing skill group Outbound Option status.</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>perskg12: Outbound Option (Blended Agent) Task Detail Performance In Skill Groups Half Hour Report, page 5-94</td>
<td>IPCC and/or standard ACD</td>
<td>historical table</td>
<td>Statistics showing the percentage of time that Outbound Option 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 5-76</td>
<td>IPCC and/or standard ACD</td>
<td>real-time table</td>
<td>Real-time peripheral skill group statistics.</td>
</tr>
<tr>
<td>perskg21: Peripheral Skill Group Task Summary Half Hour Report, page 5-97</td>
<td>IPCC only</td>
<td>historical table</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 5-101</td>
<td>IPCC only</td>
<td>historical table</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 5-104</td>
<td>IPCC only</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 5-108</td>
<td>IPCC only</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 5-111</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 5-115</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>
</tbody>
</table>
IPvCC Enterprise Skill Group Reports

An enterprise skill group is a collection of peripheral skill groups. They can be from the same contact center or from several contact centers. All enterprise skill group tabular reports have drill-down reports available.

All enterprise skill group tabular reports have drill-down reports available.

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>perskg27: Peripheral Skill Group Historical All Fields Report, page 5-119</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 5-79</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 5-89</td>
<td>IPCC and/or standard ACD</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. <strong>Note</strong>: An agent can appear more than once, if the agent is configured for more than one skill group.</td>
</tr>
</tbody>
</table>
Example IPCC Skill Group Report

Summary List of IPCC Enterprise Skill Group Reports

<table>
<thead>
<tr>
<th>Template Name</th>
<th>Applicable Environment</th>
<th>Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>entskg03:</td>
<td>IPCC and/or</td>
<td>real-time</td>
<td>The numbers of agents in the talking, idle,</td>
</tr>
<tr>
<td>Enterprise</td>
<td>standard ACD</td>
<td>bar graph</td>
<td>available, and wrap-up states.</td>
</tr>
<tr>
<td>Skill Group</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Agent Status</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Report, page</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5-11</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>entskg03:</td>
<td>IPCC and/or</td>
<td>real time</td>
<td>Percentage of agents in available, idle,</td>
</tr>
<tr>
<td>Enterprise</td>
<td>standard ACD</td>
<td>graph</td>
<td>talking, and wrap-up states.</td>
</tr>
<tr>
<td>Skill Group</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Agent Status</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Report, page</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5-11</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>entskg04:</td>
<td>IPCC and/or</td>
<td>real-time</td>
<td>A rolling five-minute table showing agent states</td>
</tr>
<tr>
<td>Rolling</td>
<td>standard ACD</td>
<td>table</td>
<td>in full-time equivalent (FTE) counts and in</td>
</tr>
<tr>
<td>5-Minute</td>
<td></td>
<td></td>
<td>percentages.</td>
</tr>
<tr>
<td>Skill Group</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Status</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Report, page</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5-12</td>
<td></td>
<td></td>
<td></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>entskg05: Enterprise Skill Group % Utilization of Ready Agents Report, page 5-14</td>
<td>IPCC and/or standard ACD</td>
<td>real time graph</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 5-29</td>
<td>IPCC and/or standard ACD</td>
<td>historical table</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 5-31</td>
<td>IPCC and/or standard ACD</td>
<td>historical graph</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 5-15</td>
<td>IPCC and/or standard ACD</td>
<td>real-time table</td>
<td>Real-time status data for enterprise skill groups. This report displays the same data as the IPCC_perskg20 report, except that this report is first organized by enterprise skill group. <strong>Note</strong>: If a call is queued to an Enterprise skill group, then the call will be queued at each peripheral skill group that belongs to the enterprise 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>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>entskg21: Enterprise Skill Group Task Summary Half Hour Report, page 5-33</td>
<td>IPCC only</td>
<td>historical table</td>
<td>A summary of call statistics for each enterprise skill group for the selected half-hour(s). 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 5-37</td>
<td>IPCC only</td>
<td>historical table</td>
<td>A summary of call 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 5-41</td>
<td>IPCC only</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 5-44</td>
<td>IPCC only</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>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>entskg25: Enterprise Skill Group Consolidated Half Hour Report, page 5-47</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 5-51</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>entskg27: Enterprise Skill Group Historical All Fields Report, page 5-55</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. This report displays the same data as the perskg27 report, except that this report is first organized by enterprise skill group.</td>
</tr>
</tbody>
</table>
### Template Name

<table>
<thead>
<tr>
<th><strong>Template Name</strong></th>
<th><strong>Applicable Environment</strong></th>
<th><strong>Type</strong></th>
<th><strong>Description</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>entskg28: Enterprise Skill Group Real Time All Fields Report, page 5-18</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. 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 5-28</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. 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>

### IPCC Enterprise Skill Group Real-Time Reports

- **entskg03: Enterprise Skill Group Agent Status Report, page 5-11**
entskg03: Enterprise Skill Group Agent Status Report

Overview:

| Subject | A graph of the selected Enterprise Skill Group(s) showing the percentage of agents in each skill group in the Not Ready, Not Active, Active, Reserved, Interrupted, BusyOther, Hold, 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. |
| Purpose | To show current agent status in the selected enterprise skill group(s). |
| Applicable environment | IPCC and/or standard ACD |
| Template type | Real-time graph |
| Default sort order | By enterprise skill group |
| Drilldowns available | No |
| Schema database table | Skill_Group_Real_Time |

Data:

**% Not Ready**

The percentage of agents in the skill group in the Not Ready state during the selected interval.


**% Not Active**

The percentage of agents in the skill group who are currently not working on a task associated with the skill group.

% Active
The percentage of agents in the skill group who are working on incoming tasks or who are in one of the talking states.

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.

In addition, if the Outbound option is used and agent may also be in the Talking Auto Out, Talking Preview, or Talking Reserve state.


% Reserved
The percentage of agents in the skill group currently in the Reserved state.

Derived from: \( \frac{\text{Skill\_Group\_Real\_Time.ReservedAgents}}{\text{Skill\_Group\_Real\_Time.LoggedOn}} \)

% BusyOther
The percentage of agents in the skill group currently in the BusyOther state.

Derived from: \( \frac{\text{Skill\_Group\_Real\_Time.BusyOther}}{\text{Skill\_Group\_Real\_Time.LoggedOn}} \)

% Hold
The percentage of agents in the skill group that have all active calls on hold or whose state to the skill group is Paused. 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: \( \frac{\text{Skill\_Group\_Real\_Time.Hold}}{\text{Skill\_Group\_Real\_Time.LoggedOn}} \)

% Wrap Up
The percentage of agents in the skill group who are are involved in after-call work. An agent doing wrap-up work is in either the Work Ready or the Work Not Ready state.

Derived from: \( \frac{\text{Skill\_Group\_Real\_Time.WorkReady} + \text{Skill\_Group\_Real\_Time.WorkNotReady}}{\text{Skill\_Group\_Real\_Time.LoggedOn}} \)

entskg04: Rolling 5-Minute Enterprise Skill Group Status Report

<table>
<thead>
<tr>
<th>Overview:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Subject</td>
</tr>
<tr>
<td>Purpose</td>
</tr>
<tr>
<td>Applicable environment</td>
</tr>
<tr>
<td>Template type</td>
</tr>
<tr>
<td>--------------------</td>
</tr>
<tr>
<td>Default sort order</td>
</tr>
<tr>
<td>Drilldowns available</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 Not Active5**

The fraction of 5 minutes that agents in the skill group have been in the Not Active 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 working on incoming tasks or have been in a talking state (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 paused or 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 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 and at the local ACD queue.


### entskg05: Enterprise Skill Group % Utilization of Ready Agents Report

#### Overview:

<table>
<thead>
<tr>
<th>Subject</th>
<th>A bar graph of the selected Enterprise Skill Group(s) showing the percent utilization of agents. The ratio is between time logged on and time handling calls.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Purpose</td>
<td>To show the utilization of the agents in an enterprise skill group</td>
</tr>
<tr>
<td>Applicable environment</td>
<td>IPCC and/or 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 skill group</td>
</tr>
<tr>
<td>Drilldowns available</td>
<td>No</td>
</tr>
<tr>
<td>Schema database table</td>
<td>Enterprise_Skill_Group, Skill_Group, Skill_Group_Real_Time, Media_Routing_Domain</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 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

**% 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><strong>Overview:</strong></th>
</tr>
</thead>
<tbody>
<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 that belongs to the enterprise 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>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_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)

**Queued Now**

The number of calls currently queued to the skill group at the CallRouter and at the local ACD queue.


**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 routing 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 in HH:MM:SS (hours, minutes, seconds) 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

**Not Active**

The number of agents in the skill group who are currently not working on a task associated with the skill group.

Derived from: Skill_Group_Real_Time.Avail

**Active In**

The number of agents in the skill group currently working on inbound 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

*Active Auto Out*

The number of agents in the skill group currently talking on AutoOut (predictive) calls.
Derived from: Skill_Group_Real_Time.TalkingAutoOut

*Active Preview*

The number of agents in the skill group currently talking on outbound Preview calls.
Derived from: Skill_Group_Real_Time.TalkingPreview

*Active Reservation*

The number of agents in the skill group currently talking on agent reservation calls.
Derived from: Skill_Group_Real_Time.TalkingReserve

**Avg Active Time**

The average talk or active time measured in HH:MM:SS (hours, minutes, seconds) format within the past 5 minutes.
Derived from: (Skill_Group_Real_Time.HandledCallsTalkTimeTo5 / Skill_Group_Real_Time.CallsHandledTo5)

**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 or whose state to the skill group is Paused.
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

**ASA5**

The Average Speed of Answer for the skill group measured in HH:MM:SS (hours, minutes, seconds) format.


**% 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: | A table of the selected enterprise skill group(s) listing all the available skill-group real-time report data. |
| Subject | **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. |
| | **Note**: In the following descriptions, agent-dialed outbound calls or tasks are different from Outbound Option calls that are program-dialed outbound calls. Only fields specified as Outbound Option contain automated call data. In all other cases, outbound calls are agent-dialed ones. |
### 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
Yes

### 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.


**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`

**Not Active**

The number of agents in the skill group who are currently not working on a task associated with the skill group.

Derived from: `Skill_Group_Real_Time.Avail`

**Ready**

The number of agents for the skill group in the Ready state.

The Ready state is one in which an agent is logged on to the system and either working on a call, involved in after call work, or available to handle a new task. Agents are not available to handle new tasks when they are in the NotReady or WorkNotReady states.

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 task handling activity nor available to handle a task.
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 tasks. 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 working on inbound 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

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 tasks 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 tasks on hold or paused. 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 Not Active Agent**

A date and time value that specifies the time that the longest Not Active 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 tasks offered to the skill group during the current five-minute interval. In real-time data, a task 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 tasks begun includes only handled tasks 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 tasks 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 tasks 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 tasks 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 number of completed outbound ACD calls or tasks made by agents in 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.AgentOutCallsTo5

**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 call 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 transfer of the call is completed.

Derived from: Skill_Group_Real_Time.TransferOutCallsTo5

**Ans Wait Time5**

The sum of the answer wait times of all the tasks associated with this skill group that agents began during the rolling five minute interval. The time is express in HH:MM:SS (hours, minutes, seconds) format.

AnswerWaitTime is associated only with handled tasks and internal calls received.

AnswerWaitTime is calculated as follows: RingTime + NetworkTime + LocalQTime (for standard ACDs) and NetQTime (for IPCC systems).

Derived from: Skill_Group_Real_Time.AnswerWaitTimeTo5

**Not Active Time**

The total time in HH:MM:SS (hours, minutes, seconds) format that agents in the skill group have been in the Not Active or 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 time in HH:MM:SS (hours, minutes, seconds) for tasks 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 tasks, 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 HH:MM:SS (hours, minutes, seconds) for tasks handled by the skill group during the current five-minute interval.

This value is calculated as follows: HandledCallsTimeTo5 / CallHandledTo5.

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 time in HH:MM:SS (hours, minutes, 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 time in HH:MM:SS (hours, minutes, seconds) for tasks counted as handled by 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.HandledCallsTalkTimeTo5

Hand Time5

The total handle time, in HH:MM:SS (hours, minutes, seconds), for tasks 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.

This 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 time in HH:MM:SS (hours, minutes, seconds) that agents in the skill group took to complete outbound ACD calls during the current five-minute interval.

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 time in HH:MM:SS (hours, minutes, seconds) that agents were in the hold or paused state during the current five-minute 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: Skill_Group_Real_Time.HoldTimeTo5

**Log On Time5**

The time in HH:MM:SS (hours, minutes, 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 time in HH:MM:SS (hours, minutes, 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**

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 the agents spend working on tasks in relation to the time agents were ready.

Derived from: Skill_Group_Real_Time.PercentUtilizationTo5

**Reserved Time5**

The time in HH:MM:SS (hours, minutes, 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 time in HH:MM:SS (hours, minutes, seconds) agents spent talking on inbound tasks 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 time in HH:MM:SS (hours, minutes, 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 time in HH:MM:SS (hours, minutes, seconds) agents spent talking on other calls (neither inbound nor outbound) or tasks 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 time in HH:MM:SS (hours, minutes, seconds) agents in the skill group have been in the Active state during the current five-minute interval.

This value is calculated as follows: 
\[ \text{TalkInTimeTo5} + \text{TalkOutTimeTo5} + \text{TalkOtherTimeTo5} \]

Derived from: Skill_Group_Real_Time.TalkTimeTo5

**Transfer In Time5**

The time in HH:MM:SS (hours, minutes, 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 time in HH:MM:SS (hours, minutes, 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 time in HH:MM:SS (hours, minutes, 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

**Auto Out**

(Outbound Option only) The total number of completed AutoOut (predictive) calls made by agents in 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) has completed.

Derived from: Skill_Group_Real_Time.AutoOutCallsTo5

**Auto Out Time5**

(Outbound Option only) The total handle time, in HH:MM:SS (hours, minutes, seconds), for completed AutoOut (predictive) calls handled by agents in the skill group during the current five-minute interval. The AutoOutCallsTime 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: Skill_Group_Real_Time.AutoOutCallsTimeTo5

**Auto Out Active Time5**

(Outbound Option only) The total talk time, in HH:MM:SS (hours, minutes, seconds), for completed AutoOut (predictive) calls handled by agents in the skill group during the current five-minute interval. This value 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: Skill_Group_Real_Time.AutoOutCallsTalkTimeTo5
*Preview*

(Outbound Option only) The total number of outbound Preview calls made by agents in 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) has completed.

Derived from: Skill_Group_Real_Time.PreviewCallsTo5

*Preview Time5*

(Outbound Option only) The total handle time, in HH:MM:SS (hours, minutes, seconds), for completed outbound Preview calls handled by agents in the skill group during the current five-minute interval. 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: Skill_Group_Real_Time.PreviewCallsTimeTo5

*Preview Active Time5*

(Outbound Option only) The total talk time, in HH:MM:SS (hours, minutes, seconds), for completed outbound Preview calls handled by agents in the skill group during the current five-minute 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 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: Skill_Group_Real_Time.PreviewCallsTalkTimeTo5

*Reserve*

(Outbound Option only) The total number of agent reservation calls made by agents in 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) has completed.

Derived from: Skill_Group_Real_Time.ReserveCallsTo5

*Reserve Time5*

(Outbound Option only) The total handle time, in HH:MM:SS (hours, minutes, seconds), for completed agent reservation calls handled by agents in the skill group during the current five-minute interval. 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: Skill_Group_Real_Time.ReserveCallsTimeTo5

*Reserve Active Time5*

(Outbound Option only) The total talk time, in HH:MM:SS (hours, minutes, seconds), for completed agent reservation calls handled by agents in the skill group during the current five-minute 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 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: Skill_Group_Real_Time.ReserveCallsTalkTimeTo5

*Active Auto Out*

(Outbound Option only) The number of agents in the skill group currently talking on AutoOut (predictive) calls.

Derived from: Skill_Group_Real_Time.TalkingAutoOut
*Active Preview*

(Outbound Option only) The number of agents in the skill group currently talking on outbound Preview calls.

Derived from: Skill_Group_Real_Time.TalkingPreview

*Active Reserve*

(Outbound Option only) The number of agents in the skill group currently talking on agent reservation calls.

Derived from: Skill_Group_Real_Time.TalkingReserve

*Active Auto Out Time5*

(Outbound Option only) The time, in HH:MM:SS (hours, minutes, seconds), that agents in the skill group spent talking on AutoOut (predictive) calls during the current five-minute interval.

Derived from: Skill_Group_Real_Time.TalkingAutoOutTimeTo5

*Active Preview Time5*

(Outbound Option only) The time, in HH:MM:SS (hours, minutes, seconds), agents in the skill group spent talking on outbound Preview calls during the current five-minute interval.

Derived from: Skill_Group_Real_Time.TalkingPreviewTimeTo5

*Active Reserve Time5*

(Outbound Option only) The time, in HH:MM:SS (hours, minutes, seconds), agents in the skill group spent talking on agent reservation calls during the current five-minute interval.

Derived from: Skill_Group_Real_Time.TalkingReserveTimeTo5

*Tasks Queued Now*

The number of calls currently queued to this skill group by the ACD.

**Note:** Not applicable to IPCC

Derived from: Call_Type_Real_Time.CallsQueuedNow

*Tasks In Progress*

The number of tasks currently associated with this skill group.

Derived from: Call_Type_Real_Time.CallsInProgress

**Interrupted Now**

The number of agents whose state with respect to this skill group is currently Interrupted. This field is currently not used in the database.

Derived from: Call_Type_Real_Time.NumAgentsInterruptedNow

**Interrupted Time5**

The time, in HH:MM:SS (hours, minutes, seconds), that the agent spent in the Interrupted state in the current five-minute interval. This field is currently not used in the database.

Derived from: Call_Type_Real_Time.InterruptedTimeTo5
**Router Longest Call In Q**

The time when the longest call in queue was queued for this skill group.

*Note*: Applicable to IPCC only.

Derived from: `Call_Type_Real_Time.RouterLongestCallInQ`

**ICM Avail**

The number of agents belonging to this skill group who are currently ICMAvailable with respect to the Media Routing Domain to which the skill group belongs. ICM Available means that ICM software is responsible for routing tasks to the agent and that the agent is eligible to handle a task.

Derived from: `Call_Type_Real_Time.IcmAvailable`

**Application Avail**

The number of agents belonging to this skill group who are currently ApplicationAvailable with respect to the Media Routing Domain to which the skill group belongs. Application Available means that the application software is responsible for routing tasks to the agent and that the agent is eligible to handle a task.

Derived from: `Call_Type_Real_Time.ApplicationAvailable`

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### entskg29: Enterprise Skill Group Logout Real Time Report

<table>
<thead>
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<th>Overview:</th>
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<tr>
<td>Subject</td>
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<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>

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

IPCC Enterprise Skill Group Historical Reports

- **entskg08**: FTE for Enterprise Skill Group Half Hour Report, page 5-29
- **entskg09**: Enterprise Skill Group Normalized Agent State Report, page 5-31
- **entskg21**: Enterprise Skill Group Task Summary Half Hour Report, page 5-33
- **entskg22**: Enterprise Skill Group Task Summary Daily Report, page 5-37
- **entskg23**: Enterprise Skill Group Performance Summary Half Hour Report, page 5-41
- **entskg24**: Enterprise Skill Group Performance Summary Daily Report, page 5-44
- **entskg25**: Enterprise Skill Group Consolidated Half Hour Report, page 5-47
- **entskg26**: Enterprise Skill Group Consolidated Daily Report, page 5-51
- **entskg27**: Enterprise Skill Group Historical All Fields Report, page 5-55

entskg08: FTE for Enterprise Skill Group Half Hour Report

<table>
<thead>
<tr>
<th>Overview:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Subject</strong></td>
</tr>
<tr>
<td><strong>Note</strong>: This report displays the same data as the Perskg08 report except that this report is organized by enterprise skill group rather than by 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>
</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 + 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 LogOn Total

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 Not Active

The FTE value for the number of agents in the Not Active or 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 Active, Talking In, Talking Out, and Talking Other states during an interval.

Derived from: `Skill_Group_Half_Hour.TalkTimeToHalf / 1800`

### Default sort order

By enterprise skill group and then by date and time.

**Note:** The Enskg08 report is sorted by default only in ascending order. You cannot sort this report other than by its default sort. You cannot use the column headers, unlike in other reports, to sort the data.

<table>
<thead>
<tr>
<th>Attribute</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Default sort order</td>
<td>By enterprise skill group and then by date and time.</td>
</tr>
<tr>
<td>Note: The Enskg08 report is sorted by default only in ascending order. You cannot sort this report other than by its default sort. You cannot use the column headers, unlike in other reports, to sort the data.</td>
<td></td>
</tr>
<tr>
<td>Drildowns available</td>
<td>Yes</td>
</tr>
<tr>
<td>Applicable in an IPCC environment</td>
<td>Yes</td>
</tr>
<tr>
<td>Schema database table</td>
<td>Skill_Group &lt;br&gt; Enterprise_Skill_Group_Member &lt;br&gt; Skill_Group_Half_Hour</td>
</tr>
</tbody>
</table>
FTE Wrap Up
The FTE value for the number of agents who are involved in after-call work during an interval.
Derived from: \((\text{Skill\_Group\_Half\_Hour\_WorkReadyTimeToHalf} + \text{Skill\_Group\_Half\_Hour\_WorkNotReadyTimeToHalf}) / 1800\)

FTE Other
The FTE value for the number of agents in the Busy Other state.
Derived from: \(\text{Skill\_Group\_Half\_Hour\_BusyOtherTimeToHalf} / 1800\)

FTE Hold
The FTE value for the number of agents in the Hold state.
Derived from: \((\text{Skill\_Group\_Half\_Hour\_HoldTimeToHalf} / 1800)\)

FTE Reserved
The FTE value for the number of agents in the Reserved state.
Derived from: \((\text{Skill\_Group\_Half\_Hour\_ReservedStateTimeToHalf} / 1800)\)

Daily 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.

entskg09: Enterprise Skill Group Normalized Agent State Report

| Overview: |
|-----------------|-----------------------------------------------------------|
| Subject         | 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. |
| Purpose         | To show agent status in the selected enterprise skill group(s) for the selected time period |
| Applicable environment | IPCC and/or standard ACD |
| Template type   | Historical bar graph |
| Default sort order | By enterprise skill group |
| Drilldowns available | No |
| Schema database table | Enterprise_Skill_Group  
|                    | Skill_Group_Half_Hour |
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

**% Not Active**
- The percentage of the time that all agents in the skill group were in the Not Active state or Available during the interval. This value is measured against the total time that all agents were logged on during the selected interval.
- Derived from: (Skill_Group_Half_Hour.AvailTimeToHalf / 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 selected interval. This value is measured against the total time that all agents were logged on during the interval.
- Derived from: (Skill_Group_Half_Hour.NotReadyTimeToHalf / Skill_Group_Half_Hour.LoggedOnTimeToHalf)

**% Active**
- The percentage of the time that all agents in the skill group were working on incoming tasks or were in the Active, 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 selected interval.
- Derived from: (Skill_Group_Half_Hour.TalkTimeToHalf / 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 selected interval. This value is measured against the total time that all agents were logged on during the interval.
- Derived from: (Skill_Group_Half_Hour.WorkReadyTimeToHalf + Skill_Group_Half_Hour.WorkNotReadyTimeToHalf) / Skill_Group_Half_Hour.LoggedOnTimeToHalf

**% BusyOther**
- The percentage of agents in the skill group in the BusyOther state during the selected interval.
- Derived from: (Skill_Group_Half_Hour.BusyOtherTimeToHalf / Skill_Group_Half_Hour.LoggedOnTimeToHalf)
% Reserved
The percentage of agents in the skill group in the Reserved state during the selected interval.

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

% Hold
The percentage of agents in the skill group that have all active calls on hold during the selected interval. 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_Half_Hour.HoldTimeToHalf / Skill_Group_Half_Hour.LoggedOnTimeToHalf)

entskg21: Enterprise Skill Group Task Summary Half Hour Report

<table>
<thead>
<tr>
<th>Overview:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Subject</strong></td>
</tr>
<tr>
<td>A table of the selected enterprise skill group(s) showing call statistics gathered in half-hour increments</td>
</tr>
</tbody>
</table>

**Note:** Completed tasks are all the tasks all tasks that completed during the time shown (that is, on the row in the report). This includes any tasks which began before the time frame shown. However, this does not include tasks where the caller abandoned in the local ACD queue.

The report displays the same data as the Perskg21 report except that this data 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 the call activity for the selected enterprise skill groups for the selected time period. |

| **Applicable environment** |
| IPCC and/or standard ACD |

| **Template type** |
| Historical table |

| **Default sort order** |
| By enterprise skill group name, then by skill group name, and then by date and time. |

| **Drilldowns available** |
| Yes |

| **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**
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

**Total Queued**
The number of tasks queued to the skill group by the CallRouter and the local ACD queue.
Derived from: Skill_Group_Half_Hour.RouterQueueCallsToHalf +
Skill_Group_Half_Hour.CallsQueuedToHalf

**Enterprise Queued**
The number of tasks queued queued by ICM to the skill group during the half-hour interval.

*Note:* This does not include calls queued locally by TDM ACDs.
Derived from: Skill_Group_Half_Hour.RouterQueueCallsToHalf

**Completed Tasks: Total**
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)

**Completed Tasks: Aban in Queue**
The number of queued tasks for the skill group that were abandoned from the router queue (not the TDM queue) during the half-hour interval.
Derived from: Skill_Group_Half_Hour.RouterCallsAbandQToHalf

**Completed Tasks: Aban Ring**
For voice: the total number of calls that were abandoned while the agent’s phone was ringing. For non-voice: the total number of tasks that were abandoned while being offered to an agent.
Derived from: Skill_Group_Half_Hour.AbandonRingCallsToHalf
**Completed Tasks: Redirect No Answer**
The number of tasks to the skill group sent to 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

**Completed Tasks: 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

**Completed Tasks: % Aban**
The percentage of abandoned tasks in relation to all tasks completed by the skill group. This includes abandon in queue and abandon while ringing calls.
Derived from: \[
\frac{(\text{Skill\_Group\_Half\_Hour.\ RouterCallsAbandQToHalf} + \text{SGHH.AbandonRingCallsToHalf})}{(\text{Skill\_Group\_Half\_Hour.\ RouterCallsAbandQToHalf} + \text{Skill\_Group\_Half\_Hour.\ AbandonRingCallsToHalf} + \text{Skill\_Group\_Half\_Hour.\ RedirectNoAnsCallsToHalf} + \text{Skill\_Group\_Half\_Hour.\ CallsHandledToHalf})}
\]

**Completed Tasks: % Handled**
The percentage of completed tasks that were handled at the skill group in relation to the number of tasks queued to the skill group during the interval.
Derived from: \[
\frac{\text{Skill\_Group\_Half\_Hour.\ CallsHandledToHalf}}{\text{Total Calls Completed}}
\]
where \[
\text{Total Calls Completed} = \text{Skill\_Group\_Half\_Hour.\ RouterCallsAbandQToHalf} + \text{Skill\_Group\_Half\_Hour.\ AbandonRingCallsToHalf} + \text{Skill\_Group\_Half\_Hour.\ RedirectNoAnsCallsToHalf} + \text{Skill\_Group\_Half\_Hour.\ CallsHandledToHalf}
\]

**Internal In**
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. The value is updated in the database when the call is completed.

Derived from: Skill_Group_Half_Hour/TransferInCallsToHalf

**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. The value is updated in the database when the transfer of the call is completed.

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**

(IPCC only) The number of emergency assist requests either by the agent or by the supervisor.

Derived from: Skill_Group_Half_Hour/EmergencyAssistsToHalf

**Barge In**

(IPCC only) The number of calls barged in on either by an agent or by the supervisor.

Derived from: Skill_Group_Half_Hour/BargeInCallsToHalf

**Intercept**

(IPCC only) 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.

Enterprise Skill Group Summary
The total for each field for each enterprise skill group.

Report Summary
The total for all 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>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.

Derived from: Enterprise_Skill_Group.EnterpriseName and 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 of the selected row’s data in MM/DD/YYYY (month, day, year) format.

Derived from: Skill_Group_Half_Hour.DateTime

**Total Queued**

The number of tasks queued to the group by the CallRouter and the local ACD queue.

Derived from: Skill_Group_Half_Hour.RouterQueueCallsToHalf + Skill_Group_Half_Hour.CallsQueuedToHalf

**Enterprise Queued**

The number of tasks queued queued by ICM to the skill group during the half-hour interval.

*Note:* This does not include calls queued locally by TDM ACDs.

Derived from: Skill_Group_Half_Hour.RouterQueueCallsToHalf

**Completed Tasks: Total**

The number of tasks received by this skill group for the half-hour interval.


**Completed Tasks: Aban in Queue**

The number of queued tasks for the skill group that were abandoned from the router queue (not the TDM queue) during the half-hour interval.

Derived from: Skill_Group_Half_Hour.RouterCallsAbandQToHalf

**Completed Tasks: Aban Ring**

For voice: the total number of calls that were abandoned while the agent’s phone was ringing. For non-voice: the total number of tasks that were abandoned while being offered to an agent.

Derived from: Skill_Group_Half_Hour.AbandonRingCallsToHalf

**Completed Tasks: Redirect No Answer**

The number of tasks to the skill group sent to 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

**Completed Tasks: 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
**Completed Tasks: % Aban**

The percentage of abandoned tasks in relation to all tasks completed by the skill group. This includes abandon in queue and abandon while ringing calls.

Derived from: \( \frac{(\text{Skill\_Group\_Half\_Hour.RouterCallsAbandQToHalf} + \text{SGHH.AbandonRingCallsToHalf})}{\text{Skill\_Group\_Half\_Hour.RouterCallsAbandQToHalf} + \text{Skill\_Group\_Half\_Hour.AbandonRingCallsToHalf} + \text{Skill\_Group\_Half\_Hour.RedirectNoAnsCallsToHalf} + \text{Skill\_Group\_Half\_Hour.CallsHandledToHalf}} \)

**Completed Tasks: % Handled**

The percentage of completed tasks that were handled at the skill group in relation to the number of tasks queued to the skill group during the interval.

Derived from: \( \frac{\text{Skill\_Group\_Half\_Hour.CallsHandledToHalf}}{\text{Total Calls Completed}} \)

where Total Calls Completed =  
\( \frac{\text{Skill\_Group\_Half\_Hour.RouterCallsAbandQToHalf} + \text{Skill\_Group\_Half\_Hour.AbandonRingCallsToHalf} + \text{Skill\_Group\_Half\_Hour.RedirectNoAnsCallsToHalf} + \text{Skill\_Group\_Half\_Hour.CallsHandledToHalf}}{\text{Total Calls Completed}} \)

*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: \( \text{Skill\_Group\_Half\_Hour.InternalCallsRcvdToHalf} \)

*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: \( \text{Skill\_Group\_Half\_Hour.AgentOutCallsToHalf} \)

*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: \( \text{Skill\_Group\_Half\_Hour.InternalCallsToHalf} \)

*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. The value is updated in the database when the call is completed.

Derived from: \( \text{Skill\_Group\_Half\_Hour.TransferInCallsToHalf} \)
*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. The value is updated in the database when the transfer of the call is completed.
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
(IPCC only) The number of emergency assist requests either by the agent or by the supervisor.
Derived from: Skill_Group_Half_Hour.EmergencyAssistsToHalf

*Barge In
(IPCC only) The number of calls barged in on either by an agent or by the supervisor.
Derived from: Skill_Group_Half_Hour.BargeInCallsToHalf

*Intercept
(IPCC only) 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.

Enterprise Skill Group Summary
The total for each field for each enterprise skill group.

Report Summary
The total for all fields for all skill groups in the report.
entskg23: Enterprise Skill Group Performance Summary Half Hour Report

**Overview:**

| Subject | A table of the selected enterprise skill group(s) showing skill group statistics, gathered in half-hour increments. **Note:** 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. |
| Purpose | To show the performance of the selected enterprise skill groups for the selected time period. |
| Applicable environment | IPCC and or standard ACD |
| Template type | Historical table |
| Default sort order | By enterprise skill group name, then by skill group name, and then by date and time. |
| Drilldowns available | Yes |
| 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**

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

**Agent State Times: Log On Duration**

The total duration in HH:MM:SS (hours, minutes, and seconds) during the period that agents were logged into this skill group.  
Derived from: Skill_Group_Half_Hour.LoggedOnTimeToHalf
Agent State Times: % 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

Agent State Times: % Not Active Time
The percentage of time that agents have spent in the Not Active or Available state in relation to LoggedOnTime or interval, whichever is less.
Derived from: Skill_Group_Half_Hour.AvailTimeToHalf / Skill_Group_Half_Hour.LoggedOnTimeToHalf

Agent State Times: % Active Time
The percentage of time that agents spent working on incoming tasks or talking on calls in relation to LoggedOnTime or interval, whichever is less.
Derived from: Skill_Group_Half_Hour.TalkTimeToHalf / Skill_Group_Half_Hour.LoggedOnTimeToHalf

Agent State Times: % Hold Time
The percentage of time that agents spent in the Hold/Paused state in relation to LoggedOnTime or interval, whichever is less.
Derived from: (Skill_Group_Half_Hour.HoldTimeToHalf / Skill_Group_Half_Hour.LoggedOnTimeToHalf)

Agent State Times: % 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.

Agent State Times: % BusyOther Time
The percentage of time that agents spent working on Busy Other time in relation to LoggedOnTime or interval, whichever is less.
Derived from: (Skill_Group_Half_Hour.BusyOtherTimeToHalf / Skill_Group_Half_Hour.LoggedOnTimeToHalf)

Agent State Times: % Reserved Time
The percentage of time that agents spent working on Reserved time in relation to LoggedOnTime or interval, whichever is less.
Derived from: (Skill_Group_Half_Hour.ReservedStateTimeToHalf / Skill_Group_Half_Hour.LoggedOnTimeToHalf)

Agent State Times: % Utilization
The percentage of time the agents spent working on calls in relation to the time Agents are ready.
Derived from: If the TalkTimetoHalf is 0, then the % Utilization = 0
Otherwise, % Utilization =((Skill_Group_Half_Hour.TalkInTimeToHalf + Skill_Group_Half_Hour.TalkOutTimeToHalf + Skill_Group_Half_Hour.TalkOtherTimeToHalf +
Skill_Group_Half_Hour.WorkReadyTimeToHalf +
Skill_Group_Half_Hour.WorkNotReadyTimeToHalf)/
(Skill_Group_Half_Hour.LoggedOnTimeToHalf
-Skill_Group_Half_Hour.NotReadyTimeToHalf))

Complete Tasks: ASA
The average speed of answer measured in HH:MM:SS (hours, minutes, seconds) 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 tasks begun.
Derived from: Skill_Group_Half_Hour.AnswerWaitTimetoHalf /
Skill_Group_Half_Hour.CallsAnsweredToHalf

Complete Tasks: AHT
The Average Handle Time in HH:MM:SS (hours, minutes, seconds) for tasks sent to the
skill group.
Derived from: Skill_Group_Half_Hour.HandledCallsTimeToHalf /
Skill_Group_Half_Hour.CallsHandledToHalf

Complete Tasks: Aban Hold
The number of ICM routed calls that Abandon While on hold at the agents’ phones
and/or the number of paused tasks agents ended.
Derived from: Skill_Group_Half_Hour.AbandonHoldCallsToHalf

Complete Tasks: Avg Active Time
The Average Active Time in HH:MM:SS (hours, minutes, seconds) for tasks sent to the
skill group.
Derived from: Skill_Group_Half_Hour.HandledCallsTalkTimeToHalf /
Skill_Group_Half_Hour.CallsHandledToHalf

Complete Tasks: Avg Wrap Time
The Average Wrap Time in HH:MM:SS (hours, minutes, seconds) for tasks sent to the
skill group.
Derived from: Skill_Group_Half_Hour.WorkReadyTimeToHalf +
Skill_Group_Half_Hour.WorkNotReadyTimeToHalf/ 
Skill_Group_Half_Hour.CallsHandledToHalf

*Supv Assist
The number of calls for which agents received supervisor assistance.
Derived from: Skill_Group_Half_Hour.SupervAssistCallsToHalf

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

*Barge In
(IPCC only) The number of calls barged in on by the supervisor.
Derived from: Skill_Group_Half_Hour.BargeInCallsToHalf
**Intercept**

(IPCC only) 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.

**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>Subject</strong></td>
</tr>
<tr>
<td>A table of the selected enterprise skill group(s) showing skill group statistics gathered in day increments.</td>
</tr>
<tr>
<td>This report displays the same data as the Perskg24 report, except that this report is first organized by enterprise skill group rather than by media. The report also contains the same data as the Entskg23 report except that here the data is gathered by day rather than by half hour.</td>
</tr>
<tr>
<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><strong>Purpose</strong></td>
</tr>
<tr>
<td>To show the performance of the selected enterprise skill groups for the selected time period.</td>
</tr>
<tr>
<td><strong>Applicable environment</strong></td>
</tr>
<tr>
<td>IPCC and or standard ACD</td>
</tr>
<tr>
<td><strong>Template type</strong></td>
</tr>
<tr>
<td>Historical table</td>
</tr>
<tr>
<td><strong>Default sort order</strong></td>
</tr>
<tr>
<td>By enterprise skill group name, then by skill group name, and then by agent.</td>
</tr>
<tr>
<td><strong>Drilldowns available</strong></td>
</tr>
<tr>
<td>Yes</td>
</tr>
<tr>
<td><strong>Schema database tables</strong></td>
</tr>
<tr>
<td>Skill_Group</td>
</tr>
<tr>
<td>Enterprise_Skill_Group</td>
</tr>
<tr>
<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 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

**Agent State Times: Log On Duration**

The total duration in HH:MM:SS (hours, minutes, and seconds) during the period that agents were logged into this skill group.
Derived from: Skill_Group_Half_Hour.LoggedOnTimeToHalf

**Agent State Times: % 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

**Agent State Times: % Not Active Time**

The percentage of time that agents have spent in the Not Active or Available state in relation to LoggedOnTime or interval, whichever is less.
Derived from: Skill_Group_Half_Hour.AvailTimeToHalf / Skill_Group_Half_Hour.LoggedOnTimeToHalf

**Agent State Times: % Active Time**

The percentage of time that agents spent working on incoming tasks or talking on calls in relation to LoggedOnTime or interval, whichever is less.
Derived from: Skill_Group_Half_Hour.TalkTimeToHalf / Skill_Group_Half_Hour.LoggedOnTimeToHalf

**Agent State Times: % Hold Time**

The percentage of time that agents spent in the Hold/Paused state in relation to LoggedOnTime or interval, whichever is less.
Derived from: (Skill_Group_Half_Hour.HoldTimeToHalf / Skill_Group_Half_Hour.LoggedOnTimeToHalf)

**Agent State Times: % 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.

**Agent State Times: % BusyOther Time**

The percentage of time that agents spent working on Busy Other time in relation to LoggedOnTime or interval, whichever is less.
Derived from: (Skill_Group_Half_Hour.BusyOtherTimeToHalf / Skill_Group_Half_Hour.LoggedOnTimeToHalf)
Agent State Times: % Reserved Time
The percentage of time that agents spent working on Reserved time in relation to LoggedOnTime or interval, whichever is less.
Derive from: \( \frac{\text{Skill\_Group\_Half\_Hour. ReservedStateTimeToHalf}}{\text{Skill\_Group\_Half\_Hour.LoggedOnTimeToHalf}} \)

Agent State Times: % Utilization
The percentage of time the agents spent working on calls in relation to the time Agents are ready.
Derived from: If the TalkTimetoHalf is 0, then the % Utilization = 0 Otherwise, \( % \text{Utilization} = \frac{\text{Skill\_Group\_Half\_Hour.TalkInTimeToHalf} + \text{Skill\_Group\_Half\_Hour.TalkOutTimeToHalf} + \text{Skill\_Group\_Half\_Hour.TalkOtherTimeToHalf} + \text{Skill\_Group\_Half\_Hour.WorkReadyTimeToHalf} + \text{Skill\_Group\_Half\_Hour.WorkNotReadyTimeToHalf}}{\text{Skill\_Group\_Half\_Hour.LoggedOnTimeToHalf} - \text{Skill\_Group\_Half\_Hour.NotReadyTimeToHalf}} \)

Complete Tasks: ASA
The average speed of answer measured in HH:MM:SS (hours, minutes, seconds) 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 tasks begun.
Derived from: \( \frac{\text{Skill\_Group\_Half\_Hour.AnswerWaitTimetoHalf}}{\text{Skill\_Group\_Half\_Hour.CallsAnsweredToHalf}} \)

Complete Tasks: AHT
The Average Handle Time in HH:MM:SS (hours, minutes, seconds) for tasks sent to the skill group.
Derived from: \( \frac{\text{Skill\_Group\_Half\_Hour.HandledCallsTimeToHalf}}{\text{Skill\_Group\_Half\_Hour.CallsHandledToHalf}} \)

Complete Tasks: Aban Hold
The number of ICM routed calls that Abandon While on hold at the agents’ phones and/or the number of paused tasks agents ended.
Derived from: \( \text{Skill\_Group\_Half\_Hour.AbandonHoldCallsToHalf} \)

Complete Tasks: Avg Active Time
The Average Active Time in HH:MM:SS (hours, minutes, seconds) for tasks sent to the skill group.
Derived from: \( \frac{\text{Skill\_Group\_Half\_Hour.HandledCallsTalkTimeToHalf}}{\text{Skill\_Group\_Half\_Hour.CallsHandledToHalf}} \)

Complete Tasks: Avg Wrap Time
The Average Wrap Time in HH:MM:SS (hours, minutes, seconds) for tasks sent to the skill group.
\[
\text{Skill\_Group\_Half\_Hour.WorkReadyTimeToHalf} + \text{Skill\_Group\_Half\_Hour.WorkNotReadyTimeToHalf} / \text{Skill\_Group\_Half\_Hour.CallsHandledToHalf}
\]
*Supv Assist
   The number of calls for which agents received supervisor assistance.
   Derived from: Skill_Group_Half_Hour.SupervAssistCallsToHalf

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

*Barge In
   (IPCC only) The number of calls barged in on by the supervisor.
   Derived from: Skill_Group_Half_Hour.BargeInCallsToHalf

*Intercept
   (IPCC only) 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.

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>
</tr>
</thead>
<tbody>
<tr>
<td>Subject</td>
</tr>
<tr>
<td>A table of the selected enterprise skill group(s) showing consolidated call statistics, gathered in half-hour increments.</td>
</tr>
</tbody>
</table>

**Note:** Completed tasks are all the tasks all tasks that completed during the time shown (that is, on the row in the report). This includes any tasks which began before the time frame shown. However, this does not include tasks where the caller abandoned in the local ACD queue.

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.

<table>
<thead>
<tr>
<th>Purpose</th>
</tr>
</thead>
<tbody>
<tr>
<td>To show both the activity and the performance of the selected enterprise skill groups for the selected time period.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Applicable environment</th>
</tr>
</thead>
<tbody>
<tr>
<td>IPCC and/or standard ACD</td>
</tr>
</tbody>
</table>
### Data:

<table>
<thead>
<tr>
<th><strong>Enterprise Skill Group</strong></th>
<th>The enterprise skill group’s enterprise name and ID.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Skill Group</strong></td>
<td>The skill group's enterprise name and skill target ID.</td>
</tr>
<tr>
<td><strong>DateTime</strong> (no label)</td>
<td>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.</td>
</tr>
<tr>
<td><strong>Total Queued</strong></td>
<td>The number of tasks queued to this Skill Group by the CallRouter and the local ACD queue within the interval.</td>
</tr>
<tr>
<td><strong>Ent Queued</strong></td>
<td>The number of tasks queued to this Skill Group by ICM; this does not include calls queued locally by standard ACDs.</td>
</tr>
<tr>
<td><strong>Completed Tasks: Total</strong></td>
<td>The total number of tasks completed by this skill group within the interval.</td>
</tr>
<tr>
<td><strong>Completed Tasks: Aban</strong></td>
<td>For voice: the total number of calls that were abandoned while the agent’s phone was ringing. For non-voice: the total number of tasks that were abandoned while being offered to an agent.</td>
</tr>
</tbody>
</table>

### Template type
**Historical table**

<table>
<thead>
<tr>
<th>Default sort order</th>
</tr>
</thead>
<tbody>
<tr>
<td>By enterprise skill group name, then by skill group name, and then by date and time.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Drilldowns available</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Schema database tables</th>
</tr>
</thead>
<tbody>
<tr>
<td>Skill_Group&lt;br&gt;Enterprise_Skill_Group&lt;br&gt;Skill_Group_Half_Hour&lt;br&gt;Enterprise_Skill_Group_Member</td>
</tr>
</tbody>
</table>

---

**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)

**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

**Total Queued**

The number of tasks queued to this Skill Group by the CallRouter and the local ACD queue within the interval.

Derived from: Skill_Group_Half_Hour.RouterCallsQueuedToHalf + Skill_Group_Half_Hour.CallsQueuedToHalf

**Ent Queued**

The number of tasks queued to this Skill Group by ICM; this does not include calls queued locally by standard ACDs.

Derived from: Skill_Group_Half_Hour.RouterCallsQueuedToHalf

**Completed Tasks: Total**

The total number of tasks completed by this skill group within the interval.


**Completed Tasks: Aban**

For voice: the total number of calls that were abandoned while the agent’s phone was ringing. For non-voice: the total number of tasks that were abandoned while being offered to an agent.

Derived from: (Skill_Group_Half_Hour.RouterCallsAbandQToHalf + Skill_Group_Half_Hour.AbandonCallsRingToHalf )
**Completed Tasks: Redirect No Answer**
The number of tasks for this skill group that were redirected rather than answered within the interval.
Derived from: Skill_Group_Half_Hour.RedirectNoAnsCallsToHalf

**Completed Tasks: Handled**
The number of ICM Routed tasks handled within this skill group during the interval.
Derived from: Skill_Group_Half_Hour.CallsHandledToHalf

**Completed Tasks: AHT**
The average handle time in HH:MM:SS (hours, minutes, seconds) for incoming tasks handled by the skill group during the interval.
Derived from: Skill_Group_Half_Hour.HandleCallsTimeToHalf / Skill_Group_Half_Hour.CallsHandledToHalf

**Completed Tasks: Avg Active Time**
The Average Active Time for agents in the skill group during the interval.
Derived from: (Skill_Group_Half_Hour.HandledCallsTalkTimeToHalf / Skill_Group_Half_Hour.CallsHandledToHalf)

**Completed Tasks: Aban Hold**
The number of ICM routed tasks that abandoned while on hold and/or the number of paused tasks ended by the agents within this skill group during the interval.
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. The value is updated in the database when the call is completed.
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. The value is updated in the database when the transfer of the call is completed.
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

**Agent State Times: Active Time**
The total time spent in the Active 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.TalkTimeToHalf
Agent State Times: Hold Time
The total time agents spent in the Hold/Paused state 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

Agent State Times: 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

Agent State Times: % Not Active Time
The percentage of time that agents have spent in the Not Active or Available state in relation to LoggedOnTime or interval, whichever is less.
Derived from: (Skill_Group_Half_Hour.AvailTimeToHalf / Skill_Group_Half_Hour.LoggedOnTimeToHalf)

Agent State Times: % 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)

Agent State Times: % 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: Skill_Group_Half_Hour.TalkTimeToHalf / Skill_Group_Half_Hour.LoggedOnTimeToHalf

Agent State Times: % 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)

Agent State Times: % 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)

Agent State Times: % 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)
### Agent State Times: % Busy Other Time
The percentage of time that the agents of this skill group spent in busy other state.

Derived from: 
\[
\frac{\text{Skill\_Group\_Half\_Hour.BusyOtherTimeToHalf}}{\text{Skill\_Group\_Half\_Hour.LoggedOnTimeToHalf}}
\]

### Skill Group Summary
The field totals for each skill group in an enterprise skill group.

### Enterprise Skill Group Summary
The field totals for each enterprise skill group.

### Report Summary
The field totals for all skill groups.

---

**entskg26: Enterprise Skill Group Consolidated Daily Report**

#### Overview:

<table>
<thead>
<tr>
<th>Subject</th>
<th>A table of the selected enterprise skill group(s) showing consolidated call/task statistics, gathered in day increments.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Note:</strong></td>
<td>Completed tasks are all the tasks all tasks that completed during the time shown (that is, on the row in the report). This includes any tasks which began before the time frame shown. However, this does not include tasks where the caller abandoned in the local ACD queue.</td>
</tr>
<tr>
<td>Purpose</td>
<td>To show both the daily 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>Yes</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**
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

**Total Queued**
The number of tasks queued to this Skill Group by the CallRouter and the local ACD queue within the interval.
Derived from: Skill_Group_Half_Hour.RouterCallsQueuedToHalf + Skill_Group_Half_Hour.CallsQueuedToHalf

**Ent Queued**
The number of tasks queued to this Skill Group by ICM; this does not include calls queued locally by standard ACDs.
Derived from: Skill_Group_Half_Hour.RouterCallsQueuedToHalf

**Completed Tasks: Total**
The total number of tasks completed by this Skill Group within the interval.

**Completed Tasks: Aban**
For voice: the total number of calls that were abandoned while the agent’s phone was ringing. For non-voice: the total number of tasks that were abandoned while being offered to an agent.
Derived from: (Skill_Group_Half_Hour.RouterCallsAbandQToHalf + Skill_Group_Half_Hour.AbandonCallsRingToHalf)

**Completed Tasks: Redirect No Answer**
The number of tasks for this skill group that were redirected rather than answered within the interval.
Derived from: Skill_Group_Half_Hour.RedirectNoAnsCallsToHalf

**Completed Tasks: Handled**
The number of ICM Routed tasks handled within this skill group during the interval.
Derived from: Skill_Group_Half_Hour.CallsHandledToHalf
**Completed Tasks: AHT**

The average handle time in HH:MM:SS (hours, minutes, seconds) for incoming tasks handled by the skill group during the interval.

Derived from: `Skill_Group_Half_Hour.HandleCallsTimeToHalf / Skill_Group_Half_Hour.CallsHandledToHalf`

**Completed Tasks: Avg Active Time**

The Average Active Time for agents in the skill group during the interval.

Derived from: `(Skill_Group_Half_Hour.HandledCallsTalkTimeToHalf / Skill_Group_Half_Hour.CallsHandledToHalf)`

**Completed Tasks: Aban Hold**

The number of ICM routed tasks that abandoned while on hold and/or the number of paused tasks ended by the agents within this skill group during the interval.

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. The value is updated in the database when the call is completed.

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. The value is updated in the database when the transfer of the call is completed.

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`

**Agent State Times: 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.TalkTimeToHalf`

**Agent State Times: Hold Time**

The total time agents spent in the Hold/Paused state 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`

**Agent State Times: 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`
**Agent State Times: % Not Active Time**
The percentage of time that agents have spent in the Not Active or Available state in relation to LoggedOnTime or interval, whichever is less.
Derived from: \((\text{Skill\_Group\_Half\_Hour.AvailTimeToHalf} / \text{Skill\_Group\_Half\_Hour.LoggedOnTimeToHalf})\)

**Agent State Times: % 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: \((\text{Skill\_Group\_Half\_Hour.NotReadyTimeToHalf} / \text{Skill\_Group\_Half\_Hour.LoggedOnTimeToHalf})\)

**Agent State Times: % 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: \((\text{Skill\_Group\_Half\_Hour.TalkTimeToHalf} / \text{Skill\_Group\_Half\_Hour.LoggedOnTimeToHalf})\)

**Agent State Times: % Hold Time**
The percentage of time that agents spent in the Hold/Paused state in relation to LoggedOnTime or interval, whichever is less.
Derived from: \((\text{Skill\_Group\_Half\_Hour.HoldTimeToHalf} / \text{Skill\_Group\_Half\_Hour.LoggedOnTimeToHalf})\)

**Agent State Times: % 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: \((\text{Skill\_Group\_Half\_Hour.ReservedStateTimeToHalf} / \text{Skill\_Group\_Half\_Hour.LoggedOnTimeToHalf})\)

**Agent State Times: % 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: \((\text{Skill\_Group\_Half\_Hour.WorkReadyTimeToHalf} + \text{Skill\_Group\_Half\_Hour.WorkNotReadyTimeToHalf}) / \text{Skill\_Group\_Half\_Hour.LoggedOnTimeToHalf})\)

**Agent State Times: % Busy Other Time**
The percentage of time that the agents of this skill group spent in busy other state.
Derived from: \((\text{Skill\_Group\_Half\_Hour.BusyOtherTimeToHalf} / \text{Skill\_Group\_Half\_Hour.LoggedOnTimeToHalf})\)

**Skill Group Summary**
The field totals for each skill group in an enterprise skill group.

**Enterprise Skill Group Summary**
The field totals for each enterprise skill group.

**Report Summary**
The field totals for all skill groups.
## Overview:

**Subject**
A table of all the selected enterprise skill groups listing all the available skill-group historical report data for the selected interval

*Note:* This report displays the same data as the Perskg27 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.

*Note:* In the following descriptions, agent-dialed outbound calls or tasks are different from Outbound Option calls that are program-dialed outbound calls. Only fields specified as Outbound Option contain automated call data. In all other cases, outbound calls are agent-dialed ones.

**Purpose**
To show all the available enterprise skill-group historical report data in the Skill_Group_Half.Hour database table so that you can select which data you want for a customized enterprise skill-group historical 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**
Historical table

**Default sort order**
By enterprise skill group name, then by skill group name, and then by date and time.

**Drilldowns available**
Yes

**Schema database tables**
By enterprise skill group name, then by skill group name, and then by date and time.

## 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 time in HH:MM:SS (hours, minutes, seconds) that the agent spent processing callback messages during the half-hour interval.

Derived from: Skill_Group_Half_Hour.CallbackMessagesTimeToHalf

**Answered**

The number of tasks begun during the half-hour interval.

Derived from: Skill_Group_Half_Hour.CallsAnsweredToHalf

**Ans Wait Time**

The time in HH:MM:SS (hours, minutes, seconds) that callers spent waiting for tasks to be responded to by the skill group during the half-hour interval.

AnswerWaitTime is calculated as follows: RingTime + NetworkTime + LocalQTime (for standard ACDs) and NetQTime (for IPCC systems).

Derived from: Skill_Group_Half_Hour.AnswerWaitTimeToHalf

**Handled**

The tasks handled by the skill group during the half-hour interval.

Derived from: Skill_Group_Half_Hour.CallsHandledToHalf

**Hand Active Time**

The time in HH:MM:SS (hours, minutes, seconds) that the agent spent in the Active state for tasks associated with 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.HandledCallsTalkTimeToHalf

**Handled Time**

The handle time in HH:MM:SS (hours, minutes, seconds) for tasks 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 HH:MM:SS (hours, minutes, 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 total time agents spent in the Hold/Paused state 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

**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 time in HH:MM:SS (hours, minutes, seconds) that internal calls to the skill group occurred 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 time in HH:MM:SS (hours, minutes, seconds) that supervisor assisted calls occurred 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 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 handle time, in HH:MM:SS (hours, minutes, 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. 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 talk time, in HH:MM:SS (hours, minutes, 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 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 time in HH:MM:SS (hours, minutes, seconds) that outbound ACD calls were placed on hold during the half-hour interval.

This 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 time in HH:MM:SS (hours, minutes, seconds) that agents in the skill group spent working on incoming tasks during the half-hour interval.

Derived from: Skill_Group_Half_Hour.TalkInTimeToHalf

Active Out Time

The time in HH:MM:SS (hours, minutes, seconds) that agents spent talking on outbound calls during the half-hour interval.

Derived from: Skill_Group_Half_Hour.TalkOutTimeToHalf

*Active Other Time

The time in HH:MM:SS (hours, minutes, seconds) that 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 time in HH:MM:SS (hours, minutes, seconds) that agents in the skill group were in the Active state during the half-hour interval.

Derived from: Skill_Group_Half_Hour.TalkTimeToHalf

Log On Duration

The time in HH:MM:SS (hours, minutes, seconds) that agents in the skill group were logged on during the half-hour interval.

Derived from: Skill_Group_Half_Hour.LoggedOnTimeToHalf
**Not Active Time**
The total time in HH:MM:SS (hours, minutes, seconds) that the agent spent in the Available or Not Active state during the half-hour interval.
Derived from: Skill_Group_Half_Hour.AvailTimeToHalf

**Not Ready Time**
The time in HH:MM:SS (hours, minutes, seconds) that 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 time in HH:MM:SS (hours, minutes, seconds) that 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 time in HH:MM:SS (hours, minutes, seconds) that 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 time in HH:MM:SS (hours, minutes, seconds) that agents spent handling calls assigned to other skill groups during the half-hour interval.
Derived from: Skill_Group_Half_Hour.BusyOtherTimeToHalf

**Transfer In**
The number of calls transferred into the skill group during the half-hour interval. The value is updated in the database when the call is completed.
Derived from: Skill_Group_Half_Hour.TransferInCallsToHalf

**Transfer In Time**
The time in HH:MM:SS (hours, minutes, seconds) that 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. The value is updated in the database when the transfer of the call is completed.
Derived from: Skill_Group_Half_Hour.TransferOutCallsToHalf

**Aban Ring**
For voice: the total number of calls that were abandoned while the agent’s phone was ringing. For non-voice: the total number of tasks that were abandoned while being offered to an agent.
Derived from: Skill_Group_Half_Hour.AbandonRingCallsToHalf
**Aban Ring Time**

The time in HH:MM:SS (hours, minutes, seconds) that calls to the skill group abandoned while ringing at the agent's phone. The value is incremented at the time the call disconnects.

Derived from: Skill_Group_Half_Hour.AbandonRingTimeToHalf

**Aban Hold**

The number of tasks offered to the skill group that abandoned while being held or paused by the agent. The value is incremented at the time the call disconnects.

Derived from: Skill_Group_Half_Hour.AbandonHoldCallsToHalf

**Agent Terminated Tasks**

The 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 time in HH:MM:SS (hours, minutes, seconds) that 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 the 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 time in HH:MM:SS (hours, minutes, seconds) that 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**

The number of conference calls the 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 time in HH:MM:SS (hours, minutes, seconds) that 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 number of completed inbound tasks the skill group agents placed on hold or paused at least once. The value is incremented when the after-task work time associated with the task completed.

Derived from: Skill_Group_Half_Hour.IncomingCallsOnHoldToHalf

**Hold Time**

The time in HH:MM:SS (hours, minutes, seconds) that completed tasks were placed on hold or paused during the half-hour interval. The value is incremented when the after-task work time associated with the task 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 time in HH:MM:SS (hours, minutes, seconds) that internal calls were 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 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 time in HH:MM:SS (hours, minutes, seconds) that 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 tasks offered at the agents terminal or phone that were redirected to another location because the agent did not respond.

Derived from: Skill_Group_Half_Hour.RedirectNoAnsCallsToHalf
**Redirect No Ans Time**

The time in HH:MM:SS (hours, minutes, seconds) that tasks to the skill group waited 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

**Avg Handled Active Time**

The average talk time in HH:MM:SS (hours, minutes, seconds) for calls counted as handled by the skill group during the half-hour interval.

This formula for this value is HandledCallsTalkTimeToHalf / CallHandledToHalf

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). HandledCallsTalkTime includes time agents spend in the TalkingIn, TalkingOut, and TalkingOther states. This field is updated in the database when any after-call work associated with the call is completed.

Derived from: Skill_Group_Half_Hour.AvgHandledCallsTalkTimeToHalf

**Auto Out Tasks**

(Outbound Option only) The number of completed AutoOut (predictive) 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: Skill_Group_Half_Hour.AutoOutCallsToHalf

**Auto Out Time**

(Outbound Option only) The handle time, in HH:MM:SS (hours, minutes, seconds), for completed AutoOut (predictive) calls handled by agents in the skill group during the half-hour interval. Handle time includes WorkTime, TalkTime, and HoldTime. The AutoOutCallsTime 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: Skill_Group_Half_Hour.AutoOutCallsTimeToHalf
*Auto Out Active Time*

(Outbound Option only) The talk time, in HH:MM:SS (hours, minutes, seconds), for completed AutoOut (predictive) calls handled by agents 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. 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: Skill_Group_Half_Hour.AutoOutCallsTalkTimeToHalf

*Auto Out Hold Tasks*

(Outbound Option only) The number of completed AutoOut (predictive) 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: Skill_Group_Half_Hour.AutoOutCallsOnHoldToHalf

*Auto Out Hold Time*

(Outbound Option only) The time in HH:MM:SS (hours, minutes, seconds) that AutoOut (predictive) calls were placed on hold by agents in the skill group during the half-hour interval. This data element is based on HoldTime. The value is updated in the database when the after-call work associated with the call (if any) has completed.

Derived from: Skill_Group_Half_Hour.AutoOutCallsOnHoldTimeToHalf

*Preview Tasks*

(Outbound Option only) The total number of completed outbound Preview 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: Skill_Group_Half_Hour.PreviewCallsToHalf

*Preview Time*

(Outbound Option only) The total handle time, in HH:MM:SS (hours, minutes, 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. 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: Skill_Group_Half_Hour.PreviewCallsTimeToHalf

*Preview Active Time*

(Outbound Option only) The total talk time, in HH:MM:SS (hours, minutes, 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 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: Skill_Group_Half_Hour.PreviewCallsTalkTimeToHalf

*Preview Hold Tasks*

(Outbound Option only) The total number of completed outbound Preview 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: Skill_Group_Half_Hour.PreviewCallsOnHoldToHalf
**Preview Hold Time**

(Outbound Option only) The time in HH:MM:SS (hours, minutes, seconds) that outbound Preview calls were placed on hold by agents in the skill group during the half-hour interval. The value is updated in the database when the after-call work associated with the call (if any) has completed.

Derived from: Skill_Group_Half_Hour.PreviewCallsOnHoldTimeToHalf

**Reserve Tasks**

(Outbound Option only) The total number of completed agent reservation 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: Skill_Group_Half_Hour.ReserveCallsToHalf

**Reserve Time**

(Outbound Option only) The total handle time, in HH:MM:SS (hours, minutes, 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. 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: Skill_Group_Half_Hour.ReserveCallsTimeToHalf

**Reserve Active Time**

(Outbound Option only) The total talk time, in HH:MM:SS (hours, minutes, 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 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: Skill_Group_Half_Hour.ReserveCallsTalkTimeToHalf

**Reserve Hold Tasks**

(Outbound Option only) The total number of completed agent reservation 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: Skill_Group_Half_Hour.ReserveCallsOnHoldToHalf

**Reserve Hold Time**

(Outbound Option only) The time in HH:MM:SS (hours, minutes, seconds) that agent reservation calls were placed on hold by agents in the skill group during the half-hour interval. The value is updated in the database when the after-call work associated with the call (if any) has completed.

Derived from: Skill_Group_Half_Hour.ReserveCallsOnHoldTimeToHalf

**Active Auto Out Time**

(Outbound Option only) The time in HH:MM:SS (hours, minutes, seconds) that the agent spent talking on AutoOut (predictive) calls during the half-hour interval. TalkAutoOutTimeToHalf is included in the calculation of LoggedOnTimeToHalf.

Derived from: Skill_Group_Half_Hour.TalkAutoOutTimeToHalf
*Active Preview Time*
(Outbound Option only) The time in HH:MM:SS (hours, minutes, seconds) that the agent spent talking on outbound Preview calls during the half-hour interval. TalkAutoOutTimeToHalf is included in the calculation of LoggedOnTimeToHalf.
Derived from: Skill_Group_Half_Hour.TalkPreviewTimeToHalf

*Active Reserve Time*
(Outbound Option only) The time in HH:MM:SS (hours, minutes, seconds) that the agent spent talking on agent reservation calls during the half-hour interval. TalkReserveTimeToHalf is included in the calculation of LoggedOnTimeToHalf.
Derived from: Skill_Group_Half_Hour.TalkReserveTimeToHalf

*Barge In Tasks*
The number of calls barged in on either by the supervisor or by the agent.
Derived from: Skill_Group_Half_Hour.BargeInCallsToHalf

*Intercept Tasks*
The number of calls intercepted either by the supervisor or by the agent.
Derived from: Skill_Group_Half_Hour.InterceptCallsToHalf

*Monitor Tasks*
The number of calls monitored either by the supervisor or by the agent.
Derived from: Skill_Group_Half_Hour.MonitorCallsToHalf

*Whisper Tasks*
The number of calls coached either by the supervisor or by the agent.
Derived from: Skill_Group_Half_Hour.WhisperCallsToHalf

*Emergency Assist Tasks*
The number of emergency assist requests either by the agent or by the supervisor.
Derived from: Skill_Group_Half_Hour.EmergencyAssistsToHalf

Tasks Offered
The number of calls received by this skill group for the half-hour interval.
Derived from: Skill_Group_Half_Hour.CallsOfferedToHalf

Tasks Queued
The number of calls queued to this skill group by the ACD in the half-hour interval.
Note: Not applicable to IPCC.
Derived from: Skill_Group_Half_Hour.CallsQueuedToHalf

Interrupted Time
The time in HH:MM:SS (hours, minutes, seconds) that agents were in the Interrupted state with respect to this skill group in the half-hour interval. This is currently not used in the database.
Derived from: Skill_Group_Half_Hour.InterruptedTimeToHalf
**DB DateTime**

The date and time that data was last written to the ICM historical database (HDS) from the logger database. This is different from the time that the data was created. This is useful if you are extracting data from the historical database and you want to see when it was last updated.

Derived from: Skill_Group_Half_Hour.DbDatetime

**IPCC 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. All peripheral skill group reports do not have drill-down reports available.

Peripheral skill group templates are the same templates as base skill group templates with one exception. Peripheral skill group tabular templates do not have drill-down reports available while base skill group tabular templates do have drill-down reports available.

**Peripheral Skill Group Report Summary List**

The following table lists all the ICM Peripheral Skill Group report templates that WebView provides. Click the template name for a detailed description.

<table>
<thead>
<tr>
<th>Peripheral Skill Group Report Name</th>
<th>Applicable Environment</th>
<th>Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
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<td>perskg01: Peripheral Skill Group Status Real Time Report, page 5-70</td>
<td>IPCC and/or Standard ACD</td>
<td>real-time bar graph</td>
<td>The numbers of agents in the talking, idle, available, and wrap-up states.</td>
</tr>
<tr>
<td>perskg03: Peripheral Skill Group Agent State Status Report, page 5-71</td>
<td>IPCC and/or 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 5-72</td>
<td>IPCC and/or 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 5-74</td>
<td>IPCC and/or 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>Peripheral Skill Group Report Name</td>
<td>Applicable Environment</td>
<td>Type</td>
<td>Description</td>
</tr>
<tr>
<td>-----------------------------------</td>
<td>------------------------</td>
<td>---------------</td>
<td>-----------------------------------------------------------------------------</td>
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<tr>
<td>perskg08: FTE for Peripheral Skill Groups Half Hour Report, page 5-91</td>
<td>IPCC and/or 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 5-93</td>
<td>IPCC and/or 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: Outbound Option (Blended Agent) Statistics By Skill Group Report, page 5-75</td>
<td>Outbound Option (IPCC and/or Standard ACD)</td>
<td>real-time table</td>
<td>The current status of the selected Outbound Option skill group(s).</td>
</tr>
<tr>
<td>perskg12: Outbound Option (Blended Agent) Task Detail Performance In Skill Groups Half Hour Report, page 5-94</td>
<td>Outbound Option (IPCC and/or Standard ACD)</td>
<td>historical table</td>
<td>The percentage of time that Outbound Option 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 5-76</td>
<td>IPCC and/or Standard ACD</td>
<td>real-time table</td>
<td>Real-time peripheral skill group statistics.</td>
</tr>
<tr>
<td>perskg21: Peripheral Skill Group Task Summary Half Hour Report, page 5-97</td>
<td>IPCC only</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 5-101</td>
<td>IPCC only</td>
<td>historical table</td>
<td>A summary of task statistics for each skill group for the selected day(s).</td>
</tr>
<tr>
<td>perskg23: Peripheral Skill Group Performance Summary Half Hour Report, page 5-104</td>
<td>IPCC only</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>Peripheral Skill Group Report 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>perskg24: Peripheral Skill Group Performance Summary Daily Report, page 5-108</td>
<td>IPCC only</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 5-111</td>
<td>IPCC and/or Standard ACD</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>perskg26: Peripheral Skill Group Consolidated Daily Report, page 5-115</td>
<td>IPCC and/or Standard ACD</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>perskg27: Peripheral Skill Group Historical All Fields Report, page 5-119</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 5-79</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 5-89</td>
<td>IPCC and/or Standard ACD</td>
<td>real-time table</td>
<td>All the agents that are configured for the selected skill group(s), but currently not logged in. <strong>Note:</strong> An agent can appear more than once, if the agent is configured for more than one skill group.</td>
</tr>
</tbody>
</table>
Example IPCC Peripheral Skill Group Report

IPCC Peripheral Skill Group Real-Time Reports

- perskg01: Peripheral Skill Group Status Real Time Report, page 5-70
- perskg03: Peripheral Skill Group Agent State Status Report, page 5-71
- perskg04: Rolling 5-minute Peripheral Skill Group Status Report, page 5-72
- perskg05: Peripheral Skill Group % Utilization of Ready Agents Report, page 5-74
- perskg11: Outbound Option (Blended Agent) Statistics By Skill Group Report, page 5-75
- perskg20: Peripheral Skill Group Status Real Time Report, page 5-76
- perskg28: Peripheral Skill Group Real Time All Fields Report, page 5-79
- perskg29: Peripheral Skill Group Logout Real Time Report, page 5-89
perskg01: Peripheral Skill Group Status Real Time Report

Overview:

| Subject | A bar graph of the selected Peripheral Skill Group(s) showing the number of agents in each skill group in the Not Ready, Not Active, Active, Reserved, BusyOther, Hold, Interrupted, and Wrap-Up states. |
| Purpose | To show the current status of the selected peripheral skill group(s). |
| Applicable environment | IPCC and/or standard ACD |
| Template type | Real-time bar graph |
| Default sort order | By media routing domain and then by skill group |
| Drilldowns available | No |
| Schema database table | Media_Routing_Domain, Skill_Group, Skill_Group_Real_Time |

Data:

**Not Ready**

The number of agents in the skill group in the Not Ready state during an interval.

Derived from: Skill_Group_Real_Time.NotReady

**Not Active**

The number of agents in the skill group who are NOT currently involved in tasks and who are ready to accept calls or tasks.

Derived from: Skill_Group_Real_Time.Avail

**Active**

The number of agents in the skill group who are working on incoming tasks or who are in one of the talking states.

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.

In addition, if the Outbound option is used and agent may also be in the Talking Auto Out, Talking Preview, or Talking Reserve state.


**Reserved**

The number of agents in the skill group currently in the Reserved state.

Derived from: Skill_Group_Real_Time.ReservedAgents
**BusyOther**

The number of agents in the skill group currently in the BusyOther 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`

**Wrap Up**

The number of agents in the skill group 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.


---

**perskg03: Peripheral Skill Group Agent State Status Report**

<table>
<thead>
<tr>
<th><strong>Overview:</strong></th>
<th>A bar graph of the selected Peripheral Skill Group(s) showing the percentage of agents in each skill group in the Not Ready, Not Active, Active, Reserved, BusyOther, Interrupted, Hold, and Wrap-Up states.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Subject</strong></td>
<td>A bar graph of the selected Peripheral Skill Group(s) showing the percentage of agents in each skill group in the Not Ready, Not Active, Active, Reserved, BusyOther, Interrupted, Hold, and Wrap-Up states.</td>
</tr>
<tr>
<td><strong>Purpose</strong></td>
<td>To show current agent status 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 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><code>Media_Routing_Domain</code>, <code>Skill_Group</code>, <code>Skill_Group_Real_Time</code></td>
</tr>
</tbody>
</table>

**Data:**

**% Not Ready**

The percentage of agents in the skill group in the Not Ready state during the selected interval.


**% Not Active**

The percentage of agents in the skill group who are NOT currently involved in tasks and who are ready to accept calls or tasks.

% Active
The percentage of agents in the skill group who are working on incoming tasks or who are in one of the talking states.

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.

In addition, if the Outbound option is used and agent may also be in the Talking Auto Out, Talking Preview, or Talking Reserve state.


% Reserved
The percentage of agents in the skill group currently in the Reserved state.


% BusyOther
The percentage of agents in the skill group currently in the BusyOther state.


% Hold
The percentage 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.


% Wrap Up
The percentage of agents in the skill group 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.


perskg04: Rolling 5-minute Peripheral Skill Group Status Report

<table>
<thead>
<tr>
<th>Overview:</th>
</tr>
</thead>
<tbody>
<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>
</tbody>
</table>
Default sort order  |  By media routing domain and then by skill group
Drilldowns available | When selected from the Base Only Skill Group template subcategory (that is, used as a base only skill group report), Yes. When selected from the Peripheral Skill Group template subcategory (that is, used as a peripheral skill group report), No.

| Schema database table         | Skill_Group_Real_Time  
|                               | Skill_Group  
|                               | Media_Routing_Domain  

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)

**FTE Log On5**

The FTE value for the number of agents logged on (or signed 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. 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 Not Active5**

The FTE value for the number of agents in the Not Active state during an interval.

The Not Active 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.

Derived from: `Skill_Group_Real_Time.ReservedStateTimeTo5 / 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 and at the local ACD queue.


---

**perskg05: Peripheral Skill Group % Utilization of Ready Agents Report**

<table>
<thead>
<tr>
<th><strong>Overview:</strong></th>
</tr>
</thead>
<tbody>
<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:**

**% 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`
perskg11: Outbound Option (Blended Agent) Statistics By Skill Group Report

<table>
<thead>
<tr>
<th>Overview:</th>
</tr>
</thead>
<tbody>
<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>

<table>
<thead>
<tr>
<th>Data:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Skill Group Name</strong></td>
</tr>
<tr>
<td><strong>Agents on Predictive/Progressive Tasks</strong></td>
</tr>
<tr>
<td><strong>Agents on Preview Tasks</strong></td>
</tr>
<tr>
<td><strong>Agents on Reserved Tasks</strong></td>
</tr>
<tr>
<td><strong>Report Summary</strong></td>
</tr>
</tbody>
</table>
### Overview:

<table>
<thead>
<tr>
<th>Subject</th>
<th>A table of the selected peripheral skill group(s) showing the current statistics for each skill group</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Note:</strong> 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.</td>
<td></td>
</tr>
</tbody>
</table>

| 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 | When selected from the Base Only Skill Group template subcategory (that is, used as a base only skill group report), Yes. When selected from the Peripheral Skill Group template subcategory (that is, used as a peripheral skill group report), 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 calls currently queued to the skill group at the CallRouter and at the local ACD queue.


**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 routing 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 in HH:MM:SS (hours, minutes, seconds) 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

Not Active
The number of agents for the skill group in the Not Active state.
Not Active is a state where the agent is ready to accept tasks, 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 working on inbound 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

*Active Auto Out
The number of agents in the skill group currently talking on AutoOut (predictive) calls.
Derived from: Skill_Group_Real_Time.TalkingAutoOut

*Active Preview
The number of agents in the skill group currently talking on outbound Preview calls.
Derived from: Skill_Group_Real_Time.TalkingPreview
**Active Reservation**

The number of agents in the skill group currently talking on agent reservation calls.
Derived from: Skill_Group_Real_Time.TalkingReserve

**Avg Active Time**

The average talk or active time measured in HH:MM:SS (hours, minutes, seconds) format within the past 5 minutes.
Derived from: (Skill_Group_Real_Time.HandledCallsTalkTimeTo5 / Skill_Group_Real_Time.CallsHandledTo5)

**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 or whose state to the skill group is Paused.

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

**ASA5**

The Average Speed of Answer measured in HH:MM:SS (hours, minutes, seconds) format 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

Media Skill Group 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.

perskg28: Peripheral Skill Group Real Time All Fields Report

<table>
<thead>
<tr>
<th>Overview:</th>
</tr>
</thead>
<tbody>
<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:

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

Number of agents in a particular state with respect to skill group
(This applies to the next 15 fields)

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

Not Active
The number of agents for the skill group in the Not Active state, the state where the agent is ready to accept tasks, but is not currently involved in task work.
Derived from: Skill_Group_Real_Time.Avail

Ready
The number of agents for the skill group in the Ready state.
The Ready state is a state in which an agent is logged on to the system and either working on a call, involved in after call work, or available to handle a new task.
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 task handling activity nor available to handle a task.
Derived from: Skill_Group_Real_Time.NotReady

Reserved Agents
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
The number of agents in the skill group currently working on 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

**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 task work and is assumed not to be ready to accept incoming tasks 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 task 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 currently in the BusyOther state.
The Busy Other state is a state in which the agent is handling tasks 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

**Hold**
The number of agents that have all active tasks on hold and/or have paused tasks.
The agent is not in the Hold state with one task on hold and talking on another task (for example, a consultative call). The agent must have all active tasks on hold.
Derived from: Skill_Group_Real_Time.Hold

**Active Auto Out**
The number of agents in the skill group currently talking on AutoOut (predictive) calls.
Derived from: Skill_Group_Real_Time.TalkingAutoOut

**Active Preview**
The number of agents in the skill group currently talking on outbound Preview calls.
Derived from: Skill_Group_Real_Time.TalkingPreview

**Active Reserve**
The number of agents in the skill group talking on agent reservation calls during the current five-minute interval.
Derived from: Skill_Group_Real_Time.TalkingReserve
**Longest Task Queued**

The date and time that the longest task in the queue for the skill group was placed in
the queue.

Derived from: `Skill_Group_Real_Time.LongestCallQ`

**Longest Not Active Agent**

A date and time value that specifies the time that the longest Not Active agent for the
skill group became available. If no agent was available, the value is 0.

Derived from: `Skill_Group_Real_Time.LongestAvailAgent`

**Tasks QNow**

The number of tasks currently queued for the skill group at the CallRouter.

Derived from: `Skill_Group_Real_Time.RouterCallsQNow`

**Calls Queued Now**

The number of calls currently queued to this skill group by the ACD.

**Note**: Not applicable to IPCC.

Derived from: `Skill_Group_Real_Time.CallsQueuedNow`

**Calls In Progress**

The number of tasks currently associated with this skill group.

Derived from: `Skill_Group_Real_Time.CallsInProgress`

**Interrupted Now**

The number of agents whose state with respect to this skill group is currently
Interrupted. This field is currently not used by the database.

Derived from: `Call_Type_Real_Time.NumAgentsInterruptedNow XXX`

**Router Longest Call In Q**

The time when the longest call in queue was queued for this skill group.

**Note**: Applicable to IPCC only.

Derived from: `Skill_Group_Real_Time.RouterLongestCallInQ`

**ICM Avail**

The number of agents belonging to this skill group who are currently ICMAvailable with
respect to the Media Routing Domain to which the skill group belongs. ICM Available
means that ICM software is responsible for routing tasks to the agent and that the
agent is eligible to handle a task.

Derived from: `Call_Type_Real_Time.IcmAvailable`

**Application Avail**

The number of agents belonging to this skill group who are currently
ApplicationAvailable with respect to the Media Routing Domain to which the skill group
belongs. Application Available means that the application software is responsible for
routing tasks to the agent and that the agent is eligible to handle a task.

Derived from: `Call_Type_Real_Time.ApplicationAvailable`
**Current 5 Minutes Task Statistics: Offered**

The number of tasks offered to the skill group during the current five-minute interval. In real-time data, a task is counted as offered as soon as it is sent to a skill group.

Offered tasks are the total number of incoming calls and internal calls 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: Skill_Group_Real_Time.CallsOfferedTo5

**Current 5 Minutes Task Statistics: Answered**

The number of tasks begun by agents in the skill group during the past five minutes. The number of tasks begun includes only handled tasks 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 tasks 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 Task Statistics: Handled**

The number of tasks handled by the skill group during the current five-minute 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.

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: Skill_Group_Real_Time.CallsHandledTo5

**Current 5 Minutes Task Statistics: Agent Out**

The number of agents in the skill group currently talking on outbound calls.

Derived from: Skill_Group_Real_Time.AgentOutCallsTo5

**Current 5 Minutes Task Statistics: Transfer 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 call is completed.

Derived from: Skill_Group_Real_Time.TransferInCallsTo5
**Current 5 Minutes Task Statistics: Transfer 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 transfer of the call is completed.

Derived from: Skill_Group_Real_Time.TransferOutCallsTo5

**Current 5 Minutes Task Statistics: Transfer In Time**

The time in HH:MM:SS (hours, minutes, seconds) that 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

**Current 5 Minutes Task Statistics: Auto Out**

(Outbound Option only) The total number of completed AutoOut (predictive) calls made by agents in 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) has completed.

Derived from: Skill_Group_Real_Time.AutoOutCallsTo5

**Current 5 Minutes Task Statistics: Auto Out Time**

(Outbound Option only) The time in HH:MM:SS (hours, minutes, seconds) for completed AutoOut (predictive) calls handled by agents in the skill group during the current five-minute interval. Handle time includes WorkTime, TalkTime, and HoldTime. The AutoOutCallsTime 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: Skill_Group_Real_Time.AutoOutCallsTimeTo5

**Current 5 Minutes Task Statistics: Auto Out Active Time**

(Outbound Option only) The time in HH:MM:SS (hours, minutes, seconds) for completed AutoOut (predictive) calls handled by agents in the skill group during the current five-minute 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. 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: Skill_Group_Real_Time.AutoOutCallsTalkTimeTo5

**Current 5 Minutes Task Statistics: Preview**

(Outbound Option only) The total number of outbound Preview calls made by agents in 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) has completed.

Derived from: Skill_Group_Real_Time.PreviewCallsTo5

**Current 5 Minutes Task Statistics: Preview Time**

(Outbound Option only) The total handle time in HH:MM:SS (hours, minutes, seconds) for completed outbound Preview calls handled by agents in the skill group during the current five-minute interval. Handle time includes WorkTime, TalkTime, and HoldTime.
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: Skill_Group_Real_Time.PreviewCallsTimeTo5

*Current 5 Minutes Task Statistics: Preview Active Time

(Outbound Option only) The total active time in HH:MM:SS (hours, minutes, seconds) for completed outbound Preview calls handled by agents in the skill group during the current five-minute 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 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: Skill_Group_Real_Time.PreviewCallsTalkTimeto5

*Current 5 Minutes Task Statistics: Reserve

(Outbound Option only) The total number of agent reservation calls made by agents in 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) has completed. Derived from: Skill_Group_Real_Time.ReserveCallsTo5

*Current 5 Minutes Task Statistics: Reserve Time

(Outbound Option only) The total handle time in HH:MM:SS (hours, minutes, seconds) for completed agent reservation calls handled by agents in the skill group during the current five-minute interval. Handle time includes WorkTime, TalkTime, and HoldTime. The ReserveCallsTime value includes the time spent from the call being initiated to the time the agent completes 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: Skill_Group_Real_Time.ReserveCallsTimeTo5

*Current 5 Minutes Task Statistics: Reserve Active Time

(Outbound Option only) The total active time in HH:MM:SS (hours, minutes, seconds) for completed agent reservation calls handled by agents in the skill group during the current five-minute 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. It 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: Skill_Group_Real_Time.ReserveCallsTalkTimeTo5

Current 5 Minutes Agent Statistics:

Ans Wait

The time in HH:MM:SS (hours, minutes, seconds) that 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 tasks and internal calls received.

AnswerWaitTime is calculated as follows: RingTime + NetworkTime + LocalQTime (for standard ACDs) and NetQTime (for IPCC systems).

Derived from: Skill_Group_Real_Time.AnswerWaitTimeTo5
**Current 5 Minutes Agent Statistics: Not Active**

The time in HH:MM:SS (hours, minutes, seconds) that agents in the skill group have been in the Not Active 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 Active Time**

Average talk time in HH:MM:SS (hours, minutes, seconds) that for tasks counted as 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 tasks, which are tasks that are finished (that is, any after-task work associated with the task has been completed). This field is updated in the database when any after-task work associated with the task is completed.

Derived from: Skill_Group_Real_Time.AvgHandledCallsTalkTimeTo5

**Current 5 Minutes Agent Statistics: Avg Hand Time**

Average handle time in HH:MM:SS (hours, minutes, seconds) that for tasks counted as handled by the skill group during the current five-minute interval.

The value is calculated as follows: HandledCallsTimeTo5 / CallHandledTo5.

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 time in HH:MM:SS (hours, minutes, seconds) that 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 Tasks Active Time**

The total talk time in HH:MM:SS (hours, minutes, seconds) for tasks counted as handled by the skill group 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) is completed.

Derived from: Skill_Group_Real_Time.HandledCallsTalkTimeTo5
**Current 5 Minutes Agent Statistics:**

**Hand Time**

The total handle time in HH:MM:SS (hours, minutes, seconds) for tasks counted as handled by the skill group during the current five-minute interval. HandledCallsTime is the time spent from the task being answered by the agent to the time the agent completed after-task work associated with the task.

This value is updated in the database when the after-task work time associated with the task (if any) is completed.

Derived from: Skill_Group_Real_Time.HandledCallsTimeTo5

*Current 5 Minutes Agent Statistics:*

**Agent Out Time**

The total handle time in HH:MM:SS (hours, minutes, 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. 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 time in HH:MM:SS (hours, minutes, seconds) that all tasks to the agent are on hold or paused during the current five-minute 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: Skill_Group_Real_Time.HoldTimeTo5

**Current 5 Minutes Agent Statistics:**

**Log On Duration5**

The time in HH:MM:SS (hours, minutes, seconds) that 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 time in HH:MM:SS (hours, minutes, 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

**Current 5 Minutes Agent Statistics:**

**% Utilization**

Percentage of Ready time that agents in the skill group spent talking or doing task work during the current five-minute interval. This is the percentage of time the agents spend working on tasks in relation to the time agents were ready.

Derived from: Skill_Group_Real_Time.PercentUtilizationTo5
**Current 5 Minutes Agent Statistics:**

**Reserved**

The time in HH:MM:SS (hours, minutes, seconds) that 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:**

**Active In Time**

The time in HH:MM:SS (hours, minutes, seconds) that 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:**

**Active Out Time**

The time in HH:MM:SS (hours, minutes, seconds) that 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:**

**Active Other Time**

The time in HH:MM:SS (hours, minutes, seconds) that 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:**

**Active Time**

The time in HH:MM:SS (hours, minutes, seconds) that agents in the skill group have been in the Active 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:**

**Transfer In**

The time in HH:MM:SS (hours, minutes, seconds) that agents have been in the Transfer In state during the current five-minute interval.

Derived from: Skill_Group_Real_Time.TransferInCallsTimeTo5

**Current 5 Minutes Agent Statistics:**

**Work Not Ready**

The time in HH:MM:SS (hours, minutes, seconds) that 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 time in HH:MM:SS (hours, minutes, seconds) that 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

*Current 5 Minutes Agent Statistics: Active Auto Out Time
(Outbound Option only) The total time in HH:MM:SS (hours, minutes, seconds) that agents in the skill group spent talking on AutoOut (predictive) calls during the current five-minute interval.
Derived from: Skill_Group_Real_Time.TalkAutoOutTimeTo5

*Current 5 Minutes Agent Statistics: Active Preview Time
(Outbound Option only) The total time in HH:MM:SS (hours, minutes, seconds) that agents in the skill group spent talking on outbound Preview calls during the current five-minute interval.
Derived from: Skill_Group_Real_Time.TalkPreviewTimeTo5

*Current 5 Minutes Agent Statistics: Active Reserve Time
(Outbound Option only) The total time in HH:MM:SS (hours, minutes, seconds) that agents in the skill group spent talking on agent reservation calls during the current five-minute interval.
Derived from: Skill_Group_Real_Time.TalkReserveTimeTo5

Current 5 Minutes Agent Statistics: Interrupted Time
The number of agents whose state with respect to this skill group is currently Interrupted. This field is not currently used in the database.
Derived from: Call_Type_Real_Time.NumAgentsInterruptedNow

perskg29: Peripheral Skill Group Logout Real Time Report

<table>
<thead>
<tr>
<th>Overview:</th>
</tr>
</thead>
<tbody>
<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>
</tbody>
</table>
Drilldowns available | When selected from the Base Only Skill Group template subcategory (that is, used as a base only skill group report), Yes. When selected from the Peripheral Skill Group template subcategory (that is, used as a peripheral skill group report), No.
---|---
| Schema database tables | Agent
| Media_Routing_Domain
| Person
| Skill_Group
| Skill_Group_Member
| Agent_Skill_Group_Real_Time

**Data:**

**Media**

The skill group's media routing domain.

Derived from: Media_Routing_Domain.EnterpriseName

**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**

- perskg08: FTE for Peripheral Skill Groups Half Hour Report, page 5-91
- perskg09: Peripheral Skill Group Normalized Agent State Report, page 5-93
- perskg12: Outbound Option (Blended Agent) Task Detail Performance In Skill Groups Half Hour Report, page 5-94
- perskg23: Peripheral Skill Group Performance Summary Half Hour Report, page 5-104
- perskg25: Peripheral Skill Group Consolidated Half Hour Report, page 5-111
- perskg26: Peripheral Skill Group Consolidated Daily Report, page 5-115
- perskg27: Peripheral Skill Group Historical All Fields Report, page 5-119
### Overview:

| Subject                  | A table of the selected Peripheral Skill Group(s) showing half-hour FTE (Full Time Equivalent) counts for agents signed on and in the Not Ready, Not Active, Active, Wrap Up, Hold, Reserved, and BusyOther states.  
  **Note:** This report displays the same data as the Entskg08 report except that this report is organized by media rather then by skill group. |
<table>
<thead>
<tr>
<th></th>
<th></th>
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</thead>
<tbody>
<tr>
<td>Purpose</td>
<td>To show how many agents would be needed to handle tasks in the selected peripheral 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>
</tbody>
</table>
| Default sort order       | By the skill group, media routing domain, and then by date and time  
  **Note:** The perskg08 report is sorted by default only in ascending order. You cannot sort this report other then by its default sort. You cannot use the column headers, unlike in other reports, to sort the data. |
| Drilldowns available     | When selected from the Base Only Skill Group template subcategory (that is, used as a base only skill group report), Yes.  
  When selected from the Peripheral Skill Group template subcategory (that is, used as a peripheral skill group report), No. |
| Schema database table.   | Skill_Group_Half_Hour  
  Skill_Group  
  Media_Routing_Domain |

### 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 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 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.DateTime
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 Not Active
The fraction of 30 minutes, for the number of agents in the Not Active or 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.
Derived from: Skill_Group_Half_Hour.ReservedStateTimeToHalf / 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 routing domain.
perskg09: Peripheral Skill Group Normalized Agent State Report

**Overview:**

| Subject | A bar graph of the selected Peripheral Skill Group(s) showing the normalized percentage of agent states over a specified range of time, gathered in half-hour increments.  
**Note:** This report displays the same data as the Entskg09 report except that this report is organized by media rather then by skill group. |
| Purpose | To show agent status in the selected peripheral skill group(s) for the selected time period |
| Applicable environment | IPCC and/or standard ACD |
| Template type | Historical bar graph |
| Default sort order | By the skill group |
| Drilldowns available | No |
| Schema database table | Skill_Group_Half_Hour |

**Data:**

**Skill Group** *(no label)*

The member skill group's enterprise name and ID.  
Derived from: Skill_Group.EnterpriseName and Skill_Group.SkillTargetID

**% Not Active**

The percentage of the time that all agents in the skill group were in the Not Active or Available state during the interval. This value is measured against the total time that all agents were logged on during the selected interval.  
Derived from: Skill_Group_Half_Hour.AvailTimeToHalf / 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 selected interval. This value is measured against the total time that all agents were logged on during the interval.  
Derived from: Skill_Group_Half_Hour.NotReadyTimeToHalf / Skill_Group_Half_Hour.LoggedOnTimeToHalf

**% Active**

The percentage of the time that all agents in the skill group were working on incoming tasks or were in the Active, 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 selected interval.  
Derived from: Skill_Group_Half_Hour.TalkTimeToHalf / Skill_Group_Half_Hour.LoggedOnTimeToHalf
% Wrap
The percentage of the time that all agents in the skill group were in wrap up during the selected interval. This value is measured against the total time that all agents were logged on during the interval.

Derived from: (Skill_Group_Half_Hour.WorkReadyTimeToHalf + Skill_Group_Half_Hour.WorkNotReadyTimeToHalf) / Skill_Group_Half_Hour.LoggedOnTimeToHalf

% BusyOther
The percentage of agents in the skill group in the BusyOther state during the selected interval.

Derived from: Skill_Group_Half_Hour.BusyOtherTimeToHalf / Skill_Group_Half_Hour.LoggedOnTimeToHalf

% Reserved
The percentage of agents in the skill group in the Reserved state during the selected interval.

Derived from: Skill_Group_Half_Hour.ReservedStateTimeToHalf / Skill_Group_Half_Hour.LoggedOnTimeToHalf

% Hold
The percentage of agents in the skill group that have all active calls on hold during the selected interval. 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_Half_Hour.HoldTimeToHalf / Skill_Group_Half_Hour.LoggedOnTimeToHalf

perskg12: Outbound Option (Blended Agent) Task Detail Performance In Skill Groups Half Hour Report

<table>
<thead>
<tr>
<th>Overview:</th>
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<tbody>
<tr>
<td>Subject</td>
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<tr>
<td>Purpose</td>
</tr>
<tr>
<td>Applicable environment</td>
</tr>
<tr>
<td>Template type</td>
</tr>
<tr>
<td>Default sort order</td>
</tr>
</tbody>
</table>
### 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.DateTime`

**Predictive/Progressive Handle Time**

The percentage of time in HH:MM:SS (hours, minutes, seconds) that agents in the peripheral skill group spent handling completed AutoOut (predictive) tasks during the half-hour interval. Handle time includes:

- 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 the task ends.

Derived from: `Skill_Group_Half_Hour.AutoOutCallsTimeToHalf`

**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. The database updates the `AgentOutCallsTalkTime` value when any after-task work time associated with the task begins.

Derived from: `Skill_Group_Half_Hour.AutoOutCallsTalkTimeToHalf`

**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

**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

**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 Time**

The total handle time, in HH:MM:SS (hours, minutes, seconds) format, 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. 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: Skill_Group_Half_Hour.ReserveCallsTimeToHalf

**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.
## Overview:

| Subject | A table of the selected Peripheral Skill Group(s) showing each skill groups' call statistics, gathered in half-hour increments.  
**Note:** Completed task data is for all tasks that completed during the time shown (that is, on the row in the report). This includes any tasks which began before the time frame shown. However, this does not include tasks where the caller abandoned in the local ACD queue. This report displays the same data as the Entskg21 report except that this report is organized by media rather then 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. |
| Purpose | Shows the task activity for the selected skill groups for the selected time period. |
| Applicable environment | IPCC and/or standard ACD |
| Template type | Historical table |
| Default sort order | By media routing domain, skill group, and then by date and time |
| Drilldowns available | When selected from the Base Only Skill Group template subcategory (that is, used as a base only skill group report), Yes. When selected from the Peripheral Skill Group template subcategory (that is, used as a peripheral skill group report), 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)

#### DateTime (no label)

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

Derived from: Skill_Group_Half_Hour.DateTime
**Total Queued**

The number of tasks queued to the group by the CallRouter and the local ACD queue.

Derived from: `Skill_Group_Half_Hour.RouterQueueCallsToHalf + Skill_Group_Half_Hour.CallsQueuedToHalf`

**Enterprise Queued**

The number of tasks queued queued by ICM to the skill group during the half-hour interval.

**Note:** This does not include calls queued locally by TDM ACDs.

Derived from: `Skill_Group_Half_Hour.RouterQueueCallsToHalf`

**Completed Tasks: Total**

The number of tasks received by this skill group for the half-hour interval.


**Completed Tasks: Aban in Queue**

The number of queued tasks for the skill group that were abandoned from the router queue (not the TDM queue) during the half-hour interval.

Derived from: `Skill_Group_Half_Hour.RouterCallsAbandQToHalf`

**Completed Tasks: Aban Ring**

For voice: the total number of calls that were abandoned while the agent’s phone was ringing. For non-voice: the total number of tasks that were abandoned while being offered to an agent.

Derived from: `Skill_Group_Half_Hour.AbandonRingCallsToHalf`

**Completed Tasks: Redirect No Answer**

The number of tasks to the skill group that rang at an agent’s terminal and were 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`

**Completed Tasks: 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`

**Completed Tasks: % Aban**

The percentage of abandoned tasks in relation to all tasks completed by the skill group. This includes abandon in queue and abandon while ringing calls.

**Completed Tasks: % Handled**

The percentage of completed tasks that were 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 Completed

where Total Calls Completed = 
Skill_Group_Half_Hour.RouterCallsAbandQToHalf + 
Skill_Group_Half_Hour.AbandonRingCallsToHalf + 
Skill_Group_Half_Hour.RedirectNoAnsCallsToHalf + 
Skill_Group_Half_Hour.CallsHandledToHalf

*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. The value is updated in the database when the call is completed.

Derived from: Skill_Group_Half_Hour.TransferInCallsToHalf

*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. The value is updated in the database when the transfer of the call is completed.

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.ConferredOutCallsToHalf

*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

(IPCC only) The number of emergency assist requests either by the agent or by the supervisor.

Derived from: Skill_Group_Half_Hour.EmergencyAssistsToHalf

*Barge In

(IPCC only) The number of calls barged in on either by an agent or by the supervisor.

Derived from: Skill_Group_Half_Hour.BargeInCallsToHalf

*Intercept

(IPCC only) 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

Overview:

<table>
<thead>
<tr>
<th>Subject</th>
<th>A table of the selected Peripheral Skill Group(s) showing daily totals for incoming and outgoing call counts and call treatments.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Note</strong>: Completed task data is for all tasks that completed during the time shown (that is, on the row in the report). This includes any tasks which began before the time frame shown. However, this does not include tasks where the caller abandoned in the local ACD queue.</td>
<td></td>
</tr>
<tr>
<td>This report displays the same data as the Entskg08 report except that this report is organized by media rather then by skill group. The report also contains the same data as the Perskg21 report except that here the data is gathered by day rather than by half hour.</td>
<td></td>
</tr>
<tr>
<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>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Purpose</th>
<th>Shows the call activity for the selected skill groups for the selected time period.</th>
</tr>
</thead>
<tbody>
<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, skill group, and then by date and time</td>
</tr>
<tr>
<td>Drilldowns available</td>
<td>When selected from the Base Only Skill Group template subcategory (that is, used as a base only skill group report), Yes. When selected from the Peripheral Skill Group template subcategory (that is, used as a peripheral skill group report), 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

**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
**Total Queued**

The number of tasks queued to the group by the CallRouter and the local ACD queue.

Derived from: Skill_Group_Half_Hour.RouterQueueCallsToHalf + Skill_Group_Half_Hour.CallsQueuedToHalf

**Ent Queued**

The number of tasks queued queued by ICM to the skill group during the half-hour interval.

**Note:** This does not include calls queued locally by TDM ACDs.

Derived from: Skill_Group_Half_Hour.RouterQueueCallsToHalf

**Completed Tasks: Total**

The number of tasks received by this skill group for the half-hour interval.


**Completed Tasks: Aban in Queue**

The number of queued tasks for the skill group that were abandoned from the router queue (not the TDM queue) during the half-hour interval.

Derived from: Skill_Group_Half_Hour.RouterCallsAbandQToHalf

**Completed Tasks: Aban Ring**

For voice: the total number of calls that were abandoned while the agent’s phone was ringing. For non-voice: the total number of tasks that were abandoned while being offered to an agent.

Derived from: Skill_Group_Half_Hour.AbandonRingCallsToHalf

**Completed Tasks: Redirect No Answer**

The number of tasks to the skill group that rang at an agent’s terminal and were 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

**Completed Tasks: 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

**Completed Tasks: % Aban**

The percentage of abandoned tasks in relation to all tasks completed by the skill group. This includes abandon in queue and abandon while ringing calls.

**Completed Tasks: % Handled**

The percentage of completed tasks that were 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 Completed

where Total Calls Completed =
- Skill_Group_Half_Hour.RouterCallsAbandQToHalf +
- Skill_Group_Half_Hour.AbandonRingCallsToHalf +
- Skill_Group_Half_Hour.RedirectNoAnsCallsToHalf +
- Skill_Group_Half_Hour.CallsHandledToHalf

**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. The value is updated in the database when the call is completed.

Derived from: Skill_Group_Half_Hour.TransferInCallsToHalf

**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. The value is updated in the database when the transfer of the call is completed.

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

(IPCC only) The number of emergency assist requests either by the agent or by the supervisor.

Derived from: Skill_Group_Half_Hour.EmergencyAssistsToHalf

*Barge In

(IPCC only) The number of calls barged in on either by an agent or by the supervisor.

Derived from: Skill_Group_Half_Hour.BargeInCallsToHalf

*Intercept

(IPCC only) 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.

cisco ip contact center enterprise edition webview template reference guide 6.0(0)

perskg23: Peripheral Skill Group Performance Summary Half Hour Report

<table>
<thead>
<tr>
<th>Overview:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Subject</td>
<td>A table of the selected Peripheral Skill Group(s) showing performance statistics, gathered in half-hour increments. This report displays the same data as the Entskg23 report except that this report is organized by media rather then 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 the half-hour performance of the selected skill groups for the selected time period.</td>
</tr>
</tbody>
</table>
**Applicable environment** | IPCC and/or standard ACD  
---|---
**Template type** | Historical table  
**Default sort order** | By media routing domain, skill group, and then by date and time  
**Drilldowns available** | When selected from the Base Only Skill Group template subcategory (that is, used as a base only skill group report), Yes. When selected from the Peripheral Skill Group template subcategory (that is, used as a peripheral skill group report), 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)

**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

**Agent State Times: Log On Duration**

The total duration in HH:MM:SS (hours, minutes, and seconds) during the period that agents were logged into this skill group.

Derived from: Skill_Group_Half_Hour.LoggedOnTimeToHalf

**Agent State Times: % 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

**Agent State Times: % Not Active Time**

The percentage of time that agents have spent in the Not Active or Available state in relation to LoggedOnTime or interval, whichever is less.

Derived from: Skill_Group_Half_Hour.AvailTimeToHalf / Skill_Group_Half_Hour.LoggedOnTimeToHalf

**Agent State Times: % Active Time**

The percentage of time that agents spent working on incoming tasks or talking on calls in relation to LoggedOnTime or interval, whichever is less.

Derived from: Skill_Group_Half_Hour.TalkTimeToHalf / Skill_Group_Half_Hour.LoggedOnTimeToHalf
Agent State Times: % Hold Time
The percentage of time that agents have spent on hold in relation to LoggedOnTime or interval, whichever is less.
Derived from: (Skill_Group_Half_Hour.HoldTimeToHalf / Skill_Group_Half_Hour.LoggedOnTimeToHalf)

Agent State Times: % 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.

Agent State Times: % BusyOther Time
The percentage of time that agents have spent in BusyOther state in relation to LoggedOnTime or interval, whichever is less.
Derived from: (Skill_Group_Half_Hour.BusyOtherTimeToHalf / Skill_Group_Half_Hour.LoggedOnTimeToHalf)

Agent State Times: % Reserved Time
The percentage of time that agents have spent in Reserved state in relation to LoggedOnTime or interval, whichever is less.
Derived from: (Skill_Group_Half_Hour.ReservedStateTimeToHalf / Skill_Group_Half_Hour.LoggedOnTimeToHalf)

Agent State Times: % Utilization
The percentage of time the agents spent working on calls in relation to the time agents are ready.
If the TalkTimetoHalf is 0, then the % Utilization = 0
Derived from: Skill_Group_Half_Hour.PercentUtilizationToHalf

Complete Tasks: ASA
The skill group’s average speed of answer in HH:MM:SS (hour, minutes, seconds) calculated from the total time callers spent ringing at the agent’s voice device (handled or internal calls) divided by the number of tasks begun.

Complete Tasks: Avg Active Time
The Average Active Time in HH:MM:SS (hours, minutes, seconds) for tasks sent to the skill group.
Derived from: Skill_Group_Half_Hour.HandledCallsTalkTimeToHalf / Skill_Group_Half_Hour.CallsHandledToHalf
Complete Tasks: Avg Wrap Time
The Average Handle Time in HH:MM:SS (hour, minutes, seconds) for tasks sent to the
skill group.
Derived from: Skill_Group_Half_Hour.HandleCallsTimeToHalf / 
Skill_Group_Half_Hour.CallsHandledToHalf

Complete Tasks: Aban Hold
The number of ICM routed calls that Abandon While on hold at agents’ phones and/or
the number of paused tasks agents ended.
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
(IPCC only) The number of emergency assist requests by the agent.
Derived from: Skill_Group_Half_Hour.EmergencyAssistsToHalf

*Barge In
(IPCC only) The number of calls barged in on by the supervisor.
Derived from: Skill_Group_Half_Hour.BargeInCallsToHalf

*Intercept
(IPCC only) 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.
Overview:

<table>
<thead>
<tr>
<th>Subject</th>
<th>A table of the selected Peripheral Skill Group(s) showing performance statistics, gathered in day increments.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>This report displays the same data as the Entskg23 report except that this report is organized by media rather than by skill group. The report also contains the same data as the Perskg23 report except that here the data is gathered by day rather than by half hour.</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 daily performance of the selected 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 media routing domain, skill group, and then by date and time</td>
</tr>
<tr>
<td>Drilldowns available</td>
<td>When selected from the Base Only Skill Group template subcategory (that is, used as a base only skill group report), Yes. When selected from the Peripheral Skill Group template subcategory (that is, used as a peripheral skill group report), No.</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)

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

Agent State Times: Log On Duration

The total duration in HH:MM:SS (hours, minutes, and seconds) during the period that agents were logged into this skill group.
Derived from: Skill_Group_Half_Hour.LoggedOnTimeToHalf
Agent State Times: % 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: \( \frac{\text{Skill\_Group\_Half\_Hour.NotReadyTimeToHalf}}{\text{Skill\_Group\_Half\_Hour.LoggedOnTimeToHalf}} \)

Agent State Times: % Not Active Time

The percentage of time that agents have spent in the Not Active or Available state in relation to LoggedOnTime or interval, whichever is less.

Derived from: \( \frac{\text{Skill\_Group\_Half\_Hour.AvailTimeToHalf}}{\text{Skill\_Group\_Half\_Hour.LoggedOnTimeToHalf}} \)

Agent State Times: % Active Time

The percentage of time that agents spent working on incoming tasks or talking on calls in relation to LoggedOnTime or interval, whichever is less.

Derived from: \( \frac{\text{Skill\_Group\_Half\_Hour.TalkTimeToHalf}}{\text{Skill\_Group\_Half\_Hour.LoggedOnTimeToHalf}} \)

Agent State Times: % Hold Time

The percentage of time that agents have spent on hold (or paused) time in relation to LoggedOnTime or interval, whichever is less.

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

Agent State Times: % 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: \( \frac{\text{Skill\_Group\_Half\_Hour.WorkReadyTimeToHalf} + \text{Skill\_Group\_Half\_Hour.WorkNotReadyTimeToHalf}}{\text{Skill\_Group\_Half\_Hour.LoggedOnTimeToHalf}} \)

Agent State Times: % BusyOther Time

The percentage of time that agents have spent in BusyOther state in relation to LoggedOnTime or interval, whichever is less.

Derived from: \( \frac{\text{Skill\_Group\_Half\_Hour.BusyOtherTimeToHalf}}{\text{Skill\_Group\_Half\_Hour.LoggedOnTimeToHalf}} \)

Agent State Times: % Reserved Time

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

Derived from: \( \frac{\text{Skill\_Group\_Half\_Hour.ReservedStateTimeToHalf}}{\text{Skill\_Group\_Half\_Hour.LoggedOnTimeToHalf}} \)

Agent State Times: % Utilization

The percentage of time the agents spent working on calls in relation to the time agents are ready.

If the TalkTimetoHalf is 0, then the % Utilization = 0

Otherwise, \( \text{% Utilization} = \frac{\text{Skill\_Group\_Half\_Hour.TalkInTimeToHalf} + \text{Skill\_Group\_Half\_Hour.TalkOutTimeToHalf} + \text{Skill\_Group\_Half\_Hour.TalkOtherTimeToHalf}}{\text{Skill\_Group\_Half\_Hour.LoggedOnTimeToHalf}} \)
Skill_Group_Half_Hour.WorkReadyTimeToHalf +
Skill_Group_Half_Hour.WorkNotReadyTimeToHalf) /
(Skill_Group_Half_Hour.LoggedOnTimeToHalf -
Skill_Group_Half_Hour.NotReadyTimeToHalf))
Derived from: Skill_Group_Half_Hour.PercentUtilizationToHalf

**Complete Tasks: ASA**

The skill group's average speed of answer in HH:MM:SS (hour, minutes, seconds) calculated from the total time callers spent ringing at the agent’s voice device (handled or internal calls) divided by the number of tasks begun.

Derived from: Skill_Group_Half_Hour.AnswerWaitTimeToHalf / Skill_Group_Half_Hour.CallsAnsweredToHalf

**Complete Tasks: Avg Active Time**

The Average Active Time in HH:MM:SS (hours, minutes, seconds) for tasks sent to the skill group.

Derived from: Skill_Group_Half_Hour.HandledCallsTalkTimeToHalf / Skill_Group_Half_Hour.CallsHandledToHalf

**Complete Tasks: Avg Wrap Time**

The Average Handle Time in HH:MM:SS (hour, minutes, seconds) for tasks sent to the skill group.

Derived from: Skill_Group_Half_Hour.HandleCallsTimeToHalf / Skill_Group_Half_Hour.CallsHandledToHalf

**Complete Tasks: Aban Hold**

The number of ICM routed calls that Abandon While on hold at agents’ phones and/or the number of paused tasks agents ended.

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*

(IPCC only) The number of emergency assist requests by the agent.

Derived from: Skill_Group_Half_Hour.EmergencyAssistsToHalf

*Barge In*

(IPCC only) The number of calls barged in on by the supervisor.

Derived from: Skill_Group_Half_Hour.BargeInCallsToHalf

*Intercept*

(IPCC only) 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

Overview:

<table>
<thead>
<tr>
<th>Subject</th>
<th>A table of the selected Peripheral Skill Group(s) showing consolidated call and skill group statistics, gathered in half-hour increments.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Note</td>
<td>Completed tasks are all the tasks that completed during the time shown (that is, on the row in the report). This includes any tasks which began before the time frame shown. However, this does not include tasks where the caller abandoned in the local ACD queue.</td>
</tr>
<tr>
<td>This report displays the same data as the Entskg25 report except that this report is organized by media rather then by skill group.</td>
<td></td>
</tr>
<tr>
<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>
<td></td>
</tr>
<tr>
<td>Purpose</td>
<td>To show the activity and the performance of the selected 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 media routing domain, skill group, and then by date and time</td>
</tr>
<tr>
<td>Drilldowns available</td>
<td>When selected from the Base Only Skill Group template subcategory (that is, used as a base only skill group report), Yes. When selected from the Peripheral Skill Group template subcategory (that is, used as a peripheral skill group report), No.</td>
</tr>
<tr>
<td>Schema database tables</td>
<td>Media_Routing_Domain</td>
</tr>
<tr>
<td>Skill_Group</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)
**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

**Total Queued**

The number of tasks queued to this Skill Group by the CallRouter and the local ACD queue within the interval.

Derived from: Skill_Group_Half_Hour.RouterCallsQueuedToHalf + Skill_Group_Half_Hour.CallsQueuedToHalf

**Ent Queued**

The number of tasks queued to this Skill Group by ICM; this does not include calls queued locally by TDM ACDs.

Derived from: Skill_Group_Half_Hour.RouterCallsQueuedToHalf

**Completed Tasks: Total**

The total number of tasks completed by this Skill Group within the interval.


**Completed Tasks: Aban**

For voice: the total number of calls that were abandoned while the agent’s phone was ringing. For non-voice: the total number of tasks that were abandoned while being offered to an agent.

Derived from: (Skill_Group_Half_Hour.RouterCallsAbandQToHalf + Skill_Group_Half_Hour.AbandonCallsRingToHalf)

**Completed Tasks: 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: Skill_Group_Half_Hour.RedirectNoAnsCallsToHalf

**Completed Tasks: Handled**

The number of ICM Routed tasks handled within this skill group during the interval.

Derived from: Skill_Group_Half_Hour.CallsHandledToHalf

**Completed Tasks: AHT**

The average handle time in HH:MM:SS (hours, minutes, seconds) for incoming tasks handled by the skill group during the interval.

Derived from: Skill_Group_Half_Hour.HandleCallsTimeToHalf / Skill_Group_Half_Hour.CallsHandledToHalf

**Completed Tasks: Avg Active Time**

The Average Active Time for agents in the skill group during the interval.

Derived from: (Skill_Group_Half_Hour.HandledCallsTalkTimeToHalf / Skill_Group_Half_Hour.CallsHandledToHalf)
**Completed Tasks: Aban Hold**

The number of ICM routed tasks that abandoned while on hold and/or the number of paused tasks ended by the agents within this skill group during the interval.

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. The value is updated in the database when the call is completed.

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. The value is updated in the database when the transfer of the call is completed.

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

**Agent State Times: 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.TalkTimeToHalf

**Agent State Times: Hold Time**

The total time agents spent in the Hold/Paused state 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

**Agent State Times: 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

**Agent State Times: % Not Active Time**

The percentage of time that agents have spent in the Not Active or Available state in relation to LoggedOnTime or interval, whichever is less.

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

**Agent State Times: % 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)
**Agent State Times: % 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: \( \frac{\text{Skill\_Group\_Half\_Hour.TalkTimeToHalf}}{\text{Skill\_Group\_Half\_Hour.LoggedOnTimeToHalf}} \)

**Agent State Times: % Hold Time**

The percentage of time that agents spent in the Hold/Paused state in relation to LoggedOnTime or interval, whichever is less.

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

**Agent State Times: % 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: \( \frac{\text{Skill\_Group\_Half\_Hour.ReservedStateTimeToHalf}}{\text{Skill\_Group\_Half\_Hour.LoggedOnTimeToHalf}} \)

**Agent State Times: % 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: \( \frac{\text{Skill\_Group\_Half\_Hour.WorkReadyTimeToHalf} + \text{Skill\_Group\_Half\_Hour.WorkNotReadyTimeToHalf}}{\text{Skill\_Group\_Half\_Hour.LoggedOnTimeToHalf}} \)

**Agent State Times: % Busy Other Time**

The percentage of time that the agents of this skill group spent in busy other state.

Derived from: \( \frac{\text{Skill\_Group\_Half\_Hour.BusyOtherTimeToHalf}}{\text{Skill\_Group\_Half\_Hour.LoggedOnTimeToHalf}} \)

**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

Overview:

<table>
<thead>
<tr>
<th>Subject</th>
<th>A table of the selected Peripheral Skill Group(s) showing consolidated call and skill group statistics, gathered in day increments.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Note</strong>: Completed tasks are all the tasks all tasks that completed during the time shown (that is, on the row in the report). This includes any tasks which began before the time frame shown. However, this does not include tasks where the caller abandoned in the local ACD queue.</td>
<td></td>
</tr>
<tr>
<td>This report displays the same data as the Entskg26 report except that this report is organized by media rather then by skill group. The report also contains the same data as the Perskg25 report except that here the data is gathered by day rather than by half hour.</td>
<td></td>
</tr>
<tr>
<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>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Purpose</th>
<th>To show the daily activity and performance of the selected skill groups for the selected time period.</th>
</tr>
</thead>
<tbody>
<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, skill group, and then by date and time</td>
</tr>
<tr>
<td>Drilldowns available</td>
<td>When selected from the Base Only Skill Group template subcategory (that is, used as a base only skill group report), Yes. When selected from the Peripheral Skill Group template subcategory (that is, used as a peripheral skill group report), No.</td>
</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)

**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
Total Queued
The number of tasks queued to this Skill Group by the CallRouter and the local ACD queue within the interval.
Derived from: Skill_Group_Half_Hour.RouterCallsQueuedToHalf + Skill_Group_Half_Hour.CallsQueuedToHalf

Ent Queued
The number of tasks queued to this Skill Group by ICM; this does not include calls queued locally by TDM ACDs.
Derived from: Skill_Group_Half_Hour.RouterCallsQueuedToHalf

Completed Tasks: Total
The total number of tasks completed by this Skill Group within the interval.

Completed Tasks: Aban
For voice: the total number of calls that were abandoned while the agent’s phone was ringing. For non-voice: the total number of tasks that were abandoned while being offered to an agent.
Derived from: (Skill_Group_Half_Hour.RouterCallsAbandQToHalf + Skill_Group_Half_Hour.AbandonCallsRingToHalf )

Completed Tasks: 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: Skill_Group_Half_Hour.RedirectNoAnsCallsToHalf

Completed Tasks: Handled
The number of ICM Routed tasks handled within this skill group during the interval.
Derived from: Skill_Group_Half_Hour.CallsHandledToHalf

Completed Tasks: AHT
The average handle time in HH:MM:SS (hours, minutes, seconds) for incoming tasks handled by the skill group during the interval.
Derived from: Skill_Group_Half_Hour.HandleCallsTimeToHalf / Skill_Group_Half_Hour.CallsHandledToHalf

Completed Tasks: Avg Active Time
The Average Active Time for agents in the skill group during the interval.
Derived from: (Skill_Group_Half_Hour.HandledCallsTalkTimeToHalf / Skill_Group_Half_Hour.CallsHandledToHalf)

Completed Tasks: Aban Hold
The number of ICM routed tasks that abandoned while on hold and/or the number of paused tasks ended by the agents within this skill group during the interval.
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. The value is updated in the database when the call is completed.
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. The value is updated in the database when the transfer of the call is completed.
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

Agent State Times: 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.TalkTimeToHalf

Agent State Times: Hold Time
The total time agents spent in the Hold/Paused state 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

Agent State Times: 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

Agent State Times: % Not Active Time
The percentage of time that agents have spent in the Not Active or Available state in relation to LoggedOnTime or interval, whichever is less.
Derived from: (Skill_Group_Half_Hour.AvailTimeToHalf / Skill_Group_Half_Hour.LoggedOnTimeToHalf)

Agent State Times: % 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)
Agent State Times: % 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: Skill_Group_Half_Hour.TalkTimeToHalf / Skill_Group_Half_Hour.LoggedOnTimeToHalf

Agent State Times: % Hold Time
The percentage of time that agents spent in the Hold/Paused state in relation to LoggedOnTime or interval, whichever is less.
Derived from: (Skill_Group_Half_Hour.HoldTimeToHalf / Skill_Group_Half_Hour.LoggedOnTimeToHalf)

Agent State Times: % 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)

Agent State Times: % 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)

Agent State Times: % 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)

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.
### Overview:

| Subject | A table of the selected Peripheral Skill Group(s) listing all the available skill-group 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. |
| Purpose | To show all the available peripheral skill-group historical report data in the Skill_Group_Half_Hour database table so that you can select which data you want for a customized peripheral skill-group historical 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 | Historical |
| Default sort order | By skill group |
| Drilldowns available | When selected from the Base Only Skill Group template subcategory (that is, used as a base only skill group report), Yes. When selected from the Peripheral Skill Group template subcategory (that is, used as a peripheral skill group report), No. |
| Schema database tables | Skill Group, Skill_Group_Half_Hour |

### 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 total time in HH:MM:SS (hours, minutes, seconds) that the agent spent processing callback messages during the half-hour interval.

Derived from: Skill_Group_Half_Hour.CallbackMessagesTimeToHalf

*Tasks Ans*

The number of tasks begun during the half-hour interval.

Derived from: Skill_Group_Half_Hour.CallsAnsweredToHalf

*Ans Wait Time*

The total time in HH:MM:SS (hours, minutes, seconds) that callers spent waiting for tasks to be responded to by the skill group during the half-hour interval.

AnswerWaitTime is calculated as follows: RingTime + NetworkTime + LocalQTime (for standard ACDs) and NetQTime (for IPCC systems).

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 time in HH:MM:SS (hours, minutes, seconds) that the agent spent in the Active state for tasks associated with the skill group during the half-hour interval.

This 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.HandledCallsTalkTimeToHalf

*Hand Tasks Time*

The total handle time in HH:MM:SS (hours, minutes, 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 HH:MM:SS (hours, minutes, 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 total time agents spent in the Hold/Paused state 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

*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 total time in HH:MM:SS (hours, minutes, seconds) that internal calls to the skill group occurred 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 total time in HH:MM:SS (hours, minutes, seconds) that supervisor assisted calls occurred 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

*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 HH:MM:SS (hours, minutes, 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. 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 HH:MM:SS (hours, minutes, 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 time in HH:MM:SS (hours, minutes, seconds) that outbound ACD calls were placed on hold during the half-hour interval.

This 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 total time in HH:MM:SS (hours, minutes, seconds) that agents in the skill group spent working on incoming tasks during the half-hour interval.

Derived from: Skill_Group_Half_Hour.TalkInTimeToHalf

**Active Out Time**

The total time in HH:MM:SS (hours, minutes, seconds) that agents spent talking on outbound calls during the half-hour interval.

Derived from: Skill_Group_Half_Hour.TalkOutTimeToHalf

**Active Other Time**

The total time in HH:MM:SS (hours, minutes, seconds) that 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 time in HH:MM:SS (hours, minutes, seconds) that agents in the skill group were in the Active state during the half-hour interval.

Derived from: Skill_Group_Half_Hour.TalkTimeToHalf

**Log On Time**

The total time in HH:MM:SS (hours, minutes, seconds) that agents in the skill group were logged on during the half-hour interval.

Derived from: Skill_Group_Half_Hour.LoggedOnTimeToHalf

**Not Active Time**

The total time in HH:MM:SS (hours, minutes, seconds) that the agent spent in the Available or Not Active state during the half-hour interval.

Derived from: Skill_Group_Half_Hour.AvailTimeToHalf

**Not Ready Time**

The total time in HH:MM:SS (hours, minutes, seconds) that 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 time in HH:MM:SS (hours, minutes, seconds) that 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 time in HH:MM:SS (hours, minutes, seconds) that 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 total time in HH:MM:SS (hours, minutes, seconds) that agents spent handling calls assigned to other skill groups during the half-hour interval.

Derived from: `Skill_Group_Half_Hour.BusyOtherTimeToHalf`

**Reserved**

The total time in HH:MM:SS (hours, minutes, seconds) that 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. The value is updated in the database when the call is completed.

Derived from: `Skill_Group_Half_Hour.TransferInCallsToHalf`

**Transfer In Time**

The total time in HH:MM:SS (hours, minutes, seconds) that 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. The value is updated in the database when the transfer of the call is completed.

Derived from: `Skill_Group_Half_Hour.TransferOutCallsToHalf`

**Aban Ring Tasks**

For voice: the total number of calls that were abandoned while the agent’s phone was ringing. For non-voice: the total number of tasks that were abandoned while being offered to an agent.

Derived from: `Skill_Group_Half_Hour.AbandonRingCallsToHalf`

**Aban Ring Time**

The ring total time in HH:MM:SS (hours, minutes, seconds) before tasks to the skill group abandoned. The value is incremented at the time the call disconnects.

Derived from: `Skill_Group_Half_Hour.AbandonRingTimeToHalf`

**Aban Hold Tasks**

The total number of tasks offered to the skill group that abandoned while being held or paused by the agent. 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

*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 total time in HH:MM:SS (hours, minutes, seconds) that 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 total time in HH:MM:SS (hours, minutes, seconds) that 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 total time in HH:MM:SS (hours, minutes, seconds) that 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 tasks the skill group agents placed on hold or paused at least once. The value is incremented when the after-task work time associated with the task completed.

Derived from: Skill_Group_Half_Hour.IncomingCallsOnHoldToHalf
**Hold Time**

The total total time in HH:MM:SS (hours, minutes, seconds) that completed tasks were placed on hold or paused during the half-hour interval. The value is incremented when the after-task work time associated with the task 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 total time in HH:MM:SS (hours, minutes, seconds) that internal calls were 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 time in HH:MM:SS (hours, minutes, seconds) that 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 tasks offered at the agents terminal or phone that were redirected to another location because the agent did not respond.

Derived from: Skill_Group_Half_Hour.RedirectNoAnsCallsToHalf

**Redirect No Answer Time**

The time in HH:MM:SS (hours, minutes, seconds) that tasks to the skill group waited 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

**Avg Handled Active Time**
The average talk time in HH:MM:SS (hours, minutes, seconds) for calls counted as handled by the skill group during the half-hour interval.
This formula for this value is HandledCallsTalkTimeToHalf / CallHandledToHalf
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). HandledCallsTalkTime includes time agents spend in the TalkingIn, TalkingOut, and TalkingOther states. This field is updated in the database when any after-call work associated with the call is completed.
Derived from: Skill_Group_Half_Hour.AvgHandledCallsTalkTimeToHalf

**Auto Out Tasks**
(Outbound Option only) The total number of completed AutoOut (predictive) 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: Skill_Group_Half_Hour.AutoOutCallsToHalf

**Auto Out Time**
(Outbound Option only) The total handle time, in HH:MM:SS (hours, minutes, seconds), for completed AutoOut (predictive) calls handled by agents in the skill group during the half-hour interval. Handle time includes WorkTime, TalkTime, and HoldTime. The AutoOutCallsTime 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: Skill_Group_Half_Hour.AutoOutCallsTimeToHalf

**Auto Out Active Time**
(Outbound Option only) The total talk time, in HH:MM:SS (hours, minutes, seconds), for completed AutoOut (predictive) calls handled by agents 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 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: Skill_Group_Half_Hour.AutoOutCallsTalkTimeToHalf

**Auto Out Hold Tasks**
(Outbound Option only) The total number of completed AutoOut (predictive) 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: Skill_Group_Half_Hour.AutoOutCallsOnHoldToHalf
**Auto Out Hold Time**

(Outbound Option only) The total time in HH:MM:SS (hours, minutes, seconds) that AutoOut (predictive) calls were placed on hold by agents in the skill group during the half-hour interval. This data element is based on HoldTime. The value is updated in the database when the after-call work associated with the call (if any) has completed.

Derived from: Skill_Group_Half_Hour.AutoOutCallsOnHoldTimeToHalf

**Preview Tasks**

(Outbound Option only) The total number of completed outbound Preview 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: Skill_Group_Half_Hour.PreviewCallsToHalf

**Preview Time**

(Outbound Option only) The total handle time, in HH:MM:SS (hours, minutes, 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. 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: Skill_Group_Half_Hour.PreviewCallsTimeToHalf

**Preview Active Time**

(Outbound Option only) The total talk time, in HH:MM:SS (hours, minutes, 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 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: Skill_Group_Half_Hour.PreviewCallsTalkTimeToHalf

**Preview Hold Tasks**

(Outbound Option only) The total number of completed outbound Preview 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: Skill_Group_Half_Hour.PreviewCallsOnHoldToHalf

**Preview Hold Time**

(Outbound Option only) The time in HH:MM:SS (hours, minutes, seconds) outbound Preview calls were placed on hold by agents in the skill group during the half-hour interval. This value is updated in the database when the after-call work associated with the call (if any) has completed.

Derived from: Skill_Group_Half_Hour.PreviewCallsOnHoldTimeToHalf

**Reserve Tasks**

(Outbound Option only) The total number of completed agent reservation 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: Skill_Group_Half_Hour.ReserveCallsToHalf
**Reserve Time**

(Outbound Option only) The total handle time, in HH:MM:SS (hours, minutes, 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. 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: Skill_Group_Half_Hour.ReserveCallsTimeToHalf

**Reserve Active Time**

(Outbound Option only) The total talk time, in HH:MM:SS (hours, minutes, 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 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: Skill_Group_Half_Hour.ReserveCallsTalkTimeToHalf

**Reserve Hold Tasks**

(Outbound Option only) The total number of completed agent reservation 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: Skill_Group_Half_Hour.ReserveCallsOnHoldToHalf

**Reserve Hold Time**

(Outbound Option only) The time in HH:MM:SS (hours, minutes, seconds) agent reservation calls were placed on hold by agents in the skill group during the half-hour interval. The value is updated in the database when the after-call work associated with the call (if any) has completed.

Derived from: Skill_Group_Half_Hour.ReserveCallsOnHoldTimeToHalf

**Active Auto Out Time**

(Outbound Option only) The number of seconds the agent spent talking on AutoOut (predictive) calls during the half-hour interval. TalkAutoOutTimeToHalf is included in the calculation of LoggedOnTimeToHalf.

Derived from: Skill_Group_Half_Hour.TalkAutoOutTimeToHalf

**Active Preview Time**

(Outbound Option only) The number of seconds the agent spent talking on outbound Preview calls during the half-hour interval. TalkAutoOutTimeToHalf is included in the calculation of LoggedOnTimeToHalf.

Derived from: Skill_Group_Half_Hour.TalkPreviewTimeToHalf

**Active Reserve Time**

(Outbound Option only) The number of seconds the agent spent talking on agent reservation calls during the half-hour interval. TalkReserveTimeToHalf is included in the calculation of LoggedOnTimeToHalf.

Derived from: Skill_Group_Half_Hour.TalkReserveTimeToHalf

**Barge In Tasks**

The number of calls barged in on either by the supervisor or by the agent.

Derived from: Skill_Group_Half_Hour.BargeInCallsToHalf
**Intercept Tasks**
The number of calls intercepted either by the supervisor or by the agent.
Derived from: Skill_Group_Half_Hour.InterceptCallsToHalf

**Monitor Tasks**
The number of calls monitored either by the supervisor or by the agent.
Derived from: Skill_Group_Half_Hour.MonitorCallsToHalf

**Whisper Tasks**
The number of calls coached either by the supervisor or by the agent.
Derived from: Skill_Group_Half_Hour.WhisperCallsToHalf

**Emergency Assist Tasks**
The number of emergency assist requests either by the agent or by the supervisor.
Derived from: Skill_Group_Half_Hour.EmergencyAssistsToHalf

**Task Offered**
The number of calls received by this skill group for the half-hour interval.
Derived from: Skill_Group_Half_Hour.CallsOfferedToHalf

**Task Queued**
The number of calls queued to this skill group by the ACD in the half-hour interval.
**Note:** Not applicable to IPCC.
Derived from: Skill_Group_Half_Hour.CallsQueuedToHalf

**Interrupted Time**
The number of seconds that agents were in the Interrupted state with respect to this skill group in the half-hour interval. This field is currently not used in the database.
Derived from: Skill_Group_Half_Hour.InterruptedTimeToHalf

**Recovery Day**
A value used internally by the ICM software to track virtual time.
Derived from: Skill_Group_Half_Hour.RecoveryDay

**Recovery Key**
A value used internally by ICM software to track virtual time.
Derived from: Skill_Group_Half_Hour.RecoveryKey

**Time Zone**
The time zone for the date and time. The value is the offset in minutes from GMT (Greenwich Mean Time).
Derived from: Skill_Group_Half_Hour.TimeZone
**DB DataTime**

The date and time that data was last written to the ICM historical database (HDS) from the logger database. This is different from the time that the data was created. This is useful if you are extracting data from the historical database and you want to see when it was last updated.

Derived from: Skill_Group_Half_Hour.DbDatetime
Trunk Group for IP-IVR Report Templates

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.

This chapter includes:
- Summary List of all Trunk Group for IP-IVR Reports, page 6-1
- Example Trunk Group for IP-IVR Report, page 6-3
- Trunk Group for IP-IVR Report Descriptions, page 6-3

Summary List of all Trunk Group for IP-IVR Reports

Table 6-1 lists the available trunk group for 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 6-4</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 6-6</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 6-8</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 6-9</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>
</tbody>
</table>
Table 6-1 Trunk Group IP-IVR Reports (continued)

<table>
<thead>
<tr>
<th>Template</th>
<th>Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>trkgrp22: IVR Ports Status Real Time Report, page 6-10</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 6-10</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>
<tr>
<td>nettrk03: Network Trunk Group Real Time All Fields Report, page 6-11</td>
<td>real-time table</td>
<td>All the available network trunk-group real-time report data in the Network_Trunk_Group_Real_Time database table</td>
</tr>
<tr>
<td>nettrk13: Network Trunk Group Historical All Fields Report, page 6-14</td>
<td>historical table</td>
<td>All the available network trunk-group historical report data in the Network_Trunk_Group_Half_Hour database table</td>
</tr>
</tbody>
</table>
Trunk Group for IP-IVR Report Descriptions

- trkgrp04: Trunks Real Time All Fields Report, page 6-4
- trkgrp12: Trunks Historical All Fields Report, page 6-6
- trkgrp20: All Ports Busy Real Time Report, page 6-8
- trkgrp21: IVR Ports Idle & In Service Real Time Report, page 6-9
- trkgrp22: IVR Ports Status Real Time Report, page 6-10
- trkgrp23: IVR Ports Performance Half Hour Report, page 6-10
- nettrk03: Network Trunk Group Real Time All Fields Report, page 6-11
- nettrk13: Network Trunk Group Historical All Fields Report, page 6-14
Trkgrp04: Trunks Real Time All Fields Report

| Overview: |
|-----------------|--------------------------------------------------|
| Subject         | A table of all the selected trunk groups listing all the available trunk group real-time report data |
| Purpose         | To show all the available trunk real-time report data in the Trunk_Group_Real_Time database table so that you can select which data you want for a customized trunk real-time report |
| Applicable environment | IPCC and/or standard ACD |
| Template type   | Historical table |
| Default sort order | Trunk group |
| Drilldowns available | No |
| Schema database tables | Trunk_Group  
Trunk_Group_Real_Time |

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 time in HH:MM:SS (hours, minutes, 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.CallsAbandonedToday

Tasks In30
The number of inbound tasks received on the trunk group during the current half-hour interval.
Derived from: Trunk_Group_Real_Time.CallsInHalf

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.CallsOutHalf

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 time in HH:MM:SS (hours, minutes, seconds) trunks in the group have been in service during the current half-hour interval.
Derived from: Trunk_Group_Real_Time.InServiceTimeHalf

In Service Time Today
The time in HH:MM:SS (hours, minutes, seconds) trunks in the group have been in service since midnight.
Derived from: Trunk_Group_Real_Time.InServiceTimeToday

Inbound Time30
The time in HH:MM:SS (hours, minutes, seconds) trunks in the group have been in use for inbound tasks during the current half-hour interval.
Derived from: Trunk_Group_Real_Time.InUseInboundTimeHalf
Inbound Time Today
The time in HH:MM:SS (hours, minutes, seconds) trunks in the group have been in use for inbound tasks since midnight.
Derived from: Trunk_Group_Real_Time.InUseInboundTimeToday

Outbound Time30
The time in HH:MM:SS (hours, minutes, seconds) trunks in the group have been in use for outbound tasks during the current half-hour interval.
Derived from: Trunk_Group_Real_Time.InUseOutboundTimeHalf

Outbound Time Today
The time in HH:MM:SS (hours, minutes, 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_Real_Time.TrunksIdle

In Service
The number of trunks in the trunk group in service now.
Derived from: Trunk_Group_Real_Time.TrunksInService

trkgrp12: Trunks Historical All Fields Report

<table>
<thead>
<tr>
<th>Overview:</th>
</tr>
</thead>
<tbody>
<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 | Trunk_Group
Trunk_Group_Half_Hour |

Data:

Enterprise Name
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 time in HH:MM:SS (hours, minutes, 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 time in HH:MM:SS (hours, minutes, seconds) that 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 time in HH:MM:SS (hours, minutes, seconds) that 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 time in HH:MM:SS (hours, minutes, seconds) that 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

**DB DateTime**

The date and time that data was last written to the ICM historical database (HDS) from the logger database. This is different from the time that the data was created. This is useful if you are extracting data from the historical database and you want to see when it was last updated.

Derived from: Trunk_Group_Half_Hour.DbDatatime

---

**trkgrp20: All Ports Busy Real Time Report**

<table>
<thead>
<tr>
<th><strong>Overview:</strong></th>
</tr>
</thead>
<tbody>
<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>
trkgrp21: IVR Ports Idle & In Service Real Time Report

<table>
<thead>
<tr>
<th>Subject</th>
<th>An overlapped bar graph of the current number of idle ports in relation to the current number of in-service ports</th>
</tr>
</thead>
</table>
| Purpose | To show IVR port usage  
Use this report to ensure that your system is performing optimally. |
| Applicable environment | IPCC |
| Template type | Real-time bar graph |
| Default sort order | By IVR port trunk group. |
| Drilldowns available | No |
| Schema database tables | Trunk_Group  
Trunk_Group_Real_Time |

Data:

**IVR Ports**

The enterprise name of the IVR Ports 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_GroupReal_Time.AllTrunksBusyHalf

**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

**Ports In Service**

The number of ports in the trunk group in service for the current half-hour interval.

Derived from: Trunk_Group_Real_Time.TrunksInService
Trkgrp22: IVR Ports Status Real Time Report

Overview:

Subject: A real-time table showing counts of ports in-service, ports idle, and the time in HH:MM:SS (hours, minutes, seconds) that all ports have been currently busy.

Purpose: To show the status of IVR ports.

Use this report to ensure that your system is performing optimally.

Applicable environment: IPCC

Template type: Real-time table

Default sort order: By IVR port trunk group.

Drilldowns available: No

Schema database tables: Trunk_Group

Trunk_Group_Real_Time

Data:

**IVR Ports**

The enterprise name of the IVR port trunk group.

Derived from: Trunk_Group.EnterpriseName

**Ports in Service**

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 that all ports in the IVR group were busy for the current half-hour interval.

Derived from: Trunk_Group_Real_Time.AllTrunksBusy

Trkgrp23: IVR Ports Performance Half Hour Report

Overview:

Subject: A table of half-hour counts of IVR ports in-service, ports idle, and the time HH:MM:SS (hours, minutes, seconds) that all ports were busy

Purpose: To show the performance of IVR ports for the selected time period.
Trunk Group for IP-IVR Report Templates

nettrk03: Network Trunk Group Real Time All Fields Report

<table>
<thead>
<tr>
<th>Applicable environment</th>
<th>IPCC</th>
</tr>
</thead>
<tbody>
<tr>
<td>Template type</td>
<td>Historical table</td>
</tr>
<tr>
<td>Default sort order</td>
<td>By IVR port 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>Trunk_Group, Trunk_Group_Half_Hour</td>
</tr>
</tbody>
</table>

Data:

IVR Ports

The name of the IVR port used by the trunk group.
Derived from: Trunk_Group.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: 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 HH:MM:SS (hours, minutes, seconds), during the half-hour interval that all ports in the group were busy.
Derived from: Trunk_Group_Half_Hour:AllTrunksBusyToHalf

Group Summary

Summary of each field for each IVR Port for each interval.

Report Summary

Summary of all fields for all IVR Ports.

nettrk03: Network Trunk Group Real Time All Fields Report

Overview:

| Subject | A table of all the selected network trunk groups listing all the available trunk-group real-time report data. |

Cisco IP Contact Center Enterprise Edition WebView Template Reference Guide 6.0(0)
**Purpose**
To show all the available network trunk-group real-time data in the Network_Trunk_Group_Real_Time database table so that you can select which data you want for a customized network trunk-group real-time report.

**Applicable environment**
Standard ACD

**Template type**
Real-time table

**Default sort order**
By network trunk group

**Drilldowns available**
No

**Schema database tables**
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

**Trunk ID**
The ID number of the Trunk group.
Derived from: Network_Trunk_Group_Real_Time.NetworkTrunkGroupId

**Datetime**
The ICM Central Controller date and time that this data was last updated.
Derived from: Network_Trunk_Group_Real_Time.DateTime

**Busy All30**
The time in HH:MM:SS (hours, minutes, seconds) during the current half-hour interval that all trunks in the group were busy.
Derived from: Network_Trunk_Group_Real_Time.AllTrunksBusyHalf

**Busy All 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.CallsAbandonedHalf

**Aban Today**
The number of calls to the trunk group abandoned in queue since midnight.
Derived from: Network_Trunk_Group_Real_Time.CallsAbandonedToday
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.CallsInHalf

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.CallsOutHalf

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 time in HH:MM:SS (hours, minutes, seconds) trunks in the group have been in service during the current half-hour interval.
Derived from: Network_Trunk_Group_Real_Time.InServiceTimeHalf

In Service Time Today
The time in HH:MM:SS (hours, minutes, seconds) trunks in the group have been in service since midnight.
Derived from: Network_Trunk_Group_Real_Time.InServiceTimeToday

Inbound Time30
The time in HH:MM:SS (hours, minutes, 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.InUseInboundTimeHalf

Inbound Time Today
The time in HH:MM:SS (hours, minutes, 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 time in HH:MM:SS (hours, minutes, 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.InUseOutboundTimeHalf

Outbound Time Today
The time in HH:MM:SS (hours, minutes, 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

Overview:
| Subject | A table of all the selected network trunk groups listing all the available trunk-group historical report data for the selected interval |
| Purpose | 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 |
| Applicable environment | Standard ACD |
| Template type | Historical table |
| Default sort order | By network trunk group, and then by date and time |
| Drilldowns available | No |
| Schema database tables | Network_Trunk_Group, Network_Trunk_Group_Half_Hour |

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.NetworkTrunkGroupID

Busy All
The total time in HH:MM:SS (hours, minutes, 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 time in HH:MM:SS (hours, minutes, seconds) format that 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 time in HH:MM:SS (hours, minutes, seconds) format that 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 total time in HH:MM:SS (hours, minutes, seconds) format that 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

DB Datetime
The date and time that data was last written to the ICM historical database (HDS) from the logger database. This is different from the time that the data was created. This is useful if you are extracting data from the historical database and you want to see when it was last updated.
Derived from: Network_Trunk_Group_Half_Hour.DbDatetime
Application Gateway, Path, and Script Queue Reports

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. Use the application gateway reports to report on such data as the number of query requests issued to a host system and the delay involved in making queries. Use the script queue report for script queue statistics.

WebView includes the following ICM application gateway, application path report, and script queue report templates. 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 7-2</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 7-4</td>
<td>IPCC and Standard ACD</td>
<td>real-time table</td>
<td>Current status of a single application path.</td>
</tr>
</tbody>
</table>
Example Application Gateway Report

Appliance Gateway Half Hour Status Report
From: 1/3/2004 00:00:00 To: 1/3/2004 12:59:00

<table>
<thead>
<tr>
<th>Application Gateway</th>
<th>Requests</th>
<th>Rejects</th>
<th>Max Delay</th>
<th>Avg Delay</th>
<th>Unavailable</th>
<th>Errors</th>
<th>Timeouts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Boston_office</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>01/03/04 09:00:00</td>
<td>35</td>
<td>0</td>
<td>47</td>
<td>11</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>01/03/04 09:30:00</td>
<td>33</td>
<td>1</td>
<td>281</td>
<td>17</td>
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<td>0</td>
<td>0</td>
</tr>
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<td>01/03/04 10:00:00</td>
<td>35</td>
<td>0</td>
<td>156</td>
<td>11</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>01/03/04 10:30:00</td>
<td>41</td>
<td>0</td>
<td>124</td>
<td>13</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>01/03/04 11:00:00</td>
<td>42</td>
<td>0</td>
<td>219</td>
<td>18</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>01/03/04 11:30:00</td>
<td>53</td>
<td>0</td>
<td>187</td>
<td>14</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>01/03/04 12:00:00</td>
<td>48</td>
<td>0</td>
<td>110</td>
<td>15</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>01/03/04 12:30:00</td>
<td>51</td>
<td>0</td>
<td>94</td>
<td>10</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Miami_office</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>01/03/04 09:00:00</td>
<td>13</td>
<td>0</td>
<td>110</td>
<td>59</td>
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<td>0</td>
</tr>
<tr>
<td>01/03/04 09:30:00</td>
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<td>0</td>
<td>607</td>
<td>32</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>01/03/04 10:00:00</td>
<td>20</td>
<td>0</td>
<td>141</td>
<td>70</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>01/03/04 10:30:00</td>
<td>9</td>
<td>0</td>
<td>203</td>
<td>77</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>01/03/04 11:00:00</td>
<td>22</td>
<td>0</td>
<td>234</td>
<td>58</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>01/03/04 11:30:00</td>
<td>21</td>
<td>0</td>
<td>155</td>
<td>51</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>01/03/04 12:00:00</td>
<td>27</td>
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<td>125</td>
<td>52</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>01/03/04 12:30:00</td>
<td>21</td>
<td>0</td>
<td>360</td>
<td>58</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>New_York_office</td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>01/03/04 12:00:00</td>
<td>23</td>
<td>0</td>
<td>94</td>
<td>58</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>01/03/04 12:30:00</td>
<td>26</td>
<td>0</td>
<td>94</td>
<td>58</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Chicago_office</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>01/03/04 09:00:00</td>
<td>30</td>
<td>0</td>
<td>15</td>
<td>13</td>
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<td>172</td>
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</tr>
<tr>
<td>01/03/04 10:00:00</td>
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<td>0</td>
<td>15</td>
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<td>0</td>
<td>0</td>
</tr>
<tr>
<td>01/03/04 11:00:00</td>
<td>30</td>
<td>0</td>
<td>94</td>
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</tr>
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<td>15</td>
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<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>01/03/04 12:00:00</td>
<td>30</td>
<td>0</td>
<td>15</td>
<td>4</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

Appliance Gateway Status Half Hour Report

Overview:

<table>
<thead>
<tr>
<th>Subject</th>
<th>Data on requests made by the application gateway to a host system, gathered in half-hour increments.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Purpose</td>
<td>To show application gateway half-hour status for the selected time period.</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

<table>
<thead>
<tr>
<th>Applicable environment</th>
<th>IPCC and/or standard ACD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Template type</td>
<td>Historical table</td>
</tr>
<tr>
<td>Default sort order</td>
<td>By Application Gateway and then by DateTime</td>
</tr>
<tr>
<td>Drilldowns available</td>
<td>No</td>
</tr>
<tr>
<td>Schema database table</td>
<td>Application_Gateway</td>
</tr>
<tr>
<td></td>
<td>Application_Gateway_Half_Hour</td>
</tr>
</tbody>
</table>
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>Overview:</th>
</tr>
</thead>
<tbody>
<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:

Application Path Name
The ICM ID of the application path for the associated data row.
Derived from: Application_Path_Real_Time.AppPathID

DateTime Last Updated
The date and time the application path was last updated.
Derived from: Application_Path_Real_Time.DateTime

Online DateTime
The date and time at which the application instance associated with this application path established a connection with the CTI Server.
Derived from: Application_Path_Real_Time.OnLineDateTime
**Application Online**

Whether or not the application path is currently online. Values are either 0 (off line) or 1 (on line).


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**scrqeu01: Script Queue Node Real Time Report**

<table>
<thead>
<tr>
<th><strong>Overview:</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Subject</strong></td>
</tr>
</tbody>
</table>
| **Purpose** | Scripts control the routing logic of ICM, and it is possible to create a script that manipulates a task in such a manner that the task will never be serviced (that is, queuing the task to a skill group where no agents will log in).

The Script.Queue.Real_Time table allows an administrator to detect this situation. This table has one row for every script queue node that contains a pending task. |
| **Applicable environment** | IPCC and/or standard ACD |
| **Template type** | Real-time table |
| **Default sort order** | By script ID and then by queue node ID |
| **Drilldowns available** | No |
| **Schema database table** | Script.Script.Queue_Real_Time |

**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/YYYY (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 the node.

Derived from: `Script_Queue_Real_Time.NumTasks`
Outbound Option (Blended Agent) reports

The Outbound Option is an application that provides outbound dialing functionality along with the existing inbound capabilities of ICM software. With the Outbound Option, contact centers can be configured for automated outbound activities. This option allows agents who are not busy with inbound calls to perform outbound calls, thereby maintaining high agent productivity.

All Outbound option reports are **voice-only** reports and can be used in a standard ACD environment and/or an IP Contact Center environment.

To have the Outbound Option report templates display in WebView, you must select the Outbound Option when installing ICM.

Table 8-1 lists the ICM Outbound Option report templates that WebView provides. Click on the name of a 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.
Outbound Option Real-Time Reports

**Table 8-1 Outbound Option Report Templates**

<table>
<thead>
<tr>
<th>Template Name</th>
<th>Applicable Environment</th>
<th>Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>agtskg06: Outbound Option (Blended Agent) Status Report, page 2-119</td>
<td>Outbound Option (IPCC and/or standard ACD)</td>
<td>real-time table</td>
<td>Outbound Option task status for the selected time period.</td>
</tr>
<tr>
<td>agtskg10: Outbound Option (Blended Agent) Predictive and Progressive Tasks Detail Performance Report, page 2-138</td>
<td>Outbound Option (IPCC and/or standard ACD)</td>
<td>historical table</td>
<td>Task detail performance of predictive calls by skill group.</td>
</tr>
<tr>
<td>agtskg11: Outbound Option (Blended Agent) Preview Task Detail Performance Report, page 2-140</td>
<td>Outbound Option (IPCC and/or standard ACD)</td>
<td>historical table</td>
<td>Task detail performance of preview calls by skill group.</td>
</tr>
<tr>
<td>imprul01: Import Status Real Time Report, page 8-15</td>
<td>Outbound Option (IPCC and/or standard ACD)</td>
<td>real-time table</td>
<td>The number of good, bad, and total records imported, or to be imported.</td>
</tr>
<tr>
<td>imprul10: Import Rule Report, page 8-23</td>
<td>Outbound Option (IPCC and/or standard ACD)</td>
<td>historical table</td>
<td>The number of good, bad, and total records imported, by time range.</td>
</tr>
<tr>
<td>camqry01: Call Counts of Query Rule within Campaign Real Time Report, page 8-4</td>
<td>Outbound Option (IPCC and/or standard ACD)</td>
<td>real-time table</td>
<td>Data for each query rule within a campaign.</td>
</tr>
<tr>
<td>camqry02: Summary of Call Counts Per Campaign Real Time Report, page 8-7</td>
<td>Outbound Option (IPCC and/or standard ACD)</td>
<td>real-time table</td>
<td>Current status of all campaign records.</td>
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<td>camqry03: Valid Campaign Dialing Times Real Time Report, page 8-9</td>
<td>Outbound Option (IPCC and/or standard ACD)</td>
<td>real-time table</td>
<td>Currently configured campaign dialing times</td>
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<tr>
<td>camqry04: Query Rule Dialing Times Real Time Report, page 8-10</td>
<td>Outbound Option (IPCC and/or standard ACD)</td>
<td>real-time table</td>
<td>Currently configured Campaign Query Rules dialing times.</td>
</tr>
<tr>
<td>camqry10: Call Counts of Query Rule within Campaign Half Hour Report, page 8-16</td>
<td>Outbound Option (IPCC and/or standard ACD)</td>
<td>historical table</td>
<td>Data for each query rule within a campaign.</td>
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### Table 8-1 Outbound Option Report Templates (continued)

<table>
<thead>
<tr>
<th>Template Name</th>
<th>Applicable Environment</th>
<th>Type</th>
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<td>camqry11: Summary of Call Counts per Campaign Half Hour Report, page 8-18</td>
<td>Outbound Option (IPCC and/or standard ACD)</td>
<td>historical</td>
<td>Status of all campaign records.</td>
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<tr>
<td>dialer01: Dialer Real Time Report, page 8-12</td>
<td>Outbound Option (IPCC and/or standard ACD)</td>
<td>real-time</td>
<td>Data for contacts, busy, voice, answering machine, and SITTone contacts detected by the dialer.</td>
</tr>
<tr>
<td>dialer10: Dialer Call Result Summary Half Hour Report, page 8-21</td>
<td>Outbound Option (IPCC and/or standard ACD)</td>
<td>historical</td>
<td>Contacts, busy, voice, answering machine, and SITTone contacts detected by the dialer during the half-hour interval.</td>
</tr>
<tr>
<td>dialpr01: Dialer Port Status Real Time Report, page 8-13</td>
<td>Outbound Option (IPCC and/or standard ACD)</td>
<td>real-time</td>
<td>Dialer activity on a port-by-port basis.</td>
</tr>
<tr>
<td>perskg11: Outbound Option (Blended Agent) Statistics By Skill Group Report, page 5-75</td>
<td>Outbound Option (IPCC and/or standard ACD)</td>
<td>real-time</td>
<td>All skill groups and their associated Blended Agent status.</td>
</tr>
<tr>
<td>perskg12: Outbound Option (Blended Agent) Task Detail Performance In Skill Groups Half Hour Report, page 5-94</td>
<td>Outbound Option (IPCC and/or standard ACD)</td>
<td>historical</td>
<td>Percentage of time that Outbound Option agents spent in the signed on, handle, talk, and hold states.</td>
</tr>
</tbody>
</table>
## Overview:

<table>
<thead>
<tr>
<th>Subject</th>
<th>Outbound Option Campaign Query Rule: All query rules within a campaign.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Purpose</td>
<td>To display the status of each query rule within a campaign report</td>
</tr>
<tr>
<td>Applicable environment</td>
<td>Outbound Option (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 campaign name and then by query rule name</td>
</tr>
<tr>
<td>Drilldowns available</td>
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</table>
| Schema database tables | Campaign  
Campaign_Query_Rule_Real_Time  
Query_Rule |

### Example Outbound Option Report

**camqry01: Call Counts of Query Rule within Campaign Real Time Report**

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<th>Call Date</th>
<th>03/06/04</th>
<th>03/07/04</th>
<th>03/08/04</th>
<th>03/09/04</th>
<th>03/10/04</th>
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<th>03/20/04</th>
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<th>03/23/04</th>
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<tbody>
<tr>
<td>Time Date</td>
<td>01:00 AM</td>
<td>02:00 AM</td>
<td>03:00 AM</td>
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**Total Summary**

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<tbody>
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</tr>
</tbody>
</table>
Outbound Option (Blended Agent) reports camqry01: Call Counts of Query Rule within Campaign Real Time Report

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

**Total Records**
The total number of records.
Derived from: Campaign_Query_Rule_Real_Time.TotalCount

**Available**
The number of available records.
Derived from: (Campaign_Query_Rule_Real_Time.TotalCount - Campaign_Query_Rule_Real_Time.VoiceCount - Campaign_Query_Rule_Real_Time.ClosedCount)

**Closed**
The number of contacts attempted.
Derived from: Campaign_Query_Rule_Real_Time.ClosedCount

**Requested Callback**
The number of call-back contacts.
Derived from: Campaign_Query_Rule_Real_Time.CallBackCount

**Voice**
The number of calls for the day that ended in successful customer contact.
Derived from: Campaign_Query_Rule_Real_Time.VoiceCount

**Busy**
The number of calls that detected a busy signal.
Derived from: Campaign_Query_Rule_Real_Time.BusyCount

**No Answer**
The number of calls that were not answered.
Derived from: Campaign_Query_Rule_Real_Time.NoAnswerDetectCount

**No Ringback**
The number of calls that did not detect a ring back.
Derived from: Campaign_Query_Rule_Real_Time.NoRingBackDetectCount

**No Dialtone**
The number of calls that did not detect a dial tone.
Derived from: Campaign_Query_Rule_Real_Time.NoDialToneDetectCount
Fax
The number of calls that detected a fax.
Derived from: Campaign_Query_Rule_Real_Time.FaxDetectCount

Network IVR
The number of calls that detected a network answering machine.
Derived from: Campaign_Query_Rule_Real_Time.NetworkAnsweringMachinesCount

Answering Machine
The number of calls that detected an answering machine.
Derived from: Campaign_Query_Rule_Real_Time.AnsweringMachineCount

SIT Tone
The number of calls that detected a Special Information Tone (SIT).
Derived from: Campaign_Query_Rule_Real_Time.SITToneDetectCount

Agent Rejected
The number of preview/callback calls that were rejected by the agent but that might be called back.
Derived from: Campaign_Query_Rule_Real_Time.AgentRejectedCount

Agent Closed
The number of preview/callback calls that were rejected by the agent (these customers will not be dialed).
Derived from: Campaign_Query_Rule_Real_Time.AgentClosedCount

Canceled
The number of calls where the dialer canceled a ringing customer call
Derived from: Campaign_Query_Rule_Real_Time.CanceledDetectCount

Abandon
The number of calls abandoned by the dialer.
Derived from: Campaign_Query_Rule_Real_Time.AbandonDetectCount

Abandon to IVR
The number of calls that were abandoned by the dialer. However, instead of hanging-up on the customer the customer was transferred to an IVR which plays a message.
Derived from: Campaign_Query_Rule_Real_Time.AbandonToIVRCount

Customer Abandon
The number of calls where the customer hung-up immediately after picking up the phone.
Derived from: Campaign_Query_Rule_Real_Time.CustomerAbandonDetectCount

Talk Time
The total time in HH:MM:SS (hours, minutes, seconds) that agents spent talking on the telephone today.
Derived from: Campaign_Query_Rule_Real_Time.TalkTimeCount
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.

camqry02: Summary of Call Counts Per Campaign Real Time Report

Overview:

<table>
<thead>
<tr>
<th>Subject</th>
<th>Outbound Option Campaign Query Rules: Current status of all campaign records.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Purpose</td>
<td>To display the current status of all campaign records</td>
</tr>
<tr>
<td>Applicable environment</td>
<td>Outbound Option (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 campaign name</td>
</tr>
<tr>
<td>Drilldowns available</td>
<td>No</td>
</tr>
<tr>
<td>Schema database tables</td>
<td>Campaign</td>
</tr>
<tr>
<td></td>
<td>Campaign_Query_Rule_Real_Time</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 available records.
Derived from: (Campaign_Query_Rule_Real_Time.TotalCount - Campaign_Query_Rule_Real_Time.VoiceCount - Campaign_Query_Rule_Real_Time.ClosedCount)

Closed
The number of contacts attempted.
Derived from: Campaign_Query_Rule_Real_Time.ClosedCount
Requested Callback
The number of call-back contacts.
Derived from: Campaign_Query_Rule_Real_Time.CallBackCount

Voice
The number of calls for the day that ended in successful customer contact.
Derived from: Campaign_Query_Rule_Real_Time.VoiceCount

Busy
The number of calls that detected a busy signal.
Derived from: Campaign_Query_Rule_Real_Time.BusyCount

No Answer
The number of calls that were not answered.
Derived from: Campaign_Query_Rule_Real_Time.NoAnswerDetectCount

No Ringback
The number of calls that did not detect a ring back.
Derived from: Campaign_Query_Rule_Real_Time.NoRingBackDetectCount

No Dialtone
The number of calls that did not detect a dial tone.
Derived from: Campaign_Query_Rule_Real_Time.NoDialToneDetectCount

Fax
The number of calls that detected a fax.
Derived from: Campaign_Query_Rule_Real_Time.FaxDetectCount

Network IVR
The number of calls that detected a network answering machine.
Derived from: Campaign_Query_Rule_Real_Time.NetworkAnsMachinesCount

Answering Machine
The number of calls that detected an answering machine.
Derived from: Campaign_Query_Rule_Real_Time.AnsweringMachineCount

SIT Tone
The number of calls that detected a special information tone (SIT).
Derived from: Campaign_Query_Rule_Real_Time.SITToneDetectCount

Agent Rejected
The number of preview/callback calls that were rejected by the agent.
Derived from: Campaign_Query_Rule_Real_Time.AgentRejectedCount

Agent Closed
The number of preview/callback calls that were rejected by the agent (these customers will not be dialed).
Derived from: Campaign_Query_Rule_Real_Time.AgentClosedCount
Canceled
The number of calls where the dialer canceled a ringing customer call
Derived from: Campaign_Query_Rule_Real_Time.CanceledDetectCount

Abandon
The number of calls abandoned by the dialer.
Derived from: Campaign_Query_Rule_Real_Time.AbandonDetectCount

Abandon to IVR
The number of calls that were abandoned by the dialer. However, instead of hanging-up on the customer the customer was transferred to an IVR which plays a message.
Derived from: Campaign_Query_Rule_Real_Time.AbandonToIVRCount

Customer Abandon
The number of calls where the customer hung-up immediately after picking up the phone.
Derived from: Campaign_Query_Rule_Real_Time.CustomerAbandonDetectCount

Talk Time
The total time in HH:MM:SS (hours, minutes, seconds) that agents spent talking on the telephone today.
Derived from: Campaign_Query_Rule_Real_Time.TalkTimeCount

WrapUp Time
The length of time the agents spent in wrap-up work.
Derived from: Campaign_Query_Rule_Real_Time.WrapupTimeCount

Summary
A summary of each field in the report.

camqry03: Valid Campaign Dialing Times Real Time Report

<table>
<thead>
<tr>
<th>Overview:</th>
</tr>
</thead>
<tbody>
<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>
Outbound Option (Blended Agent) reports

Data:

**Campaign Name**

The name of the campaign.

Derived from: Campaign.CampaignName

**Start Work Time**

Campaign Start Work time measured in HH:MM:SS format. Campaign Start Work time is the start time that a customer can be phoned at work.

Campaign time is normalized to the customer's time zone. For example, if the campaign runs from 3 to 6 PM Eastern Standard time and it is past 6 PM on the East coast, you can still dial someone in Chicago since it is not yet 6 PM there.

Derived from: Campaign.WorkStartHours ':' Campaign.WorkStartMinutes

**End Work Time**

Campaign End Work time imeasured n HH:MM:SS format. Campaign End Work time is the time beyond which a customer can no longer be phoned at work.

Derived from: Campaign.WorkEndHours ':' Campaign.WorkEndMinutes

**Work Duration**

The total work time. Work Duration = End Work Time – Start Work Time

Derived from: Campaign.WorkDuration

**Start Home Time**

Campaign Start Home time measured in HH:MM:SS format. Campaign Start Home time is the start time that a customer can be phoned at home.

Work time and home time can overlap.

Derived from: Campaign.HomeStartHours ':' Campaign.HomeStartMinutes

**End Home Time**

Campaign End Home time measured in HH:MM:SS format. Campaign End Home time is the time beyond which a customer can no longer be phoned at home.

Derived from: Campaign.HomeEndHours ':' Campaign.HomeEndMinutes

**Home Duration**

The total home time. Home Duration = End Home Time – Start Home Time

Derived from: Campaign.HomeDuration

camqry04: Query Rule Dialing Times Real Time Report

<table>
<thead>
<tr>
<th>Overview:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Subject</td>
<td>The currently configured Campaign Query Rules dialing times.</td>
</tr>
<tr>
<td>Purpose</td>
<td>To display the currently valid query rule dialing times</td>
</tr>
</tbody>
</table>
Outbound Option (Blended Agent) reports

camqry04: Query Rule Dialing Times Real Time Report

<table>
<thead>
<tr>
<th>Applicable environment</th>
<th>Outbound Option (IPCC and/or standard ACD)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Template type</td>
<td>Real-time table</td>
</tr>
<tr>
<td>Default sort order</td>
<td>By campaign name, and then by query rule name, query rule start time, query rule end time, campaign work start time, campaign work end time, campaign home start time, and campaign home end time</td>
</tr>
<tr>
<td>Drilldowns available</td>
<td>No</td>
</tr>
<tr>
<td>Schema database tables</td>
<td>Campaign</td>
</tr>
<tr>
<td></td>
<td>Campaign_Query_Rule</td>
</tr>
<tr>
<td></td>
<td>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

**Start Work Time**
Campaign Start Work time measured in HH:MM:SS format. Campaign Start Work time is the start time that a customer can be phoned at work.
Campaign time is normalized to the customer's time zone. For example, if the campaign runs from 3 to 6 PM Eastern Standard time and it is past 6 PM on the East coast, you can still dial someone in Chicago since it is not yet 6 PM there.
Derived from: campaign.workstarthours ':' campaign.workstartminutes

**Query Rule Start Time**
The time in HH:MM:SS format that the query rule starts.
Query rule time is based on the ICM central controller's time zone. Typically, the ICM Adm Workstation from which a query is run is in the ICM central controller’s time zone.
Derived from: Campaign_Query_Rule.StartHours ":" Campaign_Query_Rule.StartMinutes

**End Work Time**
Campaign End Home time measured in HH:MM:SS format. Campaign End Home time is the time beyond which a customer can no longer be phoned at home.
Derived from: Campaign.WorkEndHours ':' Campaign.WorkEndMinutes

**Query Rule End Time**
The time in HH:MM:SS format that the query rule ends.
Derived from: Campaign_Query_Rule.EndHours ':' Campaign_Query_Rule.EndMinutes
**Work Duration**

The total work time. Work Duration = End Work Time – Start Work Time.

Derived from: \(((\text{Campaign.WorkEndHours} \times 60) + \text{Campaign.WorkEndMinutes}) - ((\text{Campaign.WorkStartHours} \times 60) + \text{Campaign.WorkStartMinutes}))\)

**Query Rule Duration**

The total query rule time. Work Duration = End Query Rule Time – Start Query Rule Time.

Derived from: \(((\text{Campaign_Query_Rule.EndHours} \times 60) + \text{Campaign_Query_Rule.EndMinutes}) - ((\text{Campaign_Query_Rule.StartHours} \times 60) + \text{Campaign_Query_Rule.StartMinutes}))\)

**Start Home Time**

Campaign Start Home time measured in HH:MM:SS format. Campaign Start Home time is the start time that a customer can be phoned at home.

Work time and home time can overlap.

Derived from: \(\text{Campaign.HomeStartHours}' : ' \text{Campaign.HomeStartMinutes}\)

**End Home Time**

The home time in HH:MM:SS format that the campaign ends.

Derived from: \(\text{Campaign.HomeEndHours}' : ' \text{Campaign.HomeEndMinutes}\)

**Home Duration**

The total home time. Home Duration = End Home Time – Start Home Time

Derived from: \(((\text{Campaign.HomeEndHours} \times 60) + \text{Campaign.HomeEndMinutes}) - ((\text{Campaign.HomeStartHours} \times 60) + \text{Campaign.HomeStartMinutes}))\)

dialer01: Dialer Real Time Report

<table>
<thead>
<tr>
<th>Overview:</th>
</tr>
</thead>
<tbody>
<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:

**Dialer Name**

The name of the dialer.

Derived from: Dialer.DialerName

**Dialed**

The number of contacts dialed today.

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 SITTones were detected.

Derived from: Dialer_Real_Time.SITToneDetectToday

**No Answer**

The number of contacts which were not answered.

Derived from: Dialer_Real_Time.NoAnswerDetectToday

**Aband**

The number of contacts which were abandoned.

Derived from: Dialer_Real_Time.AbandonDetectToday

**Report Summary**

The total for each field in the report.

dialpr01: Dialer Port Status Real Time Report

<table>
<thead>
<tr>
<th><strong>Overview:</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Subject</strong></td>
</tr>
<tr>
<td><strong>Purpose</strong></td>
</tr>
<tr>
<td>Applicable environment</td>
</tr>
<tr>
<td>------------------------</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:**

**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
imprul01: Import Status Real Time Report

<table>
<thead>
<tr>
<th>Overview:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Subject</td>
<td>Import Rule: The number of good, bad, and total records imported, or to be imported.</td>
</tr>
<tr>
<td>Purpose</td>
<td>To display the status of Outbound Option import records</td>
</tr>
<tr>
<td>Applicable environment</td>
<td>Outbound Option (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 import name</td>
</tr>
<tr>
<td>Drilldowns available</td>
<td>No</td>
</tr>
<tr>
<td>Schema database table</td>
<td>Import_Rule</td>
</tr>
<tr>
<td></td>
<td>Import_Rule_Real_Time</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Data:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Import Name</td>
<td>The name of the import rule.</td>
</tr>
<tr>
<td></td>
<td>Derived from: Import_Rule.ImportRuleName</td>
</tr>
<tr>
<td>Start Date</td>
<td>The time the import rule is scheduled to start.</td>
</tr>
<tr>
<td></td>
<td>Derived from: Import_Rule_Real_Time.DateTimeStart</td>
</tr>
<tr>
<td>Status</td>
<td>The status of the import rule. The status of the import rule. These are the codes:</td>
</tr>
<tr>
<td></td>
<td>380 = &quot;IMPORT_BEGIN&quot;</td>
</tr>
<tr>
<td></td>
<td>385 = &quot;IMPORT_UPDATE&quot;</td>
</tr>
<tr>
<td></td>
<td>390 = &quot;BUILD_BEGIN&quot;</td>
</tr>
<tr>
<td></td>
<td>410 = &quot;BUILD_END&quot;</td>
</tr>
<tr>
<td></td>
<td>420 = &quot;IMPORT_END&quot;</td>
</tr>
<tr>
<td></td>
<td>430 = &quot;DNC_BEGIN&quot;</td>
</tr>
<tr>
<td></td>
<td>450 = &quot;DNC_END&quot;</td>
</tr>
<tr>
<td></td>
<td>455 = &quot;IMPORT_FAILED&quot;</td>
</tr>
<tr>
<td></td>
<td>All other values = &quot;IDLE&quot;</td>
</tr>
<tr>
<td></td>
<td>Derived from: Import_Rule_Real_Time.Status</td>
</tr>
<tr>
<td>Good Records</td>
<td>The number of good records imported or to be imported.</td>
</tr>
<tr>
<td></td>
<td>Derived from: Import_Rule_Real_Time.GoodRecords</td>
</tr>
<tr>
<td>Bad Records</td>
<td>The number of bad records imported.</td>
</tr>
<tr>
<td></td>
<td>Derived from: Import_Rule_Real_Time.BadRecords</td>
</tr>
</tbody>
</table>
**Total Records**

The total number of records imported or to be imported.
Derived from: Import_Rule_Real_Time.TotalRecords

---

### Outbound Option Historical Reports

#### camqry10: Call Counts of Query Rule within Campaign Half Hour Report

<table>
<thead>
<tr>
<th>Overview:</th>
</tr>
</thead>
<tbody>
<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:

**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

**Attempted**
The number of calls attempted in the half-hour interval.
Derived from: Campaign_Query_Rule_Half_Hour.ContactsAttemptedToHalf
**Voice**
The number of contacts for which a voice was detected during the half-hour interval.
Derived from: Campaign_Query_Rule_Half_Hour.VoiceDetectToHalf

**Busy**
The number of contacts in a half-hour interval that detected a busy signal.
Derived from: Campaign_Query_Rule_Half_Hour.BusyDetectToHalf

**No Answer**
The number of contacts in a half-hour interval that were not answered.
Derived from: Campaign_Query_Rule_Half_Hour.NoAnswerDetectToHalf

**No Ringback**
The number of contacts in a half-hour interval that did not detect a ring back.
Derived from: Campaign_Query_Rule_Half_Hour.NoRingBackDetectToHalf

**No Dialtone**
The number of contacts in a half-hour interval that did not detect a dial tone.
Derived from: Campaign_Query_Rule_Half_Hour.NoDialToneDetectToHalf

**Fax**
The number of contacts in a half-hour interval that detected a fax.
Derived from: Campaign_Query_Rule_Half_Hour.FaxDetectToHalf

**Network IVR**
The number of contacts in a half-hour interval that detected a network answering machine.
Derived from: Campaign_Query_Rule_Half_Hour.NetworkAnsMachineDetectToHalf

**Answering Machine**
The number of contacts in a half-hour interval that detected an answering machine.
Derived from: Campaign_Query_Rule_Half_Hour.AnsweringMachineDetectToHalf

**SIT Tone**
The number of contacts in a half-hour interval that detected a special information tone (SIT).
Derived from: Campaign_Query_Rule_Half_Hour.SITToneDetectToHalf

**Agent Rejected**
The number of preview/callback contacts in a half-hour interval that were rejected by the agent.
Derived from: Campaign_Query_Rule_Half_Hour.AgentRejectedToHalf

**Agent Closed**
The number of preview/callback contacts that were rejected by the agent (these customers will not be dialed).
Derived from: Campaign_Query_Rule_Half_Hour.AgentClosedDetectToHalf
**Canceled**

The number of contacts in a half-hour interval where the dialer canceled a ringing customer call.

Derived from: Campaign_Query_Rule_Half_Hour.CanceledDetectToHalf

**Abandon**

The number of contacts in a half-hour interval abandoned by the dialer.

Derived from: Campaign_Query_Rule_Half_Hour.AbandonDetectToHalf

**Abandon to IVR**

The number of contacts in a half-hour interval that were abandoned by the dialer. However, instead of hanging-up on the customer the customer was transferred to an IVR which plays a message.

Derived from: Campaign_Query_Rule_Half_Hour.AbandonToIVRToHalf

**Customer Abandon**

The number of contacts in a half-hour interval where the customer hung-up immediately after picking up the phone.

Derived from: Campaign_Query_Rule_Half_Hour.CustomerAbandonDetectToHalf

**Talk Time**

The total time in HH:MM:SS (hours, minutes, seconds) that agents spent talking on the telephone today.

Derived from: Campaign_Query_Rule_Half_Hour.TalkTimeToHalf

**WrapUp Time**

The length of time the agents spent in wrap-up work.

Derived from: Campaign_Query_Rule_Half_Hour.WrapupTimeToHalf

**Campaign Summary**

A summary of each field for each campaign.

**Query Rule Summary**

A summary of each field for each query rule.

**Report Summary**

A summary of each field for all campaigns.

---

**camqry11: Summary of Call Counts per Campaign Half Hour Report**

<table>
<thead>
<tr>
<th>Overview:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Subject</strong></td>
</tr>
<tr>
<td>Outbound Option Campaign Query Rule:</td>
</tr>
<tr>
<td>Status of all campaign records, gathered in half-hour increments.</td>
</tr>
<tr>
<td><strong>Purpose</strong></td>
</tr>
<tr>
<td>To show the status for all campaigns for the selected time period.</td>
</tr>
</tbody>
</table>
Outbound Option (Blended Agent) reports  camqry11: Summary of Call Counts per Campaign Half Hour Report

<table>
<thead>
<tr>
<th>Applicable environment</th>
<th>Outbound Option (IPCC and/or standard ACD)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Template type</td>
<td>Historical table</td>
</tr>
<tr>
<td>Default sort order</td>
<td>By campaign 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</td>
</tr>
<tr>
<td></td>
<td>Campaign_Query_Rule_Half_Hour</td>
</tr>
</tbody>
</table>

**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

**Attempted**
- The number of calls attempted in the half-hour interval.
- Derived from: Campaign_Query_Rule_Half_Hour.ContactsAttemptedToHalf

**Voice**
- The number of contacts for which a voice was detected during the half-hour interval.
- Derived from: Campaign_Query_Rule_Half_Hour.VoiceDetectToHalf

**Busy**
- The number of contacts in a half-hour interval that detected a busy signal.
- Derived from: Campaign_Query_Rule_Half_Hour.BusyDetectToHalf

**No Answer**
- The number of contacts in a half-hour interval that were not answered.
- Derived from: Campaign_Query_Rule_Half_Hour.NoAnswerDetectToHalf

**No Ringback**
- The number of contacts in a half-hour interval that did not detect a ring back.
- Derived from: Campaign_Query_Rule_Half_Hour.NoRingBackDetectToHalf

**No Dialtone**
- The number of contacts in a half-hour interval that did not detect a dial tone.
- Derived from: Campaign_Query_Rule_Half_Hour.NoDialToneDetectToHalf

**Fax**
- The number of contacts in a half-hour interval that detected a fax.
- Derived from: Campaign_Query_Rule_Half_Hour.FaxDetectToHalf
Outbound Option (Blended Agent) reports
camqry11: Summary of Call Counts per Campaign Half Hour Report

**Network IVR**
The number of contacts in a half-hour interval that detected a network answering machine.
Derived from: Campaign_Query_Rule_Half_Hour.NetworkAnsMachineDetectToHalf

**Answering Machine**
The number of contacts in a half-hour interval that detected an answering machine.
Derived from: Campaign_Query_Rule_Half_Hour.AnsweringMachineDetectToHalf

**SIT Tone**
The number of contacts in a half-hour interval that detected a special information tone (SIT).
Derived from: Campaign_Query_Rule_Half_Hour.SITToneDetectToHalf

**Agent Rejected**
The number of preview/callback contacts in a half-hour interval that were rejected by the agent.
Derived from: Campaign_Query_Rule_Half_Hour.AgentRejectedToHalf

**Agent Closed**
The number of preview/callback contacts that were rejected by the agent (these customers will not be dialed).
Derived from: Campaign_Query_Rule_Half_Hour.AgentClosedDetectToHalf

**Canceled**
The number of contacts in a half-hour interval where the dialer canceled a ringing customer call
Derived from: Campaign_Query_Rule_Half_Hour.CanceledDetectToHalf

**Abandon**
The number of contacts in a half-hour interval abandoned by the dialer.
Derived from: Campaign_Query_Rule_Half_Hour.AbandonDetectToHalf

**Abandon to IVR**
The number of contacts in a half-hour interval that were abandoned by the dialer. However, instead of hanging-up on the customer the customer was transferred to an IVR which plays a message.
Derived from: Campaign_Query_Rule_Half_Hour.AbandonToIVRToHalf

**Customer Abandon**
The number of contacts in a half-hour interval where the customer hung-up immediately after picking up the phone.
Derived from: Campaign_Query_Rule_Half_Hour.CustomerAbandonDetectToHalf

**Talk Time**
The total time in HH:MM:SS (hours, minutes, seconds) that agents spent talking on the telephone today.
Derived from: Campaign_Query_Rule_Half_Hour.TalkTimeToHalf
**WrapUp Time**

The length of time the agents spent in wrap-up work.
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: Dialer Call Result Summary Half Hour Report

<table>
<thead>
<tr>
<th>Overview:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Subject</strong></td>
<td>Outbound Option Dialer:</td>
</tr>
<tr>
<td></td>
<td>Data for contacts, voice, busy,</td>
</tr>
<tr>
<td></td>
<td>answering machine, and other</td>
</tr>
<tr>
<td></td>
<td>detects by the dialer, gathered in</td>
</tr>
<tr>
<td></td>
<td>half-hour increments.</td>
</tr>
<tr>
<td><strong>Purpose</strong></td>
<td>To show the status of each dialer</td>
</tr>
<tr>
<td></td>
<td>for the selected time period.</td>
</tr>
<tr>
<td>**Applicable</td>
<td>Outbound Option (IPCC and/or</td>
</tr>
<tr>
<td>environment**</td>
<td>standard ACD)</td>
</tr>
<tr>
<td><strong>Template type</strong></td>
<td>Historical table</td>
</tr>
<tr>
<td>**Default sort</td>
<td>By dialer and then by date and</td>
</tr>
<tr>
<td>order**</td>
<td>time.</td>
</tr>
<tr>
<td>**Drilldowns</td>
<td>No</td>
</tr>
<tr>
<td>available**</td>
<td></td>
</tr>
<tr>
<td>**Schema database</td>
<td>Dialer</td>
</tr>
<tr>
<td>table**</td>
<td>Dialer_Half_Hour</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

**Voice**

The number of contacts for which a voice was detected during the half-hour interval.
Derived from: Dialer_Half_Hour.VoiceDetectToHalf
**Busy**

The number of contacts for which busy signals were detected during the half-hour interval.  
Derived from: Dialer_Half_Hour.BusyDetectToHalf

**No Answer**

The number of contacts which were not answered during the half-hour interval.  
Derived from: Dialer_Half_Hour.NoAnswerDetectToHalf

**No Ringback**

The number of contacts in a half-hour interval that did not detect a ring back.  
Derived from: Dialer_Half_Hour.NoRingBackDetectToHalf

**No Dialtone**

The number of contacts in a half-hour interval that did not detect a dial tone.  
Derived from: Dialer_Half_Hour.NoDialToneDetectToHalf

**Fax**

The number of contacts in a half-hour interval that detected a fax.  
Derived from: Dialer_Half_Hour.FaxDetectDetectToHalf

**Network IVR**

The number of contacts in a half-hour interval that detected a network answering machine.  
Derived from: Dialer_Half_Hour.NetworkAnsMachineDetectToHalf

**Answering Machine**

The number of contacts in a half-hour interval that detected an answering machine.  
Derived from: Dialer_Half_Hour.AnsweringMachineDetectToHalf

**SIT Tone**

The number of contacts in a half-hour interval that detected a special information tone (SIT).  
Derived from: Dialer_Half_Hour.SITToneDetectToHalf

**Agent Rejected**

The number of preview/callback contacts in a half-hour interval that were rejected by the agent.  
Derived from: Dialer_Half_Hour.AgentRejectedDetectToHalf

**Agent Closed**

The number of preview/callback contacts that were rejected by the agent (these customers will not be dialed).  
Derived from: Dialer_Half_Hour.AgentClosedDetectToHalf

**Canceled**

The number of contacts in a half-hour interval where the dialer canceled a ringing customer call.  
Derived from: Dialer_Half_Hour.CancelledDetectToHalf
**Abandon**

The number of contacts in a half-hour interval abandoned by the dialer.
Derived from: Dialer_Half_Hour.AbandonDetectToHalf

**Abandon to IVR**

The number of contacts in a half-hour interval that were abandoned by the dialer. However, instead of hanging-up on the customer the customer was transferred to an IVR which plays a message.
Derived from: Dialer_Half_Hour.AbandonToIVRToHalf

**Customer Abandon**

The number of contacts in a half-hour interval where the customer hung-up immediately after picking up the phone.
Derived from: Dialer_Half_Hour.CustomerAbandonDetectToHalf

**Dialer Summary**

A summary of each field for each dialer.

**Report Summary**

A summary of each field for all dialers.

---

**imprul10: Import Rule Report**

<table>
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<tr>
<th>Overview:</th>
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<td><strong>Purpose</strong></td>
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<td><strong>Applicable environment</strong></td>
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<td><strong>Drilldowns available</strong></td>
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<td><strong>Schema database table</strong></td>
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**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.