WebView Template Reference Guide for Cisco Unified CC Enterprise & Hosted

Cisco Unified CC Enterprise & Hosted Release 7.2(1)

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Objective

This manual describes the WebView report templates for Cisco Unified Contact Center. See the WebView online help and the manuals listed in Related Publications, page -xvi for further information.

A Note about Product Naming

Cisco IPCC Enterprise Edition is renamed Cisco Unified Contact Center Enterprise (abbreviated as Unified CCE).
Cisco IPCC Hosted Edition is renamed Cisco Unified Contact Center Hosted (abbreviated as Unified CCH).
These new names are introduced in this release. They are referenced in opening screens and in documentation that has been revised for Release 7.1(1), but they do not yet appear throughout the user interface.

Audience

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

Organization

The manual is divided into the following chapters.

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Related Publications

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

**ICM Configuration Guide for Cisco ICM Enterprise Edition**
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.

**IPCC Installation and Configuration Guide for Cisco IPCC Enterprise Edition**
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.

**IPCC Administration Guide for Cisco IPCC Enterprise Edition**
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.

**ICM Administration Guide for Cisco ICM Enterprise Edition**
Describes tasks and concepts required for day-to-day operation of an ACD contact center.

**Database Schema Handbook for Cisco ICM/IPCC Enterprise & Hosted Editions**
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.

**ICM Upgrade Guide for Cisco ICM/IPCC Enterprise & Hosted Editions**
Describes how to upgrade ICM software.

**Reporting Guide for Cisco IPCC Enterprise & Hosted Editions**
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.

*Template Design Guide Using InfoMaker for Cisco ICM/IPCC Enterprise & Hosted Editions*

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](http://www.cisco.com).

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

## Obtaining Documentation

Cisco documentation and additional literature are available on Cisco.com. This section explains the product documentation resources that Cisco offers.

### Cisco.com

You can access the most current Cisco documentation at this URL:

http://www.cisco.com/techsupport

You can access the Cisco website at this URL:

http://www.cisco.com

You can access international Cisco websites at this URL:


### Product Documentation DVD

The Product Documentation DVD is a library of technical product documentation on a portable medium. The DVD enables you to access installation, configuration, and command guides for Cisco hardware and software products. With the DVD, you have access to the HTML documentation and some of the PDF files found on the Cisco website at this URL:

http://www.cisco.com/univercd/home/home.htm

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http://www.cisco.com/go/marketplace/docstore
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You must be a registered Cisco.com user to access Cisco Marketplace. Registered users may order Cisco documentation at the Product Documentation Store at this URL:

http://www.cisco.com/go/marketplace/docstore

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Documentation Feedback

You can provide feedback about Cisco technical documentation on the Cisco Support site area by entering your comments in the feedback form available in every online document.

Cisco Product Security Overview

Cisco provides a free online Security Vulnerability Policy portal at this URL:


From this site, you will find information about how to do the following:

• Report security vulnerabilities in Cisco products
• Obtain assistance with security incidents that involve Cisco products
• Register to receive security information from Cisco

A current list of security advisories, security notices, and security responses for Cisco products is available at this URL:

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

To see security advisories, security notices, and security responses as they are updated in real time, you can subscribe to the Product Security Incident Response Team Really Simple Syndication (PSIRT RSS) feed. Information about how to subscribe to the PSIRT RSS feed is found at this URL:


Reporting Security Problems in Cisco Products

Cisco is committed to delivering secure products. We test our products internally before we release them, and we strive to correct all vulnerabilities quickly. If you think that you have identified a vulnerability in a Cisco product, contact PSIRT:

• For emergencies only—security-alert@cisco.com
  An emergency is either a condition in which a system is under active attack or a condition for which a severe and urgent security vulnerability should be reported. All other conditions are considered nonemergencies.
• For nonemergencies—psirt@cisco.com

In an emergency, you can also reach PSIRT by telephone:

• 1 877 228-7302
We encourage you to use Pretty Good Privacy (PGP) or a compatible product (for example, GnuPG) to encrypt any sensitive information that you send to Cisco. PSIRT can work with information that has been encrypted with PGP versions 2.x through 9.x.

Never use a revoked encryption key or an expired encryption key. The correct public key to use in your correspondence with PSIRT is the one linked in the Contact Summary section of the Security Vulnerability Policy page at this URL:


The link on this page has the current PGP key ID in use.

If you do not have or use PGP, contact PSIRT to find other means of encrypting the data before sending any sensitive material.

Product Alerts and Field Notices

Modifications to or updates about Cisco products are announced in Cisco Product Alerts and Cisco Field Notices. You can receive these announcements by using the Product Alert Tool on Cisco.com. This tool enables you to create a profile and choose those products for which you want to receive information.

To access the Product Alert Tool, you must be a registered Cisco.com user. Registered users can access the tool at this URL:

To register as a Cisco.com user, go to this URL:

Obtaining Technical Assistance

Cisco Technical Support provides 24-hour-a-day award-winning technical assistance. The Cisco Support website on Cisco.com features extensive online support resources. In addition, if you have a valid Cisco service contract, Cisco Technical Assistance Center (TAC) engineers provide telephone support. If you do not have a valid Cisco service contract, contact your reseller.

Cisco Support Website

The Cisco 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 at this URL:

Access to all tools on the Cisco 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:
Before you submit a request for service online or by phone, use the **Cisco Product Identification Tool** to locate your product serial number. You can access this tool from the Cisco Support website by clicking the **Get Tools & Resources** link, clicking the **All Tools (A-Z)** tab, and then choosing **Cisco Product Identification Tool** from the alphabetical list. This tool offers three search options: by product ID or model name; by tree view; or, for certain products, by copying and pasting **show** command output. Search results show an illustration of your product with the serial number label location highlighted. Locate the serial number label on your product and record the information before placing a service call.

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**Tip**

**Displaying and Searching on Cisco.com**

If you suspect that the browser is not refreshing a web page, force the browser to update the web page by holding down the Ctrl key while pressing **F5**.

To find technical information, narrow your search to look in technical documentation, not the entire Cisco.com website. After using the Search box on the Cisco.com home page, click the **Advanced Search** link next to the Search box on the resulting page and then click the **Technical Support & Documentation** radio button.

To provide feedback about the Cisco.com website or a particular technical document, click **Contacts & Feedback** at the top of any Cisco.com web page.

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**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 provides recommended solutions. If your issue is not resolved using the recommended resources, your service request is assigned to a Cisco engineer. The TAC Service Request Tool is located at this URL:


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 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:

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)—An existing 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 operations 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 the network is impaired while 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.

- The Cisco Online Subscription Center is the website where you can sign up for a variety of Cisco e-mail newsletters and other communications. Create a profile and then select the subscriptions that you would like to receive. To visit the Cisco Online Subscription Center, go to this URL:
  http://www.cisco.com/offer/subscribe

- The Cisco Product Quick Reference Guide is a handy, compact reference tool that includes brief product overviews, key features, sample part numbers, and abbreviated technical specifications for many Cisco products that are sold through channel partners. It is updated twice a year and includes the latest Cisco channel product offerings. To order and find out more about the Cisco Product Quick Reference Guide, go to this URL:
  http://www.cisco.com/go/guide

- Cisco Marketplace provides a variety of Cisco books, reference guides, documentation, and logo merchandise. Visit Cisco Marketplace, the company store, at this URL:
  http://www.cisco.com/go/marketplace/

- 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

- Internet Protocol Journal is a quarterly journal published by Cisco 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

- Networking products offered by Cisco, as well as customer support services, can be obtained at this URL:
About Contact Center Reports

Seven Categories of Report Templates

There are seven categories of reports that can be used in a Unified Contact Center (IPCC) environment. See the chapters indicated for all reports in these categories:

- Chapter 2, “Agent Report Templates”
- Chapter 3, “CallType Reports”
- Chapter 4, “Peripheral and Peripheral Service Report Templates”
- Chapter 5, “Skill Group Report Templates”
- Chapter 6, “Trunk group for IP-IVR reports”
- Chapter 7, “Application Gateway, Path, Script Queue, and Routing Client Reports”
- 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 ICM templates displayed, or both.

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 ICM templates.
- “olds_”, or has none of the preceding prefixes, then it will be listed under ICM templates.
Chapter 2

Agent Report Templates

There are four subcategories of agent reports. The templates in each subcategory are similar, and the data is derived from the same database tables. However, the data is grouped and summaries are totalled differently, based on the purpose of the subcategory.

You can identify templates that are similar across agent subcategories by the report ID. For example, agent20, agteam20, agtper20, and agtskg20 are similar templates, but differ in the way that the agent information is grouped.

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 2-64
- Agent By Skill Group Reports, page 2-119
- Agent By Team Reports, page 2-183

To see illustrations of these reports, see Agent Reports, page 9-2.

Note: Agents that have been permanently deleted from the system 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. To report on Enterprise skill groups (skill groups that span several sites, or several peripherals at one site), use the Enterprise Skill Group reporting templates.

Tips on selecting an agent template:

- To see the agent’s or agent team’s current status, choose the templates from the real-time templates in the category list.
- To see agents’ task activity for a specified time period, choose the "task summary" templates. These templates gather data by the day or by the half hour.
- To see agents’ performance during a specified time period, choose the "performance" templates. These templates gather data by the day or by the half hour.
- To see which agents are currently logged out, choose a "logout" template.
- To see all the data available for agent templates, choose the "All_Fields" template.
Agent By Agent Reports

Reporting on this grouping of agents is useful to a Contact Center Administrators with global responsibility for all agents in the Contact Center, regardless of location. When you generate the report, select from the displayed list of agents in your enterprise. These agents appear in the Items list.

This section includes:

- Summary List of Agent by Agent Reports, page 2-2
- Agent real-time reports, page 2-4
- Agent Historical Reports, page 2-12

Summary List of Agent by Agent Reports

The following table lists the Agents by Agent report templates. All can be used in both an IPCC or an ICM environment. Click the template name for a detailed description.

<table>
<thead>
<tr>
<th>Template Name</th>
<th>Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>agent03: Agent Media Logout Status Report, page 2-12</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>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 2-18</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>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>agent21: Agent Task Summary Half Hour Report, page 2-23</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>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>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>historical table</td>
<td>Agent state summary for selected agents, organized by the selected day(s).</td>
</tr>
<tr>
<td>Agent ID</td>
<td>Report Title</td>
<td>Table Type</td>
</tr>
<tr>
<td>---------</td>
<td>--------------</td>
<td>------------</td>
</tr>
<tr>
<td>agent25</td>
<td>Agent Consolidated Half Hour Report</td>
<td>Historical</td>
</tr>
<tr>
<td>agent26</td>
<td>Agent Consolidated Daily Report</td>
<td>Historical</td>
</tr>
<tr>
<td>agent27</td>
<td>Agent Historical All Fields Report</td>
<td>Historical</td>
</tr>
<tr>
<td>agent28</td>
<td>Agent Real Time All Fields Report</td>
<td>Real-time</td>
</tr>
<tr>
<td>agent30</td>
<td>Agent Not Ready Summary Report</td>
<td>Historical</td>
</tr>
<tr>
<td>agent31</td>
<td>Agent Not Ready Detail Report</td>
<td>Historical</td>
</tr>
</tbody>
</table>
Agent real-time reports

- agent20: Agent Real Time Report, page 2-4
- agent28: Agent Real Time All Fields Report, page 2-7

agent20: Agent Real Time Report

See Agent20, page 9-4, for an illustration of this report.

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

Data:

**Agent Name**

The last and first name of the agent.

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

**Media**

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

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

Derived from: Media_Routing_Domain.EnterpriseName
**Extension**

The phone extension into which the agent is logged.
Derived from: Agent_Real_Time.Extension

**Log On 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.DateLogin

**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

**Mobile Agent Mode**

The mode by which the agent is connected:
0 = Not Mobile (Local agent; normal ACD/IPCC phone or non-voice task)
1 = Call By Call (Mobile agent's phone is connected for each incoming call)
2 = Nailed Connection (Mobile agent calls and logs in once; line remains connected through multiple calls)
Derived from: Agent_Real_Time.PhoneType
Mobile Agent Phone Number
For a mobile agent (an agent working remotely), the current phone number.
Derived from: Agent_Real_Time.RemotePhoneNumber

Duration In Current State
The time spent in the current agent state in HH:MM:SS (hours, minutes, seconds) format.
Derived from: DATEDIFF(second, 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 CTI OS desk settings and CTI OS 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.
For more information, see About Not Ready Reason Codes.
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 or incoming internal task)
Not Applicable (if the logged in agent is not active in the skill group)
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

Overview:

<table>
<thead>
<tr>
<th>Subject</th>
<th>A table of all the selected agents listing all the available agent real-time report data.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Note:</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>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>Note:</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 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>Note:</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. You can also use a third-party tool to customize your report.</td>
</tr>
<tr>
<td>Applicable environment</td>
<td>IPCC and/or ICM</td>
</tr>
<tr>
<td>Template type</td>
<td>Real-time table</td>
</tr>
<tr>
<td>Default sort order</td>
<td>By agent last name, first name, media, date, time, and skill group</td>
</tr>
</tbody>
</table>
Agent By Agent Reports

Chapter 2  Agent Report Templates

Drilldowns available | No
--- | ---
Schema database table | Agent
 | Agent_Real_Time
 | Person
 | Skill_Group
 | Controller_Time

Data:

**Agent Name**

The agent's last and first name.

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

**Active 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

**Active Service**

Identifies the service for the task on which the agent is currently working. If the agent is not involved in any task that is associated with a service, this field shows Not Applicable.

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

**Mobile Agent Mode**

The mode by which the agent is connected:

0 = Not Mobile (Local agent; normal ACD/IPCC phone or non-voice task)
1 = Call By Call (Mobile agent's phone is connected for each incoming call)
2 = Nailed Connection (Mobile agent calls and logs in once; line remains connected through multiple calls)

Derived from: Agent_Real_Time.PhoneType

**Mobile Agent Phone Number**

For a mobile agent (an agent working remotely), the current phone number.
Derived from: Agent_Real_Time.RemotePhoneNumber

**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.
For more information, see About Not Ready Reason Codes.
Derived from: Agent_Real_Time.ReasonCode

**Extension**

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

**Log On DateTime**

The date and time the agent logged in.
Derived from: Agent_Real_Time.DateTimeLogin

**Supv Assist**

Whether or not the agent requested supervisor assistance: No or 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 task)
Other (outgoing or incoming internal task)
Not Applicable (if the logged in agent is not active in the skill group)
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. In IPCC Gateway, this applies to Outbound Option 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
**Duration In Current State**

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

Derived from: DATEDIFF(second, 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.CallInProgress

**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
**Agent By Agent Reports**

**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 2-12
- agent04: Agent Task Detail Activity Report, page 2-15
- agent05: Agent Task Detail Performance Report, page 2-18
- agent06: Agent State Trace Detail By Events Report, page 2-21
- agent24: Agent Performance Summary Daily Report, page 2-34
- agent26: Agent Consolidated Daily Report, page 2-43
- agent27: Agent Historical All Fields Report, page 2-47
- agent30: Agent Not Ready Summary Report, page 2-60
- agent31: Agent Not Ready Detail Report, page 2-62

**agent03: Agent Media Logout Status Report**

See Agent Reports, page 9-2, for an illustration of this 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_Logout  
Media_Routing_Domain  
Person |
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

Mobile Agent Mode
The mode by which the agent is connected:
0 = Not Mobile (Local agent; normal ACD/IPCC phone or non-voice task)
1 = Call By Call (Mobile agent's phone is connected for each incoming call)
2 = Nailed Connection (Mobile agent calls and logs in once; line remains connected through multiple calls)
Derived from: Agent_Logout.PhoneType

Mobile Agent Phone Number
For a mobile agent (an agent working remotely), the current phone number.
Derived from: Agent_Logout.RemotePhoneNumber

Extension
The phone extension onto which the agent is logged into. If the agent is logged into different devices, this would include the extension at the time the agent logged out.
Derived from: Agent_Logout.Extension

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.

For more information, see About Agent Log Out Reason Codes.

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.
agent04: Agent Task Detail Activity Report

See Agent 04, page 9-3, for an illustration of this report.

### Overview:

<table>
<thead>
<tr>
<th>Subject</th>
<th>A table of selected agents' activity on incoming tasks, outgoing tasks, internal tasks, callback messages, and wrap-up work, gathered in half-hour increments.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Note:</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>Callback messages are relevant only for the Aspect ACD.</td>
<td></td>
</tr>
<tr>
<td>Fields applicable to a voice domain only are prefixed with an asterisk (*)</td>
<td>Such fields are not applicable for e-mail or collaboration media.</td>
</tr>
<tr>
<td>Purpose</td>
<td>To show all the task activity for an agent(s) during a given interval.</td>
</tr>
<tr>
<td>Applicable environment</td>
<td>IPCC and/or ICM</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 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

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: (Skill_Group_Half_Hour.WorkReadyTimeToHalf + Skill_Group_Half_Hour.WorkNotReadyTimeToHalf) / Skill_Group_Half_Hour.LoggedOnTimeToHalf (for the media routing domain and the time sequence of the report)

*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: \( \frac{\text{Agent\_Skill\_Group\_Half\_Hour.AgentOutCallsTimeToHalf}}{\text{Agent\_Skill\_Group\_Half\_Hour.AgentOutCallsToHalf}} \)

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

**Internal Out Tasks**

**Avg Time**

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

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

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

**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: \( \frac{\text{Agent\_Skill\_Group\_Half\_Hour.CallbackMessagesTimeToHalf}}{\text{Agent\_Skill\_Group\_Half\_Hour.CallbackMessagesToHalf}} \)

**Agent Summary**

Total data for the agent.

**Report Summary**

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

See Agent 05, page 9-3, for an illustration of this 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>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Data:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Agent Name</strong></td>
</tr>
<tr>
<td><strong>Media</strong></td>
</tr>
<tr>
<td><strong>Skill Group</strong></td>
</tr>
<tr>
<td><strong>Aban Hold</strong></td>
</tr>
</tbody>
</table>
**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:
```plaintext
(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: 
```plaintext
(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: 
```plaintext
(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`
Agent By Agent Reports

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*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: (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 + Agent_Skill_Group_Half_Hour.NetConferencedOutCallsToHalf

*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.
**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**

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

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.
For more information, see About Not Ready Reason Codes.
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

---

**agent21: Agent Task Summary Half Hour Report**

See Agent21, page 9-4, for an illustration of this 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 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 in 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: `Agent_Skill_Group_Half_Hour.CallsHandledToHalf`

**Internal In**

The number of internal tasks received by skill group agents in 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.InternalCallsRcvdToHalf`
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*Transfer In

The number of tasks transferred into the skill group in the half hour interval. This value is updated when the agent completes the call.

Note: For blind transfers in IPCC Enterprise with an IPCC System PG, this field is updated when the call that was blind transferred to an IVR is subsequently transferred to another agent and the agent answers the call. For this call scenario this field is not updated in IPCC Enterprise without an IPCC System PG.

Derived from: Agent_Skill_Group_Half_Hour.TransferredInCallsToHalf

*Conf In

The number of incoming tasks into which skill group agents were conferenced in the half hour interval. 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

Note: For blind conferences in IPCC Enterprise with an IPCC System PG, this field is updated when the call that was blind conferenced to an IVR is subsequently answered by another agent. For this call scenario this field is not updated in IPCC Enterprise without an IPCC System PG.

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 in the half hour interval.

Derived from: Agent_Skill_Group_Half_Hour.RedirectNoAnsCallsToHalf

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

All Hold

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

**Transfer Out**

The number of tasks this agent transferred out to another agent or skill group in the half hour interval. 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 + Agent_Skill_Group_Half_Hour.NetTransferredOutCallsToHalf

**Conf Out**

The number of tasks that the skill group agent conferenced out to another agent or skill group in the half hour interval. 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 + Agent_Skill_Group_Half_Hour.NetConferencedOutCallsToHalf

**Consult**

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

Derived from: Agent_Skill_Group_Half_Hour.ConsultativeCallsToHalf + Agent_Skill_Group_Half_Hour.NetConsultativeCallsToHalf

**Supv Assist**

The number of tasks for which agents received supervisor assistance in the half hour 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 in the half hour interval.

Derived from: Agent_Skill_Group_Half_Hour.EmergencyAssistsToHalf

**Barge In**

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

Derived from: Agent_Skill_Group_Half_Hour.BargeInCallsToHalf

**Intercept**

(IPCC only) The number of tasks intercepted by the supervisor in the half hour interval.

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 in the half hour 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

<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.
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.

Note: For blind transfers in IPCC Enterprise with an IPCC System PG, this field is updated when the call that was blind transferred to an IVR is subsequently transferred to another agent and the agent answers the call. For this call scenario this field is not updated in IPCC Enterprise without an IPCC System PG.

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.

Note: For blind conferences in IPCC Enterprise with an IPCC System PG, this field is updated when the call that was blind conferenced to an IVR is subsequently answered by another agent. For this call scenario this field is not updated in IPCC Enterprise without an IPCC System PG.

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 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

All Hold

The number of tasks completed by the agent in the given interval that were put on hold or paused in the half hour interval. 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 + Agent_Skill_Group_Half_Hour.NetTransferredOutCallsToHalf

*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 + Agent_Skill_Group_Half_Hour.NetConferencedOutCallsToHalf
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 + Agent_Skill_Group_Half_Hour.NetConsultativeCallsToHalf

*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

See Agent 23, page 9-5, for an illustration of this 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>
</tbody>
</table>
### Agent By Agent Reports

<table>
<thead>
<tr>
<th>Data:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Agent Name</strong></td>
</tr>
<tr>
<td>The last and first name of the agent in the skill group in which agent resides.</td>
</tr>
<tr>
<td>Derived from: Person.LastName , ' ' Person.FirstName</td>
</tr>
<tr>
<td><strong>Media</strong></td>
</tr>
<tr>
<td>The media routing domain into which the agent is logged for doing this type of task.</td>
</tr>
<tr>
<td>This is the media routing domain associated with the Skill Group in which the agent worked when doing this task.</td>
</tr>
<tr>
<td>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.</td>
</tr>
<tr>
<td>Derived from: Media_Routing_Domain.EnterpriseName</td>
</tr>
<tr>
<td><strong>Skill Group</strong></td>
</tr>
<tr>
<td>The agent's skill group's enterprise name and skill target ID associated with the task.</td>
</tr>
<tr>
<td>The ID of the skill group of the skill group from which the agent is currently working.</td>
</tr>
<tr>
<td>Derived from: Skill_Group.EnterpriseName and Skill_Group.SkillTargetID</td>
</tr>
<tr>
<td><strong>DateTime</strong></td>
</tr>
<tr>
<td>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.</td>
</tr>
<tr>
<td>Derived from: Agent_Skill_Group_Half_Hour.DateTime</td>
</tr>
<tr>
<td><strong>ASA</strong></td>
</tr>
<tr>
<td>The agent's average speed of answer in HH:MM:SS (hour, minutes, seconds) calculated from the time spent by callers when placed in queue and ringing at the agent’s desktop before the task is answered divided by the number of tasks answered.</td>
</tr>
<tr>
<td>Derived from: Skill_Group_Half_Hour.AnswerWaitTimeToHalf / Skill_Group_Half_Hour.CallsAnsweredToHalf</td>
</tr>
</tbody>
</table>

<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, skill group, 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_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>
**Completed Tasks Incoming: Handled**

The number of tasks handled by this agent in the half hour interval.
Derived from: Agent_Skill_Group_Half_Hour.CallsHandledToHalf

**Completed Tasks Incoming: 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 Incoming Hold Tasks: Held Tasks**

The number of incoming calls to this agent that were placed on hold.
Derived from: Agent_Skill_Group_Half_Hour.IncomingCallsOnHoldToHalf

**Completed Tasks Incoming Hold Tasks: Avg Hold Time**

The average time in HH:MM:SS (hours, minutes, seconds) that calls were put on hold, for all incoming calls which included hold time.
Derived from: (Agent_Skill_Group_Half_Hour.IncomingCallsOnHoldTimeToHalf / Agent_Skill_Group_Half_Hour.IncomingCallsOnHoldToHalf)

**Agent State Times: Log On Duration**

The total time in HH:MM:SS (hours, minutes, seconds) that the agent was logged in in the half hour interval.
Derived from: Agent_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 in 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 in the half hour interval.
Derived from: Agent_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: \( \frac{\text{Agent\_Half\_Hour.AvailTimeToHalf}}{\text{Agent\_Half\_Hour.LoggedOnTimeToHalf}} \)

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 in the half hour interval.
Derived from: Agent\_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: \( \frac{\text{Agent\_Half\_Hour.NotReadyTimeToHalf}}{\text{Agent\_Half\_Hour.LoggedOnTimeToHalf}} \)

Agent State Times: Hold Time
The total time in HH:MM:SS (hours, minutes, seconds) the agent spent in the Hold/Paused State measured in 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: \( \frac{\text{Agent\_Skill\_Group\_Half\_Hour.HoldTimeToHalf}}{\text{Agent\_Skill\_Group\_Half\_Hour.LoggedOnTimeToHalf}} \)

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 in 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: \( \frac{\text{Agent\_Skill\_Group\_Half\_Hour.ReservedStateTimeToHalf}}{\text{Agent\_Skill\_Group\_Half\_Hour.LoggedOnTimeToHalf}} \)

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 in the half hour interval.
Derived from: \( \frac{\text{Agent\_Skill\_Group\_Half\_Hour.WorkNotReadyTimeToHalf}}{\text{Agent\_Skill\_Group\_Half\_Hour.WorkReadyTimeToHalf}} \)
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: \( \frac{(\text{Agent\_Skill\_Group\_Half\_Hour.WorkReadyTimeToHalf} + \text{Agent\_Skill\_Group\_Half\_Hour.WorkNotReadyTimeToHalf})}{\text{Agent\_Skill\_Group\_Half\_Hour.LoggedOnTimeToHalf}} \)

Agent State Times: Busy Other Time

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

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

Agent State Times: Busy Other %

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

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

Skill Group Summary

The field totals for each skill group.

Media Summary

The field totals for 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

See Agent 24, page 9-6 for an illustration of this report.

<table>
<thead>
<tr>
<th>Overview:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Subject</td>
<td>A table of selected agents showing logged on time, ASA, and time allocations across all agent states, gathered in day increments.</td>
</tr>
<tr>
<td><strong>Note</strong>: This report contains the same data as the Agent23 report except that the data is ordered by day rather than by half hour.</td>
<td></td>
</tr>
<tr>
<td>Purpose</td>
<td>To show agent daily performance for the selected time period.</td>
</tr>
<tr>
<td>Applicable environment</td>
<td>IPCC and/or ICM</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, and date</td>
</tr>
</tbody>
</table>
Chapter 2  Agent Report Templates

Agent By Agent Reports

Drilldowns available  No

<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_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 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 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 agent's average speed of answer in HH:MM:SS (hour, minutes, seconds) calculated from the time spent by callers when placed in queue and ringing at the agent's desktop before the task is answered divided by the number of tasks answered.

Derived from: Skill_Group_Half_Hour.AnswerWaitTimeToHalf / Skill_Group_Half_Hour.CallsAnsweredToHalf

**Completed Tasks Incoming: Handled**

The number of tasks handled by this agent.

Derived from: Agent_Skill_Group_Half_Hour.CallsHandledToHalf
Completed Tasks Incoming: 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 Incoming Hold Tasks: Held Tasks
The number of incoming calls to this agent that were placed on hold.
Derived from: Agent_Skill_Group_Half_Hour.IncomingCallsOnHoldToHalf

Completed Tasks Incoming Hold Tasks: Avg Hold Time
The average time in HH:MM:SS (hours, minutes, seconds) that calls were put on hold, for all incoming calls which included hold time.
Derived from: (Agent_Skill_Group_Half_Hour.IncomingCallsOnHoldTimeToHalf / Agent_Skill_Group_Half_Hour.IncomingCallsOnHoldToHalf)

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_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_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_Half_Hour.AvailTimeToHalf / Agent_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_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_Half_Hour.NotReadyTimeToHalf / Agent_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.HoldTimeToHalf

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: 

\[
\frac{\text{Agent\_Skill\_Group\_Half\_Hour\_WorkReadyTimeToHalf} + \text{Agent\_Skill\_Group\_Half\_Hour\_WorkNotReadyTimeToHalf}}{\text{Agent\_Skill\_Group\_Half\_Hour\_LoggedOnTimeToHalf}}
\]

**Agent State Times: Busy Other 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: \(\text{Agent\_Skill\_Group\_Half\_Hour\_BusyOtherTimeToHalf}\)

**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:

\[
\frac{\text{Agent\_Skill\_Group\_Half\_Hour\_BusyOtherTimeToHalf}}{\text{Agent\_Skill\_Group\_Half\_Hour\_LoggedOnTimeToHalf}}
\]

**Skill Group Summary**

The field totals for each skill group.

**Media Summary**

The field totals for 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

See Agent25, page 9-7, for an illustration of this report.

**Overview:**

<table>
<thead>
<tr>
<th>Subject</th>
<th>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.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Note:</strong> 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>
<td></td>
</tr>
<tr>
<td>This report contains the same data as the Agtskg25 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 skill group activity and performance for the selected time period.</td>
</tr>
<tr>
<td>Applicable environment</td>
<td>ICM and/or IPCC</td>
</tr>
<tr>
<td>Template type</td>
<td>Historical table</td>
</tr>
<tr>
<td>Default sort order</td>
<td>By last name, first name, media, skill group, and then by date and time</td>
</tr>
<tr>
<td>Drilldowns available</td>
<td>No</td>
</tr>
</tbody>
</table>
| 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 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: Incoming Handled

The number of ICM Routed tasks this agent has handled in the half hour interval.

Derived from: Agent_Skill_Group_Half_Hour.CallsHandledtoHalf

Completed Tasks: Incoming AHT

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

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

Completed Tasks: Incoming Hold Tasks Hold Tasks

The number of incoming calls to this agent that were placed on hold in the half hour interval.

Derived from: Agent_Skill_Group_Half_Hour.IncomingCallsOnHoldToHalf

Completed Tasks: Incoming Hold Tasks Avg Hold Time

The average time in HH:MM:SS (hours, minutes, seconds) that calls were put on hold in the half hour interval, for all incoming calls which included hold time.

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

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: 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 in the half hour interval.

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 in the half hour 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 in the half hour interval. This value is updated when the agent completes the call.

**Note:** For blind transfers in IPCC Enterprise with an IPCC System PG, this field is updated when the call that was blind transferred to an IVR is subsequently transferred to another agent and the agent answers the call. For this call scenario this field is not updated in IPCC Enterprise without an IPCC System PG.

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 in the half hour interval. 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 + Agent_Skill_Group_Half_Hour.NetTransferredOutCallsToHalf`

*Completed Tasks: External Out*

The number of Outgoing external calls that this agent made in the half hour interval.

Derived from: `Agent_Skill_Group_Half_Hour.AgentOutCallsToHalf`

**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 in the half hour interval, whichever is less.
Derived from: Agent_Skill_Group_Half_Hour.HoldTimeToHalf / 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: (Agent_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 in the half hour interval, whichever is less. Applies to all skill groups.
Derived from: (Agent_Half_Hour.NotReadyTimeToHalf / Agent_Half_Hour.LoggedOnTimeToHalf)

Agent State Times: % Reserved
The percentage of time in the half hour interval 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 in the half hour interval 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.
agent26: Agent Consolidated Daily Report

See Agent26, page 9-8, for an illustration of this report.

**Overview:**

| 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 | ICM and/or 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

**DateTime**

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: Incoming Handled**

The number of ICM Routed tasks this agent has handled.

Derived from: Agent_Skill_Group_Half_Hour.CallsHandledtoHalf

**Completed Tasks: Incoming 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: Incoming Hold Tasks Hold Tasks**

The number of incoming calls to this agent that were placed on hold.

Derived from: Agent_Skill_Group_Half_Hour.IncomingCallsOnHoldToHalf

**Completed Tasks: Incoming Held Tasks Avg Hold Time**

The average time in HH:MM:SS (hours, minutes, seconds) that calls were put on hold, for all incoming calls which included hold time.

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

**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: 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.

**Note:** For blind transfers in IPCC Enterprise with an IPCC System PG, this field is updated when the call that was blind transferred to an IVR is subsequently transferred to another agent and the agent answers the call. For this call scenario this field is not updated in IPCC Enterprise without an IPCC System PG.

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 + Agent_Skill_Group_Half_Hour.NetTransferredOutCallsToHalf`

**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`

**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_Half_Hour.LoggedOnTimeTimeToHalf`
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_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: (Agent_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: (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:**

| Subject | A table of all the selected agents listing all the available agent historical report data for the selected interval.  
**Note:** This report is the same report as the Agtskg27 report except that this report is first sorted by agent rather than by skill group.  
Fields applicable to a voice domain only are prefixed with an asterisk (*). Such fields are not applicable for e-mail or collaboration media.  
**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 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.  
**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 ICM |
| 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.

Derived from: Skill_Group.EnterpriseName and Agent_Skill_Group_Half_Hour.SkillGroupSkillTargetID
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 ICM systems) and NetQTime (for IPCC systems).
NOTE: With the existence of a network VRU, in an ICM Enterprise deployment with an IPCC System PG this value will not include time spent in the network VRU.
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.

**Note:** For blind transfers in IPCC Enterprise with an IPCC System PG, this field is updated when the call that was blind transferred to an IVR is subsequently transferred to another agent and the agent answers the call. For this call scenario this field is not updated in IPCC Enterprise without an IPCC System PG.

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.

**Note:** For blind conferences in IPCC Enterprise with an IPCC System PG, this field is updated when the call that was blind conferenced to an IVR is subsequently answered by another agent. For this call scenario this field is not updated in IPCC Enterprise without an IPCC System PG.

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. A short call is a call that is either abandoned or answered and terminated very quickly. By defining what you believe to be a short call, then you can filter out those calls that you believe did not stay in the system long enough to be counted as a real call.

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.

For blind conferences in IPCC Enterprise, the value is updated in the database when an agent blind conferences the call to an IVR.

For blind conferences in IPCC Enterprise with an IPCC System PG, the value is not updated in the database until the call that was blind conferenced to an IVR is subsequently answered by another agent.

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

**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

**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

**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

**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

**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
Chapter 2  Agent Report Templates

*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

**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

**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

**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

**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 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. Not for Outbound Option callbacks.

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. Not for Outbound Option callbacks.

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.

Talk ReserveTime 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 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: Agent_Skill_Group_Half_Hour.DbDateTime

Net Cons Out

The number of network consultative calls completed by agents who have at least one call on hold.

Derived from: Agent_Skill_Group_Half_Hour.NetConsultativeCallsToHalf

Net Cons Out Time

The number of seconds spent on network consultative calls by agents who have at least one call on hold.

Derived from: Agent_Skill_Group_Half_Hour.NetConsultativeCallsTimeToHalf

Net Conf Out

The number of conference calls initiated by agents.

Derived from: Agent_Skill_Group_Half_Hour.NetConferencedOutCallsToHalf

Net Conf Out Time

The number of seconds spent on conference calls.

Derived from: Agent_Skill_Group_Half_Hour.NetConferencedOutCallsTimeToHalf
**Net Trans Out**

The number of calls transferred out by agents during the half-hour interval.
Derived from: Agent_Skill_Group_Half_Hour.NetTransferredOutCallsToHalf

**agent30: Agent Not Ready Summary Report**

See Agent30, page 9-8, for an illustration of this report.

<table>
<thead>
<tr>
<th><strong>Overview:</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Subject</strong></td>
</tr>
<tr>
<td><strong>Note:</strong></td>
</tr>
<tr>
<td><strong>Important:</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:**

**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.
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: (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

See Agent31, page 9-9, for an illustration of this report.

Overview:

<table>
<thead>
<tr>
<th>Subject</th>
<th>Summary details of the not ready status of selected individual agent sessions in a given time period. For an overall summary of the not ready status of agents in a given time period, see the Agent30 report.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Note</td>
<td>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.</td>
</tr>
<tr>
<td>Important</td>
<td>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.</td>
</tr>
<tr>
<td>Purpose</td>
<td>To check agent availability in a logon session.</td>
</tr>
<tr>
<td>Applicable environment</td>
<td>IPCC and/or ICM</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, Agent_Event_Detail.LoginDateTime, Reason_Code.ReasonCodeName</td>
</tr>
<tr>
<td>Drilldowns</td>
<td>No</td>
</tr>
<tr>
<td>Schema database table</td>
<td>Media_Routing_Domain Person Agent Agent_Event_Detail Reason_Code</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: (AgentLogout.LogoutDateTime - AgentLogoutLOGINDuration)

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: (AgentEventDetail.DateTime - AgentEventDetailLOGINDateTime)

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.
Derived from: Reason_Code.ReasonCodeName (if reason code text is configured and) AgentEventDetailReasonCode

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: AgentEventDetail.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: (AgentEventDetail.Duration / (AgentEventDetail.DateTime - AgentEventDetailLOGINDateTime))

% Not Ready
The percentage of time an agent spent in each Not Ready state relative to the other Not Ready states.
Derived from: ((AgentEventDetail.Duration / (sum of AgentEventDetail.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 2-64
- Agent by Peripheral Real-Time Reports, page 2-66
- Agent by Peripheral Historical Reports, page 2-75

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 an ICM 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 2-76</td>
<td>IPCC and/or ICM</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 2-78</td>
<td>IPCC and/or ICM</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 2-81</td>
<td>IPCC and/or ICM</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 2-67</td>
<td>IPCC and/or ICM</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 2-84</td>
<td>IPCC and/or ICM</td>
<td>historical table</td>
<td>Task summary for each agent within the selected peripheral(s), organized by the selected half hour(s).</td>
</tr>
<tr>
<td>Report Template</td>
<td>Template Description</td>
<td></td>
<td></td>
</tr>
<tr>
<td>-----------------</td>
<td>----------------------</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>agtper22:</strong> Agent Peripheral Task Summary Daily Report, page 2-88</td>
<td>IPCC and/or ICM historical table Task summary for each agent within the selected peripheral(s), organized by the selected day(s).</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>agtper23:</strong> Agent Peripheral Performance Summary Half Hour Report, page 2-92</td>
<td>IPCC and/or ICM historical table Agent state summary for each agent within the selected peripheral(s), organized by the selected half hour(s).</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>agtper24:</strong> Agent Peripheral Performance Summary Daily Report, page 2-95</td>
<td>IPCC and/or ICM historical table Agent state summary for each agent within the selected peripheral(s), organized by the selected day(s).</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>agtper25:</strong> Agent Peripheral Consolidated Half Hour Report Template, page 2-99</td>
<td>IPCC and/or ICM 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).</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>agtper26:</strong> Agent Peripheral Consolidated Daily Report, page 2-103</td>
<td>IPCC and/or ICM historical table Agent half-hour activity and performance for all the agents connected to the selected peripheral(s) during the selected day interval(s).</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### Agent by Peripheral Real-Time Reports

- **agtper20**: Agent Peripheral Real Time Report, page 2-67
- **agtper28**: Agent Peripheral Real Time All Fields Report, page 2-70

<table>
<thead>
<tr>
<th>Report Type</th>
<th>Database</th>
<th>Table Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>agtper27</strong>: Agent Peripheral Historical All Fields Report</td>
<td>IPCC and/or ICM</td>
<td>historical table</td>
<td>All the report data available from the Agent_Skill_Group_Half_Hour table for all the agents on the selected peripheral(s). IPCC and/or ICM software generates records for each agent. This report is for online viewing or for exporting to Excel. It is not formatted for printing.</td>
</tr>
<tr>
<td><strong>agtper28</strong>: Agent Peripheral Real Time All Fields Report</td>
<td>IPCC and/or ICM</td>
<td>real-time table</td>
<td>All the report data available from the Agent_Real_Time table for all the agents on the selected peripheral(s). IPCC and/or ICM software generates 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>
agtper20: Agent Peripheral Real Time Report

Overview:

| Subject | A table of all agents on the selected peripheral(s) showing each agent's current skill group, state, and call direction. 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 current agent status for all the agents connected to the selected peripheral(s). |
| Applicable environment | IPCC and/or ICM |
| Template type | Real-time table |
| Sort order | By peripheral, agent's last name, first name, media routing domain, and log on date and time. |
| Drilldowns available | No |
| 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

Mobile Agent Mode
The mode by which the agent is connected:
0 = Not Mobile (Local agent; normal ACD/IPCC phone or non-voice task)
1 = Call By Call (Mobile agent's phone is connected for each incoming call)
2 = Nailed Connection (Mobile agent calls and logs in once; line remains connected through multiple calls)
Derived from: Agent_Real_Time.PhoneType

Mobile Agent Phone Number
For a mobile agent (an agent working remotely), the current phone number.
Derived from: Agent_Real_Time.RemotePhoneNumber
**Duration In Current State**

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

Derived from: \( \text{DATEDIFF(second, Agent\_Real\_Time\_DateTimeLastStateChange, getdate())} \)

**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.

For more information, see About Not Ready Reason Codes.

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 or incoming internal task)
Not Applicable (if the logged in agent is not active in the skill group)

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>
</thead>
<tbody>
<tr>
<td><strong>Subject</strong></td>
</tr>
<tr>
<td><strong>Purpose</strong></td>
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<tr>
<td><strong>Applicable environment</strong></td>
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<tr>
<td><strong>Template type</strong></td>
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</tbody>
</table>
Chapter 2      Agent Report Templates

Agent by Peripheral Reports

<table>
<thead>
<tr>
<th>Drilldowns available</th>
<th>No</th>
</tr>
</thead>
</table>
| Schema database tables | Agent  
Agent_Real_Time  
Media_Routing_Domain  
Peripheral  
Person  
Skill_Group  
Controller_Time  
Service |

**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

**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

**Active Service**

Identifies the service for the task the agent is currently working on. If the agent is not involved in any task that is associated with a service, this field shows Not Applicable.

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

Mobile Agent Mode
The mode by which the agent is connected:
0 = Not Mobile (Local agent; normal ACD/IPCC phone or non-voice task)
1 = Call By Call (Mobile agent’s phone is connected for each incoming call)
2 = Nailed Connection (Mobile agent calls and logs in once; line remains connected through multiple calls)
Derived from: Agent_Real_Time.PhoneType

Mobile Agent Phone Number
For a mobile agent (an agent working remotely), the current phone number.
Derived from: Agent_Real_Time.RemotePhoneNumber

Extension
The phone extension on which the agent logged into. If the agent is logged into different devices, this would include the extension at the time the agent logged out.
Derived from: Agent_Logout.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.

For more information, see About Not Ready Reason Codes.

Derived from: `Agent_Real_Time.ReasonCode`

### Duration In Current State

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

Derived from: `DATEDIFF(second, 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 task)
- Other (outgoing or incoming internal task)
- Not Applicable (if the logged in agent is not active in the skill group)

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. In IPCC Gateway, this applies to Outbound Option 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.CallInProgress

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 2-76
- agtper04: Agent Peripheral Task Detail Activity Report, page 2-78
- agtper05: Agent Peripheral Task Detail Performance Report, page 2-81
- agtper21: Agent Peripheral Task Summary Half Hour Report, page 2-84
- agtper24: Agent Peripheral Performance Summary Daily Report, page 2-95
- agtper25: Agent Peripheral Consolidated Half Hour Report Template, page 2-99
- agtper26: Agent Peripheral Consolidated Daily Report, page 2-103
- agtper27: Agent Peripheral Historical All Fields Report, page 2-107
agtper03: Agent Peripheral Media Logout Status Report

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<tr>
<td>Purpose</td>
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<tr>
<td>Applicable environment</td>
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<tr>
<td>Template type</td>
</tr>
<tr>
<td>Default sort order</td>
</tr>
<tr>
<td>Drilldowns available</td>
</tr>
</tbody>
</table>
| Schema database tables | Agent
Agent_Logout
Person
Peripheral
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
Mobile Agent Mode
The mode by which the agent is connected:
0 = Not Mobile (Local agent; normal ACD/IPCC phone or non-voice task)
1 = Call By Call (Mobile agent’s phone is connected for each incoming call)
2 = Nailed Connection (Mobile agent calls and logs in once; line remains connected through multiple calls)
Derived from: Agent Logout.PhoneType

Mobile Agent Phone Number
For a mobile agent (an agent working remotely), the current phone number.
Derived from: Agent Logout.RemotePhoneNumber

Extension
The full extension that the agent logged into.
Derived from: Agent Logout.Extension

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 time in HH:MM:SS (hours, minutes, and seconds) format that the agent spent logged on during the specified period.
Derived from: Agent Logout>LoginDuration

Logout DateTime
The date and time that the agent logged out.
Derived from: Agent Logout.LogoutDateTime

Reason Code
A code received from the peripheral that indicates the reason for the agent’s last state change. If not defined, this 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.
For more information, see About Agent Log Out Reason Codes.
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>
</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 ICM |
| 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_Half_Hour.LoggedOnTimeToHalf (for the media routing domain and the time sequence of the report)

*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 ICM |
| 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 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:

\[
\frac{\text{Agent}_\text{Skill}_\text{Group}_\text{Half}_\text{Hour}.\text{AbandonRingTimeToHalf}}{\text{Agent}_\text{Skill}_\text{Group}_\text{Half}_\text{Hour}.\text{AbandonRingCallsToHalf}}
\]

Incoming Hold Tasks

Total Tasks

The total number of incoming 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 incoming tasks the agent placed on hold or paused.

Derived from:

\[
\frac{\text{Agent}_\text{Skill}_\text{Group}_\text{Half}_\text{Hour}.\text{IncomingCallsOnHoldTimeToHalf}}{\text{Agent}_\text{Skill}_\text{Group}_\text{Half}_\text{Hour}.\text{IncomingCallsOnHoldToHalf}}
\]

*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: 

\[
\text{Agent\_Skill\_Group\_Half\_Hour.AgentOutCallsOnHoldTimeToHalf / Agent\_Skill\_Group\_Half\_Hour.AgentOutCallsOnHoldToHalf}
\]

**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: 

\[
\text{Agent\_Skill\_Group\_Half\_Hour.InternalCallsOnHoldToHalf}
\]

**Avg Time**

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

Derived from: 

\[
\text{Agent\_Skill\_Group\_Half\_Hour.InternalCallsOnHoldTimeToHalf / Agent\_Skill\_Group\_Half\_Hour.InternalCallsOnHoldToHalf}
\]

**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: 

\[
\text{Agent\_Skill\_Group\_Half\_Hour.SupervAssistCallsToHalf}
\]

**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: 

\[
\text{Agent\_Skill\_Group\_Half\_Hour.SupervAssistCallsTimeToHalf / Agent\_Skill\_Group\_Half\_Hour.SupervAssistCallsToHalf}
\]

**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: 

\[
\text{Agent\_Skill\_Group\_Half\_Hour.ConferencedInCallsTimeToHalf / Agent\_Skill\_Group\_Half\_Hour.ConferencedInCallsToHalf}
\]
Chapter 2  Agent Report Templates

*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 + Agent_Skill_Group_Half_Hour.NetConferencedOutCallsToHalf`

**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.


**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>
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<tbody>
<tr>
<td>Subject</td>
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<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 agent in the half hour interval. The count for handled tasks associated with an agent 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 (i.e., tasks not routed by ICM to the agent) received by skill group agents in 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.InternalCallsRcvdToHalf
*Transfer In*

The number of tasks transferred into the skill group in the half hour interval. This value is updated when the agent completes the call.

**Note:** For blind transfers in IPCC Enterprise with an IPCC System PG, this field is updated when the call that was blind transferred to an IVR is subsequently transferred to another agent and the agent answers the call. For this call scenario this field is not updated in IPCC Enterprise without an IPCC System PG.

Derived from: Agent_Skill_Group_Half_Hour.TransferredInCallsToHalf

*Conf In*

The number of incoming tasks into which skill group agents were conferenced in the half hour interval. 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.

**Note:** For blind conferences in IPCC Enterprise with an IPCC System PG, this field is updated when the call that was blind conferenced to an IVR is subsequently answered by another agent. For this call scenario this field is not updated in IPCC Enterprise without an IPCC System PG.

Derived from: Agent_Skill_Group_Half_Hour.ConferencedInCallsToHalf

Redirect No Answer

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

Derived from: Agent_Skill_Group_Half_Hour.RedirectNoAnsCallsToHalf

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

All Hold

The number of tasks completed by the agent in the half hour 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 in the half hour 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 in the half hour interval. 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 in 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.InternalCallsToHalf`

**Transfer Out**

The number of tasks this agent transferred out to another agent or skill group in the half hour interval. 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 + 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 in the half hour interval. 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 + 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 in the half hour interval. This includes consulted assisted tasks.

Derived from: `Agent_Skill_Group_Half_Hour.ConsultativeCallsToHalf + Agent_Skill_Group_Half_Hour.ConsultativeCallsToHalf`

**Supv Assist**

The number of tasks for which agents received supervisor assistance in the half hour 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 in the half hour interval.

Derived from: `Agent_Skill_Group_Half_Hour.EmergencyAssistsToHalf`

**Barge In**

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

Derived from: `Agent_Skill_Group_Half_Hour.BargeInCallsToHalf`

**Intercept**

(IPCC only) The number of tasks intercepted by the supervisor in the half hour interval.

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 in the half hour interval.

**Agent Summary**

The totals of agent data for an agent in the half hour interval.

**Peripheral Summary**

The totals of agent data for all agents in all media on the peripheral in the half hour interval.

**Report Summary**

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

---

### agtper22: Agent Peripheral Task Summary Daily Report

See *Agtper22, page 9-10* for an illustration of this report.

<table>
<thead>
<tr>
<th><strong>Overview:</strong></th>
</tr>
</thead>
</table>
| **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 ICM |
| **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 Peripheral.PeripheralID

Agent Name
The last and first name of the agent and the agent's ID (in parentheses) in the skill group in which agent resides.
Derived from: Person.LastName + ', ' + Person.FirstName + Agent.SkillTargetID

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

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

Handled
The tasks handled by the agent during the given interval. The count for handled tasks associated with an agent 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 (i.e., tasks not routed by ICM to the agent) 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.
Note: For blind transfers in IPCC Enterprise with an IPCC System PG, this field is updated when the call that was blind transferred to an IVR is subsequently transferred to another agent and the agent answers the call. For this call scenario this field is not updated in IPCC Enterprise without an IPCC System PG.
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.

**Note:** For blind conferences in IPCC Enterprise with an IPCC System PG, this field is updated when the call that was blind conferenced to an IVR is subsequently answered by another agent. For this call scenario this field is not updated in IPCC Enterprise without an IPCC System PG.

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 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

**All 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 + Agent_Skill_Group_Half_Hour.NetTransferredOutCallsToHalf

*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 + Agent_Skill_Group_Half_Hour.NetConferencedOutCallsToHalf

*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 + Agent_Skill_Group_Half_Hour.NetConsultativeCallsToHalf

*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.

agtper23: Agent Peripheral Performance 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>
<tr>
<td>Drilldowns available</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
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 skill group's average speed of answer in HH:MM:SS (hour, minutes, seconds) calculated from the time spent by callers when placed in queue and ringing at the agent's desktop before the task is answered divided by the number of tasks answered.
Derived from: Skill_Group_Half_Hour.AnswerWaitTimeToHalf / Skill_Group_Half_Hour.CallsAnsweredToHalf

Completed Tasks Incoming: Handled
The number of tasks handled by this agent in the half hour interval.
Derived from: Agent_Skill_Group_Half_Hour.CallsHandledToHalf

Completed Tasks Incoming: AHT
The average time spent by the agent in handling a task in the half hour interval, measured in HH:MM:SS (hours, minutes, seconds).
Derived from: (Agent_Skill_Group_Half_Hour.HandledCallsTimeToHalf / Agent_Skill_Group_Half_Hour.CallsHandledToHalf)

Completed Tasks Incoming Hold Tasks: Held Tasks
The number of incoming calls to this agent that were placed on hold in the half hour interval.
Derived from: Agent_Skill_Group_Half_Hour.IncomingCallsOnHoldToHalf

Completed Tasks Incoming Hold Tasks: Avg Hold Time
The average time in HH:MM:SS (hours, minutes, seconds) that calls were put on hold in the half hour interval, for all incoming calls which included hold time.
Derived from: (Agent_Skill_Group_Half_Hour.IncomingCallsOnHoldTimeToHalf / Agent_Skill_Group_Half_Hour.IncomingCallsOnHoldToHalf)

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

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

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 in 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 the current half hour interval, whichever is less.

Derived from: 
\[
\frac{Agent\_Skill\_Group\_Half\_Hour.AvailTimeToHalf}{Agent\_Skill\_Group\_Half\_Hour.LoggedOnTimeToHalf}
\]

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 in 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 the current half hour interval, whichever is less.

Derived from: 
\[
\frac{Agent\_Skill\_Group\_Half\_Hour.NotReadyTimeToHalf}{Agent\_Skill\_Group\_Half\_Hour.LoggedOnTimeToHalf}
\]

Agent State Times: Hold Time

The hold time in HH:MM:SS (hours, minutes, seconds) that a call was put on hold in the half hour interval, 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 the current half hour interval, whichever is less.

Derived from: 
\[
\frac{Agent\_Skill\_Group\_Half\_Hour.HoldTimeToHalf}{Agent\_Skill\_Group\_Half\_Hour.LoggedOnTimeToHalf}
\]

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 in 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 the current half hour 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 in 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 the current half hour interval, whichever is less.

Derived from: ((Agent_Skill_Group_Half_Hour.WorkReadyTimeToHalf + Agent_Skill_Group_Half_Hour.WorkNotReadyTimeToHalf) / 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 in the half hour interval.

Peripheral Summary

The total of agent data for all agents in all media on the peripheral in the half hour interval.

Report Summary

The total of summary lines for all agents in the report.

agtper24: Agent Peripheral 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>Note: This report displays the same data as the Agtper23 report, except the data here is broken down by day instead of by half hour.</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>
### 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 when the record was generated in MM/DD/YYYY (month, day, year) format.

Derived from: Agent_Skill_Group_Half_Hour.DateTime

#### ASA

The skill group’s average speed of answer in HH:MM:SS (hour, minutes, seconds) calculated from the time spent by callers when placed in queue and ringing at the agent’s desktop before the task is answered divided by the number of tasks answered.

Derived from: Skill_Group_Half_Hour.AnswerWaitTimeToHalf / Skill_Group_Half_Hour.CallsAnsweredToHalf

#### Completed Tasks Incoming: Handled

The number of tasks handled by this agent.

Derived from: Agent_Skill_Group_Half_Hour.CallsHandledToHalf
**Completed Tasks Incoming: 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 Incoming Hold Tasks: Held Tasks**

The number of incoming calls to this agent that were placed on hold.

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

**Completed Tasks Incoming Hold Tasks: Avg Hold Time**

The average time in HH:MM:SS (hours, minutes, seconds) that calls were put on hold, for all incoming calls which included hold time.

Derived from: \( \frac{\text{Agent\_Skill\_Group\_Half\_Hour\_IncomingCallsOnHoldTimeToHalf}}{\text{Agent\_Skill\_Group\_Half\_Hour\_IncomingCallsOnHoldToHalf}} \)

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

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

**Agent State Times: Active %**

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

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

**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: \( \text{Agent\_Skill\_Group\_Half\_Hour\_AvailTimeToHalf} \)
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: \[
\frac{\text{Agent\_Skill\_Group\_Half\_Hour.WorkReadyTimeToHalf} + \text{Agent\_Skill\_Group\_Half\_Hour.WorkNotReadyTimeToHalf}}{\text{Agent\_Skill\_Group\_Half\_Hour.LoggedOnTimeToHalf}}\]

Media Summary

The totals of agent data for all skill groups in a media in which the agent was logged during the given interval.

Peripheral Summary

The total of agent data for all agents in all media on the peripheral during the specified interval.

Report Summary

The total of summary lines for all agents in the report.

agtper25: Agent Peripheral Consolidated Half Hour Report Template

See Agtper25, page 9-11 for an illustration of this report.

<table>
<thead>
<tr>
<th>Overview:</th>
</tr>
</thead>
</table>
| 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 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 | ICM and/or 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: Incoming Handled
   The number of ICM Routed tasks this agent has handled in the half hour interval.
   Derived from: Agent_Skill_Group_Half_Hour.CallsHandledtoHalf

Completed Tasks: Incoming AHT
   The average time spent by the agent in handling a task in the half hour interval, measured in HH:MM:SS (hours, minutes, seconds).
   Derived from: (Agent_Skill_Group_Half_Hour.HandledCallsTimeToHalf / Agent_Skill_Group_Half_Hour.CallsHandledtoHalf)

Completed Tasks: Incoming Hold Tasks Held Tasks
   The number of incoming calls to this agent that were placed on hold in the half hour interval.
   Derived from: Agent_Skill_Group_Half_Hour.IncomingCallsOnHoldToHalf

Completed Tasks: Incoming Hold Tasks Avg Hold Time
   The average time in HH:MM:SS (hours, minutes, seconds) that calls were put on hold in the half hour interval, for all incoming calls which included hold time.
   Derived from: (Agent_Skill_Group_Half_Hour.IncomingCallsOnHoldTimeToHalf / Agent_Skill_Group_Half_Hour.IncomingCallsOnHoldToHalf)
**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: 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 in the half hour interval.

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 in the half hour interval.

Derived from: Agent_Skill_Group_Half_Hour.AbandonHoldCallsToHalf

* **Completed Tasks: Transfer In**

The number of incoming calls in the half hour interval 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.

**Note:** For blind transfers in IPCC Enterprise with an IPCC System PG, this field is updated when the call that was blind transferred to an IVR is subsequently transferred to another agent and the agent answers the call. For this call scenario this field is not updated in IPCC Enterprise without an IPCC System PG.

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 in the half hour interval. 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 + Agent_Skill_Group_Half_Hour.NetTransferredOutCallsToHalf

* **Completed Tasks: External Out**

The number of Outgoing external calls that this agent made in the half hour interval.

Derived from: Agent_Skill_Group_Half_Hour.AgentOutCallsToHalf

**Agent State Times: Log On Duration**

The total time during the interval the agent was logged in in the half hour interval, 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 in 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.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 the current half hour 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 the current half hour 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)

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.Talk ReserveTimeToHalf)
**Agent State Times: Total 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 included in the calculation of LoggedOnTime.

**Derived from: Agent_Skill_Group_Half_Hour.HoldTimeToHalf**

**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

<table>
<thead>
<tr>
<th>Overview:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Subject</strong></td>
</tr>
<tr>
<td><strong>Note:</strong> 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><strong>This report displays the same data as the Agtper25 report, except the data here is broken down by day instead of by half hour.</strong></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>
</tr>
<tr>
<td><strong>Purpose</strong></td>
</tr>
<tr>
<td><strong>Applicable environment</strong></td>
</tr>
<tr>
<td><strong>Template type</strong></td>
</tr>
<tr>
<td><strong>Sort order</strong></td>
</tr>
</tbody>
</table>
Agent by Peripheral Reports

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

Completed Tasks: Incoming 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: Incoming Hold Tasks Held Tasks
The number of incoming calls to this agent that were placed on hold.
Derived from: Agent_Skill_Group_Half_Hour.IncomingCallsOnHoldToHalf

Drilldowns available | No
--- | ---
Schema database tables
Agent
Agent_Skill_Group_Half_Hour
Person
Peripheral
Media_Routing_Domain
Skill_Group
Skill_Group_Member
**Completed Tasks: Incoming Hold Tasks Avg Hold Time**

The average time in HH:MM:SS (hours, minutes, seconds) that calls were put on hold, for all incoming calls which included hold time.

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

**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: 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.

**Note:** For blind transfers in IPCC Enterprise with an IPCC System PG, this field is updated when the call that was blind transferred to an IVR is subsequently transferred to another agent and the agent answers the call. For this call scenario this field is not updated in IPCC Enterprise without an IPCC System PG.

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 + Agent_Skill_Group_Half_Hour.NetTransferredOutCallsToHalf

**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

**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.


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_Half_Hour.LoggedOnTimeTimeToHalf

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: 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: Total 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 included in the calculation of LoggedOnTime.

Derived from: Agent_Skill_Group_Half_Hour.HoldTimeToHalf

Media Summary
The totals of agent data for all skill groups in a media in which the agent was logged during the given interval.

Peripheral Summary
The total of agent data for all agents in all media on the peripheral during the specified interval.

Report Summary
The total of summary lines for all agent in the report.

agtper27: Agent Peripheral Historical All Fields Report

<table>
<thead>
<tr>
<th>Overview:</th>
</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>
Agent by Peripheral Reports

Chapter 2  Agent Report Templates

<table>
<thead>
<tr>
<th>Drilldowns available</th>
<th>No</th>
</tr>
</thead>
</table>
| Schema database tables | Agent  
Agent_Skill_Group_Half_Hour  
Person  
Peripheral  
Skill_Group |

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 in 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 in 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 in 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.

Note: For blind transfers in IPCC Enterprise with an IPCC System PG, this field is updated when the call that was blind transferred to an IVR is subsequently transferred to another agent and the agent answers the call. For this call scenario this field is not updated in IPCC Enterprise without an IPCC System PG.

Derived from: Agent_Skill_Group_Half_Hour.TransferredInCallsToHalf

*Trans Out
The number of calls transferred out by the agent in 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.

Note: For blind conferences in IPCC Enterprise with an IPCC System PG, this field is updated when the call that was blind conferenced to an IVR is subsequently answered by another agent. For this call scenario this field is not updated in IPCC Enterprise without an IPCC System PG.

Derived from: Agent_Skill_Group_Half_Hour.ConferencedInCallsToHalf

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

Derived from: Agent_Skill_Group_Half_Hour.ConferencedOutCallsToHalf

*Out Extn
The total number of completed outbound ACD calls made by agents in the skill group in 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. A short call is a call that is either abandoned or answered and terminated very quickly. By defining what you believe to be a short call, then you can filter out those calls that you believe did not stay in the system long enough to be counted as a real call.

Derived from: Agent_Skill_Group_Half_Hour.ShortCallsToHalf

**Sup Assist**

The number of calls for which agents received supervisor assistance in 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 in 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) in 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) in 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 in 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 in 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 in 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 in 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 in 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 in 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 in 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 in 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 in the half hour interval.

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

Note: With the existence of a network VRU, in an ICM Enterprise deployment with an IPCC System PG this value will not include time spent in the network VRU.

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 in 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 in 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 in 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 in 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 in 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 in 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 in 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 in 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 in 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 in 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 in 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 in 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 in 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 in 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 in 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 in 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 Ext**

The total number of seconds that outbound ACD calls were placed on hold by agents in the skill group in 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 in 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 in 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 in 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 in 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 in the half hour interval.

Derived from: Agent_Skill_Group_Half_Hour.CallbackMessagesToHalf

*Callback

Time

The number of seconds the agent spent processing callback messages in 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.

For blind conferences in IPCC Enterprise, the value is updated in the database when an agent blind conferences the call to an IVR.

For blind conferences in IPCC Enterprise with an IPCC System PG, the value is not updated in the database until the call that was blind conferenced to an IVR is subsequently answered by another agent.

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 in 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 in 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`

**Int Rcvd Time**

The total time in HH:MM:SS (hours, minutes, seconds) spent on internal calls received by the agent in 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`

**Int Tasks**

The number of internal calls initiated by the agent in 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`

**Int Tasks Time**

The total time in HH:MM:SS (hours, minutes, seconds) spent on internal calls initiated by the agent in 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`
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 2-120
- Agent by Skill Group Real-Time Reports, page 2-122
- Agent by Skill Group Historical Reports, page 2-132

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 ICM 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 2-133</td>
<td>IPCC and/or ICM</td>
<td>historical table</td>
<td>Data on logon duration and logout date and time for each agent by skill group.</td>
</tr>
<tr>
<td>agtskg04: Agent Task Detail Activity Report, page 2-134</td>
<td>IPCC and/or ICM</td>
<td>historical table</td>
<td>Task detail data collected about agent activity on incoming, outgoing, internal tasks, and callback messages, by skill group.</td>
</tr>
<tr>
<td>agtskg05: Agent Task Detail Performance Report, page 2-137</td>
<td>IPCC and/or ICM</td>
<td>historical table</td>
<td>Task detail data collected about agent performance (by skill group) related to abandoned, held, assistance, and conference tasks.</td>
</tr>
<tr>
<td>agtskg06: Outbound Option (Blended Agent) Status Report, page 2-122</td>
<td>Outbound Option (IPCC and/or ICM)</td>
<td>real-time table</td>
<td>Current agent activity related to Blended Agent tasks.</td>
</tr>
<tr>
<td>agtskg07: Agent Skill Group Task Analysis Report, page 2-141</td>
<td>IPCC and/or ICM</td>
<td>historical table</td>
<td>All the tasks handled by each agent in the selected skill group(s), gathered in half-hour increments.</td>
</tr>
<tr>
<td>agtskg10: Outbound Option (Blended Agent) Predictive and Progressive Tasks Detail Performance Report, page 2-143</td>
<td>Outbound Option (IPCC and/or ICM)</td>
<td>historical table</td>
<td>Each agent's task detail data performance on predictive tasks, gathered in half-hour increments.</td>
</tr>
</tbody>
</table>
### Chapter 2  |  Agent Report Templates

#### Agent By Skill Group Reports

<table>
<thead>
<tr>
<th>Report ID</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>agtskg11: Outbound Option (Blended Agent) Preview Task Detail Performance Report, page 2-144</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 2-146</td>
<td>Each agent's performance data for reservation calls, gathered in half-hour increments.</td>
</tr>
<tr>
<td>agtskg21: Agent Skill Group Task Summary Half Hour Report, page 2-148</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 2-151</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 2-155</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 2-158</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 2-162</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 2-166</td>
<td>Agent daily task statistic totals and time allocations, gathered in day increments.</td>
</tr>
<tr>
<td>agtskg27: Agent Skill Group Historical All Fields Report, page 2-170</td>
<td>All the report data available from the Agent_Skill_Group_Half_Hour table, organized by skill groups and then by agents within the skill group. This report is for online viewing or for exporting to Excel. It is not formatted for printing.</td>
</tr>
</tbody>
</table>
Agent by Skill Group Real-Time Reports

- agtskg06: Outbound Option (Blended Agent) Status Report, page 2-122
- agtskg28: Agent Skill Group Real Time All Fields Report, page 2-124
- agtskg30: IPCC Agent Skill Group Real Time Report, page 2-128

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 ICM)</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&lt;br&gt;Agent&lt;br&gt;Person&lt;br&gt;Agent_Real_Time&lt;br&gt;Campaign&lt;br&gt;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

* 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
## 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 ICM |
| 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

**Mobile Agent Mode**

The mode by which the agent is connected:

0 = Not Mobile (Local agent; normal ACD/IPCC phone or non-voice task)
1 = Call By Call (Mobile agent's phone is connected for each incoming call)
2 = Nailed Connection (Mobile agent calls and logs in once; line remains connected through multiple calls)

Derived from: Agent_Real_Time.PhoneType

**Mobile Agent Phone Number**

For a mobile agent (an agent working remotely), the current phone number.

Derived from: Agent_Real_Time.RemotePhoneNumber

**Duration in Current State**

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

Derived from: DATEDIFF(second,
Agent_Skill_Group_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.

For more information, see About Not Ready Reason Codes.
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 Assist 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 active task:
In (inbound task - non voice tasks are always inbound)
Out (outgoing external task)
Other (outgoing or ingoing internal task)
Not Applicable (if the logged in agent is not active in the skill group)
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. In IPCC Gateway, this applies to Outbound Option 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.CallInProgress

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

agtskg30: IPCC Agent Skill Group Real Time Report

See Agtskg30, page 9-14 for an illustration of this 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>
</tbody>
</table>
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.

Derived from: Skill_Group_Real_Time.RouterCallsQNow

**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

<table>
<thead>
<tr>
<th>Drilldowns available</th>
<th>No</th>
</tr>
</thead>
</table>
| Schema database tables | Agent  
Agent_Real_Time  
Media_Routing_Domain  
Person  
Skill_Group  
Skill_Group_Real_Time  
Agent_Skill_Group_Real_Time  
Controller_Time |
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

Mobile Agent Mode

The mode by which the agent is connected:

0 = Not Mobile (Local agent; normal ACD/IPCC phone or non-voice task)
1 = Call By Call (Mobile agent’s phone is connected for each incoming call)
2 = Nailed Connection (Mobile agent calls and logs in once; line remains connected through multiple calls)

Derived from: Agent_Real_Time.PhoneType

Mobile Agent Phone Number

For a mobile agent (an agent working remotely), the current phone number.

Derived from: Agent_Real_Time.RemotePhoneNumber

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.DateTimeLastStateChange)
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.
For more information, see About Not Ready Reason Codes.
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 or incoming internal task)
Not Applicable (if the logged in agent is not active in the skill group)
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

Agent by Skill Group Historical Reports

- agtsgk03: Agent Skill Group Logout Status Report, page 2-133
- agtsgk04: Agent Task Detail Activity Report, page 2-134
- agtsgk05: Agent Task Detail Performance Report, page 2-137
- agtsgk07: Agent Skill Group Task Analysis Report, page 2-141
- agtsgk10: Outbound Option (Blended Agent) Predictive and Progressive Tasks Detail Performance Report, page 2-143
- agtsgk11: Outbound Option (Blended Agent) Preview Task Detail Performance Report, page 2-144
- agtsgk12: Outbound Option (Blended Agent) Reservation Task Detail Performance Report, page 2-146
- agtsgk23: Agent Skill Group Performance Summary Half Hour Report, page 2-155
- agtsgk24: Agent Skill Group Performance Summary Daily Report, page 2-158
- agtsgk25: Agent Skill Group Consolidated Half Hour Report, page 2-162
- agtsgk26: Agent Skill Group Consolidated Daily Report, page 2-166
- agtsgk27: Agent Skill Group Historical All Fields Report, page 2-170
### agtsgk03: 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><strong>Applicable environment</strong></td>
</tr>
<tr>
<td><strong>Template type</strong></td>
</tr>
<tr>
<td><strong>Default sort order</strong></td>
</tr>
<tr>
<td><strong>Drilldowns available</strong></td>
</tr>
<tr>
<td><strong>Schema database tables</strong></td>
</tr>
</tbody>
</table>

### Data:

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

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

**Agent Enterprise Name**
The enterprise name of the agent.
Derived from: Agent.Enterprisename

**Skill Group**
The name of the skill group to which this agent is associated.
Derived from: Skill_Group.EnterpriseName 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.LoginDuration
Log On Duration
The time measured in HH:MM:SS (hours, minutes, seconds) format that the agent spent logged on.
Derived from: Agent_Skill_Group_Logout.LoginDuration

Log Out DateTime
The ICM central controller’s date and time that the agent logged out.
Derived from: Agent_Skill_Group_Logout.LogoutDateTime

Reason Code
A code received from the peripheral that indicates the reason for the agent’s last state change. If not defined, this 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.
For more information, see About Agent Log Out Reason Codes.
Derived from: Agent_Skill_Group_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.

agtsgkg04: Agent Task Detail Activity 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>
Agent By Skill Group Reports

Drilldowns available
No

<table>
<thead>
<tr>
<th>Schema database tables</th>
</tr>
</thead>
<tbody>
<tr>
<td>Agent</td>
</tr>
<tr>
<td>Agent_Half_Hour</td>
</tr>
<tr>
<td>Agent_Skill_Group_Half_Hour</td>
</tr>
<tr>
<td>Media_Routing_Domain</td>
</tr>
<tr>
<td>Person</td>
</tr>
<tr>
<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. 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: \( \frac{\text{Agent\_Skill\_Group\_Half\_Hour\_HandledCallsTimeToHalf}}{\text{Agent\_Skill\_Group\_Half\_Hour\_LoggedOnTimeToHalf}} \)

% 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: \( \frac{(\text{Agent\_Skill\_Group\_Half\_Hour\_WorkReadyTimeToHalf} + \text{Agent\_Skill\_Group\_Half\_Hour\_WorkNotReadyTimeToHalf})}{\text{Agent\_Skill\_Group\_Half\_Hour\_LoggedOnTimeToHalf}} \) (for the media routing domain and the time sequence of the report)

*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: \( \frac{\text{Agent\_Skill\_Group\_Half\_Hour\_AgentOutCallsTimeToHalf}}{\text{Agent\_Skill\_Group\_Half\_Hour\_AgentOutCallsToHalf}} \)

*External Out Tasks: % Time

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

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

*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: \( \frac{\text{Agent\_Skill\_Group\_Half\_Hour\_InternalCallsTimeToHalf}}{\text{Agent\_Skill\_Group\_Half\_Hour\_InternalCallsToHalf}} \)

*Internal Out Tasks: % Time

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

Derived from: \( \frac{\text{Agent\_Skill\_Group\_Half\_Hour\_InternalCallsTimeToHalf}}{\text{Agent\_Skill\_Group\_Half\_Hour\_LoggedOnTimeToHalf}} \)
*CB Messages: Total Tasks
The total number of callback messages that were processed by the agent during the interval.
Derived from: 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 interval.
Derived from: Agent_Skill_Group_Half_Hour.CallbackMessagesTimeToHalf / Agent_Skill_Group_Half_Hour.CallbackMessagesToHalf

*CB Messages: % Time
The percentage of all calls handled by the agent for the period that were callback messages.
Derived from: Agent_Skill_Group_Half_Hour.CallbackMessagesTimeToHalf / Agent_Skill_Group_Half_Hour.LoggedOnTimeToHalf

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

Agent Summary
The total data for an agent.

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

agtskg05: Agent Task Detail Performance 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>
Agent By Skill Group Reports

Chapter 2  Agent Report Templates

### Agent By Skill Group Reports

#### 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 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:

```plaintext
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`

---

<table>
<thead>
<tr>
<th>Drilldowns available</th>
<th>No</th>
</tr>
</thead>
</table>
| Schema database table| Agent  
Agent_Half_Hour  
Agent_Skill_Group_Half_Hour  
Media_Routing_Domain  
Person  
Skill_Group |
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 + Agent_Skill_Group_Half_Hour.NetConferencedOutCallsToHalf

**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.


**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

See Agtskg07, page 9-12 for an illustration of this report.

<table>
<thead>
<tr>
<th>Overview:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Subject</strong></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><strong>Purpose</strong></td>
</tr>
<tr>
<td>To show all agent tasks in a skill group(s) for the selected time period</td>
</tr>
<tr>
<td><strong>Applicable environment</strong></td>
</tr>
<tr>
<td>IPCC and/or ICM</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 last name, first name, media routing domain, skill group, date, and time</td>
</tr>
<tr>
<td><strong>Drilldowns available</strong></td>
</tr>
<tr>
<td>No</td>
</tr>
</tbody>
</table>

**Schema database table**

<table>
<thead>
<tr>
<th>Table</th>
</tr>
</thead>
<tbody>
<tr>
<td>Agent</td>
</tr>
<tr>
<td>Agent_Skill_Group_Half_Hour</td>
</tr>
<tr>
<td>Media_Routing_Domain</td>
</tr>
<tr>
<td>Person</td>
</tr>
<tr>
<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 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.
Overview:

| Subject | 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. |
| Purpose | To show Outbound Option predictive and progressive call performance for the selected time period. |
| Applicable environment | Outbound Option (IPCC and/or ICM) |
| Template type | Historical table |
| Default sort order | By skill group, agent enterprise name, last name, first name |
| Drilldowns available | No |
| Schema database table | Agent Agent_Skill_Group_Half_Hour Person Skill_Group |

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>Overview:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Subject</td>
</tr>
</tbody>
</table>
Agent By Skill Group Reports

<table>
<thead>
<tr>
<th>Purpose</th>
<th>To show Outbound Option preview call performance for the selected time period.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Applicable environment</td>
<td>Outbound Option (IPCC and/or ICM)</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>
<tr>
<td>Schema database table</td>
<td>Agent, Agent_Skill_Group_Half_Hour, Person, Skill_Group, Skill_Group_Member</td>
</tr>
</tbody>
</table>

**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

<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>
</tbody>
</table>
Agent By Skill Group Reports

Chapter 2  Agent Report Templates

Agent By Skill Group Reports

<table>
<thead>
<tr>
<th>Default sort order</th>
<th>By skill group, agent enterprise name, last name, first name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Drilldowns available</td>
<td>No</td>
</tr>
<tr>
<td>Schema database table</td>
<td>Agent&lt;br&gt;Agent_Skill_Group_Half_Hour&lt;br&gt;Person&lt;br&gt;Skill_Group</td>
</tr>
</tbody>
</table>

Data:

**Skill Group**

The name of the skill group.

Derived from: Skill_Group.EnterpriseName and <br>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

See Agtskg21, page 9-12 for an illustration of this 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 incoming and outgoing task counts and task treatments, gathered in half-hour increments. Fields applicable to a voice domain only are prefixed with an asterisk (*). Such fields are not applicable for e-mail or collaboration media.</td>
</tr>
<tr>
<td>Purpose</td>
<td>To show skill group half-hour activity for the selected time period.</td>
</tr>
<tr>
<td>Applicable environment</td>
<td>IPCC and or ICM</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 Time**

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

Derived from: Agent_Skill_Group_Half_Hour.DateTime

**Log On Duration**

The total time period in the half hour interval that 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 in the half hour interval.

Derived from: Agent_Skill_Group_Half_Hour.CallsHandledToHalf

**Handled Time**

The time the agent spent on ICM routed tasks in the half hour interval, measured in HH:MM:SS (hours, minutes, seconds) format.

Derived from: Agent_Skill_Group_Half_Hour.HandledCallsTimeToHalf

**Internal In Tasks**

The number of times that this agent received a direct internal or external incoming task in the half hour interval. 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

**Internal In Time**

The time the agent spent on direct incoming tasks in the half hour interval, 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 in the half hour interval.

Derived from: Agent_Skill_Group_Half_Hour.AgentOutCallsToHalf

**External Out Time**

The time the agent spent on outgoing external tasks in the half hour interval, 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 in the half hour interval.

Derived from: Agent_Skill_Group_Half_Hour.InternalCallsToHalf
**Internal Out Time**

The number of seconds spent on internal tasks initiated by the agent in 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 in the half hour interval. 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 + Agent_Skill_Group_Half_Hour.NetTransferredOutCallsToHalf

**Conf Out**

The number of tasks that this agent conferenced out to another agent or skill group in the half hour interval. This includes consultative Calls.

Derived from: Agent_Skill_Group_Half_Hour.ConferencedOutCallsToHalf + Agent_Skill_Group_Half_Hour.NetConferencedOutCallsToHalf

**Consult**

The number of times an agent consulted with another agent or supervisor through the conference or transfer key in the half hour interval. This includes supervisor or emergency assisted tasks.

Derived from: Agent_Skill_Group_Half_Hour.ConsultativeCallsToHalf + Agent_Skill_Group_Half_Hour.NetConsultativeCallsToHalf

**All Hold Tasks**

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

**All Hold Time**

The time in HH:MM:SS (hours, minutes, seconds) where all tasks completed by the agent were put on hold or paused in the half hour interval. 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 in the half hour interval 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.

**Note:** For blind transfers in IPCC Enterprise with an IPCC System PG, this field is updated when the call that was blind transferred to an IVR is subsequently transferred to another agent and the agent answers the call. For this call scenario this field is not updated in IPCC Enterprise without an IPCC System PG.

Derived from: `Agent_Skill_Group_Half_Hour.TransferredInCallsToHalf`

*Conf In*

The number of incoming tasks in the half hour interval that were conferenced to this agent from other agents on the same peripheral that did not go to the IVR for queuing.

**Note:** For blind conferences in IPCC Enterprise with an IPCC System PG, this field is updated when the call that was blind conferenced to an IVR is subsequently answered by another agent. For this call scenario this field is not updated in IPCC Enterprise without an IPCC System PG.

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**

<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>
</tbody>
</table>
Agent By Skill Group Reports

Chapter 2      Agent Report Templates

Agent By Skill Group Reports

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

<table>
<thead>
<tr>
<th>Default sort order</th>
<th>By last name, first name, media, skill group, and then by date and time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Drilldowns available</td>
<td>No</td>
</tr>
</tbody>
</table>
| Schema database tables              | Agent
|                                     | Agent_Skill_Group_Half_Hour
|                                     | Media_Routing_Domain
|                                     | Person
|                                     | Skill_Group

**Default sort order**

By last name, first name, media, skill group, and then by date and time

**Drilldowns available**

No

**Schema database tables**

Agent
Agent_Skill_Group_Half_Hour
Media_Routing_Domain
Person
Skill_Group
**Internal 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

**Internal In Time**

The time the agent spent on direct incoming tasks, measured in HH:MM:SS (hours, minutes, seconds).

Derived from: Agent_Skill_Group_Half_Hour.InternalCallsRvcdTimeToHalf

**External Out Tasks**

The number of external outgoing tasks that the agent made from the ACD extension.

Derived from: Agent_Skill_Group_Half_Hour.AgentOutCallsToHalf

**External Out Time**

The time the agent spent on outgoing external tasks, measured in HH:MM:SS (hours, minutes, seconds). Includes hold time.

Derived from: Agent_Skill_Group_Half_Hour.AgentOutCallsTimeToHalf

**Internal Out Tasks**

The number of internal outgoing tasks that the agent made from the ACD extension.

Derived from: Agent_Skill_Group_Half_Hour.InternalCallsToHalf

**Internal Out Time**

The number of seconds spent on internal tasks initiated by the agent during the half-hour interval. The value is updated in the database when the after-call work time associated with the task (if any) is completed.

Derived from: Agent_Skill_Group_Half_Hour.InternalCallsTimeToHalf

**Transfer Out**

The number tasks this agent transferred out to another agent or skill group. This includes Consultative Calls if this transfer was consultative-not blind. This value is updated when the agent completes the transfer of the call.

Derived from: Agent_Skill_Group_Half_Hour.TransferredOutCallsToHalf + Agent_Skill_Group_Half_Hour.NetTransferredOutCallsToHalf

**Conf Out**

The number tasks that this agent conferenced out to another agent or skill group. This includes consultative Calls.

Derived from: Agent_Skill_Group_Half_Hour.ConferencedOutCallsToHalf + Agent_Skill_Group_Half_Hour.NetConferencedOutCallsToHalf

**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 + Agent_Skill_Group_Half_Hour.NetConsultativeCallsToHalf
All Hold Tasks

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

All Hold Time

The time in HH:MM:SS (hours, minutes, seconds) where all tasks completed by the agent were put on hold or paused in the half hour interval. 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.

Note: For blind transfers in IPCC Enterprise with an IPCC System PG, this field is updated when the call that was blind transferred to an IVR is subsequently transferred to another agent and the agent answers the call. For this call scenario this field is not updated in IPCC Enterprise without an IPCC System PG.

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.

Note: For blind conferences in IPCC Enterprise with an IPCC System PG, this field is updated when the call that was blind conferenced to an IVR is subsequently answered by another agent. For this call scenario this field is not updated in IPCC Enterprise without an IPCC System PG.

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

### Overview:

| Subject | 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. |
| Purpose | To show skill group half-hour performance for the selected time period. |
| Applicable environment | IPCC and/or ICM |
| Template type | Historical table |
| Default sort order | By last name, first name, media, skill group, and then by date and time |
| Drilldowns available | No |
| Schema database tables | Agent
Agent_Skill_Group_Half_Hour
Media_Routing_Domain
Person
Skill_Group |

### Data:

**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

**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
**Completed Tasks: Incoming Handled**

The number of ICM Routed tasks this agent has handled in the half hour interval.
Derived from: Agent_Skill_Group_Half_Hour.CallsHandledtoHalf

**Completed Tasks: Incoming AHT**

The average time spent by the agent in handling a task in the half hour interval, measured in HH:MM:SS (hours, minutes, seconds).
Derived from: (Agent_Skill_Group_Half_Hour.HandledCallsTimeToHalf / Agent_Skill_Group_Half_Hour.CallsHandledToHalf)

**Completed Tasks: Incoming Hold Tasks Hold Tasks**

The number of incoming calls to this agent that were placed on hold in the half hour interval.
Derived from: Agent_Skill_Group_Half_Hour.IncomingCallsOnHoldToHalf

**Completed Tasks: Incoming Hold Tasks Avg Hold Time**

The average time in HH:MM:SS (hours, minutes, seconds) that calls were put on hold in the half hour interval, for all incoming calls which included hold time.
Derived from: (Agent_Skill_Group_Half_Hour.IncomingCallsOnHoldTimeToHalf / Agent_Skill_Group_Half_Hour.IncomingCallsOnHoldToHalf)

**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: Agent_Skill_Group_Half_Hour.AbandonRingCallsToHalf

**Completed Tasks: Redirect No Answer**

The number of tasks offered at the agents terminal or phone in the half hour interval 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 in the half hour interval 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 in the half hour interval.
Derived from: Agent_Skill_Group_Half_Hour.SupervAssistCallsToHalf

*Completed Tasks: Supv Assist Time*

The length of supervisor assisted calls in the half hour interval, 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 in the half hour interval.
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 in the half hour interval.
Derived from: Agent_Skill_Group_Half_Hour.BargedInCallsToHalf

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

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

Agent 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.

agtsgk24: 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>A table of all agents in the selected skill groups showing each agent's daily performance statistics, gathered by day(s).</td>
</tr>
<tr>
<td><strong>Note:</strong> This report contains the same data as the Agtsgk23 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 skill group daily performance for the selected time period.</td>
</tr>
<tr>
<td><strong>Applicable environment</strong></td>
</tr>
<tr>
<td>IPCC and/or ICM</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 last name, first name, media, skill group, and then by date and time</td>
</tr>
<tr>
<td><strong>Drilldowns available</strong></td>
</tr>
<tr>
<td>No</td>
</tr>
<tr>
<td><strong>Schema database tables</strong></td>
</tr>
<tr>
<td>Agent</td>
</tr>
<tr>
<td>Agent_Skill_Group_Half_Hour</td>
</tr>
<tr>
<td>Media_Routing_Domain</td>
</tr>
<tr>
<td>Person</td>
</tr>
<tr>
<td>Skill_Group</td>
</tr>
</tbody>
</table>
Data:

**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

**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

**Completed Tasks: Incoming Handled**

The number of ICM Routed tasks this agent has handled.

Derived from: Agent_Skill_Group_Half_Hour.CallsHandledToHalf

**Completed Tasks: Incoming 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: Incoming Hold Tasks Hold Tasks**

The number of incoming calls to this agent that were placed on hold.

Derived from: Agent_Skill_Group_Half_Hour.IncomingCallsOnHoldToHalf

**Completed Tasks: Incoming Hold Tasks Avg Hold Time**

The average time in HH:MM:SS (hours, minutes, seconds) that calls were put on hold, for all incoming calls which included hold time.

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

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 Time  
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 Time  
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.
agtsg25: Agent Skill Group Consolidated Half Hour Report

See Agtsg25, page 9-13 for an illustration of this 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>Note:</strong> 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.</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>

**Data:**

**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

**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

Completed Tasks: Incoming Handled

The number of ICM Routed tasks this agent has handled in the half hour interval.
Derived from: Agent_Skill_Group_Half_Hour.CallsHandledtoHalf

Completed Tasks: Incoming AHT

The average time spent by the agent in handling a task in the half hour interval, measured in HH:MM:SS (hours, minutes, seconds).
Derived from: (Agent_Skill_Group_Half_Hour.HandledCallsTimeToHalf / Agent_Skill_Group_Half_Hour.CallsHandledToHalf)

Completed Tasks: Incoming Hold Tasks Held Tasks

The number of incoming calls to this agent in the half hour interval that were placed on hold.
Derived from: Agent_Skill_Group_Half_Hour.IncomingCallsOnHoldToHalf

Completed Tasks: Incoming Hold Tasks Avg Hold Time

The average time in HH:MM:SS (hours, minutes, seconds) that calls were put on hold in the half hour interval, for all incoming calls which included hold time.
Derived from: (Agent_Skill_Group_Half_Hour.IncomingCallsOnHoldTimeToHalf / Agent_Skill_Group_Half_Hour.IncomingCallsOnHoldToHalf)

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: 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 in the half hour interval.
Derived from: Agent_Skill_Group_Half_Hour.AbandonHoldCallsToHalf
**Completed Tasks: Transfer In**

The number of incoming calls in the half hour interval 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.

**Note:** For blind transfers in IPCC Enterprise with an IPCC System PG, this field is updated when the call that was blind transferred to an IVR is subsequently transferred to another agent and the agent answers the call. For this call scenario this field is not updated in IPCC Enterprise without an IPCC System PG.

Derived from: Agent_Skill_Group_Half_Hour.TransferredInCallsToHalf

**Completed Tasks: Transfer Out**

The number of calls this agent in the half hour interval that were 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 + Agent_Skill_Group_Half_Hour.NetTransferredOutCallsToHalf

**Completed Tasks: External Out**

The number of Outgoing external calls that this agent made in the half hour interval.

Derived from: Agent_Skill_Group_Half_Hour.AgentOutCallsToHalf

**Agent State Times: Log On Duration**

The total time in the half hour interval the agent was logged in, measured in HH:MM:SS (hours, minutes, seconds) format. If the Log On Duration = 00:00:00 for a given reporting half hour interval, the report will not display the row for that half hour.

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 the half hour interval, whichever is less.

Derived from: Agent_Skill_Group_Half_Hour.HoldTimeToHalf / Agent_Half_Hour.LoggedOnTimeToHalf

**Agent State Times: % Not Active**

The percentage of time in the half hour interval 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 the half hour 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 BusyOther state in relation to LoggedOnTime.
Derived from: (Agent_Skill_Group_Half_Hour.BusyOtherTimeToHalf / Agent_Skill_Group_Half_Hour.LoggedOnTimeToHalf)

Skill Group Summary
The total 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.
agtstk26: Agent Skill Group Consolidated Daily Report

See Agtskg26, page 9-13 for an illustration of this report.

**Overview:**

<table>
<thead>
<tr>
<th>Subject</th>
<th>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.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Note:</strong></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 contains the same data as the Agtskg25 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>

**Purpose**

To show skill group activity and performance for the selected time period.

**Applicable environment**

ICM and/or 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:**

**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
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

Completed Tasks: Incoming Handled
The number of ICM Routed tasks this agent has handled.
Derived from: Agent_Skill_Group_Half_Hour.CallsHandledtoHalf

Completed Tasks: Incoming 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: Incoming Hold Tasks Held Tasks
The number of incoming calls to this agent that were placed on hold.
Derived from: Agent_Skill_Group_Half_Hour.IncomingCallsOnHoldToHalf

Completed Tasks: Incoming Hold Tasks Avg Hold Time
The average time in HH:MM:SS (hours, minutes, seconds) that calls were put on hold, for all incoming calls which included hold time.
Derived from: (Agent_Skill_Group_Half_Hour.IncomingCallsOnHoldTimeToHalf / Agent_Skill_Group_Half_Hour.IncomingCallsOnHoldToHalf)

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: 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.

*Note*: For blind transfers in IPCC Enterprise with an IPCC System PG, this field is updated when the call that was blind transferred to an IVR is subsequently transferred to another agent and the agent answers the call. For this call scenario this field is not updated in IPCC Enterprise without an IPCC System PG.

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 + Agent_Skill_Group_Half_Hour.NetTransferredOutCallsToHalf

**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

**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.TalkPreviewTimeToHalf) / 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_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 BusyOther state in relation to LoggedOnTime.
Derived from: (Agent_Skill_Group_Half_Hour.BusyOtherTimetoHalf / Agent_Skill_Group_Half_Hour.LoggedOnTimeToHalf)

Skill Group Summary
The total 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.
### agtsg27: Agent Skill Group Historical All Fields Report

#### Overview:

| Subject | A table of all the agents in the selected skill groups listing all the available agent historical report data for the selected interval. **Note:** This report is the same report as the Agent27 report except that this report is first sorted by skill group rather than by agent. Fields applicable to a voice domain only are prefixed with an asterisk (*). Such fields are not applicable for e-mail or collaboration media. **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 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. **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 ICM |
| 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 in 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 in the half hour interval.

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

**NOTE:** With the existence of a network VRU, in an ICM Enterprise deployment with an IPCC System PG this value will not include time spent in the network VRU.
Derived from: Agent_Skill_Group_Half_Hour.AnswerWaitTimeToHalf

**Incoming Tasks**

**Handled**

The total number of tasks handled by the agent in 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 in 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 HandledCallsTime is updated in the database when the after-call work time associated with the call (if any) has completed.
Derived from: Agent_Skill_Group_Half_Hour.HandledCallsTimeToHalf

**Incoming Tasks**

**Handled Talk Time**

The total time in HH:MM:SS (hours, minutes, seconds) that the agent spent in the Active state for tasks associated with the skill group in 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) in 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 in 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.

**Note:** For blind transfers in IPCC Enterprise with an IPCC System PG, this field is updated when the call that was blind transferred to an IVR is subsequently transferred to another agent and the agent answers the call. For this call scenario this field is not updated in IPCC Enterprise without an IPCC System PG.

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. A short call is a call that is either abandoned or answered and terminated very quickly. By defining what you believe to be a short call, then you can filter out those calls that you believe did not stay in the system long enough to be counted as a real call.

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 in the half hour interval.

Derived from: Agent_Skill_Group_Half_Hour.IncomingCallsOnHoldToFhalf

**Incoming Tasks**

**Hold Time**

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

**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.AbandonRingTimeToFhalf

**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.RedirectNoAnsCallsTimeToFhalf

**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 in 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.TransferredInCallsTimeToFhalf
**Agent By Skill Group Reports**

Chapter 2      Agent Report Templates

*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.

For blind conferences in IPCC Enterprise, the value is updated in the database when an agent blind conferences the call to an IVR.

For blind conferences in IPCC Enterprise with an IPCC System PG, the value is not updated in the database until the call that was blind conferenced to an IVR is subsequently answered by another agent.

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 in 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

**Ext Out**
The total number of completed outbound ACD calls made by agents in the skill group in 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

**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 in 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

**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 in 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

**Out Time**
The total time in HH:MM:SS (hours, minutes, seconds) that agents in the skill group spent talking on outbound calls in the half hour interval. TalkOutTime is included in the calculation of TalkTime and LoggedOnTime.

Derived from: Agent_Skill_Group_Half_Hour.TalkOutTimeToHalf

**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 in 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) in 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 in 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 in 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 in 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 in 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
**Internal Tasks**

**Hold Time**

The total time in HH:MM:SS (hours, minutes, seconds) that completed internal calls were placed on hold in 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 in 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

**Supv Assist Time**

The total time in HH:MM:SS (hours, minutes, seconds) that agents in the skill group spent on supervisor-assisted calls in 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

**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 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 in the half hour interval.

This value is calculated as follows: HoldTimeToHalf + TalkInTimeToHalf + TalkOutTimeToHalf + TalkOtherTimeToHalf + AvailTimeToHalf + NotReadyTimeToHalf + WorkReadyTimeToHalf + WorkNotReadyTimeToHalf + BusyOtherTimeToHalf + ReservedStateTimeToHalf

Derived from: Agent_Skill_Group_Half_Hour.LoggedOnTimeToHalf

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 in 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 in 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 in 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 in 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 in 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 in 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 in 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 in 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 in 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 in 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 in 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.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 in 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 in 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 in 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 in 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 in 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 in 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 in 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 in 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 in 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
Agent By Skill Group Reports

Chapter 2      Agent Report Templates

*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 in 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 in 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 in 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 in the half hour interval. This field is currently not used in the database.

Derived from: Agent_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: Agent_Skill_Group_Half_Hour.DbDatetime

**Net Cons Out**

The number of network consultative calls completed by agents who have at least one call on hold.

Derived from: Agent_Skill_Group_Half_Hour.NetConsultativeCallsToHalf

**Net Cons Out Time**

The number of seconds spent on network consultative calls by agents who have at least one call on hold.

Derived from: Agent_Skill_Group_Half_Hour.NetConsultativeCallsTimeToHalf

**Net Conf Out**

The number of conference calls initiated by agents.

Derived from: Agent_Skill_Group_Half_Hour.NetConferencedOutCallsToHalf

**Net Conf Out Time**

The number of seconds spent on conference calls.

Derived from: Agent_Skill_Group_Half_Hour.NetConferencedOutCallsTimeToHalf

**Net Trans Out**

The number of calls transferred out by agents in the half hour interval.

Derived from: Agent_Skill_Group_Half_Hour.NetTransferredOutCallsToHalf

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**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 2-183
- **Agent by Team Real-Time Reports**, page 2-185
- **Agent by Team Historical Reports**, page 2-201

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**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 an ICM 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 2-186</td>
<td>IPCC and/or ICM</td>
<td>real-time table</td>
<td>Current logon date and time, and last state change for each agent in the selected team(s), according to the skill group into which each agent is logged.</td>
</tr>
<tr>
<td>agteam03: Agent Logout Status By Team Report, page 2-201</td>
<td>IPCC and/or ICM</td>
<td>historical table</td>
<td>Logon duration and logout date and time for each agent in the selected team(s).</td>
</tr>
<tr>
<td>agteam04: Agent Task Detail Activity Report, page 2-203</td>
<td>IPCC and/or ICM</td>
<td>historical table</td>
<td>Agent task detail activity on incoming, outgoing, and internal calls, and callback messages, by team.</td>
</tr>
<tr>
<td>agteam05: Agent Task Detail Performance Report By Team, page 2-206</td>
<td>IPCC and/or ICM</td>
<td>historical table</td>
<td>Task detail data on abandoned, held, assistance, and conference calls, by team.</td>
</tr>
<tr>
<td>agteam20: Agent Team Real Time Report, page 2-188</td>
<td>IPCC and/or ICM</td>
<td>real-time table</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 2-210</td>
<td>IPCC and/or ICM</td>
<td>historical table</td>
<td>Agent task summary for each agent within the selected agent team(s), organized by the selected half hour(s).</td>
</tr>
<tr>
<td>agteam22: Agent Team Task Summary Daily Report, page 2-214</td>
<td>IPCC and/or ICM</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 2-218</td>
<td>IPCC and/or ICM</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 2-221</td>
<td>IPCC and/or ICM</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>
</tbody>
</table>
Chapter 2  Agent Report Templates

Agent By Team Reports

| agteam25: Agent Team Consolidated Half Hour Report, page 2-225 | IPCC and/or ICM | historical table | Agent half-hour activity and performance for all the agents in the selected team(s) during the selected half-hour interval(s). |
| agteam26: Agent Team Consolidated Daily Report, page 2-228 | IPCC and/or ICM | historical table | Agent daily activity and performance for all the agents in the selected team(s) during the selected day interval(s). |
| agteam27: Agent Team Historical All Fields Report, page 2-232 | IPCC and/or ICM | historical table | All the report data available from the Agent_Skill_Group_Half_Hour table, organized by agent team and then by agent within the team. This report is for online viewing or for exporting to Excel. It is not formatted for printing. |
| agteam28: Agent Team Real Time All Fields Report, page 2-192 | IPCC and/or ICM | real-time table | All the report data available from the Agent_Real_Time table, organized by agent team and then by agent within the team. This report is for online viewing or for exporting to Excel. It is not formatted for printing. |
| agteam29: Agent SkillGroup Assignments Real-Time, page 2-197 | IPCC and/or ICM | real-time table | Table showing the skill groups assigned to the agents for a given team. |
| agteam32: Agent Team State Counts Real Time Report, page 2-198 | IPCC and/or ICM | real-time table | A table summary of the number of agents in various real-time states. |

Agent by Team Real-Time Reports

- agteam02: Agent Skill Group Status Report, page 2-186
- agteam20: Agent Team Real Time Report, page 2-188
- agteam28: Agent Team Real Time All Fields Report, page 2-192
- agteam29: Agent SkillGroup Assignments Real-Time, page 2-197
- agteam32: Agent Team State Counts Real Time Report, page 2-198
agteam02: Agent Skill Group Status Report

See Agteam02, page 9-14 for an illustration of this report.

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

Data:

**Agent Team**

The name of the agent team.

Derived from: Agent_Team.EnterpriseName

**Supervisor**

The agent team's primary supervisor.

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(second, Agent_Skill_Group_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.

For more information, see About Not Ready Reason Codes.

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**

See agteam20, page 9-16 for an illustration of this report.

<table>
<thead>
<tr>
<th>Overview:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Subject</strong></td>
<td>A table summary of the current agent states of each agent within the selected agent team(s). 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 the current status of the selected agent team(s)</td>
</tr>
<tr>
<td><strong>Applicable environment</strong></td>
<td>IPCC and/or ICM</td>
</tr>
<tr>
<td><strong>Template type</strong></td>
<td>Real-time table</td>
</tr>
<tr>
<td><strong>Default sort order</strong></td>
<td>By agent team, supervisor, media routing domain, agent's last name, first name, phone extension, login data and time</td>
</tr>
<tr>
<td><strong>Drilldowns available</strong></td>
<td>No</td>
</tr>
<tr>
<td><strong>Schema database tables</strong></td>
<td>Agent Agent_Real_Time Agent_Team Agent_Team_Member Person Media_Routing_Domain Skill_Group</td>
</tr>
</tbody>
</table>
Chapter 2

Agent Report Templates
Agent By Team Reports

Data:
Agent Team
The Enterprise Name of the agent team.
Derived from: Agent_Team.EnterpriseName
Supervisor
The agent teams' primary supervisor.
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

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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

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(second, Agent_Real_Time.DateTimeLastStateChange, getdate())

Mobile Agent Mode
The mode by which the agent is connected:
0 = Not Mobile (Local agent; normal ACD/IPCC phone or non-voice task)
1 = Call By Call (Mobile agent's phone is connected for each incoming call)
2 = Nailed Connection (Mobile agent calls and logs in once; line remains connected through multiple calls)
Derived from: Agent_Real_Time.PhoneType

Mobile Agent Phone Number
For a mobile agent (an agent working remotely), the current phone number.
Derived from: Agent_Real_Time.RemotePhoneNumber
Chapter 2  Agent Report Templates

**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.

For more information, see About Not Ready Reason Codes.

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 or incoming internal task)
- Not Applicable (if the logged in agent is not active in the skill group)

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

### Overview:

| Subject | A table of all the selected agent teams listing all the available agent real-time report data. Fields applicable to a voice domain only are prefixed with an asterisk (*). Such fields are not applicable for e-mail or collaboration media. <br>**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 real-time data in the Agent_Real_Time database table so that you can select which data you want for a customized agent-team real-time report. <br>**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 ICM |
| Template type | Real-time table |
| Default sort order | By Team, Last Name, First Name, Agent Skill Target ID |
| Drilldowns available | No |
| Schema database tables | Agent <br>Person <br>Media_Routing_Domain <br>Agent_Real_Time <br>Agent_Team_Member <br>Agent_Team, Skill_Group |

### Data:

**Agent Team**

The Enterprise Name of the agent team and the Agent Team Skill ID. <br>Derived from: Agent_Team.EnterpriseName + Agent_Team.AgentTeamID

**Supervisor**

The agent's primary supervisor. <br>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`

**Agent Name**

The agent's last name and first name and the agent skill ID

Person.LastName, + Person.FirstName + Agent.SkillTargetID

**Active Skill Group**

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

Derived from: `Agent_Real_Time.EnterpriseName`

**Active Service**

The skill group service enterprise name. If the agent is not involved in any task that is associated with a service, this field shows Not Applicable.

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`
Mobile Agent Mode
The mode by which the agent is connected:
0 = Not Mobile (Local agent; normal ACD/IPCC phone or non-voice task)
1 = Call By Call (Mobile agent's phone is connected for each incoming call)
2 = Nailed Connection (Mobile agent calls and logs in once; line remains connected through multiple calls)
Derived from: Agent_Real_Time.PhoneType

Mobile Agent Phone Number
For a mobile agent (an agent working remotely), the current phone number.
Derived from: Agent_Real_Time.RemotePhoneNumber

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.
For more information, see About Not Ready Reason Codes.
Derived from: Agent_Real_Time.ReasonCode

Duration in Current State
The length of time since the agent's state last changed, measured in HH:MM:SS (hours, minutes, seconds) format.
Derived from: DATEDIFF(second, 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 active task:
- In (inbound task - non voice tasks are always inbound)
- Out (outgoing external task)
- Other (outgoing or incoming internal task)
- Not Applicable (if the logged in agent is not active in the skill group)

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. In IPCC Gateway, this applies to Outbound Option agents only.

Derived from: Agent_Real_Time.NetworkTargetID

**DateTime** (no label)

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

**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.CallInProgress

**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

agteam29: Agent SkillGroup Assignments Real-Time
See Agteam29, page 9-20 for an illustration of this report.

Overview:

<table>
<thead>
<tr>
<th>Subject</th>
<th>Table showing the skill groups assigned to the agents for a given team.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Purpose</td>
<td>Provides information to supervisors on the number of agents on their team and their current skill group assignments. This report is useful for supervisors who do not have access to an AW; it is useful when using the Dynamic Reskilling tool.</td>
</tr>
<tr>
<td>Applicable environment</td>
<td>IPCC and/or ICM</td>
</tr>
<tr>
<td>Template type</td>
<td>Real-time table</td>
</tr>
<tr>
<td>Default sort order</td>
<td>Agent Team, Supervisor, Agent Last Name, Agent First Name, Media, SkillGroup Member</td>
</tr>
<tr>
<td>Drilldowns available</td>
<td>No</td>
</tr>
</tbody>
</table>
| Schema database tables | Person  
Agent  
Agent_Team_Member  
Agent_Team  
Skill_Group_Member  
Skill_Group  
Media_Routing_Domain |

Data:

Agent Team
The Enterprise Name of the agent team.
Derived from: Agent_Team.EnterpriseName

Supervisor
The team's primary supervisor.
Derived from: Person.LastName + ' ' + Person.FirstName
Agent By Team Reports

Chapter 2  Agent Report Templates

Agent Name

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

Login Name

The agent's login name.
Derived from: Person.LoginName

Media

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 assigned to the agent.
Derived from: Skill.Group.EnterpriseName

Total Agents On Team

The count of agents configured for the individual team.
Derived from: Agent_Team_Member

Total Agents

The count of agents configured for all the teams selected on the report.

agteam32: Agent Team State Counts Real Time Report

See Agteam32, page 9-21 for an illustration of this report.

<table>
<thead>
<tr>
<th>Overview:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Subject</strong></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>
</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>
</tbody>
</table>
### Agent By Team Reports

<table>
<thead>
<tr>
<th>Data:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Drilldowns available</strong></td>
<td>No</td>
</tr>
</tbody>
</table>
| **Schema database tables** | Person  
Agent  
Media_Routing_Domain  
Agent_Real_Time  
Agent_Team_Member  
Agent_Team |

**Data:**

**Media**

The media routing domain into which the agent is logged. This is the media routing domain with which the agent's Skill Group is associated.

Derived from: Media_Routing_Domain.EnterpriseName

**Agent Team**

The Enterprise Name of the agent team.

Derived from: Agent_Team.EnterpriseName

**Supervisor**

The team's primary supervisor.

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

**Total Agents On Team**

The count of agents configured for the individual team.

Derived from: Agent_Team_Member

**Agents Logged On**

The number of agents currently logged on.

Derived from: Count of agents with Agent_Real_Time.AgentState != '0'

**Active IN**

The number of agents currently working on incoming tasks.

Derived from: Count of agents where Agent_Real_Time.AgentState = '11' or '4' And Direction = '1'

* **Active OUT**

The number of agents currently working on outbound tasks.

Derived from: Count of agents where Agent_Real_Time.AgentState = '11' or '4' And Direction = '2'

* **Active Other**

The number of agents currently working on internal (neither inbound nor outbound) tasks. Examples of "other tasks" include agent-to-agent transfers and supervisor tasks.

Derived from: (Agent_Real_Time.AgentState = 11 or Agent_Real_Time.AgentState = 4) and Agent_Real_Time.Direction=3
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: Count of agents where Agent_Real_Time.AgentState = ‘10’ or ‘12’

Not Active
The number of agents 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: Count of agents where Agent_Real_Time.AgentState = ‘3’ or ‘14’

Wrap-Up
The number of agents in the Work Not Ready state Work Ready state. The Work Not Ready state is 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. The Work Ready state is a state in which an agent is involved in after task work and is assumed to be ready to accept incoming tasks when done.
Derived from: Count of agents where Agent_Real_Time.AgentState = ‘5’ or ‘6’

Not Ready
The number of agents 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: Count of agents where Agent_Real_Time.AgentState = ‘2’

Reserved
The number of agents currently in the Reserved state, a state in which an agent has been selected to receive a task. An agent is in the Reserved state until the task is answered.
Derived from: Count of agents where Agent_Real_Time.AgentState = ‘8’

Eligible For Task
The number of agents who are eligible to receive tasks in the specified media routing domain.

NOTE1: It is possible for an agent to be in the Not Active state (available) and yet be not Eligible For Task in a media routing domain. This can occur under the following circumstances:
- In media routing domains other than Voice: if the agent is currently working on a Voice task
- In the Voice media routing domain: if the agent is currently working on a multimedia task other than an Email task

NOTE2: It is possible for an agent to be currently working on a task (Active In state) and yet be Eligible For Task in a media routing domain. This can occur under the following circumstances:
- In the Multi Session Chat (MSC) media routing domain: if the agent is currently working on a MSC task, an agent is eligible to receive a task up to the maximum task limit configured in the system.
Derived from: Count of agents where Agent_Real_Time.AvailableInMRD != “0”
Agent by Team Historical Reports

- agteam03: Agent Logout Status By Team Report, page 2-201
- agteam04: Agent Task Detail Activity Report, page 2-203
- agteam05: Agent Task Detail Performance Report By Team, page 2-206
- agteam21: Agent Team Task Summary Half Hour Report, page 2-210
- agteam23: Agent Team Performance Summary Half Hour Report, page 2-218
- agteam24: Agent Team Performance Summary Daily Report, page 2-221
- agteam25: Agent Team Consolidated Half Hour Report, page 2-225
- agteam26: Agent Team Consolidated Daily Report, page 2-228
- agteam27: Agent Team Historical All Fields Report, page 2-232
- agteam33: Agent Team Incoming/Outgoing Task Durations With Agent Detail Half Hour, page 2-246
- agteam34: Agent Team Incoming/Outgoing Task Durations With Agent Detail Daily, page 2-249
- agteam35: Agent Team Incoming/Outgoing Task Durations Half Hour, page 2-253
- agteam36: Agent Team Incoming/Outgoing Task Durations Daily, page 2-257

agteam03: Agent Logout Status By Team Report

See Agteam03, page 9-15 for an illustration of this report.

<table>
<thead>
<tr>
<th><strong>Overview:</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Subject</strong></td>
<td>A table of agents by selected team showing the Logon duration, and the logout date and time for each agent.</td>
</tr>
<tr>
<td><strong>Purpose</strong></td>
<td>To show <strong>ONLY</strong> agents who have logged out from the selected team(s) during the selected interval.</td>
</tr>
<tr>
<td><strong>Applicable environment</strong></td>
<td>IPCC and/or ICM</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, agent last name, agent first name, media routing domain, and logon date and time</td>
</tr>
<tr>
<td><strong>Drilldowns available</strong></td>
<td>No</td>
</tr>
</tbody>
</table>
| **Schema database tables** | Agent  
Agent_Team  
Agent_Team_Member  
Agent_Logout  
Person  
Media_Routing_Domain |
Data:

**Agent Team**

The name of the agent team.
Derived from: Agent_Team.EnterpriseName

**Supervisor**

The agent teams’ primary supervisor.
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

**Mobile Agent Mode**

The mode by which the agent is connected:
0 = Not Mobile (Local agent; normal ACD/IPCC phone or non-voice task)
1 = Call By Call (Mobile agent's phone is connected for each incoming call)
2 = Nailed Connection (Mobile agent calls and logs in once; line remains connected through multiple calls)
Derived from: Agent_Logout.PhoneType

**Mobile Agent Phone Number**

For a mobile agent (an agent working remotely), the current phone number.
Derived from: Agent_Logout.RemotePhoneNumber

**Extension**

The phone extension on which the agent logged into. If the agent's log into different devices, this would include the extension at the time the agent logged out.
Derived from: Agent_Logout.Extension

**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 number of hours, minutes, and seconds (in HH:MM:SS format) that the agent was logged on.

Derived from: Agent_Logout.LoginDuration

**Log Out Date Time**

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.

For more information, see About Agent Log Out Reason Codes.

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><strong>Overview:</strong></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>Agent By Team Reports</td>
</tr>
</tbody>
</table>

**Agent By Team Reports**

**Chapter 2**

**Agent Report Templates**

<table>
<thead>
<tr>
<th>Data:</th>
<th></th>
</tr>
</thead>
</table>
| **Agent Team** | The name of the agent team.  
Derived from: Agent_Team.EnterpriseName |
| **Supervisor** | The agent team's primary supervisor.  
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 |

<table>
<thead>
<tr>
<th>Drilldowns available</th>
<th>No</th>
</tr>
</thead>
</table>
| Schema database tables | Agent  
Agent_Half_Hour  
Agent_Skill_Group_Half_Hour  
Agent_Team  
Agent_Team_Member  
Person  
Media_Routing_Domain  
Skill_Group |
Chapter 2      Agent Report Templates

Agent By Team Reports

**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: (Skill_Group_Half_Hour.WorkReadyTimeToHalf + Skill_Group_Half_Hour.WorkNotReadyTimeToHalf) / Skill_Group_Half_Hour.LoggedOnTimeToHalf (for the media routing domain and the time sequence of the report)

**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
**Agent By Team Reports**

**Chapter 2      Agent Report Templates**

**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.

**agteam05: Agent Task Detail Performance Report By Team**

See Agteam05, page 9-16 for an illustration of this 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>
</tbody>
</table>
### Data:

**Agent Team**

The name of the agent team.

Derived from: `Agent_Team.EnterpriseName`

**Supervisor**

The agent teams’ primary supervisor.

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 agent is associated.

Derived from: `Skill_Group.EnterpriseName`

**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 number of incoming tasks that were put on hold by the agent.
Derived from: Agent_Skill_Group_Half_Hour.IncomingCallsOnHoldToHalf

Incoming Hold Tasks
Avg Time
The average on hold time associated with incoming 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 + 
Agent_Skill_Group_Half_Hour.NetAgentOutCallsOnHoldToHalf)

*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.NetAgentOutCallsOnHoldTimeToHalf)/ 
(Agent_Skill_Group_Half_Hour.AgentOutCallsOnHoldToHalf + 
Agent_Skill_Group_Half_Hour.NetAgentOutCallsOnHoldToHalf)

*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.Internal CallsOnHoldToHalf
*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.

agteam21: Agent Team 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>Default sort order</td>
</tr>
<tr>
<td>Drilldowns available</td>
</tr>
<tr>
<td>Schema database tables</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Data:</th>
</tr>
</thead>
</table>

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.
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 in the half hour interval 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 half hour interval.

Derived from: Agent_Skill_Group_Half_Hour.CallsHandledToHalf

*Tasks Internal In

The number of times in the half hour interval 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. This does not include calls routed by ICM to the agent.

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 in the half hour interval.

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 in the half hour interval.

Derived from: Agent_Skill_Group_Half_Hour.InternalCallsToHalf
**Tasks Transfer Out**
The number calls this agent transferred out to another agent or skill group in the half hour interval. 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 + Agent_Skill_Group_Half_Hour.NetTransferredOutCallsToHalf

**Tasks Conf Out**
The number calls that this agent conferenced out to another agent or skill group in the half hour interval. This includes consultative Calls.
Derived from: Agent_Skill_Group_Half_Hour.ConferencedOutCallsToHalf + Agent_Skill_Group_Half_Hour.NetConferencedOutCallsToHalf

**Tasks Consult**
The number of times an agent consulted with another agent or supervisor through the conference or transfer key in the half hour interval. This includes supervisor or emergency assisted calls.
Derived from: Agent_Skill_Group_Half_Hour.ConsultativeCallsToHalf + Agent_Skill_Group_Half_Hour.NetConsultativeCallsToHalf

**Tasks Transfer In**
The number of incoming calls in the half hour interval 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 in the half hour interval 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 All Hold**
The number of tasks completed by the agent in the half hour 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 in the half hour interval.
Derived from: Agent_Skill_Group_Half_Hour.SupervisorAssistCallsToHalf

**Tasks Emerg Assist**
(IPCC only) The number of tasks that required emergency assistance in the half hour interval.
Derived from: Agent_Skill_Group_Half_Hour.EmergencyAssistsToHalf
*Tasks Barge In*
(IPCC only) The number of tasks into which the supervisor has barged in the half hour interval.
Derived from: Agent_Skill_Group_Half_Hour.BargeInCallsToHalf

*Tasks Intercept*
(IPCC only) The number of tasks that required interception by the supervisor in the half hour interval.
Derived from: Agent_Skill_Group_Half_Hour.InterceptedCallsToHalf

**Time Handled**
The time the agent spent on ICM routed tasks in the half hour interval, 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 in the half hour interval, measured in HH:MM:SS (hours, minutes, seconds). This does not include time spent on calls routed by ICM to the agent.
Derived from: Agent_Skill_Group_Half_Hour.InternalCallsRvcdTimeToHalf

*Time External Out*
The time the agent spent on outgoing external calls in the half hour interval, 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 in the half hour interval, measured in HH:MM:SS (hours, minutes, seconds).
Derived from: Agent_Skill_Group_Half_Hour.InternalCallsTimeToHalf

**Time All 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.

agteam22: Agent Team Task Summary Daily Report

See Agteam22, page 9-17 for an illustration of this 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 ICM |
| 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.  
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. This does not include calls routed by ICM to the agent.

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 + Agent_Skill_Group_Half_Hour.NetTransferredOutCallsToHalf
**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 + Agent_Skill_Group_Half_Hour.NetConferencedOutCallsToHalf`

**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 + Agent_Skill_Group_Half_Hour.NetConsultativeCallsToHalf`

**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 All 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). This does not include time spent on calls routed by ICM to the agent.
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 All 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.
Chapter 2 Agent Report Templates

agteam23: Agent Team Performance 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>Default sort order</td>
</tr>
<tr>
<td>Drilldowns available</td>
</tr>
<tr>
<td>Schema database tables</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.

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: Incoming Handled**

The number of ICM Routed tasks this agent has handled in the half hour interval.

Derived from: Agent_Skill_Group_Half_Hour.CallsHandledtoHalf

**Completed Tasks: Incoming AHT**

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

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

**Completed Tasks: Incoming Hold Tasks Held Tasks**

The number of incoming calls to this agent that were placed on hold in the half hour interval.

Derived from: Agent_Skill_Group_Half_Hour.IncomingCallsOnHoldToHalf

**Completed Tasks: Incoming Hold Tasks Avg Hold Time**

The average time in HH:MM:SS (hours, minutes, seconds) that calls were put on hold in the half hour interval, for all incoming calls which included hold time.

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

**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: Agent_Skill_Group_Half_Hour.AbandonRingCallsToHalf

**Completed Tasks: Redirect No Answer**

The number of tasks offered at the agents terminal or phone in the half hour interval 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 in the half hour interval that abandoned while the call was on hold and/or the number of paused tasks that the agent ended in the half hour 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 in the half hour interval.

Derived from: Agent_Skill_Group_Half_Hour.SupervAssistCallsToHalf
Agent By Team Reports

Chapter 2 Agent Report Templates

*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 in the half hour interval.
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 in the half hour interval.
Derived from: Agent_Skill_Group_Half_Hour.BargeInCallsToHalf

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

Agent State Times: Active Time
The time the agent spent in the Active state in the half hour interval, 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 in 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 in 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 in the half hour interval, 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 in the half hour interval, 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 in the half hour interval, 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 in the half hour interval.

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

**Media Summary**

The totals of agent data for a media routing domain, in which the agent was logged in the half hour interval

**Agent Team Summary**

The total agent data in the agent team.

**Report Summary**

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

---

**agteam24: Agent Team Performance Summary Daily Report**

See Agteam24, page 9-18 for an illustration of this report.

<table>
<thead>
<tr>
<th>Overview:</th>
</tr>
</thead>
</table>
| Subject   | A table summary of agent performance data for all the agents within the selected agent team(s), gathered in day increments.  
**Note**: This report contains the same data as the Agteam23 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 performance for the selected time period. |
| Applicable environment | IPCC and/or ICM |
| Template type | Historical table |
| Default sort order | By agent team, media routing domain, agent last name, agent first name, and date and time |
## Chapter 2      Agent Report Templates

### Agent By Team Reports

<table>
<thead>
<tr>
<th>Drilldowns available</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Schema database tables</strong></td>
<td></td>
</tr>
<tr>
<td>Agent</td>
<td></td>
</tr>
<tr>
<td>Agent_Skill_Group_Half_Hour</td>
<td></td>
</tr>
<tr>
<td>Agent_Team</td>
<td></td>
</tr>
<tr>
<td>Agent_Team_Member</td>
<td></td>
</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 the agent team ID.

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

#### Supervisor

The agent team's primary supervisor.

*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: Incoming Handled

The number of ICM Routed tasks this agent has handled.

*Derived from: Agent_Skill_Group_Half_Hour.CallsHandledtoHalf*

#### Completed Tasks: Incoming 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: Incoming Hold Tasks Held Tasks**

The number of incoming calls to this agent that were placed on hold.
Derived from: Agent_Skill_Group_Half_Hour.IncomingCallsOnHoldToHalf

**Completed Tasks: Incoming Hold Tasks Avg Hold Time**

The average time in HH:MM:SS (hours, minutes, seconds) that calls were put on hold, for all incoming calls which included hold time.
Derived from: (Agent_Skill_Group_Half_Hour.IncomingCallsOnHoldTimeToHalf / Agent_Skill_Group_Half_Hour.IncomingCallsOnHoldToHalf)

**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: 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
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)

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.
Agent By Team Reports

Chapter 2      Agent Report Templates

agteam25: Agent Team Consolidated Half Hour Report

Overview:

| Subject | A table summary of task and Agent State Times for all the agents within the selected agent team(s), gathered in half-hour increments. 
  
  **Note:** 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. 
  
  Fields applicable to a voice domain only are prefixed with an asterisk (*). Such fields are not applicable for e-mail or collaboration media. |
| Purpose | To show both agent team half-hour activity and agent team half-hour performance for the selected time period. |
| Applicable environment | IPCC and or ICM |
| 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.

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: Incoming Handled

The number of ICM Routed tasks this agent has handled.

Derived from: Agent_Skill_Group_Half_Hour.CallsHandledtoHalf

Completed Tasks: Incoming 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: Incoming Hold Tasks Held Tasks

The number of incoming calls to this agent that were placed on hold.

Derived from: Agent_Skill_Group_Half_Hour.IncomingCallsOnHoldToHalf

Completed Tasks: Incoming Hold Tasks Avg Hold Time

The average time in HH:MM:SS (hours, minutes, seconds) that calls were put on hold, for all incoming calls which included hold time.

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

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: 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 in the half hour 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.


**Completed Tasks: External Out**

The number of Outgoing external calls that this agent made in the half hour interval.

Derived from: `Agent_Skill_Group_Half.Hour.AgentOutCallsToHalf`

**Agent State Times: Log On Duration**

The total time in the half hour 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.


**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 the half hour interval, whichever is less.

Derived from: `Agent_Skill_Group_Half.Hour.HoldTimeToHalf / 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: `(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 the half hour interval, whichever is less. Applies to all skill groups.
Derived from: (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: (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.

Media Summary
The totals of agent data for a media routing domain, in which the agent was logged in the half hour 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.

agteam26: Agent Team Consolidated Daily Report
See Agteam26, page 9-19 for an illustration of this report.

<table>
<thead>
<tr>
<th>Overview:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Subject</strong></td>
</tr>
<tr>
<td><strong>Note:</strong> 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><strong>This report contains the same data as the Agteam25 report except that here the data is gathered by day rather than by half-hour.</strong></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>
</tr>
</tbody>
</table>
| 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. |
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Applicable environment</td>
<td>IPCC and or ICM</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 teams’ primary supervisor.

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

Completed Tasks: Incoming 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: Incoming Hold Tasks Held Tasks
The number of incoming calls to this agent that were placed on hold.
Derived from: IncomingCallsOnHoldToHalf

Completed Tasks: Incoming Hold Tasks Avg Hold Time
The average time in HH:MM:SS (hours, minutes, seconds) that calls were put on hold, for all incoming calls which included hold time.
Derived from: (Agent_Skill_Group_Half_Hour.IncomingCallsOnHoldTimeToHalf / Agent_Skill_Group_Half_Hour.IncomingCallsOnHoldToHalf)

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: 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.Abandon HoldCallsToHalf

*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 + Agent_Skill_Group_Half_Hour.NetTransferredOutCallsToHalf

**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

**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_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:

Agent_Skill_Group_Half_Hour.HoldTimeToHalf / 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: (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: (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: \( \frac{\text{Agent\_Skill\_Group\_Half\_Hour\_ReservedStateTimeToHalf}}{\text{Agent\_Half\_Hour\_LoggedOnTimeToHalf}} \)

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: \( \frac{\text{Agent\_Skill\_Group\_Half\_Hour\_WorkReadyTimetoHalf} + \text{Agent\_Skill\_Group\_Half\_Hour\_WorkNotReadyTimetoHalf}}{\text{Agent\_Half\_Hour\_LoggedOnTimeToHalf}} \)

Agent State Times: % Busy Other
The percentage of time that the agent has spent in the BusyOther state in relation to LoggedOnTime.
Derived from: \( \frac{\text{Agent\_Skill\_Group\_Half\_Hour\_BusyOtherTimetoHalf}}{\text{Agent\_Skill\_Group\_Half\_Hour\_LoggedOnTimeToHalf}} \)

Media Summary
The totals of agent data for a media routing domain, in which the agent was logged during the given interval

Agent Team Summary
The total agent data in the agent team.

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

agteam27: Agent Team Historical All Fields Report

<table>
<thead>
<tr>
<th>Overview:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Subject</td>
</tr>
</tbody>
</table>
Chapter 2 Agent Report Templates

Agent By Team Reports

<table>
<thead>
<tr>
<th>Purpose</th>
<th>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. <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.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Applicable environment</td>
<td>IPCC and/or ICM</td>
</tr>
<tr>
<td>Template type</td>
<td>Historical table</td>
</tr>
<tr>
<td>Default sort order</td>
<td>agent team, media routing domain, agent last name, agent first name, and date and time</td>
</tr>
<tr>
<td>Drilldowns available</td>
<td>No</td>
</tr>
<tr>
<td>Schema database tables</td>
<td>Agent, Agent_Skill_Group_Half_Hour, Agent.Team, Agent.Team.Member, Person, Media_Routing_Domain, Skill_Group</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. 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 in 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 in the half hour interval.

Derived from: Agent_Skill_Group_Half_Hour.CallsHandledToHalfT

**Task Treatment**

**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

**Task Treatment**

**Transfer In**

The number of calls transferred to the agent in the skill group in 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 in 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
Chapter 2  Agent Report Templates

Agent By Team Reports

*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 in 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. A short call is a call that is either abandoned or answered and terminated very quickly. By defining what you believe to be a short call, then you can filter out those calls that you believe did not stay in the system long enough to be counted as a real call.

Derived from: Agent_Skill_Group_Half_Hour.ShortCallsToHalf

*Task Treatment
Supv Assist

The number of calls for which agents received supervisor assistance in 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 in the half hour interval.
This value is calculated as follows:
HoldTimeToHalf + TalkInTimeToHalf + TalkOutTimeToHalf + TalkOtherTimeToHalf + AvailTimeToHalf + NotReadyTimeToHalf + WorkReadyTimeToHalf + WorkNotReadyTimeToHalf + BusyOtherTimeToHalf + ReservedStateTimeToHalf
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) in 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 in 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 in 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 While Offer
The total ring time associated with ACD calls that were abandoned while offered to the agent and/or the time paused tasks were ended by the agent.
RingTime includes the seconds that the call spent ringing at an agents phone before being answered. RingTime 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 in 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 in 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 in 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 in 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 in 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 in 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 ICM systems) and NetQTime (for IPCC systems).

The AnswerWaitTime value is updated in the database at the time the call is answered.

**NOTE:** With the existence of a network VRU, in an ICM Enterprise deployment with an IPCC System PG this value will not include time spent in the network VRU.

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 in 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 in 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 in 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 in 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 in 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 in 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 in 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 in 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 in 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 in 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 Handle 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 in 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 in 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 in 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 in 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 in 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 in 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 in 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

**In Tasks**

The total time in HH:MM:SS (hours, minutes, seconds) that completed inbound ACD calls were placed on hold in 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

**Int Tasks**

The total time in HH:MM:SS (hours, minutes, seconds) that completed internal calls were placed on hold in 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 in 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 in the half hour interval.

Derived from: Agent_Skill_Group_Half_Hour.CallbackMessagesToHalf

*Callback Time*

The number of seconds the agent spent processing callback messages in 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.

For blind conferences in IPCC Enterprise, the value is updated in the database when an agent blind conferences the call to an IVR.

For blind conferences in IPCC Enterprise with an IPCC System PG, the value is not updated in the database until the call that was blind conferenced to an IVR is subsequently answered by another agent.

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 in 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 in 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 in 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 in 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 in 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 in 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`
Chapter 2  Agent Report Templates

Agent By Team Reports

*Internal Tasks

Int Tasks Time

The number of seconds spent on internal calls initiated by the agent in 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) in 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 in 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 in 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 in the half hour interval. This field is currently not used in the database.

Derived from: Agent_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: Agent_Skill_Group_Half_Hour.DbDateTime

Net Cons Out

The number of network consultative calls completed by agents who have at least one call on hold.

Derived from: Agent_Skill_Group_Half_hour.NetConsultativeCallsToHalf

Net Cons Out Time

The number of seconds spent on network consultative calls by agents who have at least one call on hold.

Derived from: Agent_Skill_Group_Half_hour.NetConsultativeCallsTimeToHalf
**Net Conf Out**

The number of conference calls initiated by agents.
Derived from: Agent_Skill_Group_Half_hour.NetConferencedOutCallsToHalf

**Net Conf Out Time**

The number of seconds spent on conference calls.
Derived from: Agent_Skill_Group_Half_hour.NetConferencedOutCallsTimeToHalf

**Net Trans Out**

The number of calls transferred out by agents in the half hour interval.
Derived from: Agent_Skill_Group_Half_hour.NetTransferredOutCallsToHalf

**agteam33: Agent Team Incoming/Outgoing Task Durations With Agent Detail Half Hour**

See Agteam33, page 9-22 for an illustration of this report.

<table>
<thead>
<tr>
<th><strong>Overview:</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Subject</strong></td>
<td>Table of task durations for incoming and outgoing tasks handled by agents in a team by half hour. <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.</td>
</tr>
<tr>
<td><strong>Purpose</strong></td>
<td>This report provides information on inbound and outbound task counts, average durations, and total duration for agents in selected teams.</td>
</tr>
<tr>
<td><strong>Applicable environment</strong></td>
<td>ICM and IPCC</td>
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<tr>
<td><strong>Template type</strong></td>
<td>Historical Table</td>
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<tr>
<td><strong>Default sort order</strong></td>
<td>Agent Team, Media, Agent Name and Datetime</td>
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<tr>
<td><strong>Drilldowns available</strong></td>
<td>No</td>
</tr>
<tr>
<td><strong>Schema database tables</strong></td>
<td>Person, Agent, Agent_Skill_Group_Half_Hour, Agent_Half_Hour, Media_Routing_Domain, Agent_Team_Member and Agent_Team</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Data:</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Agent Team</strong></td>
<td>The Enterprise Name of the agent team. Derived from: Agent_Team.EnterpriseName</td>
</tr>
<tr>
<td><strong>Supervisor</strong></td>
<td>The agent's primary supervisor. Derived from: Person.LastName, Person.FirstName</td>
</tr>
</tbody>
</table>
Media

The media routing domain into which the agent is logged in. This is the media routing domain with which the agent's Skill Group is associated.
Derived from: Media_Routing_Domain.EnterpriseName

Agent Name

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 in the half hour interval.
Derived from: Agent_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 in the half hour interval.
Derived from: Agent_Half_Hour.AvailTimeToHalf

Not Ready Time

The total time in HH:MM:SS (hours, minutes, seconds) that the agent was in the Not Ready state in the half hour interval.
Derived from: Agent_Half_Hour.NotReadyTimeToHalf

Tasks Completed: Incoming

The number of incoming tasks handled by the agent in the half hour interval.
Derived from: Agent_Skill_Group_Half_Hour.CallsHandledToHalf

*Tasks Completed: Outgoing

The number of outgoing external tasks that this agent made in the half hour interval.
Derived from: Agent_Skill_Group_Half_Hour.AgentOutCallsToHalf

Total Duration of Completed Tasks Incoming Active Time

The total time in HH:MM:SS (hours, minutes, seconds) that agents in the skill group spent actively working on incoming tasks in the half hour interval. For voice, this is the time spent by agents while talking on an inbound call.
Derived from: Agent_Skill_Group_Half_Hour.HandledCallsTalkTimeToHalf

Total Duration of Completed Tasks Incoming Wrap up Time

The total time in HH:MM:SS (hours, minutes, seconds) that agents in the skill group spent while doing wrap up work on incoming tasks handled in the half hour interval. Wrap-up work is task-related work performed by an agent after the task is over.
Derived from: Agent_Skill_Group_Half_Hour.HandledCallsTimeToHalf - Agent_Skill_Group_Half_Hour.HandledCallsTalkTimeToHalf - Agent_Skill_Group_Half_Hour.IncomingCallsOnHoldTimeToHalf
**Total Duration of Completed Tasks  Outgoing Active Time**

The total time in HH:MM:SS (hours, minutes, seconds) that agents in the skill group spent actively working on outgoing external tasks in the half hour interval. For voice, this is the time spent by agents while talking on an outbound external call.

Derived from:  Agent_Skill_Group_Half_Hour.AgentOutCallsTalkTimeToHalf

**Total Duration of Completed Tasks Outgoing Wrap upTime**

The total time in HH:MM:SS (hours, minutes, seconds) that agents in the skill group spent while doing wrap up work on outbound external tasks handled in the half hour interval. Wrap-up work is task-related work performed by an agent after the task is over.


**Average Duration of Completed Tasks  Incoming Active Time**

The average time in HH:MM:SS (hours, minutes, seconds) that agents in the skill group spent actively working on incoming tasks in the half hour interval. For voice, this is the time spent by agents while talking on an inbound call.

Derived from:  Agent_Skill_Group_Half_Hour.HandledCallsTalkTimeToHalf / Agent_Skill_Group_Half_Hour.CallsHandledToHalf

**Average Duration of Completed Tasks  Incoming Wrap upTime**

The average time in HH:MM:SS (hours, minutes, seconds) that agents in the skill group spent while doing wrap up work on incoming tasks handled in the half hour interval. Wrap-up work is task-related work performed by an agent after the task is over.


**Average Duration of Completed Tasks  Outgoing Active Time**

The average time in HH:MM:SS (hours, minutes, seconds) that agents in the skill group spent actively working on outgoing external tasks in the half hour interval. For voice, this is the time spent by agents while talking on an outbound external call.

Derived from:  Agent_Skill_Group_Half_Hour.AgentOutCallsTalkTimeToHalf/ Agent_Skill_Group_Half_Hour.AgentOutCallsToHalf

**Average Duration of Completed Tasks  Outgoing Wrap up Time**

The average time in HH:MM:SS (hours, minutes, seconds) that agents in the skill group spent while doing wrap up work on outbound external tasks handled in the half hour interval. Wrap-up work is task-related work performed by an agent after the task is over.


**Incoming Hold Tasks Held Tasks**

The number of incoming tasks that were put on hold in the half hour interval.

Derived from:  Agent_Skill_Group_Half_Hour.IncomingCallsOnHoldToHalf
### Agent By Team Reports

#### Incoming Hold Tasks Hold Time
- The total hold time in HH:MM:SS (hours, minutes, seconds) for incoming tasks that were put on hold by the agent in the half hour interval.
- Derived from: Agent_Skill_Group_Half_Hour.IncomingCallsOnHoldTimeToHalf

#### Incoming Hold Tasks Avg Hold Time
- The average hold time in HH:MM:SS (hours, minutes, seconds) for incoming tasks that were put on hold by the agent in the half hour interval.
- Derived from: Agent_Skill_Group_Half_Hour.IncomingCallsOnHoldTimeToHalf / Agent_Skill_Group_Half_Hour.IncomingCallsOnHoldToHalf

#### Outgoing Hold Tasks Held Tasks
- The number of outgoing tasks that were put on hold in the half hour interval.
- Derived from: Agent_Skill_Group_Half_Hour.AgentOutCallsOnHoldToHalf

#### Outgoing Hold Tasks Hold Time
- The total hold time in HH:MM:SS (hours, minutes, seconds) for outgoing tasks that were put on hold by the agent in the half hour interval.
- Derived from: Agent_Skill_Group_Half_Hour.AgentOutCallsOnHoldTimeToHalf

#### Outgoing Hold Tasks Avg Hold Time
- The average hold time in HH:MM:SS (hours, minutes, seconds) for outgoing tasks that were put on hold by the agent in the half hour interval.
- Derived from: Agent_Skill_Group_Half_Hour.AgentOutCallsOnHoldTimeToHalf / Agent_Skill_Group_Half_Hour.AgentOutCallsOnHoldToHalf

#### Media Summary
- The total for each field for each agent logged into the media routing domain in the half hour interval.

#### Agent Team Summary
- The total agent data in the agent team.

#### Report Summary
- The total for all fields for all agents in the report.

---

**agteam34: Agent Team Incoming/Outgoing Task Durations With Agent Detail Daily**

### Overview:

<table>
<thead>
<tr>
<th>Subject</th>
<th>Table of task durations for incoming and outgoing tasks handled by agents in a team by day.</th>
</tr>
</thead>
<tbody>
<tr>
<td>NOTE:</td>
<td>In the following descriptions, agent-dialed outbound calls or tasks are different from Outbound Option calls that are program-dialed outbound calls.</td>
</tr>
<tr>
<td>Purpose</td>
<td>This report provides information on inbound and outbound task counts, average durations, and total duration for agents in selected teams.</td>
</tr>
</tbody>
</table>
### Agent By Team Reports

#### Chapter 2      Agent Report Templates

**Agent By Team Reports**

<table>
<thead>
<tr>
<th>Data:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Applicable environment</td>
<td>ICM and IPCC</td>
</tr>
<tr>
<td>Template type</td>
<td>Historical Table</td>
</tr>
<tr>
<td>Default sort order</td>
<td>Agent Team, Media, Agent Name and Datetime</td>
</tr>
<tr>
<td>Drilldowns available</td>
<td>No</td>
</tr>
<tr>
<td>Schema database tables</td>
<td>Person, Agent, Agent_Skill_Group_Half_Hour, Agent_Half_Hour, Media_Routing_Domain, Agent_Team_Member and Agent_Team</td>
</tr>
</tbody>
</table>

**Agent Team**
The Enterprise Name of the agent team.
Derived from: Agent_Team.EnterpriseName

**Supervisor**
The agent's primary supervisor.
Derived from: Person.LastName, Person.FirstName

**Media**
The media routing domain into which the agent is logged in. This is the media routing domain with which the agent's Skill Group is associated.
Derived from: Media_Routing_Domain.EnterpriseName

**Agent Name**
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.
Derived from: Agent_Half_Hour.LoggedOnTimeToHalf

**Not Active Time**
The total time in HH:MM:SS (hours, minutes, seconds) that the agent was in the Not Ready state during the report interval.
Derived from: Agent_Half_Hour.NotReadyTimeToHalf

**Not Ready Time**
The total time in HH:MM:SS (hours, minutes, seconds) that the agent was in the Not Ready state during the report interval.
Derived from: Agent_Half_Hour.NotReadyTimeToHalf

**Tasks Completed: Incoming**
The number of ICM Routed tasks this agent has handled.
Derived from: Agent_Skill_Group_Half_Hour.CallsHandledtoHalf
*Tasks Completed: Outgoing*

The number of outgoing external calls that this agent made during this interval.
Derived from: Agent_Skill_Group_Half.Hour.AgentOutCallsToHalf

**Total Duration of Completed Tasks Incoming Active Time**

The total time in HH:MM:SS (hours, minutes, seconds) that agents in the skill group spent actively working on incoming tasks in the half hour interval. For voice, this is the time spent by agents while talking on an inbound call.
Derived from: Agent_Skill_Group_Half.Hour.HandledCallsTalkTimeToHalf

**Total Duration of Completed Tasks Incoming Wrap upTime**

The total time in HH:MM:SS (hours, minutes, seconds) that agents in the skill group spent while doing wrap up work on incoming tasks handled in the half hour interval. Wrap-up work is task-related work performed by an agent after the task is over.
Derived from: Agent_Skill_Group_Half.Hour.HandledCallsTimeToHalf - HandledCallsTalkTimeToHalf - HandledCallsOnHoldTimeToHalf

**Total Duration of Completed Tasks Outgoing Active Time**

The total time in HH:MM:SS (hours, minutes, seconds) that agents in the skill group spent actively working on outgoing external tasks in the half hour interval. For voice, this is the time spent by agents while talking on an outbound external call.
Derived from: Agent_Skill_Group_Half.Hour.AgentOutCallsTalkTimeToHalf

**Total Duration of Completed Tasks Outgoing Wrap upTime**

The total time in HH:MM:SS (hours, minutes, seconds) that agents in the skill group spent while doing wrap up work on outbound external tasks handled in the half hour interval. Wrap-up work is task-related work performed by an agent after the task is over.
Derived from: Agent_Skill_Group_Half.Hour.AgentOutCallsTimeToHalf - AgentOutCallsTalkTimeToHalf - AgentOutCallsOnHoldTimeToHalf

**Average Duration of Completed Tasks Incoming Active Time**

The average time in HH:MM:SS (hours, minutes, seconds) that agents in the skill group spent actively working on incoming tasks in the half hour interval. For voice, this is the time spent by agents while talking on an inbound call.
Derived from: HandledCallsTalkTimeToHalf / HandledCallsToHalf

**Average Duration of Completed Tasks Incoming Wrap upTime**

The average time in HH:MM:SS (hours, minutes, seconds) that agents in the skill group spent while doing wrap up work on incoming tasks handled in the half hour interval. Wrap-up work is task-related work performed by an agent after the task is over.
Derived from: (HandledCallsTimeToHalf - HandledCallsOnHoldTimeToHalf) / HandledCallsToHalf

(HandedCallsToHalf)
### Agent By Team Reports

#### Average Duration of Completed Tasks

**Outgoing Active Time**

The average time in HH:MM:SS (hours, minutes, seconds) that agents in the skill group spent actively working on outgoing external tasks in the half hour interval. For voice, this is the time spent by agents while talking on an outbound external call.

Derived from:

\[
\text{Agent\_Skill\_Group\_Half\_Hour.AgentOutCallsTalkTimeToHalf/Agent\_Skill\_Group\_Half\_Hour.AgentOutCallsToHalf}
\]

#### Average Duration of Completed Tasks

**Outgoing Wrap up Time**

The average time in HH:MM:SS (hours, minutes, seconds) that agents in the skill group spent while doing wrap up work on outbound external tasks handled in the half hour interval. Wrap-up work is task-related work performed by an agent after the task is over.

Derived from:

\[
\frac{(\text{Agent\_Skill\_Group\_Half\_Hour.AgentOutCallsTimeToHalf} - \text{Agent\_Skill\_Group\_Half\_Hour.AgentOutCallsTalkTimeToHalf} - \text{Agent\_Skill\_Group\_Half\_Hour.AgentOutCallsOnHoldTimeToHalf})}{\text{Agent\_Skill\_Group\_Half\_Hour.AgentOutCallsToHalf}}
\]

#### Incoming Hold Tasks

**Held Tasks**

The number of incoming tasks that were put on hold during the interval.

Derived from:

\[
\text{Agent\_Skill\_Group\_Half\_Hour.IncomingCallsOnHoldToHalf}
\]

**Hold Time**

The total hold time in HH:MM:SS (hours, minutes, seconds) for incoming tasks that were put on hold by the agent in the half hour interval.

Derived from:

\[
\text{Agent\_Skill\_Group\_Half\_Hour.IncomingCallsOnHoldTimeToHalf}
\]

**Avg Hold Time**

The average hold time in HH:MM:SS (hours, minutes, seconds) for incoming tasks that were put on hold by the agent in the half hour interval.

Derived from:

\[
\frac{\text{Agent\_Skill\_Group\_Half\_Hour.IncomingCallsOnHoldTimeToHalf}}{\text{Agent\_Skill\_Group\_Half\_Hour.IncomingCallsOnHoldToHalf}}
\]

#### Outgoing Hold Tasks

**Held Tasks**

The number of outgoing tasks that were put on hold during the interval.

Derived from:

\[
\text{Agent\_Skill\_Group\_Half\_Hour.OutgoingCallsOnHoldToHalf}
\]

**Hold Time**

The total hold time in HH:MM:SS (hours, minutes, seconds) for outgoing tasks that were put on hold by the agent in the half hour interval.

Derived from:

\[
\text{Agent\_Skill\_Group\_Half\_Hour.OutgoingCallsOnHoldTimeToHalf}
\]

**Avg Hold Time**

The average hold time in HH:MM:SS (hours, minutes, seconds) for outgoing tasks that were put on hold by the agent in the half hour interval.

Derived from:

\[
\frac{\text{Agent\_Skill\_Group\_Half\_Hour.OutgoingCallsOnHoldTimeToHalf}}{\text{Agent\_Skill\_Group\_Half\_Hour.OutgoingCallsOnHoldToHalf}}
\]
Media Summary
The total for each field for each agent logged into the media routing domain during the given interval.

Agent Team Summary
The total agent data in the agent team.

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

agteam35: Agent Team Incoming/Outgoing Task Durations Half Hour

See Agteam35, page 9-23 for an illustration of this report.

Overview:

| Subject | Table of task durations for incoming and outgoing tasks handled by agent teams by half hour.  
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Purpose</td>
<td>This report provides information on inbound and outbound task counts, average durations, and total duration aggregated for the individually selected teams.</td>
</tr>
</tbody>
</table>
| Applicable environment | ICM and IPCC  
| Template type | Historical Table  
| Default sort order | Agent Team, Media, Agent Name and Datetime  
| Drilldowns available | No  
| Schema database tables | Person, Agent, Agent_Skill_Group_Half_Hour, Agent_Half_Hour, Media_Routing_Domain, Agent_Team_Member and Agent_Team |

Data:

Agent Team
The Enterprise Name of the agent team.  
Derived from: Agent_Team.EnterpriseName

Supervisor
The agent's primary supervisor.  
Derived from: Person.LastName, Person.FirstName
**Media**

The media routing domain into which the agent is logged in. This is the media routing domain with which the agent's Skill Group is associated.

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

**FTE Agents Logged On**

The FTE (full time equivalent) value for the number of agents logged on in the half hour interval.

Derived from: Agent_Half_Hour.LoggedOnTimeToHalf / 1800

**LogOn Duration**

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

Derived from: Agent_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 in the half hour interval.

Derived from: Agent_Half_Hour.AvailTimeToHalf

**Not Ready Time**

The total time in HH:MM:SS (hours, minutes, seconds) that the agent was in the Not Ready state in the half hour interval.

Derived from: Agent_Half_Hour.NotReadyTimeToHalf

**Tasks Completed: Incoming**

The number of ICM Routed tasks this agent has handled.

Derived from: Agent_Skill_Group_Half_Hour.CallsHandledtoHalf

**Tasks Completed: Outgoing**

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

Derived from: Agent_Skill_Group_Half_Hour.AgentOutCallsToHalf

**Total Duration of Completed Tasks Incoming Active Time**

The total time in HH:MM:SS (hours, minutes, seconds) that agents in the skill group spent actively working on incoming tasks in the half hour interval. For voice, this is the time spent by agents while talking on an inbound call.

Derived from: Agent_Skill_Group_Half_Hour.HandledCallsTalkTimeToHalf
**Total Duration of Completed Tasks  Incoming Wrap upTime**

The total time in HH:MM:SS (hours, minutes, seconds) that agents in the skill group spent while doing wrap up work on incoming tasks handled in the half hour interval. Wrap-up work is task-related work performed by an agent after the task is over.

Derived from: \( \text{Agent\_Skill\_Group\_Half\_Hour\_HandledCallsTimeToHalf} - \text{Agent\_Skill\_Group\_Half\_Hour\_HandledCallsTalkTimeToHalf} - \text{Agent\_Skill\_Group\_Half\_Hour\_IncomingCallsOnHoldTimeToHalf} \)

---

**Total Duration of Completed Tasks  Outgoing Active Time**

The total time in HH:MM:SS (hours, minutes, seconds) that agents in the skill group spent actively working on outgoing external tasks in the half hour interval. For voice, this is the time spent by agents while talking on an outbound external call.

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

---

**Total Duration of Completed Tasks  Outgoing Wrap upTime**

The total time in HH:MM:SS (hours, minutes, seconds) that agents in the skill group spent while doing wrap up work on outbound external tasks handled in the half hour interval. Wrap-up work is task-related work performed by an agent after the task is over.

Derived from: \( \text{Agent\_Skill\_Group\_Half\_Hour\_AgentOutCallsTimeToHalf} - \text{Agent\_Skill\_Group\_Half\_Hour\_AgentOutCallsTalkTimeToHalf} - \text{Agent\_Skill\_Group\_Half\_Hour\_AgentOutCallsOnHoldTimeToHalf} \)

---

**Average Duration of Completed Tasks  Incoming Active Time**

The average time in HH:MM:SS (hours, minutes, seconds) that agents in the skill group spent actively working on incoming tasks in the half hour interval. For voice, this is the time spent by agents while talking on an inbound call.

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

---

**Average Duration of Completed Tasks  Incoming Wrap upTime**

The average time in HH:MM:SS (hours, minutes, seconds) that agents in the skill group spent while doing wrap up work on incoming tasks handled in the half hour interval. Wrap-up work is task-related work performed by an agent after the task is over.

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

---

**Average Duration of Completed Tasks  Outgoing Active Time**

The average time in HH:MM:SS (hours, minutes, seconds) that agents in the skill group spent actively working on outgoing external tasks in the half hour interval. For voice, this is the time spent by agents while talking on an outbound external call.

Derived from: \( \frac{\text{Agent\_Skill\_Group\_Half\_Hour\_AgentOutCallsTalkTimeToHalf}}{\text{Agent\_Skill\_Group\_Half\_Hour\_AgentOutCallsToHalf}} \)
Average Duration of Completed Tasks  Outgoing Wrap up Time

The average time in HH:MM:SS (hours, minutes, seconds) that agents in the skill group spent while doing wrap up work on outbound external tasks handled in the half hour interval. Wrap-up work is task-related work performed by an agent after the task is over.

Derived from:
\[
\frac{(\text{Agent}_\text{Skill}_\text{Group}_\text{Half}_\text{Hour}_\text{AgentOutCallsTimeToHalf} - \text{Agent}_\text{Skill}_\text{Group}_\text{Half}_\text{Hour}_\text{AgentOutCallsTalkTimeToHalf} - \text{Agent}_\text{Skill}_\text{Group}_\text{Half}_\text{Hour}_\text{AgentOutCallsOnHoldTimeToHalf})}{\text{Agent}_\text{Skill}_\text{Group}_\text{Half}_\text{Hour}_\text{AgentOutCallsToHalf}}
\]

Incoming Hold Tasks Held Tasks

The number of incoming tasks that were put on hold in the half hour interval.

Derived from: \(\text{Agent}_\text{Skill}_\text{Group}_\text{Half}_\text{Hour}_\text{IncomingCallsOnHoldToHalf}\)

Incoming Hold Tasks Hold Time

The total hold time in HH:MM:SS (hours, minutes, seconds) for incoming tasks that were put on hold for the agent skill group in the half hour interval.

Derived from: \(\text{Agent}_\text{Skill}_\text{Group}_\text{Half}_\text{Hour}_\text{IncomingCallsOnHoldTimeToHalf}\)

Incoming Hold Tasks Avg Hold Time

The average hold time in HH:MM:SS (hours, minutes, seconds) for incoming tasks that were put on hold for the agent skill group in the half hour interval.

Derived from: \(\text{Agent}_\text{Skill}_\text{Group}_\text{Half}_\text{Hour}_\text{IncomingCallsOnHoldTimeToHalf} / \text{Agent}_\text{Skill}_\text{Group}_\text{Half}_\text{Hour}_\text{IncomingCallsOnHoldToHalf}\)

Outgoing Hold Tasks Held Tasks

The number of outgoing tasks that were put on hold in the half hour interval.

Derived from: \(\text{Agent}_\text{Skill}_\text{Group}_\text{Half}_\text{Hour}_\text{OutgoingCallsOnHoldToHalf}\)

Outgoing Hold Tasks Hold Time

The total hold time in HH:MM:SS (hours, minutes, seconds) for outgoing tasks that were put on hold for the agent skill group in the half hour interval.

Derived from: \(\text{Agent}_\text{Skill}_\text{Group}_\text{Half}_\text{Hour}_\text{OutgoingCallsOnHoldTimeToHalf}\)

Outgoing Hold Tasks Avg Hold Time

The average hold time in HH:MM:SS (hours, minutes, seconds) for outgoing tasks that were put on hold for the agent skill group in the half hour interval.

Derived from: \(\text{Agent}_\text{Skill}_\text{Group}_\text{Half}_\text{Hour}_\text{OutgoingCallsOnHoldTimeToHalf} / \text{Agent}_\text{Skill}_\text{Group}_\text{Half}_\text{Hour}_\text{OutgoingCallsOnHoldToHalf}\)

**NOTE:** In the following summaries, the summary for FTE Agents Logged On is for an 8 hour shift. If the report interval is chosen to be less than 8 hours, then this value will be lower than expected.

Agent Team Media Summary

The agent team total for the media routing domain during the given interval.
**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.

**agteam36: Agent Team Incoming/Outgoing Task Durations Daily**

<table>
<thead>
<tr>
<th>Overview:</th>
</tr>
</thead>
</table>
| **Subject** | Table of task durations for incoming and outgoing tasks handled by agent teams by day.  
**NOTE:** In the following descriptions, agent-dialed outbound calls or tasks are different from Outbound Option calls that are program-dialed outbound calls. |
| **Purpose** | This report provides information on inbound and outbound task counts, average durations, and total duration aggregated for the individually selected teams. |
| **Applicable environment** | ICM and IPCC |
| **Template type** | Historical Table |
| **Default sort order** | Agent Team, Media, Agent Name and Datetime |
| **Drilldowns available** | No |
| **Schema database tables** | Person, Agent, Agent_Skill_Group_Half_Hour, Agent_Half_Hour, Media_Routing_Domain, Agent_Team_Member and Agent_Team |

**Data:**

**Agent Team**

The Enterprise Name of the agent team.  
Derived from: Agent_Team.EnterpriseName

**Supervisor**

The agent's primary supervisor.  
Derived from: Person.LastName, Person.FirstName

**Media**

The media routing domain into which the agent is logged in. This is the media routing domain with which the agent's Skill Group is associated.  
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

FTE Agents Logged On (8 hr shift)
The FTE (full time equivalent) value for the number of agents logged on in the half hour interval, for an 8 hour shift.
Derived from: Agent_Half_Hour.LoggedOnTimeToHalf / (3600 * 8)

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.
Derived from: Agent_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 interval.
Derived from: Agent_Half_Hour.AvailTimeToHalf

Not Ready Time
The total time in HH:MM:SS (hours, minutes, seconds) that the agent was in the Not Ready state during the interval.
Derived from: Agent_Half_Hour.NotReadyTimeToHalf

Tasks Completed: Incoming
The number of ICM Routed tasks this agent has handled.
Derived from: Agent_Skill_Group_Half_Hour.CallsHandledtoHalf

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

Total Duration of Completed Tasks Incoming Active Time
The total time in HH:MM:SS (hours, minutes, seconds) that agents in the skill group spent actively working on incoming tasks in the half hour interval. For voice, this is the time spent by agents while talking on an inbound call.
Derived from: Agent_Skill_Group_Half_Hour.HandledCallsTalkTimeToHalf

Total Duration of Completed Tasks Incoming Wrap upTime
The total time in HH:MM:SS (hours, minutes, seconds) that agents in the skill group spent while doing wrap up work on incoming tasks handled in the half hour interval. Wrap-up work is task-related work performed by an agent after the task is over.
Total Duration of Completed Tasks  Outgoing Active Time
The total time in HH:MM:SS (hours, minutes, seconds) that agents in the skill group spent actively working on outgoing external tasks in the half hour interval. For voice, this is the time spent by agents while talking on an outbound external call.
Derived from: Agent_Skill_Group_Half_Hour.AgentOutCallsTalkTimeToHalf

Total Duration of Completed Tasks Outgoing Wrap upTime
The total time in HH:MM:SS (hours, minutes, seconds) that agents in the skill group spent while doing wrap up work on outbound external tasks handled in the half hour interval. Wrap-up work is task-related work performed by an agent after the task is over.

Average Duration of Completed Tasks  Incoming Active Time
The average time in HH:MM:SS (hours, minutes, seconds) that agents in the skill group spent actively working on incoming tasks in the half hour interval. For voice, this is the time spent by agents while talking on an inbound call.
Derived from: Agent_Skill_Group_Half_Hour.HandledCallsTalkTimeToHalf / Agent_Skill_Group_Half_Hour.CallsHandledToHalf

Average Duration of Completed Tasks  Incoming Wrap upTime
The average time in HH:MM:SS (hours, minutes, seconds) that agents in the skill group spent while doing wrap up work on incoming tasks handled in the half hour interval. Wrap-up work is task-related work performed by an agent after the task is over.

Average Duration of Completed Tasks  Outgoing Active Time
The average time in HH:MM:SS (hours, minutes, seconds) that agents in the skill group spent actively working on outgoing external tasks in the half hour interval. For voice, this is the time spent by agents while talking on an outbound external call.
Derived from: Agent_Skill_Group_Half_Hour.AgentOutCallsTalkTimeToHalf/ Agent_Skill_Group_Half_Hour.AgentOutCallsToHalf

Average Duration of Completed Tasks  Outgoing Wrap up Time
The average time in HH:MM:SS (hours, minutes, seconds) that agents in the skill group spent while doing wrap up work on outbound external tasks handled in the half hour interval. Wrap-up work is task-related work performed by an agent after the task is over.

Incoming Hold Tasks Held Tasks
The number of incoming tasks that were put on hold during the interval.
Derived from: Agent_Skill_Group_Half_Hour.IncomingCallsOnHoldToHalf
**Incoming Hold Tasks Hold Time**

The total hold time in HH:MM:SS (hours, minutes, seconds) for incoming tasks that were put on hold for the agent skill group during the interval.
Derived from: Agent_Skill_Group_Half_Hour.IncomingCallsOnHoldTimeToHalf

**Incoming Hold Tasks Avg Hold Time**

The average hold time in HH:MM:SS (hours, minutes, seconds) for incoming tasks that were put on hold for the agent skill group during the interval.
Derived from: Agent_Skill_Group_Half_Hour.IncomingCallsOnHoldTimeToHalf / Agent_Skill_Group_Half_Hour.IncomingCallsOnHoldToHalf

**Outgoing Hold Tasks Held Tasks**

The number of outgoing tasks that were put on hold during the interval.
Derived from: Agent_Skill_Group_Half_Hour.OutgoingCallsOnHoldToHalf

**Outgoing Hold Tasks Hold Time**

The total hold time in HH:MM:SS (hours, minutes, seconds) for outgoing tasks that were put on hold for the agent skill group during the interval.
Derived from: Agent_Skill_Group_Half_Hour.OutgoingCallsOnHoldTimeToHalf

**Outgoing Hold Tasks Avg Hold Time**

The average hold time in HH:MM:SS (hours, minutes, seconds) for outgoing tasks that were put on hold for the agent skill group during the interval.
Derived from: Agent_Skill_Group_Half_Hour.OutgoingCallsOnHoldTimeToHalf / Agent_Skill_Group_Half_Hour.OutgoingCallsOnHoldToHalf

**Agent Team Media Summary**

The agent team total for the media routing domain during the given interval.

**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.
CallType Reports

A call type is a category of incoming 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 This section includes:
- Summary List of Call Type Reports, page 3-1
- IPCC Call Type Real-Time Reports, page 3-3
- IPCC Call Type Historical Reports, page 3-26

### Summary List of 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>caltyp04: Call Type Service Levels Real Time Report, page 3-4</td>
<td>IPCC and/or ICM</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 3-26</td>
<td>IPCC and/or ICM</td>
<td>historical table</td>
<td>Routing and queuing details for calls during the half-hour interval.</td>
</tr>
<tr>
<td>Call Type Report</td>
<td>Source</td>
<td>Type</td>
<td>Description</td>
</tr>
<tr>
<td>-------------------------------------------------------------</td>
<td>-------------------------</td>
<td>------------------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>caltyp20: Call Type Real Time Report, page 3-5</td>
<td>IPCC and/or ICM</td>
<td>real-time table</td>
<td>Current status of call types.</td>
</tr>
<tr>
<td>caltyp21: Call Type Half Hour Report, page 3-28</td>
<td>IPCC and/or ICM</td>
<td>historical table</td>
<td>Call type status, gathered in half-hour increments.</td>
</tr>
<tr>
<td>caltyp22: Call Type Daily Report, page 3-33</td>
<td>IPCC and/or ICM</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 3-38</td>
<td>IPCC and/or ICM</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 ICM</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>caltyp25: Call Type Queue Status Real Time Report (IPCC and Network Queue), page 3-22</td>
<td>IPCC and/or ICM</td>
<td>real-time graph</td>
<td>The number of tasks in queue within the service level and the number of tasks in queue outside service level.</td>
</tr>
<tr>
<td>caltyp26: Call Type Tasks Offered Over Half Hour, page 3-23</td>
<td>IPCC and/or ICM</td>
<td>real-time graph</td>
<td>The number of tasks offered to CallTypes since the end of the last half hour interval.</td>
</tr>
<tr>
<td>caltyp27: Call Type Queue Delay Status Real Time, page 3-24</td>
<td>IPCC and/or ICM</td>
<td>real-time graph</td>
<td>The average delay in queue, longest call in queue, and ASA over last 5 minutes.</td>
</tr>
<tr>
<td>caltyp28: Call Type Task Status Now Real Time Report (IPCC and Network VRU), page 3-25</td>
<td>IPCC and/or ICM</td>
<td>real-time graph</td>
<td>The number of tasks in queue, tasks at VRU, and tasks with agents.</td>
</tr>
<tr>
<td>caltyp31: Call Type Abandon/Answer Distribution by Half Hour Report, page 3-49</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>
</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
- caltyp25: Call Type Queue Status Real Time Report (IPCC and Network Queue), page 3-22
- caltyp26: Call Type Tasks Offered Over Half Hour, page 3-23
- caltyp27: Call Type Queue Delay Status Real Time, page 3-24
- caltyp28: Call Type Task Status Now Real Time Report (IPCC and Network VRU), page 3-25

---

<table>
<thead>
<tr>
<th>Report</th>
<th>Type/Source</th>
<th>Format/Style</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>caltyp32: Call Type Abandon/Answer Distribution Report, page 3-53</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>caltyp33: Call Type Abandon/Answer Cumulative Distribution by Half Hour Report, page 3-57</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, page 3-61</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, page 3-65</td>
<td>IPCC and/or ICM</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, page 3-68</td>
<td>IPCC and/or ICM</td>
<td>historical table</td>
<td>The total behavior of calls to VRU applications in daily intervals for the selected time period.</td>
</tr>
<tr>
<td>caltyp37: Call Type Service Level Abandons Daily Report, page 3-71</td>
<td>IPCC only</td>
<td>historical graph</td>
<td>The number of tasks abandoned within Service Level for Call Types per day.</td>
</tr>
</tbody>
</table>
caltyp04: Call Type Service Levels Real Time Report

See Caltyp04, page 9-25 for an illustration of this 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_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 rolling 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

See Caltyp20, page 9-26 for an illustration of this 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>
<tr>
<td></td>
</tr>
</tbody>
</table>

Data:

Enterprise Name

The enterprise name for the call type.

Derived from: Call_Type.EnterpriseName

ASAS

Average Speed of Answer during the rolling five minute interval. 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)

Tasks Now VRU(not Q)

The number of tasks in Run VRUScript or Wait state. This represents the number of tasks at VRU prompting or self service.

Derived from: Call_Type_Real_Time.CallsAtVRUNow - Call_Type_Real_Time.RouterCallsQNow

Tasks Now Queue

The number of tasks currently in the queue.

Derived from: Call_Type_Real_Time.RouterCallsQNow
Tasks Now IPCC Agent
The number of tasks that have been routed to IPCC agents but are not yet ended. This column is incremented when the call is answered and decremented when the call ends, i.e., after wrap up has completed, if applicable.
NOTE: This column is applicable to IPCC only.
Derived from: Call_Type_Real_Time.CallsAtAgentNow

Longest Queued
The time spent in queue for the longest currently queued task, measured in HH:MM:SS (hours,minutes,seconds) format. The time is calculated by subtracting the time the task entered the queue from the current time.

Service Level
The ICM/IPCC Enterprise service level for the rolling five minute interval. 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 rolling five-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 rolling five minute interval.
Derived from: Call_Type_Real_Time.CallsHandledTo5

Tasks Aban5
The number of tasks abandoned at the IVR during the rolling five minute interval, while offered to the agent and on route to the agent.
Derived from: Call_Type_Real_Time.TotalCallsAbandTo5

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
**Flow Out5**

The number of tasks that executed a Requalify or Call Type node and flowed to another call type during the rolling five minute interval.

See *How OverFlowOut is Incremented in Call Type Reports, page 3-71.*

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 Aban Time**

The average time of abandoned calls for this call type during the rolling five minute interval, measured in HH:MM:SS (hours,minutes,seconds) format.

Derived from: Call_Type_Real_Time.CallDelayAbandTimeTo5 / Call_Type<Real_Time.TotalCallsAbandTo5

**Report Summary**

The total for each field for all call types.

---

caltyp24: Call Type Real Time All Fields Report

### Overview:

<table>
<thead>
<tr>
<th>Subject</th>
<th>A table of all the selected call types listing all the available call type real-time report data.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Purpose</td>
<td>To show all the available call-type real-time data in the Call_Type_Real_Time database table so that you can select which data you want for a customized call-type real-time report.</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>Applicable environment</td>
<td>IPCC and/or ICM</td>
</tr>
<tr>
<td>Template type</td>
<td>Real-time table</td>
</tr>
</tbody>
</table>
### IPCC Call Type Real-Time Reports

#### Data:

**Enterprise Name**

The enterprise name for the call type and its ID number.

Derived from: Call_Type.EnterpriseName + Call_Type.CallTypeID

**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

**NOTE:** For the following Avg Router Delay Q fields in an ICM Enterprise deployment with an IPCC System PG, network queuing data is not available in the ‘child ’ reports or in the child agent/supervisor desktop. A call center manager who would normally only look at the child reports will need to also look at the parent ICM reports for network queuing data.

**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

### Drilldowns available

No

### Schema database table

Call_Type
Call_Type_Real_Time
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

Agent Error Count Today
The number of tasks that encountered an error en route to the agent or at the agent desktop since midnight.
Derived from: Call_Type_Real_Time.AgentErrorCountToday

Agent Error Count 30
The number of tasks that encountered an error en route to the agent or at the agent desktop during the current half-hour interval.
Derived from: Call_Type_Real_Time.AgentErrorCountHalf

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 Aban Total 30
The total number of queued tasks, non-queued tasks (tasks that are at a VRU prompt), and tasks that abandoned at the agent desktop in the current half-hour interval.

Note: Applies to IPCC only, with one exception: this field is also valid for both IPCC and ICM targets that use translation routes.
Derived from: Call_Type_Real_Time.TotalCallsAbandHalf

Router Tasks Aban Total 5
The total number of queued tasks, non-queued tasks (tasks that are at a VRU prompt), and tasks that abandoned at the agent desktop during the rolling five-minute interval.

Note: Applies to IPCC only, with one exception: this field is also valid for both IPCC and ICM targets that use translation routes.
Derived from: Call_Type_Real_Time.TotalCallsAbandTo5

Router Tasks Aban Total Today
The total number of queued tasks, non-queued tasks (tasks that are at a VRU prompt), and tasks that abandoned at the agent desktop since midnight.

Note: Applies to IPCC only, with one exception: this field is also valid for both IPCC and ICM targets that use translation routes.
Derived from: Call_Type_Real_Time.TotalCallsAbandToday
Router Tasks Aban Ring 30
The total number of tasks that abandoned at the agent desktop while ringing in the half-hour interval.

Note: Applies to IPCC only, with one exception: this field is also valid for both IPCC and ICM targets that use translation routes.

Derived from: Call_Type_Real_Time.RouterCallsAbandToAgentHalf.

Router Tasks Aban Ring 5
The total number of tasks that abandoned at the agent desktop while ringing during the rolling five minute interval.

Note: Applies to IPCC only, with one exception: this field is also valid for both IPCC and ICM targets that use translation routes.

Derived from: Call_Type_Real_Time.RouterCallsAbandToAgentTo5

Router Tasks Aban Ring Today
The total number of tasks that abandoned at the agent desktop while ringing since midnight.

Note: Applies to IPCC only, with one exception: this field is also valid for both IPCC and ICM targets that use translation routes.

Derived from: Call_Type_Real_Time.RouterCallsAbandToAgentToday

Router Tasks Aban Q 30
The number of tasks that abandoned in queue during the current half-hour interval.

Note: Applies to IPCC only, with one exception: this field is also valid for both IPCC and ICM targets that use translation routes.

Derived from: Call_Type_Real_Time.RouterCallsAbandQHalf

Router Tasks Aban Q 5
The number of tasks that abandoned in queue during the rolling five-minute interval.

Note: Applies to IPCC only, with one exception: this field is also valid for both IPCC and ICM targets that use translation routes.

Derived from: Call_Type_Real_Time.RouterCallsAbandQTo5

Router Tasks Aban Q Today
The number of tasks that abandoned in queue since midnight.

Note: Applies to IPCC only, with one exception: this field is also valid for both IPCC and ICM targets that use translation routes.

Derived from: Call_Type_Real_Time.RouterCallsAbandQToday

NOTE: For the following Tasks Q fields in an IPCC Enterprise Gateway deployment, ICM (parent) connected with an IPCC Enterprise with an IPCC System PG (child) or IPCC Express (child) through IPCC Gateway PG, network queuing data is not available in the child or in the child agent/supervisor desktop. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager who would normally only look at the IPCC child reports will need to also look at the parent ICM reports for network queuing data.
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

Tasks At VRU Now

The number tasks that are currently at the VRU. This includes tasks that are at a VRU prompt and tasks that are in queue.

In a NAM/CICM deployment (VRU at NAM), this value is updated for calls that the CICM sends to the VRU. Calls that the NAM itself sends to the VRU update the call type metrics in the NAM.

In a NAM/CICM deployment (VRU1 at NAM and VRU2 at CICM), this value is updated for calls that the CICM sends to VRU1. Calls that the NAM Router itself sends to VRU1 update the call type metrics in the NAM. Service data for VRU2 is stored in the CICM data base.

Note: In an IPCC Enterprise Gateway deployment, ICM (parent) connected with an IPCC Enterprise with an IPCC System PG (child) or IPCC Express (child) through IPCC Gateway PG, network queuing data is not available in the child or in the child agent/supervisor desktop. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager who would normally only look at the IPCC child reports will need to also look at the parent ICM reports for network queuing data.
Derived from: Call_Type_Real_Time.CallsAtVRUNow

Tasks With Agent Now

The number tasks that are currently with agents but have not yet ended. A task is considered to be ended after any wrapup work associated with the task is completed. Applicable to IPCC only.
Derived from: Call_Type_Real_Time.CallsAtAgentNow

NOTE: For the following Router Queue fields in an IPCC Enterprise Gateway deployment, ICM (parent) connected with an IPCC Enterprise with an IPCC System PG (child) or IPCC Express (child) through IPCC Gateway PG, network queuing data is not available in the child or in the child agent/supervisor desktop. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager who would normally only look at the IPCC child reports will need to also look at the parent ICM reports for network queuing data.
**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 rolling 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 rolling 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 rolling five-minute interval.

**NOTE:** With the existence of a network VRU, for IPCC and for ICM systems in which calls are translation-routed, the measurement of Answer Wait Time for a call begins when the call is queued, whereas the measurement of Service Level begins when the call arrives at the routing script, or when its call type is changed. This means that if self-service is performed on a call before the call is queued to an agent, the routing script must be set up to change the call type of the call when self-service is completed. Otherwise, the time spent in self-service will negatively impact the Service Level.

Derived from: Call_Type_Real_Time.AnswerWaitTimeTo5

Handled 5

The number of tasks of this call type handled for the service ending during the rolling 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 rolling five-minute interval (used to calculate expected delay).

**Note:** In an IPCC Enterprise Gateway deployment, ICM (parent) connected with an IPCC Enterprise with an IPCC System PG (child) or IPCC Express (child) through IPCC Gateway PG, network queuing data is not available in the child or in the child agent/supervisor desktop. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager who would normally only look at the IPCC child reports will need to also look at the parent ICM reports for network queuing data.

Derived from: Call_Type_Real_Time.CallsLeftQTo5

Offered 5

The number of tasks of this call type offered during the rolling five-minute interval.

Derived from: Call_Type_Real_Time.CallsOfferedTo5

CT Delay Total Aban Time 5

The total time spent by all abandoned tasks that ended in this call type during the rolling five-minute interval. A task can span multiple call types; this includes only the time spent in this call type and not all call types.

Derived from: Call_Type_Real_Time.CTDelayAbandTimeTo5

CT Delay Total Aban Time 30

The total time spent by all abandoned tasks that ended in this call type in the current half hour interval. A task can span multiple call types; this includes only the time spent in this call type and not all call types.

Derived from: Call_Type_Real_Time.CTDelayAbandTimeHalf
**CT Delay Total Aban Time Today**

The total time spent by all abandoned tasks that ended in this call type since midnight. A task can span multiple call types; this includes only the time spent in this call type and not all call types.

Derived from: `Call_Type_Real_Time.CTDelayAbandTimeToday`

**Delay Total Aban Time 5**

The total time spent by all abandoned tasks that ended in this call type during the rolling five-minute interval. A task can span multiple call types; this includes the total time spent in all call types.

Derived from: `Call_Type_Real_Time.CallDelayAbandTimeTo5`

**Delay Total Aban Time 30**

The total time spent by all abandoned tasks that ended in this call type in the current half hour interval. A task can span multiple call types; this includes the total time spent in all call types.

Derived from: `Call_Type_Real_Time.CallDelayAbandTimeHalf`

**Delay Total Aban Time Today**

The total time spent by all abandoned tasks that ended in this call type since midnight. A task can span multiple call types; this includes the total time spent in all call types.

Derived from: `Call_Type_Real_Time.CallDelayAbandTimeToday`

**Delay Agent Ring Time 5**

The total time spent by all tasks that abandoned at the agent desktop while ringing for this call type during the rolling five-minute interval in HH:MM:SS (hours,minutes,seconds) format.

Derived from: `Call_Type_Real_Time.DelayAgentAbandTimeTo5`

**Delay Agent Ring Time 30**

The total time spent by all tasks that abandoned at the agent desktop while ringing for this call type in the current half hour interval in HH:MM:SS (hours,minutes,seconds) format.

Derived from: `Call_Type_Real_Time.DelayAgentAbandTimeHalf`

**Delay Agent Ring Time Today**

The total time spent by all tasks that abandoned at the agent desktop while ringing for this call type since midnight in HH:MM:SS (hours,minutes,seconds) format.

Derived from: `Call_Type_Real_Time.DelayAgentAbandTimeToday`

**Delay Q Aban Time 5**

The total time spent by all tasks that abandoned in queue for this call type during the rolling five-minute interval in HH:MM:SS (hours,minutes,seconds) format.

Derived from: `Call_Type_Real_Time.DelayQAbandTimeTo5`
Delay Q Aban Time 30
The total time spent by all tasks that abandoned in queue for this call type during the
current half hour interval in HH:MM:SS (hours,minutes,seconds) format.
Derived from: Call_Type_Real_Time.DelayQAbandTimeToHalf

Delay Q Aban Time Today
The total time spent by all tasks that abandoned in queue for this call type since
midnight in HH:MM:SS (hours,minutes,seconds) format.
Derived from: Call_Type_Real_Time.DelayQAbandTimeToday

Handled Time 5
The total handle time in HH:MM:SS (hours,minutes,seconds) format for all tasks of this
call type ending during the rolling five-minute interval.
Derived from: Call_Type_Real_Time.HandleTimeTo5

NOTE: For the following Service level fields: With the existence of a network VRU, for
IPCC and for ICM systems in which calls are translation-routed, the measurement of
Service Level begins when the call arrives at the routing script, or when its call type is
changed. This means that if self-service is performed on a call before the call is
queued to an agent, the routing script must be set up to change the call type of the call
when self-service is completed. Otherwise, the time spent in self-service will
negatively impact the Service Level.

Service Level Aban5
The number of tasks of this call type abandoned within the service level during the
rolling 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 rolling 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 RONA5
The total number of tasks of the call type that redirected on no answer within the
service level during the rolling five-minute interval. For more on service levels, see
About_Service_Levels.
Derived from: Call_Type_Real_Time.ServiceLevelRONATo5
**Service Level 5**

The ICM/IPCC Enterprise service level during the rolling 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 rolling 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.

*Note:* In an IPCC Enterprise Gateway deployment, ICM (parent) connected with an IPCC Enterprise with an IPCC System PG (child) or IPCC Express (child) through IPCC Gateway PG, network queuing data is not available in the child or in the child agent/supervisor desktop. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager who would normally only look at the IPCC child reports will need to also look at the parent ICM reports for network queuing data.

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.

*Note:* With the existence of a network VRU, for IPCC and for ICM systems in which calls are translation-routed, the measurement of Answer Wait Time for a call begins when the call is queued, whereas the measurement of Service Level begins when the call arrives at the routing script, or when its call type is changed. This means that if self-service is performed on a call before the call is queued to an agent, the routing script must be set up to change the call type of the call when self-service is completed. Otherwise, the time spent in self-service will negatively impact the Service Level.

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 Aban 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.

NOTE: With the existence of a network VRU, for IPCC and for ICM systems in which calls are translation-routed, the measurement of Service Level begins when the call arrives at the routing script, or when its call type is changed. This means that if self-service is performed on a call before the call is queued to an agent, the routing script must be set up to change the call type of the call when self-service is completed. Otherwise, the time spent in self-service will negatively impact the Service Level.

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 RONA Today**

The total number of tasks of the call type that redirected on no answer within the service level since midnight. For more on service levels, see About_Service_Levels.

Derived from: Call_Type_Real_Time(ServiceLevelRONAToday)

**Service Level Error Today**

The total number of tasks of the call type that ended in error state within the service level since midnight. For more on service levels, see About_Service_Levels.

Derived from: Call_Type_Real_Time(ServiceLevelErrorToday)

**Service Level Today**

The cumulative ICM/IPCC Enterprise 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.

NOTE: With the existence of a network VRU, for IPCC and for ICM systems in which calls are translation-routed, the measurement of Answer Wait Time for a call begins when the call is queued, whereas the measurement of Service Level begins when the call arrives at the routing script, or when its call type is changed. This means that if self-service is performed on a call before the call is queued to an agent, the routing script must be set up to change the call type of the call when self-service is completed. Otherwise, the time spent in self-service will negatively impact the Service Level.

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 current half-hour interval. For more on service levels, see About_Service_Levels.

NOTE: With the existence of a network VRU, for IPCC and for ICM systems in which calls are translation-routed, the measurement of Service Level begins when the call arrives at the routing script, or when its call type is changed. This means that if self-service is performed on a call before the call is queued to an agent, the routing script must be set up to change the call type of the call when self-service is completed. Otherwise, the time spent in self-service will negatively impact the Service Level.

Derived from: Call_Type_Real_Time.ServiceLevelAbandHalf

Service Level Tasks30
The total number of tasks of this call type answered within the ICM/IPCC Enterprise service level threshold during the current half-hour interval. For more on service levels, see About_Service_Levels.

Derived from: Call_Type_Real_Time.ServiceLevelCallsHalf
Service Level Offered 30
The number of tasks of the call type answered or abandoned or lasting longer than the SL threshold during the current half-hour interval. For more on service levels, see About_Service_Levels.
Derived from: Call_Type_Real_Time.ServiceLevelCallsOfferedHalf

Service Level RONA 30
The total number of tasks of the call type that redirected on no answer within the service level during the current half-hour interval. For more on service levels, see About_Service_Levels.
Derived from: Call_Type_Real_Time.ServiceLevelRONAHalf

Service Level Error 30
The total number of tasks of the call type that ended in error state within the service level during the current half-hour interval. For more on service levels, see About_Service_Levels.
Derived from: Call_Type_Real_Time.ServiceLevelErrorHalf

Service Level 30
The ICM/IPCC Enterprise service level for this call type during the current 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 rolling 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
Flow Out 30
The number of tasks of this call type flowed 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

Flow Out 5
The number of tasks of this call type flowed 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

Flow Out Today
The number of tasks of this call type flowed 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

Tasks Ans 5
The count of tasks that are Answered by the Agent during the rolling five-minute interval.
Derived from: Call_Type_Real_Time.CallsAnsweredTo5

Tasks Ans 30
The count of tasks that are Answered by Agent in the current half hour interval
Derived from: Call_Type_Real_Time.CallsAnsweredHalf

Tasks Ans Today
The count of tasks that are Answered by Agent since midnight.
Derived from: Call_Type_Real_Time.CallsAnsweredToday

Tasks No Agents 5
The number of tasks that are sent to targets where the Router has NOT picked an agent explicitly and has not used a Translation Route during the rolling five-minute interval.
Derived from: Call_Type_Real_Time.CallsRoutedNonAgentTo5

Tasks No Agents 30
The number of tasks that are sent to targets where the Router has NOT picked an agent explicitly and has not used a Translation Route during the current half-hour interval.
Derived from: Call_Type_Real_Time.CallsRoutedNonAgentHalf

Tasks No Agents Today
The number of tasks that are sent to targets where the Router has NOT picked an agent explicitly and has not used a Translation Route since midnight.
Derived from: Call_Type_Real_Time.CallsRoutedNonAgentToday
Tasks No Ans 5
The number of tasks which were redirected because the agent did not answer the call during the rolling five-minute interval.
Derived from: Call_Type_Real_Time.CallsRONATo5

Tasks No Ans 30
The number of tasks 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 tasks 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 tasks 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 tasks 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.

caltyp25: Call Type Queue Status Real Time Report (IPCC and Network Queue)
See Caltyp25, page 9-28 for an illustration of this 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>
</tbody>
</table>
Chapter 3  CallType Reports

IPCC Call Type Real-Time Reports

Data:

**CallType Name**
The enterprise name for the call type
Derived from: Call_Type.EnterpriseName

**In Queue Outside Service Level**
The number of tasks of this call type that are currently in queue and have exceeded the service level threshold.

*Note:* In an IPCC Enterprise Gateway deployment, ICM (parent) connected with an IPCC Enterprise with an IPCC System PG (child) or IPCC Express (child) through IPCC Gateway PG, network queuing data is not available in the child or in the child agent/supervisor desktop. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager who would normally only look at the IPCC child reports will need to also look at the parent ICM reports for network queuing data.

Derived from: Call_Type_Real_Time.ServiceLevelCallsQHeld

**In Queue Within Service Level**
The number of tasks of this call type that are currently in queue and are within the service level threshold.

Derived from: Call_Type_Real_Time.RouterCallsQNow - Call_Type_Real_Time.ServiceLevelCallsQHeld

caltyp26: Call Type Tasks Offered Over Half Hour

See Caltyp26, page 9-29 for an illustration of this 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 table | Call_Type
Call_Type_Real_Time |
Data:

**CallType Name**
The enterprise name for the call type
Derived from: Call_Type.EnterpriseName

**Tasks Offered**
Number of tasks offered to this call type in the current half hour interval.
Derived from: Call_Type_Real_Time.CallsOfferedHalf

caltyp27: Call Type Queue Delay Status Real Time

See Caltyp27, page 9-29 for an illustration of this report.

<table>
<thead>
<tr>
<th>Overview:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Subject</strong></td>
<td>Bar graph of time (in seconds) for average delay in queue, longest call in queue, and ASA over last 5 minutes.</td>
</tr>
<tr>
<td><strong>Purpose</strong></td>
<td>Allows monitoring of customer experience while waiting in queue, such as average time spent in queue, longest task in queue, and the average speed of answer. For ICM, the queue statistics are applicable when doing Network Queueing. The average speed of answer is applicable only if calls have been translation routed.</td>
</tr>
<tr>
<td><strong>Applicable environment</strong></td>
<td>IPCC and ICM.</td>
</tr>
<tr>
<td><strong>Template type</strong></td>
<td>Real-time graph</td>
</tr>
<tr>
<td><strong>Default sort order</strong></td>
<td>By call type</td>
</tr>
<tr>
<td><strong>Drilldowns available</strong></td>
<td>No</td>
</tr>
<tr>
<td><strong>Schema database table</strong></td>
<td>Call_Type_Call_Type_Real_Time</td>
</tr>
</tbody>
</table>

Data:

**CallType Name**
The enterprise name for the call type.
Derived from: Call_Type.EnterpriseName

**Avg Delay Now**
The average number of seconds spent in the queue for tasks that are currently in queue.
Derived from: Call_Type_Real_Time.AvgRouterDelayQNow
Longest Task In Queue

The time spent in queue by the longest currently queued task.

**NOTE:** 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, getdate()))

ASA5

The Average Speed of Answer for all tasks of the call type during the rolling five minute interval. This is the average answer wait time from when a call arrives to when the call is answered. This is applicable for ICM only if calls have been Translation Routed.

Derived from: (Call_Type_Half_Hour.AnswerWaitTimeTo5/ Call_Type_Half_Hour.CallsAnsweredTo5)

caltyp28: Call Type Task Status Now Real Time Report (IPCC and Network VRU)

See Caltyp28, page 9-30 for an illustration of this report.

<table>
<thead>
<tr>
<th>Overview:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Subject</td>
<td>Bar graph of number of tasks in queue, tasks at VRU (not in queue), and tasks with IPCC agents.</td>
</tr>
<tr>
<td>Purpose</td>
<td>Allows monitoring of number of tasks at VRU (Prompt or Self-Service), number of tasks in Queue, and number of tasks currently with agents. For ICM, Tasks at VRU and Tasks in Queue are applicable only when using a Network VRU.</td>
</tr>
<tr>
<td>Applicable environment</td>
<td>ICM and/or IPCC</td>
</tr>
<tr>
<td>Template type</td>
<td>Real-time graph</td>
</tr>
<tr>
<td>Default sort order</td>
<td>By call type</td>
</tr>
<tr>
<td>Drilldowns available</td>
<td>No</td>
</tr>
<tr>
<td>Schema database table</td>
<td>Call_Type Call_Type_Real_Time</td>
</tr>
</tbody>
</table>

Data:

**CallType Name**

The enterprise name for the call type

Derived from: Call_Type.EnterpriseName

**Tasks In Queue**

Number of tasks currently in queue. Applicable in ICM only when using a Network VRU and calls are queued at the ICM network queue.

**Note:** In an IPCC Enterprise Gateway deployment, ICM (parent) connected with an IPCC Enterprise with an IPCC System PG (child) or IPCC Express (child) through IPCC Gateway PG, network queuing data is not available in the child or in the child agent/supervisor desktop. The time spent in the network queue is not included in the
reporting metrics in the child. A call center manager who would normally only look at the IPCC child reports will need to also look at the parent ICM reports for network queuing data.

Derived from: Call_Type_Real_Time.RouterCallsQNow

**Tasks at VRU (Not In Queue)**

Number of tasks currently at a VRU (Prompt or Self Service). Applicable in ICM only when using a Network VRU and calls are queued at the ICM network queue.

*NOTE*: These are tasks in Run VRUScript or Wait state in the routing script.

Derived from: Call_Type_Real_Time.CallsAtVRUNow - Call_Type_Real_Time.RouterCallsQNow

**Tasks with IPCC Agents**

The number of tasks that are currently with IPCC agents that have been answered but are not yet handled. A task is considered to be handled after any wrapup work associated with the task is completed. Applicable for IPCC only.

Derived from: Call_Type_Real_Time.CallsAtAgentNow

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**IPCC Call Type Historical Reports**

- caltyp05: Analysis of Calls Half Hour Report, page 3-26
- caltyp21: Call Type Half Hour Report, page 3-28
- caltyp22: Call Type Daily Report, page 3-33
- caltyp23: Call Type Historical All Fields Report, page 3-38
- caltyp31: Call Type Abandon/Answer Distribution by Half Hour Report, page 3-49
- caltyp32: Call Type Abandon/Answer Distribution Report, page 3-53
- caltyp33: Call Type Abandon/Answer Cumulative Distribution by Half Hour Report, page 3-57
- caltyp34: Call Type Abandon/Answer Cumulative Distribution Report, page 3-61
- caltyp35: VRU Calls Analysis Half Hour Report, page 3-65
- caltyp36: VRU Calls Analysis Daily Report, page 3-68
- caltyp37: Call Type Service Level Abandons Daily Report, page 3-71

**caltyp05: Analysis of Calls Half Hour Report**

See Caltyp05, page 9-26 for an illustration of this 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>
### 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 in 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 in the half hour interval.

**Note:** In an IPCC Enterprise Gateway deployment, ICM (parent) connected with an IPCC Enterprise with an IPCC System PG (child) or IPCC Express (child) through IPCC Gateway PG, network queuing data is not available in the child or in the child agent/supervisor desktop. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager who would normally only look at the IPCC child reports will need to also look at the parent ICM reports for network queuing data.

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 in the half hour interval.

**Note:** In an ICM Enterprise deployment with an IPCC System PG, network queuing data is not available in the ‘child’ reports or in the child agent/supervisor desktop. A call center manager who would normally only look at the child reports will need to also look at the parent ICM reports for network queuing data.

Derived from: `Call_Type_Half_Hour.AvgRouterDelayQToHalf`
Tasks Aban
The number of tasks that were abandoned in the half hour interval.
Derived from: Call_Type_Half_Hour.TotalCallsAbandToHalf

Avg Aban Delay Time
The average wait time in queue (in HH:MM:SS (hours, minutes, seconds)) for all abandoned tasks in the half hour interval.
Derived from: Call_Type_Half_Hour.CallDelayAbandTimeToHalf / Call_Type_Half_Hour.TotalCallsAbandToHalf

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
See Caltyp21, page 9-27 for an illustration of this 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:

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/IPCC Enterprise service level for the call type in the half hour interval. For more on service levels, see About_Service_Levels.

**NOTE:** With the existence of a network VRU, for IPCC and for ICM systems in which calls are translation-routed, the measurement of Service Level begins when the call arrives at the routing script, or when its call type is changed. This means that if self-service is performed on a call before the call is queued to an agent, the routing script must be set up to change the call type of the call when self-service is completed. Otherwise, the time spent in self-service will negatively impact the Service Level.

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 in the half hour interval.

**NOTE:** With the existence of a network VRU, for IPCC and for ICM systems in which calls are translation-routed, the measurement of Service Level begins when the call arrives at the routing script, or when its call type is changed. This means that if self-service is performed on a call before the call is queued to an agent, the routing script must be set up to change the call type of the call when self-service is completed. Otherwise, the time spent in self-service will negatively impact the Service Level.

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 in the half hour 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.CallsHandledToHalf

**Tasks Offered**

The number of tasks that were offered to the call type in the half hour interval.

Tasks offered (Call_Type_Half_Hour.CallsOfferedHalf) = 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.CallsRoutedNonAgentToHalf
Tasks Assigned from Queue

The number of tasks of the call type assigned from the queue to be routed in the half hour interval.

**Note:** In an IPCC Enterprise Gateway deployment, ICM (parent) connected with an IPCC Enterprise with an IPCC System PG (child) or IPCC Express (child) through IPCC Gateway PG, network queuing data is not available in the child or in the child agent/supervisor desktop. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager who would normally only look at the IPCC child reports will need to also look at the parent ICM reports for network queuing data.

Derived from: Call_Type_Half_Hour.RouterQueueCallsToHalf

Tasks Answered

The number of calls of the call type that were answered by the agent in the half hour interval.

Derived from: Call_Type_Half_Hour.CallsAnsweredToHalf

Tasks Answer Wait Time

For the half-hour interval, the total in seconds before all tasks of this call type were answered.

**NOTE:** When translation-routed calls are queued through an enterprise VRU, the measurement of Answer Wait Time begins when the call is queued. The measurement of Service Level begins when the call arrives at the routing script, or when its call type is changed. Therefore, unless the routing script is set up change the call type when self-service is completed, time spent in self-service will negatively impact the Service Level.

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 in the half hour interval.

Derived from: Call_Type_Half_Hour.TotalCallsAbandToHalf + Call_Type_Half_Hour.RouterCallsAbandQToHalf + Call_Type_Half_HourIncompleteCallsHalf + Call_Type_Half_Hour.ReturnBusyToHalf + Call_Type_Half_Hour.ReturnRingToHalf + Call_Type_Half_Hour.1CRDefaultRoutedToHalf + 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 + Call_Type_Half_Hour.AgentErrorCountToHalf
**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: Aban**

The number of tasks to the call type that abandoned in the half-hour interval. This includes calls that abandoned in queue, calls that abandoned while at the IVR (prompting or self-service), and calls that abandoned while ringing at the agent’s phone or en route to the agent’s phone.

**Note:** Applies to IPCC, only with one exception: This field is also valid for both IPCC and ICM targets that use translation routes.

Derived from: Call_Type_Half_Hour.TotalCallsAbandToHalf

**Completed Tasks: Return**

The number of tasks of the call type that ICM software routed to Return nodes in 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 in the half-hour 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 in the half-hour interval. For pre-routed calls, the carrier decides where to route the call.

Derived from: Call_Type_Half_Hour.NetworkDefaultRoutedToHalf

**Completed Tasks: Flow Out**

The number of tasks of the call type that flowed out of the call type to another call type in the half-hour interval.

See [How OverFlowOut is Incremented in Call Type Reports](#).

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 in the half-hour interval.

Derived from: Call_Type_Half_Hour.ErrorCountToHalf + Call_Type_Half_Hour.IncompleteCallsHalf + Call_Type_Half_Hour.AgentErrorCountToHalf
**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 in 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 in 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 in the half hour interval that were abandoned.

Derived from: (Call_Type_Half.Hour TotalCallsAbandToHalf / (Call_Type_Half.Hour CallsHandledHalf + Call_Type_Half.Hour TotalCallsAband + 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 ) + Call_Type_Half.Hour AgentErrorCountToHalf)

**Completed Tasks: Avg Aban Delay Time**

The average delay time of all abandoned calls that ended in this call type during the current half hour interval. This includes calls that abandoned in queue, calls that abandoned while at the IVR (prompting or self service) and calls that abandoned while ringing at the agent's phone or en route to the agent's phone.

Derived from: Call_Type_Half.Hour CallDelayAbandTime / Call_Type_Half.Hour TotalCallsAband

**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

See Caltyp22, page 9-28 for an illustration of this 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>
</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

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/IPCC Enterprise 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: Call_Type_Half_Hour.ServiceLevelCallsHalf / (Call_Type_Half_Hour.ServiceLevelCallsOfferedHalf - Call_Type_Half_Hour.ServiceLevelAbandHalf)
### SL Aban Positive

The ICM/IPCC Enterprise 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: $(\text{Call\_Type\_Half\_Hour}\_\text{ServiceLevelCallsHalf} + \text{Call\_Type\_Half\_Hour}\_\text{ServiceLevelAbandHalf}) / \text{Call\_Type\_Half\_Hour}\_\text{ServiceLevelCallsOfferedHalf}$

### SL Aban Negative

The ICM/IPCC Enterprise 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: $\text{Call\_Type\_Half\_Hour}\_\text{ServiceLevelCallsHalf} / \text{Call\_Type\_Half\_Hour}\_\text{ServiceLevelCallsOfferedHalf}$

### Aban Within Service Level

The number of tasks of the call type abandoned within the service level threshold during the half-hour interval.

**NOTE:** With the existence of a network VRU, for IPCC and for ICM systems in which calls are translation-routed, the measurement of Service Level begins when the call arrives at the routing script, or when its call type is changed. This means that if self-service is performed on a call before the call is queued to an agent, the routing script must be set up to change the call type of the call when self-service is completed. Otherwise, the time spent in self-service will negatively impact the Service Level.

Derived from: $\text{Call\_Type\_Half\_Hour}\_\text{ServiceLevelAbandHalf}$

### 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: $(\text{Call\_Type\_Half\_Hour}\_\text{AnswerWaitTimeHalf} / \text{Call\_Type\_Half\_Hour}\_\text{CallsAnsweredToHalf})$
Chapter 3 CallType Reports

IPCC Call Type Historical Reports

Tasks Offered

The number of tasks that were offered to the call type during the interval.

The correct formula is that of Completed Tasks which should balance with CallsOfferedHalf in the Call_Type_Half_Hour table.

Completed Tasks = \text{sum(isnull(CTHH.CallsHandledHalf,0))} + \text{sum(isnull(CTHH.TotalCallsAbandToHalf,0))} + \text{sum(isnull(CTHH.IncompleteCallsHalf,0))} + \text{sum(isnull(CTHH.ReturnBusyToHalf,0))} + \text{sum(isnull(CTHH.ReturnRingToHalf,0))} + \text{sum(isnull(CTHH.ICRDefaultRoutedToHalf,0))} + \text{sum(isnull(CTHH.NetworkDefaultRoutedToHalf,0))} + \text{sum(isnull(CTHH.OverflowOutHalf,0))} + \text{sum(isnull(CTHH.CallsRONAToHalf,0))} + \text{sum(isnull(CTHH.ReturnReleaseToHalf,0))} + \text{sum(isnull(CTHH.CallsRoutedNonAgentToHalf,0))} + \text{sum(isnull(CTHH.ShortCallsHalf,0))} + \text{sum(isnull(CTHH.AgentErrorCountToHalf,0))} + \text{sum(isnull(CTHH.ErrorCountToHalf,0))}

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.

Note: In an IPCC Enterprise Gateway deployment, ICM (parent) connected with an IPCC Enterprise with an IPCC System PG (child) or IPCC Express (child) through IPCC Gateway PG, network queuing data is not available in the child or in the child agent/supervisor desktop. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager who would normally only look at the IPCC child reports will need to also look at the parent ICM reports for network queuing data.

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**

For the half-hour interval, the total in seconds before all tasks of this call type were answered.

**NOTE:** When translation-routed calls are queued through an enterprise VRU, the measurement of Answer Wait Time begins when the call is queued. The measurement of Service Level begins when the call arrives at the routing script, or when its call type is changed. Therefore, unless the routing script is set up change the call type when self-service is completed, time spent in self-service will negatively impact the Service Level.

**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.TotalCallsAbandToHalf +
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 + Call_Type_Half_Hour.AgentErrorCountToHalf

**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 in queue, calls that abandoned while at the IVR (prompting or self service), and calls that abandoned while ringing at the agent's phone or en route to the agent's phone.

Derived from: Call_Type_Half_Hour.TotalCallsAband

**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 +
Chapter 3  CallType Reports

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: Flow Out
The number of tasks of the call type that flowed out of the call type to another call type during the interval.
See How OverFlowOut is Incremented in Call Type Reports.
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 + Call_Type_Half_Hour.AgentErrorCountToHalf

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.TotalCallsAband / (Call_Type_Half_Hour.CallsHandledHalf + Call_Type_Half_Hour.TotalCallsAbandToHalf + 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 +
Chapter 3  CallType Reports

IPCC Call Type Historical Reports

Completed Tasks: Avg Aban Delay Time

The average delay time of all abandoned calls that ended in this call type during the current half hour interval.

The abandoned calls include calls that abandoned in queue, calls that abandoned while at the IVR (prompting or self service), and calls that abandoned while ringing at the agent’s phone or en route to the agent's phone.

Derived from: \( \frac{\text{Call\_Type\_Half\_Hour.DelayQAbandTimeHalf}}{\text{Call\_Type\_Half\_Hour.TotalCallsAband}} \)

*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: \( \text{Call\_Type\_Half\_Hour.ShortCallsHalf} \)

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).

caltyp23: Call Type Historical 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 call types listing all the available call-type historical report data for the selected interval.</td>
</tr>
<tr>
<td><strong>Purpose</strong></td>
<td>To show all the available call-type historical report data in the Call_Type_Half_Hour database table so that you can select which data you want for a customized call-type 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>
<tr>
<td><strong>Applicable environment</strong></td>
<td>IPCC and/or ICM</td>
</tr>
<tr>
<td><strong>Template type</strong></td>
<td>Historical table</td>
</tr>
<tr>
<td><strong>Default sort order</strong></td>
<td>By call type and then by date and time</td>
</tr>
</tbody>
</table>
Chapter 3      CallType Reports

IPCC Call Type Historical Reports

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

**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 in 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.)

**NOTE:** In an ICM Enterprise deployment with an IPCC System PG, network queuing data is not available in the ‘child ’ reports or in the child agent/supervisor desktop. A call center manager who would normally only look at the child reports will need to also look at the parent ICM reports for network queuing data.

Derived from: Call_Type_Half_Hour.RouterQueueWaitTimeToHalf

**Router Q Tasks**

The number of tasks removed from the queue to be routed in the half hour interval.

**NOTE:** In an ICM Enterprise deployment with an IPCC System PG, network queuing data is not available in the ‘child ’ reports or in the child agent/supervisor desktop. A call center manager who would normally only look at the child reports will need to also look at the parent ICM reports for network queuing data.

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 in the half hour interval.

Avg Router Delay Queue = Call_Type_Half_Hour.RouterQueueWaitTimeToHalf / Call_Type_Half_Hour.RouterQueueCallsToHalf

**Note:** In an IPCC Enterprise Gateway deployment, ICM (parent) connected with an IPCC Enterprise with an IPCC System PG (child) or IPCC Express (child) through IPCC Gateway PG, network queuing data is not available in the child or in the child agent/supervisor desktop. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager who would normally only look at the IPCC child reports will need to also look at the parent ICM reports for network queuing data.

Derived from: Call_Type_Half_Hour.AvgRouterDelayQToHalf
**Router Tasks Aban Total**
The total number of tasks that abandoned for this call type in the half-hour interval. These tasks include queued tasks, task at a VRU prompt or self service, and tasks that were ringing at the agent desktop.

**Note:** Applies to IPCC, only with one exception: This field is also valid for both IPCC and ICM targets that use translation routes.

Derived from: Call_Type_Half_Hour.TotalCallsAbandToHalf

**Router Tasks Aban Queue**
The number of tasks to the call type that abandoned during the half-hour 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 ICM targets that use translation routes.

Derived from: Call_Type_Half_Hour.RouterCallsAbandQToHalf

**Router Tasks Aban Ring**
The number of tasks to the call type that abandoned at the agent desktop during the half-hour interval.

**Note:** Applies to IPCC, only with one exception: This field is also valid for both IPCC and ICM targets that use translation routes.

Derived from: Call_Type_Half_Hour.RouterCallsAbandToAgentToHalf

**Router Q Call Type Limit**
The number of queue attempts that failed because the limit for the call type was reached.

**NOTE:** In an ICM Enterprise deployment with an IPCC System PG, network queuing data is not available in the ‘child’ reports or in the child agent/supervisor desktop. A call center manager who would normally only look at the child reports will need to also look at the parent ICM reports for network queuing data.

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.

**NOTE:** In an ICM Enterprise deployment with an IPCC System PG, network queuing data is not available in the ‘child’ reports or in the child agent/supervisor desktop. A call center manager who would normally only look at the child reports will need to also look at the parent ICM reports for network queuing data.

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

Agent Error Count

The number of calls that encountered an error at the agent desktop during the current half-hour interval.

Derived from: Call_Type_Half_Hour.AgentErrorCountToHalf

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 in 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 in 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 in the half hour interval.

NOTE: With the existence of a network VRU, for IPCC and for ICM systems in which calls are translation-routed, the measurement of Answer Wait Time for a call begins when the call is queued, whereas the measurement of Service Level begins when the call arrives at the routing script, or when its call type is changed. This means that if self-service is performed on a call before the call is queued to an agent, the routing script must be set up to change the call type of the call when self-service is completed. Otherwise, the time spent in self-service will negatively impact the Service Level.

Derived from: Call_Type_Half_Hour.AnswerWaitTimeHalf
Tasks Handled
The total number of tasks handled to completion for the call type in 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 (Call_Type_Half_Hour.CallsOfferedHalf) = 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 in the half hour interval.
Derived from: Call_Type_Half_Hour.HandleTimeHalf

SL Errors
The total number of tasks of this call type that ended in error state within the service level threshold in the half hour interval.
Derived from: Call_Type_Half_Hour.ServiceLevelErrorToHalf

SL RONA
The total number of tasks of this call type that redirected on no answer within the service level threshold in the half hour interval.
Derived from: Call_Type_Half_Hour.ServiceLevelRONAToHalf

SL Aban
The total number of tasks of this call type abandoned within the service level threshold in the half hour interval.
Note: With the existence of a network VRU, for IPCC and for ICM systems in which calls are translation-routed, the measurement of Service Level begins when the call arrives at the routing script, or when its call type is changed. This means that if self-service is performed on a call before the call is queued to an agent, the routing script must be set up to change the call type of the call when self-service is completed. Otherwise, the time spent in self-service will negatively impact the Service Level.
Derived from: Call_Type_Half_Hour.ServiceLevelAbandHalf
SL Tasks
The total number of tasks of this call type answered within the service level threshold in the half hour interval.

Derived from: Call_Type_Half_Hour.ServiceLevelCallsHalf

SL Tasks Offered
The total number of tasks of this call type that had service-level events in the half hour interval.

NOTE: With the existence of a network VRU, for IPCC and for ICM systems in which calls are translation-routed, the measurement of Service Level begins when the call arrives at the routing script, or when its call type is changed. This means that if self-service is performed on a call before the call is queued to an agent, the routing script must be set up to change the call type of the call when self-service is completed. Otherwise, the time spent in self-service will negatively impact the Service Level.

Derived from: Call_Type_Half_Hour.ServiceLevelCallsOfferedHalf

SL Half
The ICM/IPCC Enterprise service level for the call type in the half hour interval. See About_Service_Levels for more on service levels.

NOTE: With the existence of a network VRU, for IPCC and for ICM systems in which calls are translation-routed, the measurement of Service Level begins when the call arrives at the routing script, or when its call type is changed. This means that if self-service is performed on a call before the call is queued to an agent, the routing script must be set up to change the call type of the call when self-service is completed. Otherwise, the time spent in self-service will negatively impact the Service Level.

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 in the half hour interval.

Derived from: Call_Type_Half_Hour.TalkTimeHalf

Flow Out Half
Flow Out calls are those that executed a Requalify or Call Type node and flowed to another call type.

Derived from: Call_Type_Half_Hour.OverflowOutHalf

Hold Time Half
The total hold time in HH:MM:SS (hours,minutes,seconds) for tasks of this call type ending in 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

CT Delay Total Aban Time Half

The total time spent by all abandoned tasks that ended in this call type in the half-hour interval. A task can span multiple call types; this includes only the time spent in this call type and not all call types.

Derived from: Call_Type_Half_Hour.CTDelayAbandTimeToHalf

Delay Total Aban Time Half

The total time spent by all abandoned tasks that ended in this call type in the half-hour interval. A task can span multiple call types; this includes the total time spent in all call types.

Derived from: Call_Type_Half_Hour.CallDelayAbandTimeToHalf

Delay Q Aban Time Half

The total time spent by all tasks that abandoned in queue for this call type in the half-hour interval.

Derived from: Call_Type_Half_Hour.DelayQAbandTimeToHalf

Delay Ring Aban Time Half

The total time spent by all tasks that abandoned at the agent desktop while ringing for this call type in the half-hour interval.

Derived from: Call_Type_Half_Hour.DelayAgentAbandTimeToHalf

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 call types.

Derived from: Call_Type_Half_Hour.ServiceLevelType

Short Tasks

The number of calls abandoned within a very short period of time, as configured in the AbandonedCallWaitTime threshold, that you do not want to treat as abandoned calls. Calls abandoned after this time period are counted as Abandoned, not Short tasks.

Derived from: Call_Type_Half_Hour.ShortCallsHalf

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 in 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.

**NOTE:** In an ICM Enterprise deployment with an IPCC System PG, network queuing data is not available in the ‘child ’ reports or in the child agent/supervisor desktop. A call center manager who would normally only look at the child reports will need to also look at the parent ICM reports for network queuing data.

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 interval.

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 interval.

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

**VRU Time**

The total time that the all calls spent at the VRU in the half hour interval, regardless whether the call was queued or not.

Derived from: Call_Type_Half_Hour.VRUTimeToHalf

**CT VRU Time**

The total time that the all calls spent at the VRU in the half hour interval in the current call type, regardless whether the call was queued or not.

In a NAM/CICM deployment (VRU at NAM), this value is updated for calls that the CICM sends to the VRU. Calls that the NAM itself sends to the VRU update the call type metrics in the NAM.

In a NAM/CICM deployment (VRU1 at NAM and VRU2 at CICM), this value is updated for calls that the CICM sends to VRU1. Calls that the NAM Router itself sends to VRU1 update the call type metrics in the NAM. Service data for VRU2 is stored in the CICM database.

In an ICM Enterprise deployment with an IPCC System PG, network queuing data is not available in the child reports or in the child agent/supervisor desktop. A call center manager who would normally only look at the child reports will need to also look at the parent ICM reports for network queuing data.

Derived from: Call_Type_Half_Hour.CTVRUTimeToHalf

**Recovery Key**

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

Derived from: Call_Type_Half_Hour.RecoveryKey

**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
**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: Call_Type_Half_Hour.DbDateTime

**NOTE:** For the following Ans Interval fields, with the existence of a network VRU, for IPCC and for ICM systems in which calls are translation-routed, the measurement of Answer Wait Time for a call begins when the call is queued, whereas the measurement of Service Level begins when the call arrives at the routing script, or when its call type is changed. This means that if self-service is performed on a call before the call is queued to an agent, the routing script must be set up to change the call type of the call when self-service is completed. Otherwise, the time spent in self-service will negatively impact the Service Level.

**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

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
See Caltyp31, page 9-30 for an illustration of this report.

<table>
<thead>
<tr>
<th>Overview:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Subject</strong></td>
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<td><strong>Note:</strong></td>
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<td><strong>Purpose</strong></td>
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<td><strong>Applicable environment</strong></td>
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<tr>
<td><strong>Template type</strong></td>
</tr>
</tbody>
</table>
IPCC Call Type Historical Reports

Chapter 3      CallType Reports

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/Call_Type_Half_Hour.CallsHandledHalf

**Avg Aban Delay**

The average delay time for all abandoned tasks for this call type during the current half-hour interval.

Derived from: Call_Type_Half_Hour.CallDelayAbandTime / Call_Type_Half_Hour.TotalCallsAband

**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.

**NOTE:** For the following Interval fields, with the existence of a network VRU, for IPCC and for ICM systems in which calls are translation-routed, the measurement of Answer Wait Time for a call begins when the call is queued, whereas the measurement of Service Level begins when the call arrives at the routing script, or when its call type is changed. This means that if self-service is performed on a call before the call is queued to an agent, the routing script must be set up to change the call type of the call when self-service is completed. Otherwise, the time spent in self-service will negatively impact the Service Level.

<table>
<thead>
<tr>
<th>Default sort order</th>
<th>By call type enterprise name and then by date and time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Drilldowns available</td>
<td>No</td>
</tr>
<tr>
<td>Schema database tables</td>
<td>Call_Type_Half_Hour</td>
</tr>
<tr>
<td></td>
<td>Call_Type_Half_Hour</td>
</tr>
<tr>
<td></td>
<td>Bucket_Interval</td>
</tr>
</tbody>
</table>

Default sort order

By call type enterprise name and then by date and time

Drilldowns available

No

Schema database tables

Call_Type_Half_Hour

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.

NOTE: For the following Interval fields, with the existence of a network VRU, for IPCC and for ICM systems in which calls are translation-routed, the measurement of Answer Wait Time for a call begins when the call is queued, whereas the measurement of Service Level begins when the call arrives at the routing script, or when its call type is changed. This means that if self-service is performed on a call before the call is queued to an agent, the routing script must be set up to change the call type of the call when self-service is completed. Otherwise, the time spent in self-service will negatively impact the Service Level.
**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 MM:SS. |
| **Note**         | 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. |
| **Overview**     | 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. |
| **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 |
### 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 for all abandoned tasks for this call type during the current half-hour interval.

Derived from:

```
Call_Type_Half_Hour.CallDelayAbandTime / Call_Type_Half_Hour.TotalCallsAband
```

### Interval Report Headers

The interval column headers in the report are dynamic. That is, you can configure and change the interval headers 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.

**NOTE:** For the following Interval fields, with the existence of a network VRU, for IPCC and for ICM systems in which calls are translation-routed, the measurement of Answer Wait Time for a call begins when the call is queued, whereas the measurement of Service Level begins when the call arrives at the routing script, or when its call type is changed. This means that if self-service is performed on a call before the call is queued to an agent, the routing script must be set up to change the call type of the call when self-service is completed. Otherwise, the time spent in self-service will negatively impact the Service Level.

#### 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

See Caltyp33, page 9-31 for an illustration of this 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:

**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/Call_Type_Half_Hour.CallsHandledHalf

**Avg Aban Delay**

The average delay time for all abandoned tasks for this call type in the half hour interval.

Derived from: Call_Type_Half_Hour.CallDelayAbandTime / Call_Type_Half_Hour.TotalCallsAband

**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.

**NOTE:** For the following Interval fields, with the existence of a network VRU, for IPCC and for ICM systems in which calls are translation-routed, the measurement of Answer Wait Time for a call begins when the call is queued, whereas the measurement of Service Level begins when the call arrives at the routing script, or when its call type is changed. This means that if self-service is performed on a call before the call is queued to an agent, the routing script must be set up to change the call type of the call when self-service is completed. Otherwise, the time spent in self-service will negatively impact the Service Level.

**< 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.

caltp34: Call Type Abandon/Answer Cumulative Distribution Report

| Subject | 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. This report is the same as the caltp33 report except that this report does not have half-hour summaries. 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 (MM:SS). See Call Type Interval Reporting for more information. Note: Any intervals not configured appear as blank intervals in the report. Blank intervals can only appear after configured ones. 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 show the hour-hour status of call types for the selected time period. |
| Applicable environment | IPCC only |
| Template type | Historical table |
| Default sort order | By call type 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.AnswerWaitTimeHalf/Call_Type_Half_Hour.CallsHandledHalf

Avg Aban Delay

The average delay time for all abandoned tasks for this call type during the current half-hour interval.

Derived from: Call_Type_Half_Hour.CallDelayAbandTime / Call_Type_Half_Hour.TotalCallsAband

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.

NOTE: For the following Interval fields, with the existence of a network VRU, for IPCC and for ICM systems in which calls are translation-routed, the measurement of Answer Wait Time for a call begins when the call is queued, whereas the measurement of Service Level begins when the call arrives at the routing script, or when its call type is changed. This means that if self-service is performed on a call before the call is queued to an agent, the routing script must be set up to change the call type of the call when self-service is completed. Otherwise, the time spent in self-service will negatively impact the Service Level.

< 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**

See *Caltyp35, page 9-32* for an illustration of this report.

### Overview:

<table>
<thead>
<tr>
<th>Subject</th>
<th>A table that shows the total behavior of calls to VRU applications gathered in half hour intervals for the selected time period. This is the same report as caltyp36 except that this report is a daily one rather than a half hour one.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Purpose</td>
<td>To show how VRU applications handle selected call types during the selected time period in half hour increments.</td>
</tr>
<tr>
<td>Applicable environment</td>
<td>IPCC and/or ICM</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 |

### 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.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

**Flow Out**

The number of calls flowed out 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.

See How OverFlowOut is Incremented in Call Type Reports.

**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 in 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 in 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 in 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.) 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.

Note: In an IPCC Enterprise Gateway deployment, ICM (parent) connected with an IPCC Enterprise with an IPCC System PG (child) or IPCC Express (child) through IPCC Gateway PG, network queuing data is not available in the child or in the child agent/supervisor desktop. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager who would normally only look at the IPCC child reports will need to also look at the parent ICM reports for network queuing data.

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 in the half hour interval.

Derived from: Call_Type_Half_Hour.RouterQueueWaitTimeHalf / Call_Type_Half_Hour.RouterQueueCallsHalf

Tasks Routed
The number of calls of this type that have been routed in the half hour interval.

Derived from: Call_Type_Half_Hour.CallsRoutedToHalf

Assigned from Queue
The number of calls removed from queue to be routed in the half hour interval.

Note: In an ICM Enterprise deployment with an IPCC System PG, network queuing data is not available in the ‘child’ reports or in the child agent/supervisor desktop. A call center manager who would normally only look at the child reports will need to also look at the parent ICM reports for network queuing data.

Derived from: Call_Type_Half_Hour.RouterQueueCallsToHalf

Tasks Aband
The total number of tasks that abandoned for this call type in the half-hour interval. These tasks include queued tasks, tasks at a VRU prompt or self service, and tasks that were ringing at the agent desktop.

Note: Applies to IPCC, only with one exception: This field is also valid for both IPCC and ICM targets that use translation routes.

Derived from: Call_Type_Half_Hour.TotalCallsAbandToHalf

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

**Overview:**

| Subject | A table that shows the total behavior of calls to VRU applications in daily intervals for the selected time period. This is the same report as the caltyp35 report except that this report is by daily intervals while the caltyp35 report is by half-hour intervals. |
| Purpose | To show how VRU applications handle selected call types during the selected time period in daily increments. |
| Applicable environment | IPCC and/or ICM |
| Template type | Historical table |
| Default sort order | By enterprise call type and then by date and time |
| Drilldowns available | No |
| Schema database tables | Call_Type, Call_Type_Half_Hour |

**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.Vru ForcedXferredCallsToHalf + 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

**Flow Out**

The number of calls flowed out 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.

See How OverFlowOut is Incremented in Call Type Reports

**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.) 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.

Note: In an IPCC Enterprise Gateway deployment, ICM (parent) connected with an IPCC Enterprise with an IPCC System PG (child) or IPCC Express (child) through IPCC Gateway PG, network queuing data is not available in the child or in the child agent/supervisor desktop. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager who would normally only look at the IPCC child reports will need to also look at the parent ICM reports for network queuing data.

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.RouterQueueWaitTimeHalf / Call_Type_Half_Hour.RouterQueueCallsHalf

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

Assigned from Queue

The number of calls removed from queue to be routed during the half-hour interval.

Note: In an IPCC Enterprise Gateway deployment, ICM (parent) connected with an IPCC Enterprise with an IPCC System PG (child) or IPCC Express (child) through IPCC Gateway PG, network queuing data is not available in the child or in the child agent/supervisor desktop. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager who would normally only look at the IPCC child reports will need to also look at the parent ICM reports for network queuing data.

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.TotalCallsAbandToHalf
Call Type Summary
A summary of each field for each call type.

Report Summary
A summary of each field for all call types.
caltyp37: Call Type Service Level Abandons Daily Report

See Caltyp37, page 9-32 for an illustration of this 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 |

Data:

**CallType Name**
The enterprise name for the call type.
Derived from: Call_Type.EnterpriseName

**Service Level Abandons**
The number of tasks abandoned within the Service Level for the specified call type per day.

**NOTE:** With the existence of a network VRU, for IPCC and for ICM systems in which calls are translation-routed, the measurement of Service Level begins when the call arrives at the routing script, or when its call type is changed. This means that if self-service is performed on a call before the call is queued to an agent, the routing script must be set up to change the call type of the call when self-service is completed. Otherwise, the time spent in self-service will negatively impact the Service Level.
Derived from: Call_Type_Half_Hour.ServiceLevelAbandHalf

How OverflowOut is Incremented in Call Type Reports

Call types reports, both real time and Historical, might seem to not peg correctly, based on the call counts in the "overflow out" column.
The reports affected are:
• caltyp20: Call Type Real Time Report
• caltyp21: Call Type Half Hour Report
• caltyp22: Call Type Daily Report
• caltyp23: Call Type Historical All Fields Report
• caltyp24: Call Type Real Time All Fields Report
• caltyp35: VRU Calls Analysis Half Hour Report, and
• caltyp36: VRU Calls Analysis Daily Report.

Overflow Out is incremented when the one of the following occurs:

• The call type associated with the current call is changed through use of a Call Type or Requalify node.

• The call is redirected.
  
  When a call is redirected, the PIM no longer can receive events for the call and has no way of referencing or tracking the call.

  For example, the call might have been redirected to an unmonitored device and then returned to the switch with a different call ID.

• The call is sent to a label using a label node. The call was not default-routed, and the label was not a ring, busy, or announcement label.

• The call hit a release node.
## About Peripheral Reports

In an IPCC environment, there are two WebView reports in the Peripheral category:

- `periph01`: Peripheral Real Time Report, page 4-1
- `periph06`: VRU Peripheral Capacity Report, page 4-4

### periph01: Peripheral Real Time Report

<table>
<thead>
<tr>
<th>Overview:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Subject</td>
<td>A table of the selected Peripheral(s) showing the current data for switch status, task and agent status, and service levels (for use with all peripheral types). Note that data is recorded only when MRD is Cisco_Voice (1).</td>
</tr>
<tr>
<td>Purpose</td>
<td>To show current peripheral status.</td>
</tr>
<tr>
<td>Applicable environment</td>
<td>IPCC and/or ICM</td>
</tr>
<tr>
<td>Template type</td>
<td>Real-time table</td>
</tr>
<tr>
<td>Default sort order</td>
<td>By peripheral enterprise name and then by the date and time</td>
</tr>
<tr>
<td>Drilldowns available</td>
<td>Yes</td>
</tr>
<tr>
<td>Schema database tables</td>
<td>Peripheral, Peripheral_Real_Time</td>
</tr>
</tbody>
</table>

### Data

**Enterprise Name**

Enterprise name

Derived from: Peripheral.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: Peripheral_Real_Time.DateTime

**Status**

The current failure state of the peripheral:

- 0 = normal operation
- 1 - 31 = failures that do not affect functionality
- 32 - 63 = degraded operation (task routing still possible)
- 64 - 127 = failures that prevent task routing.

The Cisco Collaboration Server PIM receives its Status values from the Init event and the Status event. The VRU PIM receives its status values from the Init Event, the Status Event, and Poll confirmation. These values are dependant on the peripheral connected to the PIM.

The Galaxy PIM uses the following bit-masked values:

- 0x01 Indicates GAL_CALLSIDE_DOWN.
- 0x02 Indicates GAL_REPORTSIDE_DOWN.
- 0x03 Indicates GAL_VARCTI_DOWN.

For example: A Status value of 3 indicates that GAL_CALLSIDE_DOWN and indicates GAL_REPORTSIDE_DOWN are true.

All other PIMs use standard values. See your machine specific manual for explanations of its error messages and failure codes.

Derived from: Peripheral_Real_Time.Status

**Online**

The current on-line state of the peripheral as determined by the Central Controller.

- 0 = off-line
- 1 = on-line
- -1 = default media routing domain is a domain other than Cisco_Voice

Derived from: Peripheral_Real_Time.Online

**Tasks In Progress**

The number of tasks to a route or service that are currently in queue or being handled at the peripheral now.

Derived from: Peripheral_Real_Time.CallsInProgress

**Agents Logged On**

The number of agents in the skill group who are currently logged on or who were logged on during the interval.

Derived from: Peripheral_Real_Time.AgentsLoggedOn
Mode

The current mode of the peripheral as reported by the Peripheral Gateway (PG).
0 = off-line
1 = on-line

Note that there might be situations where the Mode field and the Online field do not correlate. This can occur, for example, when both sides of a duplexed PG are inactive.

– When SideA is active, Mode shows '1' and Online shows '1'.
– When SideA is down and SideB is active, Mode still shows '1' and Online shows '1'.
– If SideB becomes inactive while SideA is still inactive, the PG is sending no data to the Peripheral_Real_Time table. The Mode field remains unchanged at '1', although the Online field shows '0'.
– When either or both sides come back up, the Mode field shows '1' and the Online field also shows '1'.

Derived from: Peripheral_Real_Time.Mode

Service Level 30

The service level for the peripheral for the current half hour. For more on service levels, see About_Service_Levels.

Derived from: Peripheral_Real_Time.ServiceLevelHalf

Service Level Today

The service level for the peripheral since midnight. For more on service levels, see About_Service_Levels.

Derived from: Peripheral_Real_Time.ServiceLevelToday
periph06: VRU Peripheral Capacity Report

See Periph06, page 9-37 for an illustration of this 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>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:**

**VRU Peripheral Name**

The peripheral's enterprise name.

Derived from: Peripheral.EnterpriseName

**DateTime**

The ICM Central Controller date and time at the start of the half-hour interval.

Derived from: Peripheral_Half_Hour.DateTime

**Calls Offered**

The total number of incoming ACD calls and internal ACD calls offered to the peripheral during the half-hour interval.

Derived from: Peripheral_Half_Hour.CallsOfferedToHalf

**Average Calls in Progress**

The average number of calls in progress during the selected half-hour intervals. In the following calculation, TotalCallsInProgressSamples is the total of PeripheralRealTime.CallsInProgress at all sample points during the half-hour period. For example, if there are 3 samples, and the number of calls in progress at those points in time are 20, 25 and 15, then TotalCallsInProgressSamples is 60. The NumberOfSamples is the number of calls-in-progress sample periods.

Derived from: (Peripheral_Half_Hour.TotalCallsInProgressSamples / Peripheral_Half_Hour.NumberOfSamples)
**Max Calls In Progress**

The maximum number of calls in progress at any sample point during the reporting period. This is implemented as the highest value of PeripheralRealTime.CallsInProgress encountered during the above sampling.

Derived from: Peripheral_Half_Hour.MaxCallsInProgress

**Active Peripheral Data Time**

The time in HH:MM:SS (hours, minutes, seconds) format that the associated Peripheral Gateway was able to provide peripheral data services to the CallRouter during the half-hour interval.

Derived from: Peripheral_Half_Hour.ActivePeripheralDataTimeToHalf

**Active Routing Client Time**

The time in HH:MM:SS (hours, minutes, seconds) format that the associated Peripheral Gateway was able to provide routing client support to the CallRouter during the half-hour interval.

Derived from: Peripheral_Half_Hour.ActiveRoutingClientTimeToHalf

**Peripheral Summary**

A summary of all field data for each peripheral.

**Report Summary**

A summary of all field data for all peripherals.

---

**About 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 Peripheral Service Templates, page 4-5
- IPCC Peripheral Service Reports, page 4-7

---

**Summary List of Peripheral Service Templates**

Click on the name of a 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>Peripheral Service Reports</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Template ID</td>
<td>Description</td>
<td>Frequency</td>
</tr>
<tr>
<td>--------------</td>
<td>-----------------------------------------------------------------------------</td>
<td>-----------------</td>
</tr>
<tr>
<td>persvc20</td>
<td>Real-time report of the activity in the selected IVR service(s) within the</td>
<td>real-time</td>
</tr>
<tr>
<td></td>
<td>selected half-hour interval(s).</td>
<td></td>
</tr>
<tr>
<td>persvc21</td>
<td>Historical report of the daily activity in the selected IVR service(s).</td>
<td>historical</td>
</tr>
<tr>
<td>persvc22</td>
<td>Historical report of the activity of the IVR service for the selected half-</td>
<td>historical</td>
</tr>
<tr>
<td></td>
<td>hour interval(s).</td>
<td></td>
</tr>
<tr>
<td>persvc23</td>
<td>Historical report of daily IVR self-service activity.</td>
<td>historical</td>
</tr>
<tr>
<td>persvc24</td>
<td>Historical report of agent call activity in a service for the selected half-</td>
<td>historical</td>
</tr>
<tr>
<td></td>
<td>hour interval(s).</td>
<td></td>
</tr>
<tr>
<td>persvc25</td>
<td>Historical report of daily agent call activity in a service.</td>
<td>historical</td>
</tr>
<tr>
<td>persvc26</td>
<td>Historical report of all available report data from the Service_Half_Hour</td>
<td>historical</td>
</tr>
<tr>
<td></td>
<td>database table for each selected service during the time period selected</td>
<td></td>
</tr>
<tr>
<td>persvc27</td>
<td>Real-time report of all available report data from the Service_Real_Time</td>
<td>real-time</td>
</tr>
<tr>
<td></td>
<td>database table for each selected service at the moment the report is</td>
<td></td>
</tr>
<tr>
<td></td>
<td>generated.</td>
<td></td>
</tr>
</tbody>
</table>
IPCC Peripheral Service Reports

- persvc20: Peripheral Service for IVR Queue Half Hour Report, page 4-7
- persvc21: Peripheral Service IVR Queue Daily Report, page 4-9
- persvc22: Peripheral Service IVR Self-Service Half Hour Report, page 4-12
- persvc23: Peripheral Service IVR Self-Service Daily Report, page 4-14
- persvc24: Peripheral Service Agent Half Hour Report, page 4-16
- persvc25: Peripheral Service Agent Daily Report, page 4-18
- persvc26: Peripheral Service Historical All Fields Report, page 4-21
- persvc27: Peripheral Service Real Time All Fields Report, page 4-28

persvc20: Peripheral Service for IVR Queue 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>
</tbody>
</table>
### Template Type

**Historical table**

<table>
<thead>
<tr>
<th>Default sort order</th>
<th>By Service.EnterpriseName, and Service_Half_Hour.SkillTargetID and then by Service_Half_Hour.DateTime</th>
</tr>
</thead>
<tbody>
<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 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 total number of calls associated with this service that arrived at the IVR in the half hour interval. Note that Tasks Offered is not the sum of Tasks Handled and Tasks Abandoned. A call can be offered in one half hour and abandoned or answered in another half hour.

Derived from: Service_Half_Hour.CallsOfferedtoHalf

**Aban Short Tasks**

The number of calls associated with this service that ended within the abandon wait time threshold in the half hour interval.

Derived from: Service_Half_Hour.ShortCallsToHalf

**Avg Aban Wait**

The average amount of time spend on the calls included in the Tasks Aban column in the half hour interval.

**NOTE:** When ICM is connected with IPPC through an IPCC Gateway PG, this value is incremented by any condition on the child that causes the call to terminate while in the queue.

Derived from: Service_Half_Hour.AvgDelayQAbandToHalf
Tasks Aban

The number of calls associated with this service that completed in the half hour interval that were either fully self-service, or were abandoned before self-service completed, or were sent to an agent (regardless of whether self-service was performed first) and abandoned before the agent answered.

**NOTE:** When ICM is connected with IPCC through an IPCC Gateway PG, this value is incremented by any condition on the child that causes the call to terminate while in the queue.

Derived from: Service_Half_Hour.CallsAbandQToHalf

Total Aban Wait Time

The total amount of time spend on the calls included in the Tasks Aban column.

**NOTE:** When ICM is connected with IPCC through an IPCC Gateway PG, this value is incremented by any condition on the child that causes the call to terminate while in the queue.

Derived from: Service_Half_Hour.DelayQAbandTimeToHalf

Service Level

The ICM/IPCC Enterprise service level in the half hour interval. See About_Service_Levels for the three different types of service levels you can configure for this report.

Derived from: Service_Half_Hour.ServiceLevelToHalf

Tasks Routed

The number of calls routed by the IPCC/ICM software to this IVR service in the half hour interval. This does **not** equal the number of calls associated with the service that left the IVR in this half hour.

Derived from: Service_Half_Hour.CallsRoutedToHalf

Service Summary

A summary for each service for the interval.

Report Summary

A summary for all services for the interval.

persvc21: Peripheral Service IVR Queue Daily Report

<table>
<thead>
<tr>
<th>Overview:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Subject</strong></td>
</tr>
<tr>
<td>A table summary of the daily activity in the selected IVR queue(s)</td>
</tr>
<tr>
<td><strong>Note:</strong> This report displays the same data as the Persvc20 report, except the data here is broken down by day instead of by half hour.</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 daily IVR queue activity for the selected time period. This report is intended for a Service Control IVR connected to IPCC/ICM via an IVR PIM (not via a NIC). All calls must go to the IVR before being seen by IPCC/ICM. That is, the call arrives at the IVR, the IVR then sends a NewCall to the Router. The Router runs a routing script that results in the customer getting a chance to do self-service and then, if needed, talk to an agent.

For example, the routing script could send a RunScript to the IVR that causes the IVR to run a IVR script that allows the customer to do some self-service. Then if the customer makes a IVR script selection that requires an agent, the IVR returns a RunScript result to the Router that causes the Router to eventually find an agent for the call (IPCC) or find an ACD to which to send the call (ICM).

In addition the IVR must be one that can track the call after it leaves the IVR and report to the IVR PIM when the call is answered and when it is ended.

Finally Service Control Reporting and Queue Reporting must be turned on in the IVR PIM with which the IVR is associated.

**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 ICM (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.
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 total number of calls associated with this service that arrived at the IVR in this half hour. Note that Tasks Offered is not the sum of Tasks Handled and Tasks Abandoned. A call can be offered in one half hour and abandoned or answered in another half hour.
Derived from: Service_Half_Hour.CallsOfferedToHalf
*Aban Short Tasks*

The number of calls associated with this service that ended within the abandon wait time threshold.

Derived from: Service_Half_Hour.ShortCallsToHalf

**Avg Aban Wait**

The average amount of time spent on the calls included in the Tasks Aban column

**NOTE:** When ICM is connected with IPCC through an IPCC Gateway PG, this value is incremented by any condition on the child that causes the call to terminate while in the queue.

Derived from: Service_Half_Hour.AvgDelayQAbandToHalf

**Tasks Aban**

The number of calls associated with this service that completed in this half hour that were either fully self-service, or were abandoned before self-service completed, or were sent to an agent (regardless of whether self-service was performed first) and abandoned before the agent answered.

**NOTE:** When ICM is connected with IPCC through an IPCC Gateway PG, this value is incremented by any condition on the child that causes the call to terminate while in the queue.

Derived from: Service_Half_Hour.CallsAbandQToHalf

**Total Aban Wait Time**

The total amount of time spent on the calls included in the Tasks Aban column.

**NOTE:** When ICM is connected with IPCC through an IPCC Gateway PG, this value is incremented by any condition on the child that causes the call to terminate while in the queue.

Derived from: Service_Half_Hour.DelayQAbandTimeToHalf

**SL Aban Ignored**

This column is undefined.

**SL Aban Positive**

This column is undefined.

**SL Aban Negative**

This column is undefined.

**Tasks Routed**

The number of calls routed by the IPCC/ICM software to this IVR service in this half hour. This does **not** equal the number of calls associated with the service that left the IVR in this half hour.

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>
</tbody>
</table>
| **Purpose** | Shows the activity for the selected IVR service(s) for the selected time period. This report is intended for a Service Control IVR connected to IPCC/ICM via a IVR PIM (not via a NIC). All calls must go to the IVR before being seen by IPCC/ICM. That is, the call arrives at the IVR, the IVR then sends a NewCall to the Router. The Router runs a routing script that results in the customer getting a chance to do self-service and then, if needed, talk to an agent.

For example, the routing script could send a RunScript to the IVR that causes the IVR to run a IVR script that allows the customer to do some self-service. Then if the customer makes a IVR script selection that requires an agent, the IVR returns a RunScript result to the Router that causes the Router to eventually find an agent for the call (IPCC) or find an ACD to which to send the call (ICM).

In addition the IVR must be one that can track the call after it leaves the IVR and report to the IVR PIM when the call is answered and when it is ended.

Finally Service Control Reporting and Queue Reporting must be turned on in the IVR PIM with which the IVR is associated. |
| **Applicable environment** | IPCC and/or ICM (for IVR services) |
| **Template type** | Historical table |
| **Default sort order** | By Service.EnterpriseName and then by the date and time. |
| **Drilldowns available** | Yes |
| **Schema database tables** | Service Service_Half_Hour |

**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 total number of calls associated with this service that arrived at the IVR in the half hour interval. Note that Tasks Offered is **not** the sum of Tasks Handled and Tasks Abandoned. A call can be offered in one half hour and abandoned or answered in another half hour.

Derived from: `Service_Half_Hour.CallsOfferedtoHalf`

**Tasks Handled**

The number of calls associated with this service that left the IVR and were handled by an agent in the half hour interval. This column is incremented in the half hour interval when the call ends and the agent has completed any wrapup work for the call, which may or may not be the same half hour interval in which the call left the IVR.

Derived from: `Service_Half_Hour.CallsHandledtoHalf`

**Tasks Aban**

The number of calls associated with this service that completed in the half hour interval that were either fully self-service, or were abandoned before self-service completed, or were sent to an agent (regardless of whether self-service was performed first) and abandoned before the agent answered.

**NOTE:** When ICM is connected with IPCC through an IPCC Gateway PG, this value is incremented by any condition on the child that causes the call to terminate while in the queue.

Derived from: `Service_Half_Hour.CallsAbandQToHalf`

**Tasks Routed**

The number of calls routed by the IPCC/ICM software to this IVR service in the half hour interval. This is **not** the number of calls associated with the service that left the IVR in the half hour interval.

Derived from: `Service_Half_Hour.CallsRoutedToHalf`

**AHT**

The average handle time for calls in the Tasks Handled column in the half hour interval.

Derived from: `Service_Half_Hour.AvgHandleTimeToHalf`

**Total Aban Wait Time**

The total amount of time spent on the calls in the Tasks Aban column in the half hour interval.

**NOTE:** When ICM is connected with IPCC through an IPCC Gateway PG, this value is incremented by any condition on the child that causes the call to terminate while in the queue.

Derived from: `Service_Half_Hour.DelayQAbandTimeToHalf`
Avg Aban Wait
The average amount of time spent on the calls in the Tasks Aban column in the half hour interval.

NOTE: When ICM is connected with IPCC through an IPCC Gateway PG, this value is incremented by any condition on the child that causes the call to terminate while in the queue.

Derived from: Service_Half_Hour.AvgDelayQAbandToHalf

Service Summary
A summary for each service for the interval.

Report Summary
A summary for all services for the interval.

persvc23: Peripheral Service IVR Self-Service Daily Report

Overview:

<table>
<thead>
<tr>
<th>Subject</th>
<th>A table summary of daily IVR self-service activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Note:</td>
<td>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>
</tr>
</tbody>
</table>

Purpose
To show the self-service activity for the selected IVR(s) for the selected time period. This report is intended for a Service Control IVR connected to IPCC/ICM via a IVR PIM (not via a NIC). All calls must go to the IVR before being seen by IPCC/ICM. That is, the call arrives at the IVR, the IVR then sends a NewCall to the Router. The Router runs a routing script that results in the customer getting a chance to do self-service and then, if needed, talk to an agent.

For example, the routing script could send a RunScript to the IVR that causes the IVR to run a IVR script that allows the customer to do some self-service. Then if the customer makes a IVR script selection that requires an agent, the IVR returns a RunScript result to the Router that causes the Router to eventually find an agent for the call (IPCC) or find an ACD to which to send the call (ICM).

In addition the IVR must be one that can track the call after it leaves the IVR and report to the IVR PIM when the call is answered and when it is ended.

Finally Service Control Reporting and Queue Reporting must be turned on in the IVR PIM with which the IVR is associated.

Note: This reports is for IVR services that reside on IVR PGs that have Service Control reporting enabled and Queue reporting disabled.

Applicable environment | IPCC and/or ICM (for IVR services)
Template type | Historical table
Chapter 4  Peripheral and Peripheral Service Report Templates

IPCC Peripheral Service Reports

<table>
<thead>
<tr>
<th>Default sort order</th>
<th>By Service.EnterpriseName and then by the date and time.</th>
</tr>
</thead>
<tbody>
<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 total number of calls associated with this service that arrived at the IVR in this half hour. Note that Tasks Offered is not the sum of Tasks Handled and Tasks Abandoned. A call can be offered in one half hour and abandoned or answered in another half hour.
Derived from: Service_Half_Hour.CallsOfferedtoHalf

Tasks Handled
The number of calls associated with this service that left the IVR and were handled by an agent in this half hour. This column is incremented in the half hour interval when the call ends and the agent has completed any wrapup work for the call, which may or may not be the same half hour interval in which the call left the IVR.
Derived from: Service_Half_Hour.CallsHandledtoHalf

Tasks Abandoned
The number of calls associated with this service that completed in this half hour that were either fully self-service, or were abandoned before self-service completed, or were sent to an agent (regardless of whether self-service was performed first) and abandoned before the agent answered.

NOTE: When ICM is connected with IPCC through an IPCC Gateway PG, this value is incremented by any condition on the child that causes the call to terminate while in the queue.
Derived from: Service_Half_Hour.CallsAbandonedToHalf

Tasks Routed
The number of calls routed by the IPCC/ICM software to this IVR service in this half hour. This is not the number of calls associated with the service that left the IVR in this half hour.
Derived from: Service_Half_Hour.CallsRoutedToHalf
AHT

The average handle time for calls in the Tasks Handled column.

Derived from: Service_Half_Hour.AvgHandleTimeToHalf

Total Aban Wait Time

The total amount of time spent on the calls in the Tasks Aban column.

NOTE: When ICM is connected with IPCC through an IPCC Gateway PG, this value is incremented by any condition on the child that causes the call to terminate while in the queue.

Derived from: Service_Half_Hour.DelayQAbandTimeToHalf

Avg Aban Wait

The average amount of time spent on the calls in the Tasks Aban column.

NOTE: When ICM is connected with IPCC through an IPCC Gateway PG, this value is incremented by any condition on the child that causes the call to terminate while in the queue.

Derived from: Service_Half_Hour.AvgDelayQAbandToHalf

Service Summary

A summary for each service for the interval.

Report Summary

A summary for all services for the interval.

persvc24: Peripheral Service Agent Half Hour Report

See Persvc24, page 9-38 for an illustration of this report.

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/IPCC Enterprise service level in the half hour interval. See About_Service_Levels for the three different types of service levels you can configure for this report.

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

**Completed Tasks Tasks Handled**
The total tasks handled for the service in the half hour interval.
Derived from: Service_Half_Hour.CallsHandledToHalf

**Completed Tasks Tasks Aband**
The total number of tasks for the service abandoned while ringing on the IVR port in the half hour interval.

**NOTE:** When ICM is connected with IPCC through an IPCC Gateway PG, this value is incremented by any condition on the child that causes the call to terminate while in the queue.
Derived from: Service_Half_Hour.CallsAbandQToHalf

**Completed Tasks Aban Short Tasks**
The total number of tasks to the service in 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

**Completed Tasks AHT**
The average handled task time in HH:MM:SS (hours, minutes, seconds) for tasks counted as handled by the service in 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

**Completed Tasks Total Aban Wait Time**
The time in HH:MM:SS (hours, minutes, seconds) for tasks to the service that were abandoned in queue waited in the half hour interval. These are tasks that existed in the queue but were abandoned before being handled by an agent or trunk device.

**NOTE:** When ICM is connected with IPCC through an IPCC Gateway PG, this value is incremented by any condition on the child that causes the call to terminate while in the queue.
Derived from: Service_Half_Hour.DelayQAbandTimeToHalf
**Completed Tasks Avg Aban Wait**

The average delay time of tasks to the service abandoned in queue in the half hour interval.

Derived from: \( \text{Service\_Half\_Hour.DelayQAbandTimeToHalf} / \) 
\( \text{Service\_Half\_Hour.CallsAbandQToHalf} \)

**Service Summary**

A summary of service activity for each service in the half hour interval.

**Report Summary**

A summary of service activity for all services in the half hour interval.

### persvc25: Peripheral Service Agent Daily Report

See *Persvc25*, page 9-38 for an illustration of this 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 Persvc24 report, except the data here is broken down by day instead of by half hour. Fields applicable to a voice domain only are prefixed with an asterisk (*). Such fields are not applicable for e-mail or collaboration media.</td>
</tr>
<tr>
<td><strong>Purpose</strong></td>
</tr>
<tr>
<td><strong>Note</strong>: 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>
<tr>
<td><strong>Applicable environment</strong></td>
</tr>
<tr>
<td>(This report and the persvc24 report are applicable to agent services only, not IVR services)</td>
</tr>
<tr>
<td><strong>Template type</strong></td>
</tr>
<tr>
<td><strong>Default sort order</strong></td>
</tr>
<tr>
<td><strong>Drilldowns available</strong></td>
</tr>
<tr>
<td><strong>Schema database tables</strong></td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>
Data:

**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/IPCC Enterprise 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/IPCC Enterprise 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/IPCC Enterprise 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

**Completed Tasks Tasks Handled**

The total tasks handled for the service during the half-hour interval.

Derived from: Service_Half_Hour.CallsHandledToHalf
**Completed Tasks**

**Tasks Aband**

The total number of tasks for the service abandoned while ringing on the IVR port.

**NOTE:** When ICM is connected with IPCC through an IPCC Gateway PG, this value is incremented by any condition on the child that causes the call to terminate while in the queue.

Derived from: Service_Half_Hour.CallsAbandQToHalf

**Completed Tasks 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

**Completed Tasks 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

**Completed Tasks 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.

**NOTE:** When ICM is connected with IPCC through an IPCC Gateway PG, this value is incremented by any condition on the child that causes the call to terminate while in the queue.

Derived from: Service_Half_Hour.DelayQAbandTimeToHalf

**Completed Tasks 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.
### persvc26: Peripheral Service Historical All Fields Report

<table>
<thead>
<tr>
<th><strong>Overview:</strong></th>
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<tbody>
<tr>
<td><strong>Subject</strong></td>
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<td><strong>Purpose</strong></td>
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<tr>
<td><strong>Applicable environment</strong></td>
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<td><strong>Template type</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:

**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_Half_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 in 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 in the half hour interval.

Derived from: Service_Half_Hour.CallsTerminatedOtherToHalf

**Offered**

The number of tasks offered to the service in the half hour interval. 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. This field is not applicable when ICM is connected to IPCC through an IPCC Gateway PG.

Derived from: Service_Half_Hour.PeriphServiceLevelOfferToHalf

**Incoming**

The number of incoming tasks associated with the service in the half hour interval.

Derived from: Service_Half_Hour.CallsIncomingToHalf

**Trans In**

The number of tasks transferred into the service in 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 in the half hour interval.

Derived from: Service_Half_Hour.CallsHandledToHalf
*Trans Out

The number of tasks transferred out of the service in 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 in 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 in the half hour interval.

**NOTE:** When ICM is connected with IPCC through an IPCC Gateway PG, this value is incremented by any condition on the child that causes the call to terminate while in the queue.

Derived from: Service_Half_Hour.CallsAbandQToHalf

*Periph Service Level

The peripheral service level in the half hour interval. This field is not applicable when ICM is connected to IPCC through an IPCC Gateway PG.

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, in the half hour interval. This field is not applicable when ICM is connected to IPCC through an IPCC Gateway PG.

Derived from: Service_Half_Hour.PeriphServiceLevelCallsToHalf

**Service Level**

The ICM/IPCC Enterprise service level for the service in 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
**IPCC Peripheral Service Reports**

**Chapter 4      Peripheral and Peripheral Service Report Templates**

**IPCC Peripheral Service Reports**

**Service Level Tasks**

The number of tasks associated with the service that were answered within the ICM/IPCC Enterprise service level threshold in 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 in the half hour interval.

 **NOTE:** When ICM is connected with IPCC through an IPCC Gateway PG, this value is incremented by any condition on the child that causes the call to terminate while in the queue.

 Derived from: Service_Half.Hour.ServiceLevelAbandToHalf

**Service Level Offered**

The number of tasks associated with the service that had service level events in the half hour interval.

 Derived from: Service_Half.Hour.ServiceLevelCallsOfferedToHalf

**Avg Delay Q**

The average delay in queue for tasks associated with the service in 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 in the half hour interval.

 Derived from: Service_Half.Hour.DelayQTimeToHalf

**Tasks Q**

The total number of tasks associated with the service that were queued in 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 in the half hour interval: DelayQAbandTimeToHalf / CallsAbandQToHalf.

 **NOTE:** When ICM is connected with IPCC through an IPCC Gateway PG, this value is incremented by any condition on the child that causes the call to terminate while in the queue.

 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.

**NOTE:** When ICM is connected with IPCC through an IPCC Gateway PG, this value is incremented by any condition on the child that causes the call to terminate while in the queue.

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 in 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 in 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 in 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 in 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 in the half hour interval.

Derived from: Service_Half_Hour.HandleTimeToHalf
*Short Tasks*

The total number of tasks associated with the service in 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 in 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 in the half hour interval. Measured in HH:MM:SS (hours, minutes, seconds).

NOTE: When ICM is connected with IPCC through an IPCC Gateway PG, this value is incremented by any condition on the child that causes the call to terminate while in the queue.

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 in 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 in 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 in the half hour interval.

Derived from: Service_Half.Hour.ForcedClosedCallsToHalf

Flow In

The number of tasks the peripheral flowed into this service in the half hour interval.

Derived from: Service_Half.Hour.OverflowInToHalf

Flow Out

The number of tasks the peripheral flowed out of this service in the half hour interval.

Derived from: Service_Half.Hour.OverflowOutToHalf
**Hold Time**

The hold time for tasks to the service that ended in 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 in 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

Overview:

| Subject | A table of all the selected peripheral services listing all the available service real-time report data. Fields applicable to a voice domain only are prefixed with an asterisk (*). Such fields are not applicable for e-mail or collaboration media. **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 real-time data in the Service_Real_Time database table so that you can select which data you want for a customized peripheral-service real-time report. **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 ICM |
| Template type | Real-time table |
| Default sort order | By Service.EnterpriseName and then by Service.DateTime |
| Drilldowns available | Yes |
| 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 rolling five minute interval. This value is calculated as follows: DelayQAbandTimeTo5 / CallsAbandQTo5.

**NOTE**: When ICM is connected with IPCC through an IPCC Gateway PG, this value is incremented by any condition on the child that causes the call to terminate while in the queue.
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 rolling 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 rolling 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 rolling five minute interval: \( \frac{\text{AnswerWaitTimeTo5}}{\text{CallsOfferedTo5}} \).

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 rolling 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.

NOTE: When ICM is connected with IPCC through an IPCC Gateway PG, this value is incremented by any condition on the child that causes the call to terminate while in the queue.

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 during since midnight.

NOTE: When ICM is connected with IPCC through an IPCC Gateway PG, this value is incremented by any condition on the child that causes the call to terminate while in the queue.

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.

NOTE: When ICM is connected with IPCC through an IPCC Gateway PG, this value is incremented by any condition on the child that causes the call to terminate while in the queue.

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

**NOTE:** The following Peripheral Service Level fields are not applicable when ICM is connected to IPCC through an IPCC Gateway PG.

**Peripheral Service Level Tasks 30**
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/IPCC Enterprise 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 rolling 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 rolling five minute interval.
Derived from: Service_Real_Time.AnswerWaitTimeTo5

Handled5
The number of tasks associated with the service that were handled during the rolling 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 rolling 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 rolling 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 rolling five minute interval.
Derived from: Service_Real_Time.CallsAnsweredTo5

Incoming5
The number of incoming tasks associated with the service during the rolling 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 tasks offered to the service that are currently being handled. This includes the number of tasks associated with the service on which agents are in the active or talking state, tasks that are queued, tasks in treatment.

**NOTE:** Tasks associated with the service on which agents are in wrap-up state are not considered as tasks in progress.

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 rolling 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 rolling 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 rolling five minute interval.

**NOTE:** When ICM is connected with IPCC through an IPCC Gateway PG, this value is incremented by any condition on the child that causes the call to terminate while in the queue.

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 rolling 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 rolling 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/IPCC Enterprise service level during the rolling five minute interval. For more on service levels, see About_Service_Levels.

Derived from: Service_Real_Time.ServiceLevelCallsTo5

Service Level 5 5

The ICM/IPCC Enterprise service level for the service during the rolling 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 rolling 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 Aband**

The number of tasks associated with the service that were abandoned within the ICM/IPCC Enterprise 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/IPCC Enterprise 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.TranferInCallsHalf

**Transfer In Tasks 5**

The number of tasks transferred into the service during the rolling five minute interval. The value is updated in the database when the call is completed.

Derived from: Service_Real_Time.TranferInCallsTo5

**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.TranferInCallsToday

**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.TranferOutCallsHalf

**Transfer Out Tasks 5**

The number of tasks transferred out of the service during the rolling five minute interval. The value is updated in the database when the transfer of the call is completed.

Derived from: Service_Real_Time.TranferOutCallsTo5

**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.TranferOutCallsToday
**Auto Out Tasks Now**

The current number of agents talking on AutoOut (predictive) tasks associated with the service.

Derived from: Service_Real_Time.AutoOutCallsNow

**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 rolling 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

**Flow In 5**

The number of tasks the peripheral flowed into this service during the rolling five minute interval.

Derived from: Service_Real_Time.OverflowInTo5

**Flow In Today**

The number of tasks flowed into this service since midnight.

Derived from: Service_Real_Time.OverflowInToday

**Flow In 30**

The number of tasks the peripheral flowed into this service during the current half-hour interval.

Derived from: Service_Real_Time.OverflowInHalf

**Flow In Mode**

The service accepts flow in tasks if the delay for the longest delayed task is less than this value. If 0, the service always accepts flow in tasks; if 127, the service never accepts flow in tasks.

Derived from: Service_Real_Time.OverflowInMode

**Flow In Now**

The number of tasks flowed 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
Flow Out 5

The number of tasks flowed out of this service during the rolling five minute interval.
Derived from: Service_Real_Time.OverflowOutTo5

Flow Out Today

The number of tasks flowed out of this service since midnight.
Derived from: Service_Real_Time.OverflowOutToday

Flow Out 30

The number of tasks flowed out of this service during the current half-hour interval.
Derived from: Service_Real_Time.OverflowOutHalf

*Flow Out Mode

The service attempts to flow out tasks if the delay for the longest delayed task is greater than this value. If 0, the service attempts to flow out all tasks; if 127, the service never attempts to flow out tasks.
Derived from: Service_Real_Time.OverflowOutMode

Flow Out Now

The number of tasks flowed out of this service that are currently queued or in progress elsewhere.
Derived from: Service_Real_Time.OverflowOutNow
CHAPTER 5

Skill Group Report Templates

The 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 5-3
• IPCC Enterprise Skill Group Reports, page 5-5
• IPCC Peripheral Skill Group Reports, page 5-78

About Skill Groups

This section describes:

• Skill Groups, page 5-1
• 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 (ICM 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.

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-drawn 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 an ICM 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 5-81</td>
<td>IPCC and/or ICM</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 5-82</td>
<td>IPCC and/or ICM</td>
<td>real-time bar graph</td>
<td>Percentage of agents in available, idle, talking, and wrap-up states.</td>
</tr>
<tr>
<td>perskg05: Peripheral Skill Group % Utilization of Ready Agents Report, page 5-84</td>
<td>IPCC and/or ICM</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 5-106</td>
<td>IPCC and/or ICM</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 5-108</td>
<td>IPCC and/or ICM</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 5-85</td>
<td>IPCC and/or ICM</td>
<td>real-time table</td>
<td>Statistics showing skill group Outbound Option status.</td>
</tr>
<tr>
<td>Skill Group Report</td>
<td>Table Type</td>
<td>Description</td>
<td></td>
</tr>
<tr>
<td>--------------------</td>
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<td></td>
</tr>
<tr>
<td>perskg12: Outbound Option (Blended Agent) Task Detail Performance In Skill Groups Half Hour Report, page 5-110</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>
<td></td>
</tr>
<tr>
<td>perskg27: Peripheral Skill Group Historical All Fields Report, page 5-112</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>
<td></td>
</tr>
<tr>
<td>perskg28: Peripheral Skill Group Real Time All Fields Report, page 5-88</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>
<td></td>
</tr>
<tr>
<td>perskg29: Peripheral Skill Group Logout Real Time Report, page 5-101</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>
<td></td>
</tr>
<tr>
<td>perskg30: IPCC Peripheral Skill Group Status Real Time Report, page 5-102</td>
<td>real-time table</td>
<td>A table of the selected peripheral skill group(s) showing the current statistics for each skill group</td>
<td></td>
</tr>
<tr>
<td>perskg31: IPCC Peripheral Skill Group Task Summary Half Hour Report, page 5-126</td>
<td>historical table</td>
<td>A table of the selected Peripheral Skill Group(s) showing each skill groups' call statistics, gathered in half-hour increments.</td>
<td></td>
</tr>
<tr>
<td>perskg32: IPCC Peripheral Skill Group Task Summary Daily Report, page 5-130</td>
<td>historical table</td>
<td>A table of the selected Peripheral Skill Group(s) showing daily totals for incoming and outgoing call counts and call treatments.</td>
<td></td>
</tr>
<tr>
<td>perskg33: IPCC Peripheral Skill Group Performance Summary Half Hour Report, page 5-134</td>
<td>historical table</td>
<td>A table of the selected Peripheral Skill Group(s) showing performance statistics, gathered in half-hour increments.</td>
<td></td>
</tr>
</tbody>
</table>
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.

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 ICM environment. Click the template name for a detailed description.

<table>
<thead>
<tr>
<th>Template Name</th>
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<th>Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>entskg01: Enterprise Skill Group Status Real Time Report Template, page 5-10</td>
<td>IPCC and/or ICM</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>entskg03: Enterprise Skill Group Agent Status Report, page 5-11</td>
<td>IPCC and/or ICM</td>
<td>real time graph</td>
<td>Percentage of agents in available, idle, talking, and wrap-up states.</td>
</tr>
<tr>
<td>entskg05: Enterprise Skill Group % Utilization of Ready Agents Report, page 5-13</td>
<td>IPCC and/or ICM</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>entskg06: Enterprise Skill Group Performance Half Hour Report, page 5-32</td>
<td>IPCC and/or ICM</td>
<td>historical table</td>
<td>Half-hour data on calls handled, calls made, and agent times in handle, talk, and wrap-up.</td>
</tr>
<tr>
<td>Report Name</td>
<td>Source</td>
<td>Type</td>
<td>Description</td>
</tr>
<tr>
<td>----------------------------------------------------------</td>
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</tr>
<tr>
<td>entskg07: Enterprise Skill Group Performance Daily Report</td>
<td>IPCC and/or ICM</td>
<td>historical table</td>
<td>Per-day full-time equivalent (FTE) number of agents, call counts, and agent handling times for talk, handle, and wrap-up.</td>
</tr>
<tr>
<td>entskg08: Full Time Equivalent for Enterprise Skill Groups Half Hour Report</td>
<td>IPCC and/or ICM</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</td>
<td>IPCC and/or ICM</td>
<td>historical graph</td>
<td>Normalized percentage of agent-states over specified range of time.</td>
</tr>
<tr>
<td>entskg14: IPCC Rolling 5-Minute Enterprise Skill Group Status Report</td>
<td>IPCC only</td>
<td>real-time table</td>
<td>A rolling five-minute table showing agent states in full-time equivalent (FTE) counts and in percentages.</td>
</tr>
<tr>
<td>entskg27: Enterprise Skill Group Historical All Fields Report</td>
<td>IPCC and/or ICM</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>
<tr>
<td>entskg28: Enterprise Skill Group Real Time All Fields Report</td>
<td>IPCC and/or ICM</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>Report Name</td>
<td>System(s)</td>
<td>Type</td>
<td>Description</td>
</tr>
<tr>
<td>------------------------------------------------</td>
<td>--------------</td>
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<td>----------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>entskg29: Enterprise Skill Group Logout Real Time Report, page 5-28</td>
<td>IPCC and/or ICM</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>
<tr>
<td>entskg30: IPCC Enterprise Skill Group Status Real Time Report, page 5-29</td>
<td>IPCC only</td>
<td>real-time table</td>
<td>Real-time status data for enterprise skill groups. This report displays the same data as the perskg30 report, except that this report is first organized by enterprise skill group. Note: 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>entskg31: IPCC Enterprise Skill Group Task Summary Half Hour Report, page 5-55</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 perskg31 report, except that this report is first organized by enterprise skill group.</td>
</tr>
<tr>
<td>Enterprise Skill Group Report</td>
<td>Type</td>
<td>Historical Table</td>
<td>Description</td>
</tr>
<tr>
<td>-------------------------------</td>
<td>--------------</td>
<td>------------------</td>
<td>--------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>entskg32: IPCC Enterprise Skill Group Task Summary Daily Report, page 5-59</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 perskg32 report, except that this report is first organized by enterprise skill group.</td>
</tr>
<tr>
<td>entskg33: IPCC Enterprise Skill Group Performance Summary Half Hour Report, page 5-63</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 perskg33 report, except that this report is first organized by enterprise skill group.</td>
</tr>
<tr>
<td>entskg34: IPCC Enterprise Skill Group Performance Summary Daily Report, page 5-66</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 perskg34 report, except that this report is first organized by enterprise skill group.</td>
</tr>
<tr>
<td>Enterprise Skill Group Report Templates</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>----------------------------------------</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>entskg35: IPCC Enterprise Skill Group Consolidated Half Hour Report, page 5-70</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>IPCC only</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 perskg35 report, except that this report is first organized by enterprise skill group.</td>
<td></td>
</tr>
<tr>
<td>entskg36: IPCC Enterprise Skill Group Consolidated Daily Report, page 5-74</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>IPCC only</td>
<td>historical table</td>
<td>A table of the selected enterprise skill group(s) showing consolidated call/task statistics, gathered in day increments. This report displays the same data as the Perskg36 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 Entskg35 report except that here the data is gathered by day rather than by half hour.</td>
<td></td>
</tr>
</tbody>
</table>

**IPCC Enterprise Skill Group Real-Time Reports**

- entskg01: Enterprise Skill Group Status Real Time Report Template, page 5-10
- entskg03: Enterprise Skill Group Agent Status Report, page 5-11
- entskg05: Enterprise Skill Group % Utilization of Ready Agents Report, page 5-13
- entskg14: IPCC Rolling 5-Minute Enterprise Skill Group Status Report, page 5-14
- entskg28: Enterprise Skill Group Real Time All Fields Report, page 5-16
- entskg29: Enterprise Skill Group Logout Real Time Report, page 5-28
- entskg30: IPCC Enterprise Skill Group Status Real Time Report, page 5-29
entskg01: Enterprise Skill Group Status Real Time Report Template

Overview:

<table>
<thead>
<tr>
<th>Subject</th>
<th>A bar graph of the selected Enterprise Skill Group(s) showing the number 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>Purpose</td>
<td>To show the current status of the selected enterprise skill group(s).</td>
</tr>
<tr>
<td>Applicable environment</td>
<td>IPCC and/or ICM</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>Skill_Group_Real_Time</td>
</tr>
</tbody>
</table>

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 currently not working on a task associated with the skill group.

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 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.


### entskg03: Enterprise Skill Group Agent Status Report

<table>
<thead>
<tr>
<th>Overview:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Subject</strong></td>
</tr>
<tr>
<td>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.</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 current agent status in the selected enterprise skill group(s).</td>
</tr>
<tr>
<td><strong>Applicable environment</strong></td>
</tr>
<tr>
<td>IPCC and/or ICM</td>
</tr>
<tr>
<td><strong>Template type</strong></td>
</tr>
<tr>
<td>Real-time graph</td>
</tr>
<tr>
<td><strong>Default sort order</strong></td>
</tr>
<tr>
<td>By enterprise skill group</td>
</tr>
<tr>
<td><strong>Drilldowns available</strong></td>
</tr>
<tr>
<td>No</td>
</tr>
<tr>
<td><strong>Schema database table</strong></td>
</tr>
<tr>
<td>Skill_Group_Real_Time</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 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.


% 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 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.


% 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.

entskg05: Enterprise Skill Group % Utilization of Ready Agents 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:**

**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.)


entskg14: IPCC Rolling 5-Minute Enterprise Skill Group Status Report

See Entsg14, page 9-47 for an illustration of this report.

<table>
<thead>
<tr>
<th>Overview:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Subject</td>
<td>A rolling 5-minute table of the selected Enterprise Skill Group(s) showing the current agent states in full-time equivalent (FTE) counts and the number of tasks queued.</td>
</tr>
<tr>
<td>Purpose</td>
<td>To show how many agents could be currently used to handle tasks in the selected enterprise skill group(s)</td>
</tr>
<tr>
<td>Applicable environment</td>
<td>IPCC only</td>
</tr>
<tr>
<td>Template type</td>
<td>Real-time table</td>
</tr>
<tr>
<td>Default sort order</td>
<td>By enterprise skill group</td>
</tr>
<tr>
<td>Drilldowns available</td>
<td>Yes</td>
</tr>
<tr>
<td>Schema database table</td>
<td>Enterprise_Skill_Group, Skill_Group_Real_Time</td>
</tr>
</tbody>
</table>

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 Now**

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

## Overview:

| Subject | A table of the selected enterprise skill group(s) listing all the available skill-group real-time report data.  
**Note**: This report displays the same data as the Perskg28 report except that this report is organized by enterprise skill group rather than by media.  
Fields applicable to a voice domain only are prefixed with an asterisk (*). Such fields are not applicable for e-mail or collaboration media.  
**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 ICM |
| 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.

Derived from: `Enterprise_Skill_Group.EnterpriseName`  
`(Enterprise_Skill_Group.EnterpriseSkillGroupId)`

### DateTime

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

Derived from: `Skill_Group_Real_Time.DateTime`
Log On
The number of agents that are currently logged into the skill group. This count is updated each time an agent logs on and each time an agent logs off.
Derived from: Skill_Group_Real_Time.LoggedOn

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.

**NOTE:** This field is not applicable to IPCC Enterprise. In an IPCC Enterprise Gateway deployment, ICM (parent) connected with an IPCC Enterprise with an IPCC System PG (child) or IPCC Express (child) through IPCC Gateway PG, network queuing data is not available in the child or in the child agent/supervisor desktop. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager who would normally only look at the IPCC child reports will need to also look at the parent ICM reports for network queuing data.

Derived from: Skill_Group_Real_Time.LongestCallQ

**Longest Avail 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.

**Note:** In an IPCC Enterprise Gateway deployment, ICM (parent) connected with an IPCC Enterprise with an IPCC System PG (child) or IPCC Express (child) through IPCC Gateway PG, network queuing data is not available in the child or in the child agent/supervisor desktop. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager who would normally only look at the IPCC child reports will need to also look at the parent ICM reports for network queuing data.

Derived from: Skill_Group_Real_Time.RouterCallsQNow

**Offered5**

The number of tasks offered to the skill group during the rolling five minute interval.

In IPCC Enterprise with an IPCC System PG, a task is counted as offered as soon as it is sent to a skill group.

In IPCC Enterprise, a task is counted as offered only when it is answered. 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.

**NOTE:** With the existence of a network VRU, in an ICM Enterprise deployment with an IPCC System PG, this value will not include time spent in the network VRU.

Derived from: Skill_Group_Real_Time.CallsAnsweredTo5
**Handled5**

The number of calls handled by the skill group during the rolling 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

**Aban Q 5**

The count of calls abandoned in queue in the past five minutes.

Derived from: Skill_Group_Real_Time.RouterCallsAbandQTo5

**Aban Agent 5**

The count of calls abandoned after being routed to an agent in the past five minutes.

Derived from: Skill_Group_Real_Time.RouterCallsAbandAgentTo5

**Tasks DeQueued 5**

The count of calls dequeued from this skill group in the past five minutes.

Derived from: Skill_Group_Real_Time.RouterCallsDequeuedTo5

**Out Tasks5**

The total number of completed outbound ACD calls or tasks made by agents in the skill group during the rolling 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 rolling five minute interval.

For blind transfers in IPCC Enterprise, the value is updated in the database when an agent blind transfers the call to an IVR.

**Note:** For blind transfers in IPCC Enterprise with an IPCC System PG, this field is updated when the call that was blind transferred to an IVR is subsequently transferred to another agent and the agent answers the call. For this call scenario this field is not updated in IPCC Enterprise without an IPCC System PG.

Derived from: Skill_Group_Real_Time.TransferInCallsTo5

**Transfer Out5**

The number of calls transferred out of the skill group during the rolling 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
**Chapter 5**  
**Skill Group Report Templates**

**IPCC Enterprise Skill Group Reports**

---

**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 ICM systems) and NetQTime (for IPCC systems).

**NOTE:** With the existence of a network VRU, in an ICM Enterprise deployment with an IPCC System PG, this value will not include time spent in the network VRU.

Derived from: Skill_Group_Real_Time.AnswerWaitTo5

---

**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 rolling 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 rolling 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 Time 5**

The average handle time in HH:MM:SS (hours, minutes, seconds) for tasks handled by the skill group during the rolling five minute interval.

The value is calculated as follows: HandledCallsTimeTo5 / CallsHandledTo5.

HandledCallsTime is tracked only for inbound ACD calls counted as handled for the skill group. HandledCallsTime is the time spent from the call being answered by the agent to the time the agent completed any after-call work time for the call. This includes any Hold time associated with the call. The AvgHandledCallsTime value is updated in the database when the after-call work time associated with the call is completed.

Derived from: Skill_Group_Real_Time.AvgHandledCallsTimeTo5

---

**Busy Other Time 5**

The time in HH:MM:SS (hours, minutes, seconds) that agents in the skill group have spent in the BusyOther state during the rolling five minute interval. BusyOtherTime is included in the calculation of LoggedOnTime.

Derived from: Skill_Group_Real_Time.BusyOtherTimeTo5
**Hand Active Time 5**

The time in HH:MM:SS (hours, minutes, seconds) for tasks counted as handled by the skill group during the rolling 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 rolling 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 rolling 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 rolling 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 rolling 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 rolling 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 rolling 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 rolling 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 rolling 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 rolling 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 rolling five minute interval.

This value is calculated as follows: TalkInTimeTo5 + TalkOutTimeTo5 + 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 rolling 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 rolling 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 rolling 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 rolling 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 rolling 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 rolling 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 rolling 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 rolling 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 rolling 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 rolling 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 rolling 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 rolling 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 rolling 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 rolling 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 rolling 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: Skill_Group_Real_Time.CallsQueuedNow

*Tasks In Progress*
The number of tasks currently associated with this skill group. This field populates for non-voice tasks only.
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 in the database.
Derived from: Skill_Group_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: Skill_Group_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: 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: Skill_Group_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: Skill_Group_Real_Time.ApplicationAvailable

**Service Level**

The service level for the skill group during the rolling five minute interval.

Derived from: Skill_Group_Real_Time.ServiceLevelTo5

*NOTE:* For the following SL fields: with the existence of a network VRU, this value includes time in the network queue.

**SL Tasks Offered 5**

The count of calls that are routed to the skill group or queued to the skill group during the rolling five minute interval.

Derived from: Skill_Group_Real_Time.ServiceLevelCallsOfferedTo5

**SL Tasks 5**

The count of calls that are answered within the skill group service level threshold during the rolling five minute interval.

Derived from: Skill_Group_Real_Time.ServiceLevelCallsTo5

**SL Aban 5**

The count of calls that are abandoned within the skill group service level threshold during the rolling five minute interval.

Derived from: Skill_Group_Real_Time.ServiceLevelCallsAbandTo5

**SL Tasks Dequeued 5**

The count of calls that are dequeued from a skill group within the skill group service level threshold during the rolling five minute interval.

Derived from: Skill_Group_Real_Time.ServiceLevelCallsDequeuedTo5
### SL Tasks RONA 5

The count of calls that are redirected with no answer within the skill group service level threshold during the rolling five minute interval.

Derived from: Skill_Group_Real_Time.ServiceLevelCallsDequeuedTo5

### entskg29: Enterprise 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>
<tr>
<td>Drilldowns available</td>
</tr>
</tbody>
</table>
| Schema database tables | Enterprise_Skill_Group  
Skill_Group  
Agent  
Skill_Group_Member  
Agent_Skill_Group_Real_Time |

<table>
<thead>
<tr>
<th>Data:</th>
</tr>
</thead>
</table>

**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
entskg30: IPCC Enterprise Skill Group Status Real Time Report

See Entskg30, page 9-48 for an illustration of this report.

### Overview:

<table>
<thead>
<tr>
<th>Subject</th>
<th>A table of the selected enterprise skill group(s) showing real-time skill group statistics</th>
</tr>
</thead>
<tbody>
<tr>
<td>Note</td>
<td>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. 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 current status of the selected enterprise skill groups.</td>
</tr>
<tr>
<td>Applicable environment</td>
<td>IPCC only</td>
</tr>
<tr>
<td>Template type</td>
<td>Real-time table</td>
</tr>
<tr>
<td>Default sort order</td>
<td>By enterprise skill group.</td>
</tr>
<tr>
<td>Drilldowns available</td>
<td>Yes</td>
</tr>
<tr>
<td>Schema database tables</td>
<td>Skill_Group, Enterprise_Skill_Group, Skill_Group_Real_Time, 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)

**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
ASAS5
The Average Speed of Answer measured in HH:MM:SS (hours, minutes, seconds) format for the skill group.

Handled
The number of tasks that have been handled in the past 5 minutes.
Derived from: Skill_Group_Real_Time.CallsHandledTo5

AHT
The average time in HH:MM:SS (hours, minutes, seconds) it has taken within the past 5 minutes to handle a task.

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

**% 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

## IPCC Enterprise Skill Group Historical Reports

- entskg06: Enterprise Skill Group Performance Half Hour Report, page 5-32
- entskg08: Full Time Equivalent for Enterprise Skill Groups Half Hour Report, page 5-37
- entskg09: Enterprise Skill Group Normalized Agent State Report, page 5-39
- entskg27: Enterprise Skill Group Historical All Fields Report, page 5-41
- entskg33: IPCC Enterprise Skill Group Performance Summary Half Hour Report, page 5-63
- entskg34: IPCC Enterprise Skill Group Performance Summary Daily Report, page 5-66
- entskg35: IPCC Enterprise Skill Group Consolidated Half Hour Report, page 5-70
- entskg36: IPCC Enterprise Skill Group Consolidated Daily Report, page 5-74

### entskg06: Enterprise Skill Group Performance Half Hour Report

See Entskg06, page 9-45 for an illustration of this report.

<table>
<thead>
<tr>
<th>Overview:</th>
<th>Enterprise Skill Group: Half-hour data on incoming tasks handled by the enterprise skill group.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Report subject</td>
<td><strong>Note</strong>: 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.</td>
</tr>
</tbody>
</table>
Chapter 5  Skill Group Report Templates

### IPCC Enterprise Skill Group Reports

#### Purpose
To show the performance of the selected Enterprise skill groups for the selected time period. Provides information on how many incoming tasks and External Out (Outbound) tasks were completed, along with average times spent for incoming tasks. The report also provides information on how many incoming tasks were put on hold, the average hold time and the number of Full Time Equivalent (FTE) agents.

#### Template type
Historical table

#### Sort order
By enterprise skill group

#### Drilldowns available
Yes

#### Schema database table
Skill_Group_Half_Hour

#### Data:

**Enterprise Skill Group**

The enterprise skill group's enterprise name.

Derived from: Enterprise_Skill_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: Skill_Group_Half_Hour.DateTime

**Completed Tasks Incoming Handled**

The number of incoming tasks handled by the skill group in the half hour interval.

Derived from: Skill_Group_Half_Hour.CallsHandledToHalf

**Completed Tasks Incoming Avg Wrap Time**

The average time that agents in the skill group spent in wrapup for incoming tasks handled in the half hour interval. Wrap-up work is task-related work performed by an agent after the task is over.

Derived from: 
\[
\frac{(\text{Skill\_Group\_Half\_Hour\_HandledCallsTimeToHalf} - \text{Skill\_Group\_Half\_Hour\_HandledCallsTalkTimeToHalf} - \text{Skill\_Group\_Half\_Hour\_IncomingCallsOnHoldTimeToHalf})}{\text{Skill\_Group\_Half\_Hour\_CallsHandledToHalf}}
\]

**Completed Tasks Incoming AHT**

The average handle time in HH:MM:SS (hours, minutes, seconds) for incoming tasks handled by the skill group in the half hour interval.

Derived from: 
\[
\frac{\text{Skill\_Group\_Half\_Hour\_HandleCallsTimeToHalf}}{\text{Skill\_Group\_Half\_Hour\_CallsHandledToHalf}}
\]
**Completed Tasks Incoming Avg Active Time**

The average time that agents in the skill group were actively working on a incoming task in the half hour interval. For voice, this is the average time spent while talking on a call.

Derived from: \( \frac{\text{Skill\_Group\_Half\_Hour\_HandledCallsTalkTimeToHalf}}{\text{Skill\_Group\_Half\_Hour\_CallsHandledToHalf}} \)

**Completed Tasks Incoming Hold Tasks Held Tasks**

The number of incoming tasks that were put on hold in the half hour interval.

Derived from: \( \text{Skill\_Group\_Half\_Hour\_IncomingCallsOnHoldTimeToHalf} \)

**Completed Tasks Incoming Hold Tasks Avg Hold Time**

The average hold time in HH:MM:SS (hours, minutes, seconds) for incoming tasks that were put on hold for the skill group in the half hour interval.

Derived from: \( \frac{\text{Skill\_Group\_Half\_Hour\_IncomingCallsOnHoldTimeToHalf}}{\text{Skill\_Group\_Half\_Hour\_IncomingCallsOnHoldToHalf}} \)

**Completed Tasks 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: \( \text{Skill\_Group\_Half\_Hour\_AgentOutCallsToHalf} \)

**FTE # Agents**

The FTE (full time equivalent) value for the number of agents logged on in the half hour interval.

Derived from: \( \frac{\text{sum(LoggedOnTimeToHalf)}}{1800} \)

**NOTE:** In the following summaries, the summary for FTE # Agents is based on an 8 hour shift calculation. If the report interval is chosen to be less than 8 hours, then this value will be lower than expected.

**Daily Summary**

The total for each field for a given day.

**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.
entskg07: Enterprise Skill Group Performance Daily Report

**Overview:**

| Report subject | Enterprise Skill Group: A table of the selected enterprise skill group(s) showing daily totals for incoming tasks handled.  
*Note:* 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.  
The report also contains the same data as the Entskg06 report except that here the data is gathered by day rather than by half hour. |

| Purpose | To show the performance of the selected Enterprise skill groups for the selected time period. Provides information on how many incoming tasks and External Out (Outbound) tasks were completed, along with average times spent for incoming tasks.  
The report also provides information on how many incoming tasks were put on hold, the average hold time and the number of Full Time Equivalent (FTE) agents. |

| Template type | Historical table |
| Sort order | By enterprise skill group |
| Drilldowns available | Yes |
| Schema database table | Skill_Group_Half_Hour |

**Data:**

**Enterprise Skill Group**

The enterprise skill group's enterprise name and ID.  

**Date**

The date 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

**Completed Tasks Incoming Handled**

The number of incoming tasks handled by the skill group in the half hour interval.  
Derived from: Skill_Group_Half_Hour.CallsHandledToHalf
Completed Tasks Incoming Avg Wrap Time
The average time that agents in the skill group spent in wrapup for incoming tasks handled in the half hour interval. Wrap-up work is task-related work performed by an agent after the task is over.

Completed Tasks Incoming AHT
The average handle time in HH:MM:SS (hours, minutes, seconds) for incoming tasks handled by the skill group in the half hour interval.
Derived from: Skill_Group_Half_Hour.HandleCallsTimeToHalf / Skill_Group_Half_Hour.CallsHandledToHalf

Completed Tasks Incoming Avg Active Time
The average time that agents in the skill group were actively working on an incoming task in the half hour interval. For voice, this is the average time spent while talking on a call.
Derived from: Skill_Group_Half_Hour.HandledCallsTalkTimeToHalf / Skill_Group_Half_Hour.CallsHandledToHalf

Completed Tasks Incoming Hold Tasks Held Tasks
The number of incoming tasks that were put on hold during the interval.
Derived from: Skill_Group_Half_Hour.IncomingCallsOnHoldTimeToHalf

Completed Tasks Incoming Hold Tasks Avg Hold Time
The average hold time in HH:MM:SS (hours, minutes, seconds) for incoming tasks that were put on hold for the skill group during the interval.
Derived from: Skill_Group_Half_Hour.IncomingCallsOnHoldTimeToHalf / Skill_Group_Half_Hour.IncomingCallsOnHoldToHalf

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

FTE # Agents (8 hr shift)
The FTE (full time equivalent) value for the number of agents logged on during an eight hour shift.
Derived from: Skill_Group_Half_Hour.LoggedOnTimeToHalf / (3600 * 8)

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.

entskg08: Full Time Equivalent for Enterprise Skill Groups Half Hour Report

See Entskg08, page 9-46 for an illustration of this report.

<table>
<thead>
<tr>
<th>Overview:</th>
</tr>
</thead>
</table>
| 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 Perskg08 report except that this report is organized by enterprise skill group rather than by media.  
Full-time equivalent (FTE) is a way to measure how many people are needed to do a task. In a contact center, FTE counts are used to determine the number of full-time agents that would be required in the half hour interval to perform the work done during that interval.  
To calculate the FTE, divide the number of seconds of work performed by the number of seconds in the interval. For example, if agents spent a total of 7200 seconds handling calls during a half-hour (1800 second) interval, the FTE for call handling during the interval is  
7200 person-seconds / 1800 seconds = 4 persons  
This means that if all agents spent full-time handling calls during the interval, the work could have been done by four agents. |
| Purpose  | To show how many agents would be needed to handle tasks in the selected enterprise skill group(s) for the selected time period. |
| Applicable environment | IPCC and/or ICM |
| Template type | Historical table |
| 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 then by its default sort. You cannot use the column headers, unlike in other reports, to sort the data. |
| Drilldowns available | Yes |
| Applicable in an IPCC environment | Yes |
| Schema database table | Skill_Group  
Enterprise_Skill_Group_Member  
Skill_Group_Half_Hour |
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_Half_Hour.DateTime

**Number of Full Time Equivalent (FTE) Agents Logon Total**

The FTE value for the number of agents logged on to the system in the half hour interval.

Derived from: Skill_Group_Half_Hour.LoggedOnTimeToHalf / 1800

**Number of Full Time Equivalent (FTE) Agents Not Ready**

The FTE value for the number of agents in the Not Ready state in the half hour interval.

Derived from: Skill_Group_Half_Hour.NotReadyTimeToHalf / 1800

**Number of Full Time Equivalent (FTE) Agents Not Active**

The FTE value for the number of agents in the Not Active or Available state in the half hour interval.

Derived from: Skill_Group_Half_Hour.AvailTimeToHalf / 1800

**Number of Full Time Equivalent (FTE) Agents Active**

The FTE value for the number of agents in the Active, Talking In, Talking Out, and Talking Other states in the half hour interval.

Derived from: Skill_Group_Half_Hour.TalkTimeToHalf / 1800

**Number of Full Time Equivalent (FTE) Agents Wrapup**

The FTE value for the number of agents who are involved in after-call work in the half hour interval.

Derived from: (Skill_Group_Half_Hour.WorkReadyTimeToHalf + Skill_Group_Half_Hour.WorkNotReadyTimeToHalf) / 1800

**Number of Full Time Equivalent (FTE) Agents Other**

The FTE value for the number of agents in the Busy Other state in the half hour interval.

Derived from: Skill_Group_Half_Hour.BusyOtherTimeToHalf / 1800

**Number of Full Time Equivalent (FTE) Agents Hold**

The FTE value for the number of agents in the Hold state in the half hour interval.

Derived from: (Skill_Group_Half_Hour.HoldTimeToHalf/1800)
**Number of Full Time Equivalent (FTE) Agents Reserved**

The FTE value for the number of agents in the Reserved state in the half hour interval. Derived from: (Skill_Group_Half_Hour.ReservedStateTimeToHalf/1800)

**NOTE:** In the following summaries, the summary for FTE values is based on an 8 hour shift calculation. If the report interval is chosen to be less than 8 hours, then this value will be lower than expected.

**Daily Total (8 hr Shift)**

The FTE value, based on an 8 hour shift calculation, for each field for the day.

**Ent Skg Total (8 hr shift)**

The FTE value, based on an 8 hour shift calculation, for each field for the enterprise skill group.

**Report Total (8 hr shift)**

The FTE value, based on an 8 hour shift calculation, for each field for all enterprise skill groups.

### entskg09: Enterprise Skill Group Normalized Agent State Report

See [Entskg09, page 9-47](#) for an illustration of this report.

**Overview:**

<table>
<thead>
<tr>
<th>Subject</th>
<th>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.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Purpose</td>
<td>To show agent status in the selected enterprise skill group(s) for the selected time period</td>
</tr>
<tr>
<td>Applicable environment</td>
<td>IPCC and/or ICM</td>
</tr>
<tr>
<td>Template type</td>
<td>Historical bar graph</td>
</tr>
<tr>
<td>Default sort order</td>
<td>By enterprise skill group</td>
</tr>
<tr>
<td>Drilldowns available</td>
<td>No</td>
</tr>
<tr>
<td>Schema database table</td>
<td>Enterprise_Skill_Group, Skill_Group_Half_Hour</td>
</tr>
</tbody>
</table>

**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 (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.


### % 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)

entskg27: Enterprise Skill Group Historical All Fields Report

<table>
<thead>
<tr>
<th>Overview:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Subject</td>
</tr>
<tr>
<td>Note:</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>Note:</td>
</tr>
<tr>
<td>Purpose</td>
</tr>
<tr>
<td>Note:</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 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)`

**Callback Msg**

The number of callback messages processed by the agent 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 in the half hour interval.
Derived from: `Skill_Group_Half_Hour.CallbackMessagesTimeToHalf`

**Answered**

The number of tasks begun in 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 in the half hour interval.

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

**NOTE:** With the existence of a network VRU, in an ICM Enterprise deployment with an IPCC System PG this value will not include time spent in the network VRU.
Derived from: `Skill_Group_Half_Hour.AnswerWaitTimeToHalf`

**Handled**

The tasks handled by the skill group in 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 in 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 in 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 in 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 in 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 in the half hour interval.

Derived from: Skill_Group_Half_Hour.InternalCallsTimeToHalf

*Supervisor Assist Tasks

The number of calls for which agents received supervisor assistance in 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 in 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 in 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 Time**

The handle time, in HH:MM:SS (hours, minutes, seconds), for completed outbound ACD calls handled by the agent in the skill group in 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 in 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 in 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 in 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 in 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) in 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 in 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 in 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 in 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 in 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 in 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 in 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 in the half hour interval.
Derived from: Skill_Group_Half_Hour.BusyOtherTimeToHalf

*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 in 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
**Transfer In**

The number of calls transferred into the skill group in the half hour interval.

In IPCC Enterprise with an IPCC System PG, a call is counted as offered as soon as it is sent to a skill group.

In IPCC Enterprise, a call is counted as offered only when it is answered.

For blind transfers in IPCC Enterprise, the value is updated in the database when an agent blind transfers the call to an IVR.

*Note:* For blind transfers in IPCC Enterprise with an IPCC System PG, this field is updated when the call that was blind transferred to an IVR is subsequently transferred to another agent and the agent answers the call. For this call scenario this field is not updated in IPCC Enterprise without an IPCC System PG.

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 in the half hour interval.

Derived from: `Skill_Group_Half_Hour.TransferInCallsTimeToHalf`

**Transfer Out**

The number of calls transferred out of the skill group in 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.

For blind conferences in IPCC Enterprise, the value is updated in the database when an agent blind conferences the call to an IVR.

For blind conferences in IPCC Enterprise with an IPCC System PG, the value is not updated in the database until the call that was blind conferenced to an IVR is subsequently answered by another agent.

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 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.

For blind conferences in IPCC Enterprise, the value is updated in the database when an agent blind conferences the call to an IVR.

For blind conferences in IPCC Enterprise with an IPCC System PG, the value is not updated in the database until the call that was blind conferenced to an IVR is subsequently answered by another agent.

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 in 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 in 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 in 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 in 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 in 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 in 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 in 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 in 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 in 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 in 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 in 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 in 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 in 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 in 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 in 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 in 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 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 in 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 in 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 in 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 in 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 in 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 tasks received by this skill group for the half-hour interval.
In IPCC Enterprise with an IPCC System PG, a call is counted as offered as soon as it is sent to a skill group.
In IPCC Enterprise, a call is counted as offered only when it is answered.
Derived from: Skill_Group_Half_Hour.RouterCallsOfferedToHalf

Tasks Queued

The number of calls queued to this skill group by the ACD in the half-hour interval. Not applicable to IPCC without an IPCC System PG

**Note:** In an IPCC Enterprise Gateway deployment, ICM (parent) connected with an IPCC Enterprise with an IPCC System PG (child) or IPCC Express (child) through IPCC Gateway PG, network queuing data is not available in the child or in the child
agent/supervisor desktop. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager who would normally only look at the IPCC child reports will need to also look at the parent ICM reports for network queuing data.

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

**RTR Tasks Offered**

The count of calls routed or queued for a skill in the last half hour interval.

Derived from: Skill_Group_Half.Hour.RouterCallsOfferedToHalf

**RTR Tasks Agent Aban**

The count of calls abandoned after being routed to an agent in the last half hour interval.

Derived from: Skill_Group_Half.Hour.RouterCallsAbandToAgentToHalf

**RTR Tasks Agent DeQueued**

The count of calls dequeued from the skill group in the last half hour interval.

Derived from: Skill_Group_Half.Hour.RouterCallsDequeuedToHalf

**RTR Error Count**

The count of calls that resulted in an error condition in the last half hour interval.

Derived from: Skill_Group_Half.Hour.RouterCallsDequeuedToHalf

**Service Level**

The service level for the skill group in the last half hour interval.

Derived from: Skill_Group_Half.Hour.ServiceLevelToHalf

**SL Tasks**

The count of calls that are routed to the skill group or queued to the skill group in the last half hour interval.

Derived from: Skill_Group_Real_Time.ServiceLevelCallsOfferedToHalf
SL Tasks Aban
The count of calls that are abandoned within the skill group service level threshold in
the last half hour interval.
Derived from: Skill_Group_Real_Time.ServiceLevelCallsAbandToHalf

SL Tasks Dequeued
The count of calls that are dequeued from a skill group within the skill group service
level threshold in the last half hour interval.
Derived from: Skill_Group_Real_Time.ServiceLevelCallsDequeuedToHalf

SL Error Count
The count of calls that resulted in an error condition from a skill group within the skill
group service level threshold in the last half hour interval.
Derived from: Skill_Group_Real_Time.ServiceLevelErrorToHalf

SL Tasks RONA
The count of calls that are redirected with no answer within the skill group service level
threshold in the last half hour interval.
Derived from: Skill_Group_Real_Time.ServiceLevelCallsDequeuedToHalf

Net Cons Out
The number of network consultative calls completed by agents who have at least one
call on hold.
Derived from: Agent_Skill_Group_Half_Hour.NetConsultativeCallsToHalf

Net Cons Out Time
The number of seconds spent on network consultative calls by agents who have at least
one call on hold.
Derived from: Agent_Skill_Group_Half_Hour.NetConsultativeCallsTimeToHalf

Net Conf Out
The number of conference calls initiated by agents.
Derived from: Agent_Skill_Group_Half_Hour.NetConferencedOutCallsToHalf

Net Conf Out Time
The number of seconds spent on conference calls.
Derived from: Agent_Skill_Group_Half_Hour.NetConferencedOutCallsTimeToHalf

Net Trans Out
The number of calls transferred out by agents in the half hour interval.
Derived from: Agent_Skill_Group_Half_Hour.NetTransferredOutCallsToHalf
entskg31: IPCC Enterprise Skill Group Task Summary Half Hour Report

See Entskg31, page 9-48 for an illustration of this report.

Overview:

<table>
<thead>
<tr>
<th>Subject</th>
<th>A table of the selected enterprise skill group(s) showing call statistics gathered in half-hour increments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Note:</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>The report displays the same data as the Perskg31 report except that this data is organized by enterprise skill group rather than by media.</td>
</tr>
<tr>
<td></td>
<td>Fields applicable to a voice domain only are prefixed with an asterisk (*). Such fields are not applicable for e-mail or collaboration media.</td>
</tr>
</tbody>
</table>

Purpose

To show the call activity for the selected enterprise skill groups for the selected time period.

Applicable environment

IPCC only

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.


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
Queued
The number of tasks queued to the skill group in the half hour interval.
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) in 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 in 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: ((Skill_Group_Half_Hour.RouterCallsAbandQToHalf +
SGHH.AbandonRingCallsToHalf) / (Skill_Group_Half_Hour.RouterCallsAbandQToHalf +
Skill_Group_Half_Hour.AbandonRingCallsToHalf +
Skill_Group_Half_Hour.RedirectNoAnsCallsToHalf +
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: 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 in 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.

In IPCC Enterprise with an IPCC System PG, a call is counted as offered as soon as it is sent to a skill group.

In IPCC Enterprise, a call is counted as offered only when it is answered.

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 in 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 + Skill_Group_Half_Hour.NetTransferOutCallsToHalf`

**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.

For blind conferences in IPCC Enterprise, the value is updated in the database when an agent blind conferences the call to an IVR.

For blind conferences in IPCC Enterprise with an IPCC System PG, the value is not updated in the database until the call that was blind conferenced to an IVR is subsequently answered by another agent.

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.


**Supv Assist**

The number of calls for which agents received supervisor assistance in the half hour interval. The value is updated in the database when the supervisor-assisted call completes.

Derived from: `Skill_Group_Half_Hour.SupervAssistCallsToHalf`

**Emerg Assist**

The number of emergency assist requests either by the agent or by the supervisor in the half hour interval.

Derived from: `Skill_Group_Half_Hour.EmergencyAssistsToHalf`

**Barge In**

The number of calls barged in on either by an agent or by the supervisor in the half hour interval.

Derived from: `Skill_Group_Half_Hour.BargeInCallsToHalf`

**Intercept**

The number of calls intercepted either by an agent or by the supervisor in the half hour interval.

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.

entskg32: IPCC Enterprise Skill Group Task Summary Daily Report

Overview:

<table>
<thead>
<tr>
<th>Subject</th>
<th>A table of the selected enterprise skill group(s) showing daily totals for incoming and outgoing call counts and call treatments, gathered in day increments</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Note:</strong> 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>
<td></td>
</tr>
<tr>
<td>Purpose</td>
<td>To show the call activity for the selected enterprise skill groups for the selected time period.</td>
</tr>
<tr>
<td>Applicable environment</td>
<td>IPCC only</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.


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

**Queued**
The number of tasks queued to the skill group during the half-hour interval.
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.
**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 \( \text{Total Calls Completed} = \frac{\text{Skill\_Group\_Half\_Hour.RouterCallsAbandQToHalf} }{\text{Skill\_Group\_Half\_Hour.AbandonRingCallsToHalf} } + \frac{\text{Skill\_Group\_Half\_Hour.RedirectNoAnsCallsToHalf} }{\text{Skill\_Group\_Half\_Hour.CallsHandledToHalf} } \)

**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: \( \text{Skill\_Group\_Half\_Hour.InternalCallsRcvdToHalf} \)

**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.

In IPCC Enterprise with an IPCC System PG, a call is counted as offered as soon as it is sent to a skill group.

In IPCC Enterprise, a call is counted as offered only when it is answered.

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 + Skill_Group_Half_Hour.NetTransferOutCallsToHalf`

**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.

For blind conferences in IPCC Enterprise, the value is updated in the database when an agent blind conferences the call to an IVR.

For blind conferences in IPCC Enterprise with an IPCC System PG, the value is not updated in the database until the call that was blind conferenced to an IVR is subsequently answered by another agent.

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.


**Supv Assist**

The number of calls for which agents received supervisor assistance during the half-hour interval. The value is updated in the database when the supervisor-assisted call completes.

Derived from: `Skill_Group_Half_Hour.SupervAssistCallsToHalf`

**Emerg Assist**

The number of emergency assist requests either by the agent or by the supervisor.

Derived from: `Skill_Group_Half_Hour.EmergencyAssistsToHalf`

**Barge In**

The number of calls barged in on either by an agent or by the supervisor.

Derived from: `Skill_Group_Half_Hour.BargeInCallsToHalf`

**Intercept**

The number of calls intercepted either by an agent or by the supervisor.

Derived from: `Skill_Group_Half_Hour.InterceptCallsToHalf`

**Skill Group Summary**

The total for each field for each skill group.
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.

entskg33: IPCC 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 only |
| 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.

**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 the half hour 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 the half hour 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 the half hour 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 the half hour interval, whichever is less.

Derive from: (Skill_Group_Half_Hour.HoldTimeToHalf / 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 calls in relation to LoggedOnTime or the half hour interval, whichever is less.


Agent State Times: % Busy Other Time

The percentage of time that agents spent working on Busy Other time in relation to
LoggedOnTime or the half hour interval, whichever is less.

Derive 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 the half hour interval, whichever is less.

Derive 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

ASA

The skill group's average speed of answer in HH:MM:SS (hour, minutes, seconds) calculated from the time spent by callers when placed in queue and ringing at the agent’s desktop before the task is answered divided by the number of tasks answered.

Derived from: Skill_Group_Half_Hour.AnswerWaitTimeToHalf / Skill_Group_Half_Hour.CallsAnsweredToHalf

Completed Tasks: AHT

The Average Handle Time in HH:MM:SS (hours, minutes, seconds) for tasks sent to the skill group in the half hour interval.

Derived from: Skill_Group_Half_Hour.HandledCallsTimeToHalf / Skill_Group_Half_Hour.CallsHandledToHalf

Completed Tasks: Avg Active Time

The Average Active Time in HH:MM:SS (hours, minutes, seconds) for tasks sent to the skill group in the half hour interval.

Derived from: Skill_Group_Half_Hour.HandledCallsTalkTimeToHalf / Skill_Group_Half_Hour.CallsHandledToHalf

Completed Tasks: Avg Wrap Time

The Average Wrap Time in HH:MM:SS (hours, minutes, seconds) for tasks sent to the skill group in the half hour interval.


Completed Tasks: Aban Hold

The number of ICM routed calls in the half hour interval that abandoned while on hold at the 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 in the half hour interval.

Derived from: Skill_Group_Half_Hour.SupervAssistCallsToHalf
**Emerg Assist**

The number of emergency assist requests either by the agent or by the supervisor in the half hour interval.

Derived from: Skill_Group_Half_Hour.EmergencyAssistsToHalf

**Barge In**

The number of calls barged in on either by an agent or by the supervisor in the half hour interval.

Derived from: Skill_Group_Half_Hour.BargeInCallsToHalf

**Intercept**

The number of calls intercepted either by an agent or by the supervisor in the half hour interval.

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.

### entskg34: IPCC Enterprise Skill Group Performance Summary Daily Report

<table>
<thead>
<tr>
<th>Overview:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Subject</strong></td>
<td>A table of the selected enterprise skill group(s) showing skill group statistics gathered in day increments. 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. 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 the performance of the selected enterprise skill groups for the selected time period.</td>
</tr>
<tr>
<td><strong>Applicable environment</strong></td>
<td>IPCC only</td>
</tr>
<tr>
<td><strong>Template type</strong></td>
<td>Historical table</td>
</tr>
<tr>
<td><strong>Default sort order</strong></td>
<td>By enterprise skill group name, then by skill group name, and then by agent.</td>
</tr>
</tbody>
</table>
Data:

**Enterprise Skill Group**

The enterprise skill group's enterprise name and ID.


**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 Up Time

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

Derived from:
\[
\frac{(\text{Skill\_Group\_Half\_Hour\:WorkReadyTimeToHalf} + \text{Skill\_Group\_Half\_Hour\:WorkNotReadyTimeToHalf})}{\text{Skill\_Group\_Half\_Hour\:LoggedOnTimeToHalf}}
\]

Agent State Times: % BusyOther Time

The percentage of time that agents spent working on Busy Other time in relation to LoggedOnTime or interval, whichever is less.

Derive 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 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 \(\text{TalkTimetoHalf}\) is 0, then the % Utilization = 0

Otherwise, % Utilization = \(\frac{(\text{Skill\_Group\_Half\_Hour\:TalkInTimeToHalf} + \text{Skill\_Group\_Half\_Hour\:TalkOutTimeToHalf} + \text{Skill\_Group\_Half\_Hour\:TalkOtherTimeToHalf} + \text{Skill\_Group\_Half\_Hour\:WorkReadyTimeToHalf} + \text{Skill\_Group\_Half\_Hour\:WorkNotReadyTimeToHalf})}{(\text{Skill\_Group\_Half\_Hour\:LoggedOnTimeToHalf} - \text{Skill\_Group\_Half\_Hour\:NotReadyTimeToHalf})}\)

ASA

The skill group's average speed of answer in HH:MM:SS (hour, minutes, seconds) calculated from the time spent by callers when placed in queue and ringing at the agent’s desktop before the task is answered divided by the number of tasks answered.

Derived from: \(\frac{\text{Skill\_Group\_Half\_Hour\:AnswerWaitTimeToHalf}}{\text{Skill\_Group\_Half\_Hour\:CallsAnsweredToHalf}}\)

Completed Tasks: AHT

The Average Handle Time in HH:MM:SS (hours, minutes, seconds) for tasks sent to the skill group.

Derived from: \(\frac{\text{Skill\_Group\_Half\_Hour\:HandledCallsTimeToHalf}}{\text{Skill\_Group\_Half\_Hour\:CallsHandledToHalf}}\)
Completed Tasks: Avg Active Time
The Average Active Time in HH:MM:SS (hours, minutes, seconds) for tasks sent to the skill group.

Completed Tasks: Avg Wrap Time
The Average Wrap Time in HH:MM:SS (hours, minutes, seconds) for tasks sent to the skill group.

Completed 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

*Supv Assist
The number of calls for which agents received supervisor assistance.
Derived from: Skill_Group_Half.Hour.SupervAssistCallsToHalf

Emerg Assist
The number of emergency assist requests either by the agent or by the supervisor.
Derived from: Skill_Group_Half.Hour.EmergencyAssistsToHalf

Barge In
The number of calls barged in on either by an agent or by the supervisor.
Derived from: Skill_Group_Half.Hour.BargeInCallsToHalf

Intercept
The number of calls intercepted either by an agent or by the supervisor.
Derived from: Skill_Group_Half.Hour.InterceptCallsToHalf

Skill Group Summary
The total 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.
entskg35: IPCC Enterprise Skill Group Consolidated Half Hour Report

See Entskg35, page 9-49 for an illustration of this report.

<table>
<thead>
<tr>
<th>Overview:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Subject</td>
<td>A table of the selected enterprise skill group(s) showing consolidated call statistics, gathered in half-hour increments. <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. This report displays the same data as the Perskg35 report except that this report is first organized by enterprise skill group rather than by media. Fields applicable to a voice domain only are prefixed with an asterisk (*). Such fields are not applicable for e-mail or collaboration media.</td>
</tr>
<tr>
<td>Purpose</td>
<td>To show both the activity and the performance of the selected enterprise skill groups for the selected time period.</td>
</tr>
<tr>
<td>Applicable environment</td>
<td>IPCC only</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>
<tr>
<td>Schema database tables</td>
<td>Skill_Group, Enterprise_Skill_Group, 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.


**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
**Queued**

The number of tasks queued to this Skill Group in the half hour interval.

Derived from: Skill_Group_Half_Hour.RouterCallsQueuedToHalf

**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.


**Completed Tasks: Total**

The total number of tasks completed by this skill group in the half hour 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 in the half hour interval.

Derived from: Skill_Group_Half_Hour.RedirectNoAnsCallsToHalf

**Completed Tasks: Handled**

The number of ICM Routed tasks handled within this skill group in the half hour 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 in the half hour 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 in the half hour 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 in the half hour 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.

In IPCC Enterprise with an IPCC System PG, a call is counted as offered as soon as it is sent to a skill group.

In IPCC Enterprise, a call is counted as offered only when it is answered.

Derived from: Skill_Group_Half_Hour.TransferInCallsToHalf

**Transfer Out**

The number of tasks this agent transferred to another agent or skill group in the half hour interval. This includes Consultative Calls. The value is updated in the database when the transfer of the call is completed.


**External Out**

For default skill groups: the number of times an agent initiated an outgoing external call in the half hour interval. For routing skill groups: the number of times an agent initiated a transfer or conference to an external device in the half hour interval.

Derived from: Skill_Group_Half_Hour.AgentOutCallsToHalf

**Agent State Times: Active Time**

The total time spent in the Active state within this skill group in the half hour interval, 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 in the half hour interval, 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 in the half hour 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 the half hour 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 the half hour 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 the half hour interval 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 the half hour interval 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 the half hour interval 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 the half hour interval 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 the half hour interval 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 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.

entskg36: IPCC Enterprise Skill Group Consolidated Daily Report

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

Data:

Enterprise Skill Group
The enterprise skill group's enterprise name and ID.
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

**Queued**
The number of tasks queued to this Skill Group.
Derived from: Skill_Group_Half_Hour.RouterCallsQueuedToHalf

**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.

**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: \( \text{Skill\_Group\_Half\_Hour\_HandledCallsTalkTimeToHalf} / \text{Skill\_Group\_Half\_Hour\_CallsHandledToHalf} \)

**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: \( \text{Skill\_Group\_Half\_Hour\_AbandonHoldCallsToHalf} \)

*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.

In IPCC Enterprise with an IPCC System PG, a call is counted as offered as soon as it is sent to a skill group.

In IPCC Enterprise, a call is counted as offered only when it is answered.

Derived from: \( \text{Skill\_Group\_Half\_Hour\_TransferInCallsToHalf} \)

*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: \( \text{Skill\_Group\_Half\_Hour\_TransferredOutCallsToHalf} + \text{Skill\_Group\_Half\_Hour\_NetTransferredOutCallsToHalf} \)

*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: \( \text{Skill\_Group\_Half\_Hour\_AgentOutCallsToHalf} \)

**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: \( \text{Skill\_Group\_Half\_Hour\_TalkTimeToHalf} \)

**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: \( \text{Skill\_Group\_Half\_Hour\_HoldTimeToHalf} \)
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 relation to LoggedOnTime or interval to Half.
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 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.

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 IPCC 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>
<tr>
<td>perskg01: Peripheral Skill Group Status Real Time Report, page 5-81</td>
<td>IPCC and/or ICM</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 5-82</td>
<td>IPCC and/or ICM</td>
<td>real-time bar graph</td>
<td>The percentage of agents in available, idle, talking, and wrap-up states.</td>
</tr>
<tr>
<td>perskg05: Peripheral Skill Group % Utilization of Ready Agents Report, page 5-84</td>
<td>IPCC and/or ICM</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>Report Name</td>
<td>Platform(s)</td>
<td>Report Type</td>
<td>Description</td>
</tr>
<tr>
<td>-------------------------------------------------</td>
<td>-------------------</td>
<td>----------------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>perskg08: FTE for Peripheral Skill Groups Half Hour Report, page 5-106</td>
<td>IPCC and/or ICM</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 5-108</td>
<td>IPCC and/or ICM</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 5-85</td>
<td>Outbound Option (IPCC and/or ICM)</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 5-110</td>
<td>Outbound Option (IPCC and/or ICM)</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>perskg14: IPCC Rolling 5-minute Peripheral Skill Group Status Report, page 5-86</td>
<td>IPCC only</td>
<td>Real-time table</td>
<td>Agent states in full-time equivalent (FTE) counts and in percentages.</td>
</tr>
<tr>
<td>perskg27: Peripheral Skill Group Historical All Fields Report, page 5-112</td>
<td>IPCC and/or ICM</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 5-88</td>
<td>IPCC and/or ICM</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 5-101</td>
<td>IPCC and/or ICM</td>
<td>Real-time table</td>
<td>All the agents that are configured for the selected skill group(s), but currently not logged in.</td>
</tr>
</tbody>
</table>

**Note:** An agent can appear more than once, if the agent is configured for more than one skill group.
<table>
<thead>
<tr>
<th>Report Name</th>
<th>Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>perskg31: IPCC Peripheral Skill Group Task Summary Half Hour Report, page 5-126</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>perskg32: IPCC Peripheral Skill Group Task Summary Daily Report, page 5-130</td>
<td>historical table</td>
<td>A summary of task statistics for each skill group for the selected day(s).</td>
</tr>
<tr>
<td>perskg33: IPCC Peripheral Skill Group Performance Summary Half Hour Report, page 5-134</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>perskg34: IPCC Peripheral Skill Group Performance Summary Daily Report, page 5-138</td>
<td>historical table</td>
<td>A summary of agent performance for each skill group for the selected day(s).</td>
</tr>
<tr>
<td>perskg35: IPCC Peripheral Skill Group Consolidated Half Hour Report, page 5-142</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>perskg36: IPCC Peripheral Skill Group Consolidated Daily Report, page 5-146</td>
<td>Historical table</td>
<td>The activity and the performance of the selected enterprise skill groups for the selected day(s).</td>
</tr>
</tbody>
</table>

**IPCC Peripheral Skill Group Real-Time Reports**

- perskg01: Peripheral Skill Group Status Real Time Report, page 5-81
- perskg03: Peripheral Skill Group Agent State Status Report, page 5-82
- perskg14: IPCC Rolling 5-minute Peripheral Skill Group Status Report, page 5-86
**perskg01: Peripheral Skill Group Status Real Time Report**

See Perskg01, page 9-39 for an illustration of this report.

<table>
<thead>
<tr>
<th><strong>Overview:</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Subject</strong></td>
<td>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.</td>
</tr>
<tr>
<td><strong>Purpose</strong></td>
<td>To show the current status of the selected peripheral skill group(s).</td>
</tr>
<tr>
<td><strong>Applicable environment</strong></td>
<td>IPCC and/or ICM</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>
</tbody>
</table>
| **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
See Perskg03, page 9-40 for an illustration of this 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>
</tbody>
</table>
### Skill Group Report Templates

**IPCC Peripheral Skill Group Reports**

#### Chapter 5

**Template type**

Real-time bar graph

**Default sort order**

By media routing domain and then by skill group

**Drilldowns available**

No

**Schema database table**

<table>
<thead>
<tr>
<th>Media_Routing_Domain</th>
</tr>
</thead>
<tbody>
<tr>
<td>Skill_Group</td>
</tr>
<tr>
<td>Skill_Group_Real_Time</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.


perskg05: Peripheral Skill Group % Utilization of Ready Agents Report

See Perskg05, page 9-40 for an illustration of this 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:

% 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

#### Overview:

<table>
<thead>
<tr>
<th>Subject</th>
<th>A table of the selected Peripheral Skill Group(s) showing their associated Outbound Option status.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Purpose</td>
<td>To show the current outbound option status in the selected peripheral skill groups</td>
</tr>
<tr>
<td>Applicable environment</td>
<td>Outbound Option. (IPCC and/or ICM)</td>
</tr>
<tr>
<td>Template type</td>
<td>Real-time table</td>
</tr>
<tr>
<td>Default sort order</td>
<td>There is no default sorting in this template</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 | Skill_Group  
| | Skill_Group_Real_Time |

#### Data:

**Skill Group Name**

The name of the skill group.

Derived from: Skill_Group.EnterpriseName

**Agents on Predictive/Progressive Tasks**

The number of agents in the skill group currently talking on AutoOut (predictive) tasks.

Derived from: Skill_Group_Real_Time.TalkingAutoOut

**Agents on Preview Tasks**

The number of agents in the skill group currently talking on outbound Preview tasks.

Derived from: Skill_Group_Real_Time.TalkingPreview

**Agents on Reserved Tasks**

The number of agents in the skill group currently talking on agent reservation tasks.

Derived from: Skill_Group_Real_Time.TalkingReserve

**Report Summary**

The totals of each field in the report.
perskg14: IPCC Rolling 5-minute Peripheral Skill Group Status Report

See Perskg14, page 9-41 for an illustration of this report.

<table>
<thead>
<tr>
<th>Overview:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Subject</strong></td>
<td>A table of the selected Peripheral Skill Group(s) showing the current agent states in full-time equivalent (FTE) counts and the number of tasks queued.</td>
</tr>
<tr>
<td><strong>Purpose</strong></td>
<td>To show how many agents could be currently used to handle tasks in the selected peripheral skill group(s)</td>
</tr>
<tr>
<td><strong>Applicable environment</strong></td>
<td>IPCC only</td>
</tr>
<tr>
<td><strong>Template type</strong></td>
<td>Real-time table</td>
</tr>
<tr>
<td><strong>Default sort order</strong></td>
<td>By media routing domain and then by skill group</td>
</tr>
<tr>
<td><strong>Drilldowns available</strong></td>
<td>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><strong>Schema database table</strong></td>
<td>Skill_Group_Real_Time, Skill_Group, Media_Routing_Domain</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Data:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Media</strong></td>
<td>The skill group’s media routing domain.</td>
</tr>
<tr>
<td>Derived from:</td>
<td>Media_Routing_Domain.EnterpriseName</td>
</tr>
<tr>
<td><strong>Skill Group</strong></td>
<td>The enterprise name of the skill group and its skill target ID.</td>
</tr>
<tr>
<td>Derived from:</td>
<td>Skill_Group.EnterpriseName and (Skill_Group.SkillTargetID)</td>
</tr>
<tr>
<td><strong>FTE Log On5</strong></td>
<td>The FTE value for the number of agents logged on (or signed on to) the system during an interval.</td>
</tr>
<tr>
<td>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.</td>
<td></td>
</tr>
<tr>
<td>Derived from:</td>
<td>Skill_Group_Real_Time.LoggedOnTimeTo5 / 300</td>
</tr>
<tr>
<td><strong>FTE NotReady5</strong></td>
<td>The FTE value for the number of agents in the Not Ready state during an interval.</td>
</tr>
<tr>
<td>This is a state in which agents are logged on, but neither involved in call handling activity nor available to handle a call.</td>
<td></td>
</tr>
<tr>
<td>Derived from:</td>
<td>Skill_Group_Real_Time.NotReadyTimeTo5 / 300</td>
</tr>
</tbody>
</table>
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 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 Now
The number of tasks currently queued for the skill group.
Derived from: Skill_Group_Real_Time.RouterCallsQNow
perskg28: Peripheral Skill Group Real Time All Fields Report

Overview:

| Subject | A table of the selected peripheral skill group(s) listing all the available skill-group real-time report data. Fields applicable to a voice domain only are prefixed with an asterisk (*). Such fields are not applicable for e-mail or collaboration media. **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 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 peripheral 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 ICM  
Template type: Real-time  
Default sort order: By 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: Skill_Group, Skill_Group_Real_Time  

Data:

**Skill Group**

The skill group's enterprise name and skill target ID  
Derived from: Skill_Group.EnterpriseName and Skill_Group.SkillTargetID

**DateTime**

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

*NOTE:* Not applicable for IPCC Enterprise without an IPCC System PG and is not updated. In IPCC Enterprise with an IPCC System PG, this field is applicable and is updated when a call is queued to the skill group. For consistent values, in IPCC Enterprise regardless of whether or not there is an IPCC System PG, use "Router Longest Call In Q" which is derived from Skill_Group_Real_Time.RouterLongestCallInQ.

*NOTE:* This field is not applicable to IPCC Enterprise. In an IPCC Enterprise Gateway deployment, ICM (parent) connected with an IPCC Enterprise with an IPCC System PG (child) or IPCC Express (child) through IPCC Gateway PG, network queuing data is not available in the child or in the child agent/supervisor desktop. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager who would normally only look at the IPCC child reports will need to also look at the parent ICM reports for network queuing data.

Derived from: Skill_Group_Real_Time.LongestCallQ

**Longest Avail 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.

*NOTE:* In an ICM Enterprise deployment with an IPCC System PG, network queuing data is not available in the 'child ' reports or in the child agent/supervisor desktop. A call center manager who would normally only look at the child reports will need to also look at the parent ICM reports for network queuing data.

Derived from: Skill_Group_Real_Time.RouterCallsQNow

**Calls Queued Now**

The number of tasks currently queued to this skill group by the ACD.

*NOTE:* The CallQueuedNow field is never incremented in the event of Network Queuing. It is incremented only when a call is queued locally at the ACD. The field that is incremented in the event of Network Queuing is TasksQNow.

Derived from: Skill_Group_Real_Time.CallsQueuedNow

**Calls In Progress**

The number of tasks currently associated with this skill group. This field populates for non-voice tasks only.

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. Applicable to IPCC only.

**NOTE:** In an ICM Enterprise deployment with an IPCC System PG, network queuing data is not available in the ‘child’ reports or in the child agent/supervisor desktop. A call center manager who would normally only look at the child reports will need to also look at the parent ICM reports for network queuing data.

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 rolling five minute interval.

In IPCC Enterprise with an IPCC System PG, a task is counted as offered as soon as it is sent to a skill group.

In IPCC Enterprise, a task is counted as offered only when it is answered. Offered calls are the total number of incoming calls and internal calls sent to a specific route, service, or skill group. In real-time data, a call is counted as offered as soon as it is sent to a route or service. However, if the caller hangs up before the abandoned call wait time has elapsed, that call is not counted as offered in the historical (5-minute and 30-minute) data. This ensures that the number of calls offered is the same as the number answered plus the number abandoned.

Derived from: Skill_Group_Real_Time.CallsOfferedTo5
**Current 5 Minutes Task Statistics:**

**Answered**

The number of tasks begun by agents in the skill group during the rolling five minute interval. 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.

**NOTE:** With the existence of a network VRU in an ICM Enterprise deployment with an IPCC System PG, this value will not include time spent in the network VRU.

Derived from: Skill_Group_Real_Time.CallsAnsweredTo5

**Current 5 Minutes Task Statistics:**

**Handled**

The number of tasks handled by the skill group during the rolling 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:**

**Aban Q**

The number of tasks abandoned in queue during the rolling five minute interval.

Derived from: Skill_Group_Real_Time.RouterCallsAbandQTo5

**Current 5 Minutes Task Statistics:**

**Aban Agent**

The number of tasks abandoned at the agent while ringing during the rolling five minute interval.

Derived from: Skill_Group_Real_Time.RouterCallsAbandAgentTo5

**Current 5 Minutes Task Statistics:**

**DeQueued**

The number of tasks dequeued from this skill group during the rolling five minute interval.

Derived from: Skill_Group_Real_Time.RouterCallsDequeuedTo5
*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 tasks transferred into the skill group during the rolling five minute interval.

For blind transfers in IPCC Enterprise, the value is updated in the database when an agent blind transfers the call to an IVR.

For blind transfers in IPCC Enterprise with an IPCC System PG, the value is not updated in the database until the call that was blind transferred to an IVR is subsequently transferred to another agent.

Derived from: Skill_Group_Real_Time.TransferInCallsTo5

*Current 5 Minutes Task Statistics: Transfer Out

The number of tasks transferred out of the skill group during the rolling 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 rolling 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 rolling 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 rolling 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 rolling 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 rolling 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 rolling 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 rolling 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 rolling 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 rolling 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 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
**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 rolling 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 rolling five minute interval.

AnswerWaitTime is associated only with handled tasks and internal calls received. AnswerWaitTime is calculated as follows: RingTime + NetworkTime + LocalQTime (for ICM systems) and NetQTime (for IPCC systems).

**NOTE:** With the existence of a network VRU, in an ICM Enterprise deployment with an IPCC System PG, this value will not include time spent in the network VRU.

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 rolling 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 rolling 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 rolling five minute interval.

The value is calculated as follows: HandledCallsTimeTo5 / CallsHandledTo5.

HandledCallsTime is tracked only for inbound ACD calls counted as handled for the skill group. HandledCallsTime is the time spent from the call being answered by the agent to the time the agent completed any after-call work time for the call. This includes any Hold time associated with the call. The AvgHandledCallsTime value is updated in the database when the after-call work time associated with the call is completed.

Derived from: Skill_Group_Real_Time.AvgHandledCallsTimeTo5

Current 5 Minutes Agent Statistics:
Busy Other

The time in HH:MM:SS (hours, minutes, seconds) that agents have spent in the BusyOther state during the rolling five minute interval. BusyOtherTime is included in the calculation of LoggedOnTime.

Derived from: Skill_Group_Real_Time.BusyOtherTimeTo5

Current 5 Minutes Agent Statistics:
Hand Task Active Time

The total talk time in HH:MM:SS (hours, minutes, seconds) for tasks counted as handled by the skill group during the rolling 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 rolling 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 rolling 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 rolling 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 rolling 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 rolling 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 rolling 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 rolling 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 rolling 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 rolling 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 rolling 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 rolling 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 rolling 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 rolling 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 rolling 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 rolling 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 rolling 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

Current 5 Minutes SL Statistics: Service Level

The service level for the skill group in the last five-minute interval. Applicable for IPCC only.

Derived from: Skill_Group_Real_Time.ServiceLevelTo5

Current 5 Minutes SL Statistics: SL Tasks Offered

The number of tasks that are routed to the skill group or queued to the skill group in the last five-minute interval. Applicable for IPCC only.

Derived from: Skill_Group_Real_Time.ServiceLevelCallsOfferedTo5

Current 5 Minutes SL Statistics: SL Tasks

The number of tasks that are answered within the skill group service level threshold in the last five-minute interval. Applicable for IPCC only.

Derived from: Skill_Group_Real_Time.ServiceLevelCallsTo5

Current 5 Minutes SL Statistics: SL Aban

The number of tasks that are abandoned within the skill group service level threshold in the last five-minute interval. Applicable for IPCC only.

NOTE: With the existence of a network VRU, this value includes time in the network queue.

Derived from: Skill_Group_Real_Time.ServiceLevelCallsAbandTo5

Current 5 Minutes SL Statistics: SL Tasks Dequeued

The number of tasks that are dequeued from a skill group within the skill group service level threshold in the last five-minute interval. Applicable for IPCC only.

Derived from: Skill_Group_Real_Time.ServiceLevelCallsDequeuedTo5
Current 5 Minutes SL Statistics: SL Tasks RONA

The number of tasks that are redirected with no answer within the skill group service level threshold in the last five-minute interval. Applicable for IPCC only.

Derived from: Skill_Group_Real_Time.ServiceLevelRONATo5

perskg29: Peripheral Skill Group Logout Real Time Report

See Perskg29, page 9-42 for an illustration of this 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
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
perskg30: IPCC Peripheral Skill Group Status Real Time Report

See Perskg30, page 9-42 for an illustration of this 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 the current statistics for each skill group. <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>
</tr>
<tr>
<td>Purpose</td>
<td>Shows the current status of the selected skill groups.</td>
</tr>
<tr>
<td>Applicable environment</td>
<td>IPCC only</td>
</tr>
<tr>
<td>Template type</td>
<td>Real-time table</td>
</tr>
<tr>
<td>Default sort order</td>
<td>By media routing domain and then by skill group</td>
</tr>
<tr>
<td>Drilldowns available</td>
<td>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_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.

Derived from: Skill_Group_Real_Time.RouterCallsQNow

**Longest Task Queued**

The longest task queued in either of the two queues.

Derived from: Skill_Group_Real_Time.RouterLongestCallInQ  
Skill_Group_Real_Time.LongestCallQ.
**ASA5**

The Average Speed of Answer measured in HH:MM:SS (hours, minutes, seconds) format for the skill group.


**Ans Within Service Level**

The count of calls that are answered within the skill group service level threshold during the rolling five minute interval.

Derived from: `Skill_Group_Real_Time.ServiceLevelCallsTo5`

**Aban Within Service Level**

The count of calls that are abandoned within the skill group service level threshold during the rolling five minute interval.

Derived from: `Skill_Group_Real_Time.ServiceLevelCallsAbandTo5`

**Handled**

The number of tasks that have been handled during the rolling five minute interval.

Derived from: `Skill_Group_Real_Time.CallsHandledTo5`

**AHT**

The average time in HH:MM:SS (hours, minutes, seconds) it has taken during the rolling five minute interval to handle a task.


**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`
Chapter 5  Skill Group Report Templates

IPCC Peripheral Skill Group Reports

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 with during the rolling five minute interval.
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

**% 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.

**Peripheral Skill Group Historical Reports**

- perskg08: FTE for Peripheral Skill Groups Half Hour Report, page 5-106
- perskg09: Peripheral Skill Group Normalized Agent State Report, page 5-108
- perskg12: Outbound Option (Blended Agent) Task Detail Performance In Skill Groups Half Hour Report, page 5-110
- perskg27: Peripheral Skill Group Historical All Fields Report, page 5-112
- perskg31: IPCC Peripheral Skill Group Task Summary Half Hour Report, page 5-126
- perskg32: IPCC Peripheral Skill Group Task Summary Daily Report, page 5-130
- perskg33: IPCC Peripheral Skill Group Performance Summary Half Hour Report, page 5-134
- perskg34: IPCC Peripheral Skill Group Performance Summary Daily Report, page 5-138
- perskg35: IPCC Peripheral Skill Group Consolidated Half Hour Report, page 5-142
- perskg36: IPCC Peripheral Skill Group Consolidated Daily Report, page 5-146
### 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 than by skill group.

Full-time equivalent (FTE) is a way to measure how many people are needed to do a task. In a contact center, FTE counts are used to determine the number of full-time agents that would be required in the half hour interval to perform the work done during that interval.

To calculate the FTE, divide the number of seconds of work performed by the number of seconds in the interval. For example, if agents spent a total of 7200 seconds handling calls during a half-hour (1800 second) interval, the FTE for call handling during the interval is

\[
\frac{7200 \text{ person-seconds}}{1800 \text{ seconds}} = 4 \text{ persons}
\]

This means that if all agents spent full-time handling calls during the interval, the work could have been done by four agents.

**Purpose**
To show how many agents would be needed to handle tasks in the selected peripheral skill group(s) for the selected time period.

**Applicable environment**
IPCC and/or ICM

**Template type**
Historical 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 than 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

Number of Full Time Equivalent (FTE) Agents Logon Total
The FTE value for the number of agents logged on to the system in the half hour interval.
Derived from: Skill_Group_Half_Hour.LoggedOnTimeToHalf / 1800

Number of Full Time Equivalent (FTE) Agents Not Ready
The FTE value for the number of agents in the Not Ready state in the half hour interval.
Derived from: Skill_Group_Half_Hour.NotReadyTimeToHalf / 1800

Number of Full Time Equivalent (FTE) Agents Not Active
The FTE value for the number of agents in the Not Active state in the half hour interval.
Derived from: Skill_Group_Half_Hour.AvailTimeToHalf / 1800

Number of Full Time Equivalent (FTE) Agents Active
The FTE value for the number of agents in the Active, Talking in, Talking Out, and Talking Other states in the half hour interval.
Derived from: Skill_Group_Half_Hour.TalkTimeToHalf / 1800

Number of Full Time Equivalent (FTE) Agents Wrapup
The FTE value for the number of agents who are involved in after-call work in the half hour interval.
Derived from: (Skill_Group_Half_Hour.WorkReadyTimeToHalf + Skill_Group_Half_Hour.WorkNotReadyTimeToHalf) / 1800
### Number of Full Time Equivalent (FTE) Agents Busy Other

The FTE value for the number of agents in the Busy Other state in the half hour interval.

Derived from: `Skill_Group_Half_Hour.BusyOtherTimeToHalf / 1800`

### Number of Full Time Equivalent (FTE) Agents Hold

The FTE value for the number of agents in the Hold state in the half hour interval.

Derived from: `(Skill_Group_Half_Hour.HoldTimeToHalf/1800)`

### Number of Full Time Equivalent (FTE) Agents Reserved

The FTE value for the number of agents in the Reserved state in the half hour interval.

Derived from: `(Skill_Group_Half_Hour.ReservedStateTimeToHalf/1800)`

**NOTE:** In the following summaries, the summary for FTE values is based on an 8 hour shift calculation. If the report interval is chosen to be less than 8 hours, then this value will be lower than expected.

### Daily Total (8 hr Shift)

The FTE value, based on an 8 hour shift calculation, for each field for the day.

### Skill Group Total (8 hr shift)

The FTE value, based on an 8 hour shift calculation, for each field for the peripheral skill group.

### Media Total (8 hr shift)

The FTE value, based on an 8 hour shift calculation, for each field for the peripheral skill groups in a media routing domain.

### Report Total (8 hr shift)

The FTE value, based on an 8 hour shift calculation, for each field for all peripheral skill groups.

---

**perskg09: Peripheral Skill Group Normalized Agent State Report**

<table>
<thead>
<tr>
<th><strong>Overview:</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Subject</strong></td>
<td>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. <strong>Note:</strong> This report displays the same data as the Entskg09 report except that this report is organized by media rather then by skill group.</td>
</tr>
<tr>
<td><strong>Purpose</strong></td>
<td>To show agent status in the selected peripheral skill group(s) for the selected time period</td>
</tr>
<tr>
<td><strong>Applicable environment</strong></td>
<td>IPCC and/or ICM</td>
</tr>
<tr>
<td><strong>Template type</strong></td>
<td>Historical bar graph</td>
</tr>
</tbody>
</table>
**IPCC Peripheral Skill Group Reports**

**Chapter 5  Skill Group Report Templates**

### 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

### Default sort order

By the skill group

### Drilldowns available

No

### Schema database table

Skill_Group_Half_Hour

---

<table>
<thead>
<tr>
<th>Default sort order</th>
<th>By the skill group</th>
</tr>
</thead>
<tbody>
<tr>
<td>Drilldowns available</td>
<td>No</td>
</tr>
<tr>
<td>Schema database table</td>
<td>Skill_Group_Half_Hour</td>
</tr>
</tbody>
</table>
% 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

Overview:

| Subject | A table of the selected Peripheral Skill Group(s) showing the percentage of time that Outbound Option agents spent in the signed on, handle, talk, and hold states, gathered in half-hour increments. |
| Purpose | To show outbound option performance details for the selected time period. |
| Applicable environment | Outbound Option. (IPCC and/or ICM) |
| Template type | Historical table |
| Default sort order | By the skill group and then by the date |
| 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. |

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.Date-Time
**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 in 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 a 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 in 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 in 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 in 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 in 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 in 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 in 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 in 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.

perskg27: Peripheral Skill Group Historical All Fields 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) 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. <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>
</tr>
<tr>
<td>Purpose</td>
<td>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. <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 ICM</td>
</tr>
</tbody>
</table>
## Chapter 5  Skill Group Report Templates

### IPCC Peripheral Skill Group Reports

<table>
<thead>
<tr>
<th>Template type</th>
<th>Historical</th>
</tr>
</thead>
<tbody>
<tr>
<td>Default sort order</td>
<td>By skill group</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   | 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

**Callback Msg**

The number of callback messages processed by the agent in 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 in the half hour interval.

Derived from: Skill_Group_Half_Hour.CallbackMessagesTimeToHalf

**Tasks Ans**

The number of tasks begun in 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 in the half hour interval.

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

**NOTE:** With the existence of a network VRU, in an ICM Enterprise deployment with an IPCC System PG this value will not include time spent in the network VRU.

Derived from: Skill_Group_Half_Hour.AnswerWaitTimeToHalf

**Tasks Hand**

The tasks handled by the skill group in 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 in 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 in 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 in 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 in 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 in the half hour interval.
Derived from: Skill_Group_Half_Hour.InternalCallsTimeToHalf

*Supervisor Assist Tasks
The number of tasks for which agents received supervisor assistance in 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 in 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 in 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 in 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 in 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 in 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 in 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 in 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) in 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 in the half hour interval.

Derived from: Skill_Group_Half_Hour.TalkTimeToHalf

**Logged On Time**

The total time in HH:MM:SS (hours, minutes, seconds) that agents in the skill group were logged on in 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 in 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 in 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 in 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 in 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 in 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 in the half hour interval.

Derived from: Skill_Group_Half_Hour.ReservedStateTimeToHalf

**Transfer In Tasks**

The number of tasks transferred into the skill group in the half hour interval.

For blind transfers in IPCC Enterprise, the value is updated in the database when an agent blind transfers the call to an IVR.

For blind transfers in IPCC Enterprise with an IPCC System PG, the value is not updated in the database until the call that was blind transferred to an IVR is subsequently transferred to another agent.

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 in the half hour interval.

Derived from: Skill_Group_Half_Hour.TransferInCallsTimeToHalf

**Transfer Out Tasks**

The number of tasks transferred out of the skill group in 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.

For blind conferences in IPCC Enterprise, the value is updated in the database when an agent blind conferences the call to an IVR.

For blind conferences in IPCC Enterprise with an IPCC System PG, the value is not updated in the database until the call that was blind conferenced to an IVR is subsequently answered by another agent.

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.

For blind conferences in IPCC Enterprise, the value is updated in the database when an agent blind conferences the call to an IVR.

For blind conferences in IPCC Enterprise with an IPCC System PG, the value is not updated in the database until the call that was blind conferenced to an IVR is subsequently answered by another agent.

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 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 in 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 in 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 in 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 in 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 tasks 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 in 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 in 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 in 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 in 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 in 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 in 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 in 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 in 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 in 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 in 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 in 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 in 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 in 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 in 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 in 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 in 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 in 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 in 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 tasks barged in on either by the supervisor or by the agent.
Derived from: Skill_Group_Half_Hour.BargeInCallsToHalf

Intercept Tasks
The number of tasks intercepted either by the supervisor or by the agent.
Derived from: Skill_Group_Half_Hour.InterceptCallsToHalf

*Monitor Tasks*
The number of tasks monitored either by the supervisor or by the agent.
Derived from: Skill_Group_Half_Hour.MonitorCallsToHalf

*Whisper Tasks*
The number of tasks 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 tasks received by this skill group for the half-hour interval.
In IPCC Enterprise with an IPCC System PG, a call is counted as offered as soon as it is sent to a skill group.
In IPCC Enterprise, a call is counted as offered only when it is answered.
Derived from: Skill_Group_Half_Hour.RouterCallsOfferedToHalf
Tasks Queued
The number of calls queued to this skill group by the ACD in the half-hour interval.

NOTE: In an IPCC Enterprise Gateway deployment, ICM (parent) connected with an IPCC Enterprise with an IPCC System PG (child) or IPCC Express (child) through IPCC Gateway PG, network queuing data is not available in the child or in the child agent/supervisor desktop. The time spent in the network queue is not included in the reporting metrics in the child. A call center manager who would normally only look at the IPCC child reports will need to also look at the parent ICM reports for network queuing data..

NOTE: Not applicable to IPCC Enterprise without an IPCC System PG and is not updated. In IPCC Enterprise with an IPCC System PG, this field is applicable and is updated when a call is queued to the skill group.

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 Date Time
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

RTR Tasks Offered
The number of tasks routed or queued for a skill in the last half hour interval.

Derived from: Skill_Group_Half_Hour.RouterCallsOfferedToHalf
**RTR Tasks Agent Aban**

The number of tasks abandoned after being routed to an agent in the last half hour interval.

Derived from: Skill_Group_Half_Hour.RouterCallsAbandToAgentToHalf

**RTR Tasks Agent DeQueued**

The number of tasks dequeued from the skill group in the last half hour interval.

Derived from: Skill_Group_Half_Hour.RouterCallsDequeuedToHalf

**RTR Error Count**

The number of tasks that resulted in an error condition in the last half hour interval.

Derived from: Skill_Group_Half_Hour.RouterCallsDequeuedToHalf

**Service Level**

The service level for the skill group in the last half hour interval.

Derived from: Skill_Group_Half_Hour.ServiceLevelToHalf

**SL Tasks**

The number of tasks that are answered within the skill group service level threshold in the half hour interval. Applicable to IPCC only.

Derived from: Skill_Group_Real_Time.ServiceLevelCallsOfferedToHalf

**SL Tasks Aban**

The number of tasks that are abandoned within the skill group service level threshold in the half hour interval. Applicable to IPCC only.

Derived from: Skill_Group_Real_Time.ServiceLevelCallsAbandToHalf

**SL Tasks Dequeued**

The number of tasks that are dequeued from a skill group within the skill group service level threshold in the half hour interval. Example: if a call is queued to two skill groups, and was answered by one of the skill groups, the call is considered as dequeued in the other skill group. Applicable to IPCC only.

Derived from: Skill_Group_Real_Time.ServiceLevelCallsDequeuedToHalf

**SL Error Count**

The number of tasks that resulted in an error condition from a skill group within the skill group service level threshold in the half hour interval. Applicable to IPCC only.

Derived from: Skill_Group_Real_Time.ServiceLevelErrorToHalf

**SL Tasks RONA**

The number of tasks that are redirected with no answer within the skill group service level threshold in the half hour interval. Applicable to IPCC only.

Derived from: Skill_Group_Real_Time.ServiceLevelRONAToHalf
**Net Cons Out**

The number of network consultative calls completed by agents who have at least one call on hold.

Derived from: Skill_Group_Half_hour.NetConsultativeCallsToHalf

**Net Cons Out Time**

The number of seconds spent on network consultative calls by agents who have at least one call on hold.

Derived from: Skill_Group_Half_hour.NetConsultativeCallsTimeToHalf

**Net Conf Out**

The number of conference calls initiated by agents.

Derived from: Skill_Group_Half_hour.NetConferencedOutCallsToHalf

**Net Conf Out Time**

The number of seconds spent on conference calls.

Derived from: Skill_Group_Half_hour.NetConferencedOutCallsTimeToHalf

**Net Trans Out**

The number of tasks transferred out by agents in the half hour interval.


**perskg31: IPCC Peripheral Skill Group Task Summary Half Hour Report**

See Perskg31, page 9-43 for an illustration of this report.

<table>
<thead>
<tr>
<th><strong>Overview:</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Subject</strong></td>
<td>A table of the selected Peripheral Skill Group(s) showing each skill groups' call statistics, gathered in half-hour increments. <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. This report displays the same data as the Entskg31 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><strong>Purpose</strong></td>
<td>Shows the task activity for the selected skill groups for the selected time period.</td>
</tr>
<tr>
<td><strong>Applicable environment</strong></td>
<td>IPCC only</td>
</tr>
<tr>
<td><strong>Template type</strong></td>
<td>Historical table</td>
</tr>
<tr>
<td><strong>Default sort order</strong></td>
<td>By media routing domain, skill group, and then by date and time</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) format.

Derived from: `Skill_Group_Half_Hour.DateTime`

**Queued**

The number of tasks queued to the skill group in the half hour interval.

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: 

**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) in 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 in 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 = 
\[
\text{Skill\_Group\_Half\_Hour.RouterCallsAbandQToHalf} + \text{Skill\_Group\_Half\_Hour.AbandonRingCallsToHalf} + \text{Skill\_Group\_Half\_Hour.RedirectNoAnsCallsToHalf} + \text{Skill\_Group\_Half\_Hour.CallsHandledToHalf}
\]

**Internal In**

The number of internal calls received by skill group agents in 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.

In IPCC Enterprise with an IPCC System PG, a call is counted as offered as soon as it is sent to a skill group.

In IPCC Enterprise, a call is counted as offered only when it is answered.

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 in 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 + Skill_Group_Half_Hour.NetTransferOutCallsToHalf

*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.

For blind conferences in IPCC Enterprise, the value is updated in the database when an agent blind conferences the call to an IVR.

For blind conferences in IPCC Enterprise with an IPCC System PG, the value is not updated in the database until the call that was blind conferenced to an IVR is subsequently answered by another agent.

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.


*Supv Assist

The number of calls for which agents received supervisor assistance in the half hour interval. The value is updated in the database when the supervisor-assisted call completes.

Derived from: Skill_Group_Half_Hour.SupervAssistCallsToHalf
**Emerg Assist**

The number of emergency assist requests either by the agent or by the supervisor in the half hour interval.

Derived from: Skill_Group_Half_Hour.EmergencyAssistsToHalf

**Barge In**

The number of calls barged in on either by an agent or by the supervisor in the half hour interval.

Derived from: Skill_Group_Half_Hour.BargeInCallsToHalf

**Intercept**

The number of calls intercepted either by an agent or by the supervisor in the half hour interval.

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.

---

**perskg32: IPCC Peripheral Skill Group Task Summary Daily Report**

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

| **Purpose** | Shows the call activity for the selected skill groups for the selected time period. |

| Applicable environment | IPCC only |
### Chapter 5  Skill Group Report Templates

#### IPCC Peripheral Skill Group Reports

<table>
<thead>
<tr>
<th>Template type</th>
<th>Historical table</th>
</tr>
</thead>
<tbody>
<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.DateTimePicker

**Queued**

The number of tasks queued to the skill group during the half-hour interval.

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


*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.
In IPCC Enterprise with an IPCC System PG, a call is counted as offered as soon as it is sent to a skill group.
In IPCC Enterprise, a call is counted as offered only when it is answered.
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 + Skill_Group_Half_Hour.NetTransferOutCallsToHalf

**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.
For blind conferences in IPCC Enterprise, the value is updated in the database when an agent blind conferences the call to an IVR.
For blind conferences in IPCC Enterprise with an IPCC System PG, the value is not updated in the database until the call that was blind conferenced to an IVR is subsequently answered by another agent.
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.

**Supv Assist**
The number of calls for which agents received supervisor assistance during the half-hour interval. The value is updated in the database when the supervisor-assisted call completes.
Derived from: Skill_Group_Half_Hour.SupervAssistCallsToHalf
**Emerg Assist**

The number of emergency assist requests either by the agent or by the supervisor.

Derived from: Skill_Group_Half_Hour.EmergencyAssistsToHalf

**Barge In**

The number of calls barged in on either by an agent or by the supervisor.

Derived from: Skill_Group_Half_Hour.BargeInCallsToHalf

**Intercept**

The number of calls intercepted either by an agent or by the supervisor.

Derived from: Skill_Group_Half_Hour.InterceptCallsToHalf

**Skill Group Summary**

The total for each field for each skill group.

**Media Summary**

The total for each field for each media routing domain.

**Report Summary**

The total for all fields for all skill groups in the report.

**perskg33: IPCC Peripheral Skill Group Performance Summary Half Hour Report**

<table>
<thead>
<tr>
<th><strong>Overview:</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Subject</strong></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 than by skill group. Fields applicable to a voice domain only are prefixed with an asterisk (*). Such fields are not applicable for e-mail or collaboration media.</td>
</tr>
<tr>
<td><strong>Purpose</strong></td>
<td>To show the half-hour performance of the selected skill groups for the selected time period.</td>
</tr>
<tr>
<td><strong>Applicable environment</strong></td>
<td>IPCC only</td>
</tr>
<tr>
<td><strong>Template type</strong></td>
<td>Historical table</td>
</tr>
<tr>
<td><strong>Default sort order</strong></td>
<td>By media routing domain, skill group, and then by date and time</td>
</tr>
<tr>
<td><strong>Drilldowns available</strong></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 |
Chapter 5  Skill Group Report Templates

IPCC Peripheral Skill Group Reports

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.Date-Time

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 the half hour 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 the half hour 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 the half hour 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 the half hour 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 the half hour interval, whichever is less.

Derived from:

\[
\frac{(\text{Skill\_Group\_Half\_Hour\_Work\_Ready\_Time\_To\_Half} + \text{Skill\_Group\_Half\_Hour\_Work\_Not\_Ready\_Time\_To\_Half})}{\text{Skill\_Group\_Half\_Hour\_Logged\_On\_Time\_To\_Half}}
\]

Agent State Times: % BusyOther Time

The percentage of time that agents have spent in BusyOther state in relation to LoggedOnTime or the half hour interval, whichever is less.

Derived from:

\[
\frac{\text{Skill\_Group\_Half\_Hour\_Busy\_Other\_Time\_To\_Half}}{\text{Skill\_Group\_Half\_Hour\_Logged\_On\_Time\_To\_Half}}
\]

Agent State Times: % Reserved Time

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

Derived from:

\[
\frac{\text{Skill\_Group\_Half\_Hour\_Reserved\_State\_Time\_To\_Half}}{\text{Skill\_Group\_Half\_Hour\_Logged\_On\_Time\_To\_Half}}
\]

Agent State Times: % Utilization

The percentage of time in the half hour interval that the agents spent working on calls in relation to the time agents are ready.

If the TalkTimetoHalf is 0, then the % Utilization = 0

Otherwise, % Utilization =\n\[
\frac{\text{Skill\_Group\_Half\_Hour\_Talk\_In\_Time\_To\_Half} + \text{Skill\_Group\_Half\_Hour\_Talk\_Out\_Time\_To\_Half} + \text{Skill\_Group\_Half\_Hour\_Talk\_Other\_Time\_To\_Half} + \text{Skill\_Group\_Half\_Hour\_Work\_Ready\_Time\_To\_Half} + \text{Skill\_Group\_Half\_Hour\_Work\_Not\_Ready\_Time\_To\_Half}}{\text{Skill\_Group\_Half\_Hour\_Logged\_On\_Time\_To\_Half}}
\]

ASA

The skill group's average speed of answer in HH:MM:SS (hour, minutes, seconds) calculated from the time spent by callers when placed in queue and ringing at the agent’s desktop before the task is answered divided by the number of tasks answered.

Derived from:

\[
\frac{\text{Skill\_Group\_Half\_Hour\_Answer\_Wait\_Time\_To\_Half}}{\text{Skill\_Group\_Half\_Hour\_Calls\_Answered\_To\_Half}}
\]

Completed Tasks: AHT

The Average Handle Time in HH:MM:SS (hours, minutes, seconds) for tasks sent to the skill group in the half hour interval.

Derived from:

\[
\frac{\text{Skill\_Group\_Half\_Hour\_Handled\_Calls\_Time\_To\_Half}}{\text{Skill\_Group\_Half\_Hour\_Calls\_Handled\_To\_Half}}
\]
**Completed Tasks: Avg Active Time**

The Average Active Time in HH:MM:SS (hours, minutes, seconds) for tasks sent to the skill group in the half hour interval.

Derived from: Skill_Group_Half_Hour.HandledCallsTalkTimeToHalf / Skill_Group_Half_Hour.CallsHandledToHalf

**Completed Tasks: Avg Wrap Time**

The Average Wrap Time in HH:MM:SS (hour, minutes, seconds) for tasks sent to the skill group in the half hour interval.


**Completed Tasks: Aban Hold**

The number of ICM routed calls in the half hour interval that abandoned 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 in the half hour interval.

Derived from: Skill_Group_Half_Hour.SupervAssistCallsToHalf

**Emerg Assist**

The number of emergency assist requests either by the agent or by the supervisor in the half hour interval.

Derived from: Skill_Group_Half_Hour.EmergencyAssistsToHalf

**Barge In**

The number of calls barged in on either by an agent or by the supervisor in the half hour interval.

Derived from: Skill_Group_Half_Hour.BargeInCallsToHalf

**Intercept**

The number of calls intercepted either by an agent or by the supervisor in the half hour interval.

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.

perskg34: IPCC Peripheral Skill Group Performance Summary Daily Report

Overview:

| Subject | A table of the selected Peripheral Skill Group(s) showing performance statistics, gathered in day increments. 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. 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 performance of the selected skill groups for the selected time period. |
| Applicable environment | IPCC only |
| 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)

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 have spent on hold (or paused) time 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 Up Time

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


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.

Derive 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

ASA

The skill group's average speed of answer in HH:MM:SS (hour, minutes, seconds) calculated from the time spent by callers when placed in queue and ringing at the agent’s desktop before the task is answered divided by the number of tasks answered.

Derived from: Skill_Group_Half_Hour.AnswerWaitTimeToHalf / Skill_Group_Half_Hour.CallsAnsweredToHalf

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.HandledCallsTimeToHalf / Skill_Group_Half_Hour.CallsHandledToHalf

Completed 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

Completed Tasks: Avg Wrap Time

The Average Wrap Time in HH:MM:SS (hour, minutes, seconds) for tasks sent to the skill group.

**Completed 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**

The number of emergency assist requests either by the agent or by the supervisor.

Derived from: Skill_Group_Half_Hour.EmergencyAssistsToHalf

**Barge In**

The number of calls barged in on either by an agent or by the supervisor.

Derived from: Skill_Group_Half_Hour.BargeInCallsToHalf

**Intercept**

The number of calls intercepted either by an agent or by the supervisor.

Derived from: Skill_Group_Half_Hour.InterceptCallsToHalf

**Skill 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.
perskg35: IPCC Peripheral Skill Group Consolidated Half Hour Report

See Perskg35, page 9-44 for an illustration of this 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 consolidated call and skill group statistics, gathered in half-hour increments. <strong>Note:</strong> 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. This report displays the same data as the Entskg35 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 activity and the performance of the selected skill groups for the selected time period.</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 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 |

<table>
<thead>
<tr>
<th>Data:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Media</td>
<td>The skill group's media routing domain. Derived from: Media_Routing_Domain.EnterpriseName</td>
</tr>
<tr>
<td>Skill Group</td>
<td>The skill group's enterprise name and skill target ID. Derived from: Skill_Group.EnterpriseName and (Skill_Group.SkillTargetID)</td>
</tr>
<tr>
<td>DateTime (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. Derived from: Skill_Group_Half_Hour.DateTime</td>
</tr>
</tbody>
</table>
Chapter 5   Skill Group Report Templates

Queued
The number of tasks queued to this Skill Group.
Derived from: Skill_Group_Half_Hour.RouterCallsQueuedToHalf

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

Service Level Ans
The number of calls that are answered within the skill group service level threshold in
the half hour interval.
Derived from: Skill_Group_Half_Hour.ServiceLevelCallsToHalf

Service Level Aban
The number of calls that are abandoned within the skill group service level threshold in
the half hour interval.
NOTE: With the existence of a network VRU, this value includes time in the network
queue.
Derived from: Skill_Group_Half_Hour.ServiceLevelCallsAbandToHalf

Completed Tasks: Total
The total number of tasks completed by this Skill Group in the half hour interval.
Derived from: (Skill_Group_Half_Hour.CallsHandledToHalf + 
Skill_Group_Half_Hour.RouterCallsAbandQToHalf + 
Skill_Group_Half_Hour.AbandonRingCallsToHalf + 
Skill_Group_Half_Hour.RedirectNoAnswertoHalf)

Completed Tasks: Aban
For voice: the total number of calls in the half hour interval that were abandoned while
the agent’s phone was ringing. For non-voice: the total number of tasks in the half
hour interval 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 in the half hour interval.
Derived from: Skill_Group_Half_Hour.RedirectNoAnsCallsToHalf

Completed Tasks: Handled
The number of ICM Routed tasks handled within this skill group in the half hour
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 in the half hour 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 in the half hour 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 in the half hour 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.

In IPCC Enterprise with an IPCC System PG, a call is counted as offered as soon as it is sent to a skill group.

In IPCC Enterprise, a call is counted as offered only when it is answered.

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.


*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 in the half hour 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 the half hour 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 the half hour 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 the half hour 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 in the half hour interval.

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.

perskg36: IPCC Peripheral Skill Group Consolidated Daily Report

<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>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>
<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>
<tr>
<td>Purpose</td>
<td>To show the daily activity and performance of the selected skill groups for the selected time period.</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 media routing domain, skill group, and then by date and time</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

<table>
<thead>
<tr>
<th>Media_Routing_Domain</th>
</tr>
</thead>
<tbody>
<tr>
<td>Skill_Group</td>
</tr>
<tr>
<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

#### Queued

The number of tasks queued to this Skill Group.

Derived from: Skill_Group_Half_Hour.RouterCallsQueuedToHalf

#### 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.


#### Service Level Ans

The number of calls that are answered within the skill group service level threshold in the half hour interval.

Derived from: Skill_Group_Half_Hour.ServiceLevelCallsToHalf

#### Service Level Aban

The number of calls that are abandoned within the skill group service level threshold in the half hour interval.

**NOTE:** With the existence of a network VRU, this value includes time in the network queue.

Derived from: Skill_Group_Half_Hour.ServiceLevelCallsAbandToHalf
**Completed Tasks: Total**

The total number of tasks completed by this Skill Group in the half hour 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.

In IPCC Enterprise with an IPCC System PG, a call is counted as offered as soon as it is sent to a skill group.

In IPCC Enterprise, a call is counted as offered only when it is answered.

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.


**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: $(\text{Skill\_Group\_Half\_Hour.NotReadyTimeToHalf} / \text{Skill\_Group\_Half\_Hour.LoggedOnTimeToHalf})$

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 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.
Trunk group for IP-IVR reports

The trunk group IP-IVR templates are applicable for service control IVRs. They show how busy IVR ports are so you can ascertain if more ports are needed to adequately run the Contact Center.

IVR ports have to be put into a trunk group in order to route calls to them. The Service Control protocol returns the number of ports and its status to ICM, so that ICM can report on them. Each Trunk Group represents one IVR platform (machine). A network trunk group is a set of IVRs.

Trunk Group for IP IVR Report Templates

The following table lists the trunk group for IP IVR report templates.

<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 6-2</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 6-4</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 6-7</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 6-7</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>
**Overview:**

<table>
<thead>
<tr>
<th>Subject</th>
<th>A table of all the selected trunk groups listing all the available trunk group real-time report data</th>
</tr>
</thead>
<tbody>
<tr>
<td>Purpose</td>
<td>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</td>
</tr>
<tr>
<td>Applicable environment</td>
<td>IPPC and/or ICM</td>
</tr>
<tr>
<td>Template type</td>
<td>Real-time table</td>
</tr>
<tr>
<td>Default sort order</td>
<td>Trunk group</td>
</tr>
<tr>
<td>Drilldowns available</td>
<td>No</td>
</tr>
<tr>
<td>Schema database tables</td>
<td>Trunk_Group Trunk_Group_Real_Time</td>
</tr>
</tbody>
</table>

**Data:**

**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>Subject</th>
<th>A table of all the selected trunks listing all the available trunk half-hour report data.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Purpose</td>
<td>To show all the available trunk historical data in the Trunk_Group_Half_Hour database table so that you can select which data you want for a customized trunk historical report.</td>
</tr>
<tr>
<td>Applicable environment</td>
<td>IPCC and/or ICM</td>
</tr>
</tbody>
</table>
### 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 in the half hour interval.

Derived from: Trunk_Group_Half_Hour.CallsAbandonedToHalf

**Tasks In**

The number of inbound tasks received on the trunk group in the 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 in the half hour interval.

Derived from: Trunk_Group_Half_Hour.CallsOutToHalf

---

**Table:**

<table>
<thead>
<tr>
<th>Template type</th>
<th>Historical table</th>
</tr>
</thead>
<tbody>
<tr>
<td>Default sort order</td>
<td>By trunk group and then by date and time</td>
</tr>
<tr>
<td>Drilldowns available</td>
<td>No</td>
</tr>
<tr>
<td>Schema database</td>
<td>Trunk_Group</td>
</tr>
<tr>
<td></td>
<td>Trunk_Group_Half_Hour</td>
</tr>
</tbody>
</table>

---

**Historical table**

**Default sort order**

By trunk group and then by date and time

**Drilldowns available**

No

**Schema database tables**

Trunk_Group
Trunk_Group_Half_Hour
Busy All

The time in HH:MM:SS (hours, minutes, seconds) in the 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 in the 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 in the 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 in the 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.DbDatetime
trkgrp20: All Ports Busy 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 |
| Template type          | Real-time bar graph |
| Default sort order     | By IVR port trunk group |
| Drilldowns available   | No |

<table>
<thead>
<tr>
<th>Data:</th>
</tr>
</thead>
</table>

**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_Group_Real_Time.AllTrunksBusyHalf

trkgrp21: IVR Ports Idle & In Service 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 |
| Template type          | Real-time bar graph |
Trunk Group for IP IVR Report Templates

Trunk Group for IP IVR Reports

<table>
<thead>
<tr>
<th>Default sort order</th>
<th>By IVR port trunk group.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Drilldowns available</td>
<td>No</td>
</tr>
<tr>
<td>Schema database tables</td>
<td>Trunk_Group</td>
</tr>
<tr>
<td></td>
<td>Trunk_Group_Real_Time</td>
</tr>
</tbody>
</table>

Data:

**IVR Ports**
The enterprise name of the IVR ports.
Derived from: Trunk_Group.EnterpriseName

**Ports Idle**
The number of non-busy ports in the trunk group for the current half-hour interval.
Derived from: Trunk_Group_Real_Time.TrunksIdle

**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**

<table>
<thead>
<tr>
<th>Overview:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Subject</td>
<td>A real-time table showing counts of ports in-service, ports idle, and the time in HH:MM:SS (hours, minutes, seconds) that all ports have been currently busy.</td>
</tr>
<tr>
<td>Purpose</td>
<td>To show the status of IVR ports. Use this report to ensure that your system is performing optimally.</td>
</tr>
<tr>
<td>Applicable environment</td>
<td>IPCC</td>
</tr>
<tr>
<td>Template type</td>
<td>Real-time table</td>
</tr>
<tr>
<td>Default sort order</td>
<td>By IVR port trunk group.</td>
</tr>
<tr>
<td>Drilldowns available</td>
<td>No</td>
</tr>
<tr>
<td>Schema database tables</td>
<td>Trunk_Group</td>
</tr>
<tr>
<td></td>
<td>Trunk_Group_Real_Time</td>
</tr>
</tbody>
</table>

Data:

**IVR Ports**
The enterprise name of the IVR port trunk group.
Derived from: Trunk_Group.EnterpriseName
**Ports in Service**

The number of configured ports in the IVR group.
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.AllTrunksBusyHalf

**trkgrp23: IVR Ports Performance Half Hour Report**

See Trkgrp23, page 9-50 for an illustration of this 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**          | Trunk_Group  
                                        Trunk_Group_Half_Hour |

**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
Trunk Group for IP IVR Report Templates

Chapter 6      Trunk group for IP-IVR reports

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 in use in the half hour interval (for Inbound only).
Derived from: Trunk_Group_Half_Hour:InUseInboundTimeToHalf / Trunk_Group_Half_Hour:InServiceTimeToHalf

All Ports Busy
The total time, in HH:MM:SS (hours, minutes, seconds), in 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.
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</td>
<td>IPCC and ICM</td>
<td>historical table</td>
<td>Data on requests made by the application gateway to a host system.</td>
</tr>
<tr>
<td>Status Half Hour Report, page 7-2</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>appath01: Application Path Real Time</td>
<td>IPCC and ICM</td>
<td>real-time table</td>
<td>Current status of a single application path.</td>
</tr>
<tr>
<td>Report, page 7-3</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>scrque01: Script Queue Node Real</td>
<td>IPCC and ICM</td>
<td>real-time table</td>
<td>Queue statistics for a script's Queue Node.</td>
</tr>
<tr>
<td>Time Report, page 7-4</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>rtecli11: Routing Client Performance</td>
<td>IPCC and ICM</td>
<td>historical table</td>
<td>All the available agent route historical report data in the</td>
</tr>
<tr>
<td>page 7-5</td>
<td></td>
<td></td>
<td>Routing_Client_Five_Minute database table</td>
</tr>
</tbody>
</table>
apgate11: Application Gateway Status Half Hour Report

See Apgate11, page 9-24 for an illustration of this 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 table                   | Application_Gateway  
                                        | Application_Gateway_Half_Hour |

Data:

**Application Gateway**

The enterprise name of the application gateway

Derived from: Application_Gateway.EnterpriseName

**DateTime**

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

Derived from: Application_Gateway_Half_Hour.DateTime

**Requests**

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

Derived by: Application_Gateway_Half_Hour.RequestsToHalf

**Rejects**

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

Derived by: Application_Gateway_Half_Hour.RejectsToHalf

**Max Delay**

The longest response time, in milliseconds, for any request to the host system during the half-hour interval.

Derived by: Application_Gateway_Half_Hour.MaxDelayToHalf

**Avg Delay**

The average response time, in milliseconds, for all requests to the host system during the half-hour interval.

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

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

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

Summary
A summary of each field for all the application gateways.

**appath01: Application Path Real Time Report**

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

<table>
<thead>
<tr>
<th>Data:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Application Path Name</td>
<td>The ICM ID of the application path for the associated data row. Derived from: Application_Path_Real_Time.AppPathID</td>
</tr>
<tr>
<td>DateTime Last Updated</td>
<td>The date and time the application path was last updated. Derived from: Application_Path_Real_Time.DateTime</td>
</tr>
</tbody>
</table>
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).
Derived from: Application_Path_Real_Time.AppOnLine

scrque01: Script Queue Node Real Time Report

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

rtecli11: Routing Client Performance

Overview:

<table>
<thead>
<tr>
<th>Subject</th>
<th>A table of the selected routing clients showing the routing client request responses for the current five-minute interval.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Purpose</td>
<td>To show current routing client performance</td>
</tr>
<tr>
<td>Applicable environment</td>
<td>IPCC and ICM</td>
</tr>
<tr>
<td>Template type</td>
<td>Historical</td>
</tr>
<tr>
<td>Default sort order</td>
<td>By the routing client and then by date and time</td>
</tr>
<tr>
<td>Drilldowns available</td>
<td>No</td>
</tr>
</tbody>
</table>
| Schema database table | Routing_Client  
Routing_Client_Five_Minute  
Physical_Interface_Controller |

Data:

Physical Controller
The enterprise name of the routing client.
Derived from: Physical_Interface_Controller.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: Route_Client_Five_Minute.DateTime

Responses
The number of route responses to the routing client during the rolling five minute interval.
Derived from: Routing_Client_Five_Minute.ResponseTo5
**Rcv In Error**

The number or routing requests from the routing client that produced errors during the rolling five minute interval.

Derived from: Routing_Client_Five_Minute.RcvInErrorTo5

**Timeout Tasks**

The number of route responses to the routing client that timed out during the rolling five minute interval.

Derived from: Routing_Client_Five_Minute.TimeoutCallsTo5

**Max Delay**

The maximum delay, in milliseconds, of route responses to the routing client during the rolling five minute interval.

Derived from: Routing_Client_Five_Minute.MaxDelay

**Late Tasks**

The number of route responses to the routing client that exceeded the late threshold but did not time out.

Derived from: Routing_Client_Five_Minute.LateCallsTo5

**Discarded Tasks**

The number of routing requests from the routing client that were discarded because of an internal constraint such as buffering.

Derived from: Routing_Client_Five_Minute.DiscardedCallsTo5

**Report Summary**

A summary of all fields for all routing clients.
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 an ICM 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.

The following table 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.

<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 2-122</td>
<td>Outbound Option (IPCC and/or ICM)</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 2-143</td>
<td>Outbound Option (IPCC and/or ICM)</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 2-144</td>
<td>Outbound Option (IPCC and/or ICM)</td>
<td>historical table</td>
<td>Task detail performance of preview calls by skill group.</td>
</tr>
<tr>
<td>Report Name</td>
<td>Report Type</td>
<td>Table Type</td>
<td>Description</td>
</tr>
<tr>
<td>----------------------------------------------------------------------------</td>
<td>------------------------------------</td>
<td>-------------</td>
<td>----------------------------------------------------------------------------</td>
</tr>
<tr>
<td>agtskg12: Outbound Option (Blended Agent) Reservation Task Detail Performance Report, page 2-146</td>
<td>Outbound Option (IPCC and/or ICM)</td>
<td>historical table</td>
<td>Task detail performance of reservation calls by skill group.</td>
</tr>
<tr>
<td>imprul01: Import Status Real Time Report, page 8-19</td>
<td>Outbound Option (IPCC and/or ICM)</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 8-30</td>
<td>Outbound Option (IPCC and/or ICM)</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 8-3t</td>
<td>Outbound Option (IPCC and/or ICM)</td>
<td>real-time table</td>
<td>All query rules 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 ICM)</td>
<td>real-time table</td>
<td>Current status of all campaign records.</td>
</tr>
<tr>
<td>camqry03: Valid Campaign Dialing Times Real Time Report, page 8-10</td>
<td>Outbound Option (IPCC and/or ICM)</td>
<td>real-time table</td>
<td>Currently configured campaign dialing times.</td>
</tr>
<tr>
<td>camqry04: Query Rule Dialing Times Real Time Report, page 8-11</td>
<td>Outbound Option (IPCC and/or ICM)</td>
<td>real-time table</td>
<td>Currently configured Campaign Query Rules dialing times.</td>
</tr>
<tr>
<td>camqry06: Call Summary Count per Campaign Real Time, page 8-14</td>
<td>Outbound Option (IPCC and/or ICM)</td>
<td>real-time table</td>
<td>The status of each query rule within a campaign.</td>
</tr>
<tr>
<td>camqry10: Call Counts of Query Rule within Campaign Half Hour Report, page 8-20</td>
<td>Outbound Option (IPCC and/or ICM)</td>
<td>historical table</td>
<td>Data for each query rule within a campaign.</td>
</tr>
<tr>
<td>camqry11: Summary of Call Counts per Campaign Half Hour Report, page 8-24</td>
<td>Outbound Option (IPCC and/or ICM)</td>
<td>historical table</td>
<td>Status of all campaign records.</td>
</tr>
<tr>
<td>dialer01: Dialer Real Time Report, page 8-15</td>
<td>Outbound Option (IPCC and/or ICM)</td>
<td>real-time table</td>
<td>Data for contacts, busy, voice, answering machine, and SITTone contacts detected by the dialer.</td>
</tr>
</tbody>
</table>
### Outbound Option Real-Time Reports

- camqry01: Call Counts of Query Rule within Campaign Real Time Report, page 8-3
- camqry02: Summary of Call Counts Per Campaign Real Time Report, page 8-7
- camqry03: Valid Campaign Dialing Times Real Time Report, page 8-10
- camqry04: Query Rule Dialing Times Real Time Report, page 8-11
- camqry05: Call Summary Count Of Query Rule Within Campaign Real Time, page 8-13
- camqry06: Call Summary Count per Campaign Real Time, page 8-14
- dialer01: Dialer Real Time Report, page 8-15
- dialpr01: Dialer Port Status Real Time Report, page 8-18
- imprul01: Import Status Real Time Report, page 8-19

#### camqry01: Call Counts of Query Rule within Campaign Real Time Report

See camquery01, page 9-33 for an illustration of this report.

<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 ICM)</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>
</tbody>
</table>
Overview:

<table>
<thead>
<tr>
<th>Drilldowns available</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Schema database</td>
<td>Campaign</td>
</tr>
<tr>
<td>tables</td>
<td>Campaign_Query_Rule_Real_Time</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

**Attempted**

Summary total of the number of calls attempted.


**Requested Personal Callback**

The number of call-back contacts scheduled.

Derived from: Campaign_Query_Rule_Real_Time.PersonalCallBackCount

**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

**Customer Not Home**
The number of contacts where the party answering the phone was not the customer.
Derived from: Campaign_Query_Rule_Real_Time.CustomerNotHomeCount
Wrong Number
The number of contacts where the party answering the phone indicated the customer
didn’t live there.
Derived from: Campaign_Query_Rule_Real_Time.WrongNumberCount

Canceled
The number of calls where the dialer canceled a ringing customer call
Derived from: Campaign_Query_Rule_Real_Time.CanceledDetectCount

Dialer 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

Query Rule Summary
A summary of each field for each query rule.

Campaign Summary
A summary of each field for each campaign.

Report Summary
A summary of each field for all campaigns.
camqry02: Summary of Call Counts Per Campaign Real Time Report

See camquery02, page 9-33 for an illustration of this 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 count of all campaign records since the last overwrite import. For example, the 'number of' items is the number since the last overwrite. The 'time' is the length of time or the total time since the last overwrite import.</td>
</tr>
<tr>
<td>Applicable environment</td>
<td>Outbound Option (IPCC and/or ICM)</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 Campaign_Query_Rule_Real_Time</td>
</tr>
</tbody>
</table>

Data:

**Campaign Name**

The name of the campaign.

Derived from: Campaign.CampaignName

**Attempted**

Summary total of the number of calls attempted.


**Requested Personal Callback**

The number of call-back contacts scheduled.

Derived from: Campaign_Query_Rule_Real_Time.PersonalCallBackCount
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

Customer Not Home
The number of contacts where the party answering the phone was not the customer.
Derived from: Campaign_Query_Rule_Real_Time.CustomerNotHomeCount

Wrong Number
The number of contacts where the party answering the phone indicated the customer didn't live there.
Derived from: Campaign_Query_Rule_Real_Time.WrongNumberCount

Canceled
The number of calls where the dialer canceled a ringing customer call
Derived from: Campaign_Query_Rule_Real_Time.CanceledDetectCount

Dialer 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

Report 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>

**Data:**

**Campaign Name**

The name of the campaign.

Derived from: Campaign.CampaignName

**Start Zone 1 Time**

Campaign Start Zone 1 time measured in HH:MM:SS format. Campaign Start Zone 1 time is the start time that a customer can be phoned at Zone1.

Zone 1 time and Zone 2 time cannot overlap.

Derived from: Campaign.HomeStartHours ':' Campaign.HomeStartMinutes

**End Zone 1 Time**

Campaign End Zone 1 time measured in HH:MM:SS format. Campaign End Zone 1 time is the time beyond which a customer can no longer be phoned at Zone1.

Derived from: Campaign.HomeEndHours ':' Campaign.HomeEndMinutes

**Zone 1 Duration**

The total Zone 1 time. Zone 1 Duration = End Zone 1 Time − Start Zone 1 Time

Derived from: Campaign.HomeDuration

**Start Zone 2 Time**

Campaign Start Zone 2 time measured in HH:MM:SS format. Campaign Start Zone 2 time is the start time that a customer can be phoned at Zone2.

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 Zone 2 Time
Campaign End Zone 2 time is measured in HH:MM:SS format. Campaign End Zone 2 time is the time beyond which a customer can no longer be phoned at Zone2.
Derived from: Campaign.WorkEndHours ':' Campaign.WorkEndMinutes

Zone 2 Duration
The total Zone 2 time. Zone 2 Duration = End Zone 2 Time – Start Zone 2 Time
Derived from: Campaign.WorkDuration

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>
<tr>
<td>Applicable environment</td>
<td>Outbound Option (IPCC and/or ICM)</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, 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 Zone 1 Time
Campaign Start Zone 1 time measured in HH:MM:SS format. Campaign Start Zone 1 time is the start time that a customer can be phoned at Zone1.
Zone 1 time and Zone 2 time cannot overlap.
Derived from: Campaign.HomeStartHours ':' Campaign.HomeStartMinutes
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 Zone 1 Time
Campaign End Zone 1 time measured in HH:MM:SS format. Campaign End Zone 1 time is the time beyond which a customer can no longer be phoned at Zone1.
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

Zone 1 Duration
The total Zone 1 time. Home Duration = End Home Time – Start Home Time
Derived from: (((Campaign.HomeEndHours * 60) + (Campaign.HomeEndMinutes)) - ((Campaign.HomeStartHours * 60) + (Campaign.HomeStartMinutes)))

Query Rule Duration
The total query rule time. Work Duration = End Query Rule Time – Start Query Rule Time.
Derived from: (((Campaign_Query_Rule.EndHours * 60) + (Campaign_Query_Rule.EndMinutes)) - ((Campaign_Query_Rule.StartHours * 60) + (Campaign_Query_Rule.StartMinutes)))

Start Zone 2 Time
Campaign Start Zone 2 time measured in HH:MM:SS format. Campaign Start Zone 2 time is the start time that a customer can be phoned at Zone2.
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 Zone 2 Time
The Zone 2 time in HH:MM:SS format that the campaign ends.
Derived from: Campaign.WorkEndHours ‘:’ Campaign.WorkEndMinutes
Zone 2 Duration

The total Zone 2 time. Work Duration = End Work Time – Start Work Time.
Derived from: (((Campaign.WorkEndHours * 60) + (Campaign.WorkEndMinutes)) - ((Campaign.WorkStartHours * 60) + (Campaign.WorkStartMinutes)))

camqry05: Call Summary Count Of Query Rule Within Campaign Real Time

See camquery05, page 9-33 for an illustration of this 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>Campaign Name</strong></td>
</tr>
<tr>
<td>The name of the campaign.</td>
</tr>
<tr>
<td>Derived from: Campaign.CampaignName</td>
</tr>
<tr>
<td><strong>Query Rule Name</strong></td>
</tr>
<tr>
<td>The name of the query rule.</td>
</tr>
<tr>
<td>Derived from: Query_Rule.QueryRuleName</td>
</tr>
<tr>
<td><strong>Total Records</strong></td>
</tr>
<tr>
<td>The total number of records.</td>
</tr>
<tr>
<td>Derived from: Campaign_Query_Rule_Real_Time.TotalCount</td>
</tr>
<tr>
<td><strong>Available</strong></td>
</tr>
<tr>
<td>The number of available records.</td>
</tr>
<tr>
<td>Derived from: (Campaign_Query_Rule_Real_Time.TotalCount - (Campaign_Query_Rule_Real_Time.VoiceCount + Campaign_Query_Rule_Real_Time.ClosedCount))</td>
</tr>
</tbody>
</table>
**Closed**

The number of contacts attempted.
Derived from: `Campaign_Query_Rule_Real_Time.ClosedCount`

**Voice**

The number of calls for the day that ended in successful customer contact.
Derived from: `Campaign_Query_Rule_Real_Time.VoiceCount`

### camqry06: Call Summary Count per Campaign Real Time

See [camquery06, page 9-34](#) for an illustration of this 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** | Campaign  
                       | `Campaign_Query_Rule_Real_Time` |

**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`
Voice

The number of calls for the day that ended in successful customer contact.
Derived from: Campaign_Query_Rule_Real_Time.VoiceCount

dialer01: Dialer Real Time Report

See dialer01, page 9-35 for an illustration of this report.

| Overview: | Outbound Option Dialer: Contacts, busy, voice, answering machine, SIT Tone detects, no answer, and abandoned calls for each dialer. |
| Purpose | To display the current status of each dialer |
| Applicable environment | Outbound Option (IPCC and/or ICM) |
| Template type | Real-time table |
| Default sort order | By dialer name |
| Drilldowns available | No |
| Schema database tables | Dialer Dialer_Real_Time |

Data:

**Dialer Name**

The name of the dialer.
Derived from: Dialer.DialerName

**Date Time (no label)**

The central controller date and time.
Derived from: Dialer_Real_Time.DateTime

**Attempted**

Summary total of the number of contacts dialed today.
Dialer_Real_Time.AbandonDetectDetectToHalf +
Dialer_Real_Time.AbandonToIVRDetectToHalf +
Dialer_Real_Time.CustomerAbandonDetectDetectToHalf

**Requested Personal Callback**

The number of call-back contacts scheduled.
Derived from: Dialer_Real_Time.PersonalCallBackCount

**Requested Callback**

The number of call-back contacts.
Derived from: Dialer_Real_Time.CallBackCount

**Voice**

The number of contacts for which a voice was detected today.
Derived from: Dialer_Real_Time.VoiceDetectToday

**Busy**

The number of contacts for which busy signals were detected today.
Derived from: Dialer_Real_Time.BusyDetectToday

**No Answer**

The number of contacts which were not answered today.
Derived from: Dialer_Real_Time.NoAnswerDetectToday

**No Ringback**

The number of contacts today that did not detect a ring back.
Derived from: Dialer_Real_Time.NoRingBackDetectToday

**No Dialtone**

The number of contacts today that did not detect a dial tone.
Derived from: Dialer_Real_Time.NoDialToneDetectToday

**Fax**

The number of contacts today that detected a fax.
Derived from: Dialer_Real_Time.FaxDetectDetectToday

**Network IVR**

The number of contacts today that detected a network answering machine.
Derived from: Dialer_Real_Time.NetworkAnsMachineDetectToday

**Answering Machine**

The number of contacts today that detected an answering machine.
Derived from: Dialer_Real_Time.AnsweringMachineDetectToday
SIT Tone
The number of contacts today that detected a special information tone (SIT).
Derived from: Dialer_Real_Time.SITToneDetectToday

Agent Rejected
The number of preview/callback contacts today that were rejected by the agent. These customers will not be dialed.
Derived from: Dialer_Real_Time.AgentRejectedDetectToday

Agent Closed
The number of preview/callback contacts that were rejected by the agent (these customers will not be dialed).
Derived from: Dialer_Real_Time.AgentClosedDetectToday

Customer Not Home
The number of contacts today where the party answering the phone was not the customer.
Derived from: Dialer_Real_Time.CustomerNotHomeCount

Wrong Number
The number of contacts today where the party answering the phone indicated the customer didn’t live there.
Derived from: Dialer_Real_Time.WrongNumberCount

Canceled
The number of contacts today where the dialer canceled a ringing customer call
Derived from: Dialer_Real_Time.CanceledDetectToday

Dialer Abandon
The number of contacts in the half-hour interval abandoned by the dialer.
Derived from: Dialer_Real_Time.AbandonDetectToday

Abandon to IVR
The number of contacts today 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_Real_Time.AbandonToIVRToday

Customer Abandon
The number of contacts today where the customer hung-up immediately after picking up the phone.
Derived from: Dialer_Real_Time.CustomerAbandonDetectToday

Dialer Summary
A summary of each field for each dialer.
Report Summary
A summary of each field for all dialers.

dialpr01: Dialer Port Status 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** *(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>
</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:

Import Name
The name of the import rule.
Derived from: Import_Rule.ImportRuleName

Start Date
The time the import rule is scheduled to start.
Derived from: Import_Rule_Real_Time.DateTimeStart

Status
The status of the import rule. The status of the import rule. These are the codes:
380 = "IMPORT_BEGIN"
385 = "IMPORT_UPDATE"
390 = "BUILD_BEGIN"
410 = "BUILD_END"
420 = "IMPORT_END"
430 = "DNC_BEGIN"
450 = "DNC_END"
455 = "IMPORT_FAILED"
All other values = "IDLE"
Derived from: Import_Rule_Real_Time.Status

**Good Records**

The number of good records imported or to be imported.
Derived from: Import_Rule_Real_Time.GoodRecords

**Bad Records**

The number of bad records imported.
Derived from: Import_Rule_Real_Time.BadRecords

**Total Records**

The total number of records imported or to be imported.
Derived from: Import_Rule_Real_Time.TotalRecords

---

**Outbound Option Historical Reports**

- camqry10: Call Counts of Query Rule within Campaign Half Hour Report, page 8-20
- camqry11: Summary of Call Counts per Campaign Half Hour Report, page 8-24
- dialer10: Dialer Call Result Summary Half Hour Report, page 8-27
- imprul10: Import Rule Report, page 8-30

**camqry10: Call Counts of Query Rule within Campaign Half Hour Report**

See camquery10, page 9-34 for an illustration of this 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>
</tbody>
</table>
# Chapter 8  Outbound Option (Blended Agent) Reports

## Outbound Option Historical Reports

<table>
<thead>
<tr>
<th>Drilldowns available</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Schema database table</td>
<td>Campaign</td>
</tr>
<tr>
<td></td>
<td>Campaign_Query_Rule_Half_Hour</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

### 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

Summary total of the number of calls attempted in the half hour interval.


### Requested Personal Callback

The number of call-back contacts scheduled.

Derived from: Campaign_Query_Rule_Half_Hour.PersonalCallbackCount

### Requested Callback

The number of call-back contacts.

Derived from: Campaign_Query_Rule_Half_Hour.CallBackCount
**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 the half hour interval that detected a busy signal.
Derived from: Campaign_Query_Rule_Half_Hour.BusyDetectToHalf

**No Answer**

The number of contacts in the half hour interval that were not answered.
Derived from: Campaign_Query_Rule_Half_Hour.NoAnswerDetectToHalf

**No Ringback**

The number of contacts in the 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 the half hour interval that did not detect a dial tone.
Derived from: Campaign_Query_Rule_Half_Hour.NoDialToneDetectToHalf

**Fax**

The number of contacts in the half hour interval that detected a fax.
Derived from: Campaign_Query_Rule_Half_Hour.FaxDetectToHalf

**Network IVR**

The number of contacts in the half hour interval that detected a network answering machine.
Derived from: Campaign_Query_Rule_Half_Hour.NetworkAnsMachineDetectToHalf

**Answering Machine**

The number of contacts in the half hour interval that detected an answering machine.
Derived from: Campaign_Query_Rule_Half_Hour.AnsweringMachineDetectToHalf

**SIT Tone**

The number of contacts in the 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 the 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

Customer Not Home
The number of contacts in the half hour interval where the party answering the phone was not the customer.
Derived from: Campaign_Query_Rule_Half_Hour.CustomerNotHomeCount

Wrong Number
The number of contacts in the half hour interval where the party answering the phone indicated the customer didn't live there.
Derived from: Campaign_Query_Rule_Half_Hour.WrongNumberCount

Canceled
The number of contacts in the half hour interval where the dialer canceled a ringing customer call.
Derived from: Campaign_Query_Rule_Half_Hour.CanceledDetectToHalf

Dialer Abandon
The number of contacts in the half hour interval abandoned by the dialer.
Derived from: Campaign_Query_Rule_Half_Hour.AbandonDetectToHalf

Abandon to IVR
The number of contacts in the 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 the 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 in the half hour interval.
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

See camquery11, page 9-35 for an illustration of this 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

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
Summary total of the number of calls attempted in the half-hour interval.
Campaign_Query_Rule_Half_Hour:SITToneDetectDetectToHalf +
Campaign_Query_Rule_Half_Hour:AgentRejectedDetectToHalf +
Campaign_Query_Rule_Half_Hour:AgentClosedDetectToHalf +
Campaign_Query_Rule_Half_Hour:WrongNumberDetectToHalf +
Campaign_Query_Rule_Half_Hour:CustomerNotHomeDetectToHalf +
Campaign_Query_Rule_Half_Hour:PersonalCallbackCountDetectToHalf +
Campaign_Query_Rule_Half_Hour:CancelledDetectDetectToHalf +
Campaign_Query_Rule_Half_Hour:AbandonDetectDetectToHalf +
Campaign_Query_Rule_Half_Hour:AbandonToIVRDetectToHalf +
Campaign_Query_Rule_Half_Hour:CustomerAbandonDetectDetectToHalf

**Requested Personal Callback**

The number of call-back contacts scheduled.
Derived from: Campaign_Query_Rule_Half_Hour:PersonalCallbackCount

**Requested Callback**

The number of call-back contacts.
Derived from: Campaign_Query_Rule_Half_Hour:CallbackCount

**Voice**

The number of contacts for which a voice was detected in the half hour interval.
Derived from: Campaign_Query_Rule_Half_Hour:VoiceDetectToHalf

**Busy**

The number of contacts in the half hour interval that detected a busy signal.
Derived from: Campaign_Query_Rule_Half_Hour:BusyDetectToHalf

**No Answer**

The number of contacts in the half hour interval that were not answered.
Derived from: Campaign_Query_Rule_Half_Hour:NoAnswerDetectToHalf

**No Ringback**

The number of contacts in the 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 the half hour interval that did not detect a dial tone.
Derived from: Campaign_Query_Rule_Half_Hour:NoDialToneDetectToHalf

**Fax**

The number of contacts in the half hour interval that detected a fax.
Derived from: Campaign_Query_Rule_Half_Hour:FaxDetectToHalf
Network IVR
The number of contacts in the half hour interval that detected a network answering machine.
Derived from: Campaign_Query_Rule_Half_Hour.NetworkAnsMachineDetectToHalf

Answering Machine
The number of contacts in the half hour interval that detected an answering machine.
Derived from: Campaign_Query_Rule_Half_Hour.AnsweringMachineDetectToHalf

SIT Tone
The number of contacts in the 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 the 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

Customer Not Home
The number of contacts in the half hour interval where the party answering the phone was not the customer.
Derived from: Campaign_Query_Rule_Half_Hour.CustomerNotHomeCount

Wrong Number
The number of contacts in the half hour interval where the party answering the phone indicated the customer didn’t live there.
Derived from: Campaign_Query_Rule_Half_Hour.WrongNumberCount

Canceled
The number of contacts in the half hour interval where the dialer canceled a ringing customer call
Derived from: Campaign_Query_Rule_Half_Hour.CanceledDetectToHalf

Dialer Abandon
The number of contacts in the half hour interval abandoned by the dialer.
Derived from: Campaign_Query_Rule_Half_Hour.AbandonDetectToHalf
Abandon to IVR
The number of contacts in the 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 the 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
See dialer10, page 9-36 for an illustration of this report.

<table>
<thead>
<tr>
<th>Overview:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Subject</td>
<td>Outbound Option Dialer: Data for contacts, voice, busy, answering machine, and other detects by the dialer, gathered in half-hour increments.</td>
</tr>
<tr>
<td>Purpose</td>
<td>To show the status of each dialer for the selected time period.</td>
</tr>
<tr>
<td>Applicable environment</td>
<td>Outbound Option (IPCC and/or ICM)</td>
</tr>
<tr>
<td>Template type</td>
<td>Historical table</td>
</tr>
<tr>
<td>Default sort order</td>
<td>By dialer and then by date and time.</td>
</tr>
<tr>
<td>Drilldowns available</td>
<td>No</td>
</tr>
</tbody>
</table>
| Schema database table | Dialer  
Dialer_Half_Hour |
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

**Attempted**

Summary total of the number of contacts dialed in the half hour interval.


**Requested Personal Callback**

The number of call-back contacts scheduled.

Derived from: Dialer_Half_Hour.PersonalCallbackCount

**Requested Callback**

The number of call-back contacts.

Derived from: Dialer_Half_Hour.CallbackCount

**Voice**

The number of contacts for which a voice was detected in the half hour interval.

Derived from: Dialer_Half_Hour.VoiceDetectToHalf

**Busy**

The number of contacts for which busy signals were detected in the half hour interval.

Derived from: Dialer_Half_Hour.BusyDetectToHalf
**No Answer**
The number of contacts which were not answered in the half hour interval.
Derived from: Dialer_Half_Hour.NoAnswerDetectToHalf

**No Ringback**
The number of contacts in the half hour interval that did not detect a ring back.
Derived from: Dialer_Half_Hour.NoRingBackDetectToHalf

**No Dialtone**
The number of contacts in the half hour interval that did not detect a dial tone.
Derived from: Dialer_Half_Hour.NoDialToneDetectToHalf

**Fax**
The number of contacts in the half hour interval that detected a fax.
Derived from: Dialer_Half_Hour.FaxDetectDetectToHalf

**Network IVR**
The number of contacts in the half hour interval that detected a network answering machine.
Derived from: Dialer_Half_Hour.NetworkAnsMachineDetectToHalf

**Answering Machine**
The number of contacts in the half hour interval that detected an answering machine.
Derived from: Dialer_Half_Hour.AnsweringMachineDetectToHalf

**SIT Tone**
The number of contacts in the 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 the half hour interval that were rejected by the agent. These customers will not be dialed.
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

**Customer Not Home**
The number of contacts in a half-hour interval where the party answering the phone was not the customer.
Derived from: Campaign_Query_Rule_Real_Time.CustomerNotHomeCount
Wrong Number
The number of contacts in a half-hour interval where the party answering the phone indicated the customer didn’t live there.
Derived from: Campaign_Query_Rule_Real_Time.WrongNumberCount

Canceled
The number of contacts in the half hour interval where the dialer canceled a ringing customer call
Derived from: Dialer_Half_Hour.CancelledDetectToHalf

Dialer Abandon
The number of contacts in the half hour interval abandoned by the dialer.
Derived from: Dialer_Half_Hour.AbandonDetectToHalf

Abandon to IVR
The number of contacts in the 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 the 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>
<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>Drilldowns available</td>
</tr>
<tr>
<td>----------------------</td>
</tr>
</tbody>
</table>
| Schema database table | Import_Rule  
                     | Import_Rule_History |

**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
Sample Reports

This chapter has illustrations of some of the Webview reports, organized by category. Each illustrated report is cross-referenced to the chapter that contains its field descriptions. Please note that these samples were generated from a limited database. A few samples show report layout only and have no data.

- Agent Reports, page 9-2
  - Agent by Agent Reports, page 9-2
  - Agent by Peripheral Reports, page 9-10
  - Agent by Skill Group Reports, page 9-12
  - Agent by Team Reports, page 9-14
- Application Gateway Reports, page 9-24
- Call Type Reports, page 9-25
- Outbound Option Reports, page 9-33
- Peripheral Reports, page 9-37
- Skill Group Reports, page 9-39
  - Peripheral Reports, page 9-37
  - Enterprise Skill Group Reports, page 9-45
- Trunk Group Reports, page 9-50
See agent03: Agent Media Logout Status Report, page 2-12 for field descriptions of this report.

Figure 9-1  agent03: Agent Media Logout Status

### Agent Media Logout Status Report

**Print: 1/24/2006 00:02:08 To: 2/24/2006 23:59:08**

<table>
<thead>
<tr>
<th>Agent Name</th>
<th>Enterprise Name</th>
<th>Mobile Agent Mode</th>
<th>Mobile Agent Phone Number</th>
<th>Retention</th>
<th>Log On Date Time</th>
<th>Log On Duration</th>
<th>Log Out Date Time</th>
<th>Reason Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>COM_PM_1.One_Agent</td>
<td>Call By Call</td>
<td>60001</td>
<td>30001</td>
<td>01/06/06 17:32:00</td>
<td>00:57</td>
<td>01/06/06 17:13:06</td>
<td></td>
<td></td>
</tr>
<tr>
<td>COM_PM_1.One_Agent</td>
<td>Call By Call</td>
<td>60001</td>
<td>30001</td>
<td>01/31/06 16:21:20</td>
<td>00:25</td>
<td>01/31/06 16:21:46</td>
<td></td>
<td></td>
</tr>
<tr>
<td>COM_PM_1.One_Agent</td>
<td>Call By Call</td>
<td>60001</td>
<td>30001</td>
<td>02/01/06 16:49:26</td>
<td>00:50</td>
<td>02/01/06 16:49:54</td>
<td></td>
<td></td>
</tr>
<tr>
<td>COM_PM_1.One_Agent</td>
<td>Call By Call</td>
<td>60001</td>
<td>30001</td>
<td>02/01/06 16:49:26</td>
<td>00:50</td>
<td>02/01/06 16:49:56</td>
<td></td>
<td></td>
</tr>
<tr>
<td>COM_PM_1.One_Agent</td>
<td>Call By Call</td>
<td>60001</td>
<td>30001</td>
<td>02/01/06 16:49:44</td>
<td>00:35</td>
<td>02/01/06 16:49:54</td>
<td></td>
<td></td>
</tr>
<tr>
<td>COM_PM_1.One_Agent</td>
<td>Call By Call</td>
<td>60001</td>
<td>30001</td>
<td>02/01/06 16:49:51</td>
<td>00:35</td>
<td>02/01/06 14:49:12</td>
<td></td>
<td></td>
</tr>
<tr>
<td>COM_PM_1.One_Agent</td>
<td>Call By Call</td>
<td>60001</td>
<td>30001</td>
<td>02/01/06 16:49:54</td>
<td>00:35</td>
<td>02/01/06 16:49:54</td>
<td></td>
<td></td>
</tr>
<tr>
<td>COM_PM_1.One_Agent</td>
<td>Call By Call</td>
<td>60001</td>
<td>30001</td>
<td>02/01/06 16:49:54</td>
<td>00:35</td>
<td>02/01/06 16:49:54</td>
<td></td>
<td></td>
</tr>
<tr>
<td>COM_PM_1.One_Agent</td>
<td>Call By Call</td>
<td>60001</td>
<td>30001</td>
<td>02/01/06 16:49:54</td>
<td>00:35</td>
<td>02/01/06 16:49:54</td>
<td></td>
<td></td>
</tr>
<tr>
<td>COM_PM_1.One_Agent</td>
<td>Call By Call</td>
<td>60001</td>
<td>30001</td>
<td>02/01/06 16:49:54</td>
<td>00:35</td>
<td>02/01/06 16:49:54</td>
<td></td>
<td></td>
</tr>
<tr>
<td>COM_PM_1.One_Agent</td>
<td>Call By Call</td>
<td>60001</td>
<td>30001</td>
<td>02/01/06 16:49:54</td>
<td>00:35</td>
<td>02/01/06 16:49:54</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Agent Summary**

<table>
<thead>
<tr>
<th>Media</th>
<th>01/26/06</th>
</tr>
</thead>
</table>

Three_Agent

**Agent Summary**

<table>
<thead>
<tr>
<th>Media</th>
<th>01/26/06</th>
</tr>
</thead>
</table>

Cisco_Voice

**Agent Summary**

<table>
<thead>
<tr>
<th>Media</th>
<th>01/26/06</th>
</tr>
</thead>
</table>

Cisco_Voice

**Agent Summary**

<table>
<thead>
<tr>
<th>Media</th>
<th>01/26/06</th>
</tr>
</thead>
</table>
See agent04: Agent Task Detail Activity Report, page 2-15 for field descriptions of this report.

**Figure 9-2  agent04: Agent Task Detail Activity**

Agent Task Detail Activity Report
From: 10/12/2004 00:00:00 To: 10/14/2004 23:59:59

<table>
<thead>
<tr>
<th>Agent Name</th>
<th>Skill Group</th>
<th>Log On Duration</th>
<th>Available in MBD Time</th>
<th>Total Tasks</th>
<th>Avg Time</th>
<th>% Wrap Up Time</th>
<th>External Out Tasks</th>
<th>Internal Out Tasks</th>
<th>CBI Messages</th>
</tr>
</thead>
<tbody>
<tr>
<td>Media</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>McCutcheon, RichardCisco_Voice</td>
<td></td>
<td></td>
<td>RTPCOM_B_01.AMEX_DOMestic.pri (08499)</td>
<td>22:24:32</td>
<td>02:03:44</td>
<td>22:22%</td>
<td>0 00:00:00</td>
<td>0 00:00:00</td>
<td>0 00:00:00</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>RTPCOM_B_04.AMEX_OFT19.pri (26950)</td>
<td>22:24:32</td>
<td>02:03:44</td>
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- 11.11%
- 0 00:00:00
- 0 00:00:00
- 0 00:00:00

**Report Summary:**
- 0 00:16:06
- 11.11%
- 0 00:00:00
- 0 00:00:00
- 0 00:00:00

See agent05: Agent Task Detail Performance Report, page 2-18 for field descriptions of this report.

**Figure 9-3  agent05: Agent Task Detail Performance**

Agent Task Detail Performance Report
From: 10/12/2004 00:00:00 To: 10/14/2004 23:59:59

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**Agent Summary:**
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**Report Summary:**
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See agent20: Agent Real Time Report, page 2-4 for field descriptions of this report.

**Figure 9-4  agent 20: Agent Real Time**

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See agent21: Agent Task Summary Half Hour Report, page 2-23 for field descriptions of this report.

**Figure 9-5  agent21: Agent Task Summary Half Hour**

**Agent Task Summary Half Hour Report**

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<th>External Out</th>
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<th>Credit Out</th>
<th>Consult</th>
<th>Supv Assst</th>
<th>Emerg Assst</th>
<th>Emerg Targ</th>
<th>Intercep</th>
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**Skill Group Summary**

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**Skill Group Summary**

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### Agent Performance Summary Half Hour Report

**Agent Name:** Cutter, Kathleen

**Agent Group:** Cisco_Voice

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**Agent Performance Summary Half Hour Report**

**Agent Name:** Cutter, Kathleen

**Agent Group:** Cisco_Voice

**Completed Tasks**

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**Agent State Times**

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**Figure 9-6**

**Agent 23: Agent Performance Summary Half Hour**

See agent23: Agent Performance Summary Half Hour Report, page 2-30 for field descriptions of this report.
See agent24: Agent Performance Summary Daily Report, page 2-34 for field descriptions of this report.

### Figure 9-7  agent24: Agent Performance Summary Daily

#### Agent Performance Summary Daily Report

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#### SIPCC_PC_P9M1.Cisco_Voice..IPRLE (5089)

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<th>Busy Other</th>
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#### Skill Group Summary

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### Agent Consolidated Half Hour Report

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<th>Outgoing</th>
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<th>Redir No Answer</th>
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#### Field Descriptions


**Figure 9-8** agent25: Agent Consolidated Half Hour

See `Figure 9-8` agent25: Agent Consolidated Half Hour.
Agent Consolidated Daily Report

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See agent26: Agent Consolidated Daily Report, page 2-43 for field descriptions of this report.

Agent Not Ready Summary Report

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See agent30: Agent Not Ready Summary Report, page 2-60 for field descriptions of this report.
See agent31: Agent Not Ready Detail Report, page 2-62 for field descriptions of this report.

**Figure 9-11   agent31: Agent Not Ready Detail**

**Agent Not Ready Detail Report**
This report only reflects agents’ completed not ready activity during the selected timeframe.

**Table: Agent Not Ready Activity Report**

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**Media Summary:** 150:13:37 868:39 0.1% ---
**Agent Summary:** 150:13:37 868:39 0.1% ---
### Agent by Peripheral Reports

See agtper22: Agent Peripheral Task Summary Daily Report, page 2-88 for field descriptions of this report.

#### Figure 9-12 agtper22: Agent Peripheral Task Summary Daily

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</table>
### Agent Peripheral Consolidated Half Hour Report

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<th>Completed Tasks</th>
<th>Agent State Times</th>
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<tbody>
<tr>
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</table>

#### Media Summary

- **Agtper25**
- **Close_Voice**

---

See `agtper25: Agent Peripheral Consolidated Half Hour Report Template, page 2-99` for field descriptions of this report.
Agent by Skill Group Reports

Agtskg07

See agtskg07: Agent Skill Group Task Analysis Report, page 2-141 for field descriptions of this report.

Figure 9-14  agtskg07: Agent Skill Group Task Analysis

Agent Skill Group Task Analysis Report
From: 10/2/2004 09:00:00 To: 10/2/2004 11:59:00

<table>
<thead>
<tr>
<th>Skill Group</th>
<th>Agent Name</th>
<th>Tasks Taken</th>
<th>Tasks Completed</th>
<th>External In</th>
<th>External Out</th>
<th>Transfer Out</th>
<th>Conf Out</th>
<th>All Hold</th>
<th>Transfer In</th>
<th>Conf In</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emery Voice</td>
<td>Michael</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
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<td>0</td>
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<td>0</td>
</tr>
<tr>
<td>Emery Voice</td>
<td>Michael</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Emery Voice</td>
<td>Michael</td>
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<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
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<tr>
<td>Emery Voice</td>
<td>Michael</td>
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</tr>
<tr>
<td>Emery Voice</td>
<td>Michael</td>
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<td>0</td>
<td>0</td>
<td>0</td>
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</tr>
</tbody>
</table>

Agent Summary: 15 0 0 0 0 1
Report Summary: 15 0 0 0 0 1

Figure 9-15  agtskg21: Agent Skill Group Task Summary Half Hour Report

Agtskg21


Figure 9-15  agtskg21: Agent Skill Group Task Summary Half Hour

Agent Skill Group Task Summary Half Hour Report
From: 10/2/2004 09:00:00 To: 10/2/2004 11:59:00

<table>
<thead>
<tr>
<th>Skill Group</th>
<th>Agent Name</th>
<th>Log On Time</th>
<th>Handled</th>
<th>Internal In</th>
<th>External In</th>
<th>Internal Out</th>
<th>External Out</th>
<th>Transfer Out</th>
<th>Conf Out</th>
<th>All Hold</th>
<th>Transfer In</th>
<th>Conf In</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emery Voice</td>
<td>Michael</td>
<td>06:30:00</td>
<td>1</td>
<td>00:30:00</td>
<td>00:30:00</td>
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<td>00:30:00</td>
<td>00:30:00</td>
<td>00:30:00</td>
<td>00:30:00</td>
<td>00:30:00</td>
<td>00:30:00</td>
</tr>
<tr>
<td>Emery Voice</td>
<td>Michael</td>
<td>06:30:00</td>
<td>1</td>
<td>00:30:00</td>
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<td>00:30:00</td>
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<td>00:30:00</td>
<td>00:30:00</td>
<td>00:30:00</td>
</tr>
<tr>
<td>Emery Voice</td>
<td>Michael</td>
<td>06:30:00</td>
<td>2</td>
<td>00:30:00</td>
<td>00:30:00</td>
<td>00:30:00</td>
<td>00:30:00</td>
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<td>00:30:00</td>
<td>00:30:00</td>
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<td>Emery Voice</td>
<td>Michael</td>
<td>06:30:00</td>
<td>2</td>
<td>00:30:00</td>
<td>00:30:00</td>
<td>00:30:00</td>
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<td>00:30:00</td>
<td>00:30:00</td>
<td>00:30:00</td>
<td>00:30:00</td>
</tr>
<tr>
<td>Emery Voice</td>
<td>Michael</td>
<td>06:30:00</td>
<td>1</td>
<td>00:30:00</td>
<td>00:30:00</td>
<td>00:30:00</td>
<td>00:30:00</td>
<td>00:30:00</td>
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</table>

Agent Summary: 9:30:00 15 0:00:00 0 0 0 0 0 0 0 0 3 0:00:16 0 0
Skill Group Summary: 9:30:00 15 0:00:00 0 0 0 0 0 0 0 0 3 0:00:16 0 0
Report Summary: 9:30:00 15 0:00:00 0 0 0 0 0 0 0 0 3 0:00:16 0 0
See agtskg25: Agent Skill Group Consolidated Half Hour Report, page 2-162 for field descriptions of this report.

See agtskg26: Agent Skill Group Consolidated Daily Report, page 2-166 for field descriptions of this report.
See agtskg30: IPCC Agent Skill Group Real Time Report, page 2-128 for field descriptions of this report.

![Figure 9-18](agtskg30: IPCC Agent Skill Group Real Time Report)

### Agent Reports

**Agtskg30**

See agtskg30: IPCC Agent Skill Group Real Time Report, page 2-128 for field descriptions of this report.

![Figure 9-18](agtskg30: IPCC Agent Skill Group Real Time Report)

### Agent by Team Reports

#### Agteam02

See agteam02: Agent Skill Group Status Report, page 2-186 for field descriptions of this report.

![Figure 9-19](agteam02: Agent Skill Group Status Report)
See agteam03: Agent Logout Status By Team Report, page 2-201 for field descriptions of this report.

**Figure 9-20  agteam03: Agent Logout Status**

<table>
<thead>
<tr>
<th>Agent Name</th>
<th>Media</th>
<th>Agent Enterprise Name</th>
<th>Extension</th>
<th>Log On Time</th>
<th>Log Off Time</th>
<th>Logout Duration</th>
<th>Logout Date Time</th>
<th>Reason Code</th>
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<td>10/1/2004 05:42:40</td>
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</table>

See agteam03: Agent Logout Status By Team Report, page 2-201 for field descriptions of this report.
See agteam05: Agent Task Detail Performance Report By Team, page 2-206 for field descriptions of this report.

Figure 9-21  
agteam05: Agent Task Detail Performance

Agent Task Detail Performance Report By Team
From: 1/1/2005 9:00:00 AM To: 1/30/2005 11:59:00 PM

<table>
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<th>Media</th>
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<th>Any Time</th>
<th>Total Tasks</th>
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<th>Any Time</th>
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</thead>
<tbody>
<tr>
<td>Supervisor</td>
<td>Agent Name</td>
<td>Total Tasks</td>
<td>Any Time</td>
<td>Total Tasks</td>
<td>Any Time</td>
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<td>Any Time</td>
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<td>36</td>
<td>00:00:32</td>
<td>41</td>
<td>00:00:01</td>
<td>50</td>
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<td>0</td>
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<td>00:01:00</td>
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<td>50</td>
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</table>

Figure 9-22  
agteam20: Agent Team Real Time

Agent Team Real Time Report

<table>
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<tr>
<th>Agent Team</th>
<th>Media</th>
<th>Emrgency</th>
<th>Log On Date/Time</th>
<th>Active Skill Group</th>
<th>Agent State</th>
<th>Duration In Current State</th>
<th>Reason Code</th>
<th>Supervisor</th>
<th>Available to MSG</th>
</tr>
</thead>
<tbody>
<tr>
<td>Supervisor</td>
<td>Agent Name</td>
<td>Extension</td>
<td>Log On Date/Time</td>
<td>Active Skill Group</td>
<td>Agent State</td>
<td>Duration In Current State</td>
<td>Reason Code</td>
<td>Supervisor</td>
<td>Available to MSG</td>
</tr>
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<td>N</td>
<td>Not Applicable</td>
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<tr>
<td>Latin America</td>
<td>86593212</td>
<td>08/00/01 16:30:44</td>
<td>LYSON_B ?? ??</td>
<td>READY</td>
<td>00:00:32:04</td>
<td>N</td>
<td>N</td>
<td>Not Applicable</td>
<td></td>
</tr>
<tr>
<td>Spain</td>
<td>86593212</td>
<td>08/00/01 16:30:44</td>
<td>LYSON_B ?? ??</td>
<td>READY</td>
<td>00:00:32:04</td>
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<td>N</td>
<td>Not Applicable</td>
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</table>

See agteam20: Agent Team Real Time Report, page 2-188 for field descriptions of this report.
Figure 9-23  agteam22: Agent Team Task Summary Daily

### Agent Team Task Summary Daily Report

**From:** 2/2/2005 00:00:00  **To:** 2/4/2005 23:59:59

<table>
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<th>Agent Team</th>
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<th>Log On Duration</th>
<th>Tasks</th>
<th>Time</th>
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<tbody>
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</table>

### Table

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<th>Media</th>
<th>Log On Duration</th>
<th>Tasks</th>
<th>Time</th>
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</thead>
<tbody>
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See agteam22: Agent Team Task Summary Daily Report, page 2-214 for field descriptions of this report.
Agent Team Performance Summary Daily Report

<table>
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<tr>
<th>Agent Team</th>
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<th>Incoming Hold Tasks</th>
<th>Completed Tasks</th>
<th>Agent State Times</th>
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</thead>
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<td>Supervisor</td>
<td>Agent Name</td>
<td>Handled</td>
<td>ANT</td>
<td>Hold Tasks</td>
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<td>00:00:14</td>
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</table>

See agteam24: Agent Team Performance Summary Daily Report, page 2-221 for field descriptions of this report.
See agteam26: Agent Team Consolidated Daily Report, page 2-228 for field descriptions of this report.

### Agent Team Consolidated Daily Report

<table>
<thead>
<tr>
<th>Agent Team</th>
<th>Media</th>
<th>Completed Tasks</th>
<th>Agent Status Times</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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<td>Inc.</td>
<td>Inc. Hold</td>
</tr>
<tr>
<td>Supervised</td>
<td>Agent Name</td>
<td>Handled</td>
<td>Hold Tasks</td>
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<td>15</td>
<td>00:00:03</td>
</tr>
<tr>
<td>AAS1, 20002</td>
<td>02/008S</td>
<td>15</td>
<td>00:00:03</td>
</tr>
<tr>
<td>AAS1, 20003</td>
<td>AG2, 20005</td>
<td>02/008S</td>
<td>15</td>
</tr>
<tr>
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<td>AG3, 20006</td>
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</tr>
<tr>
<td>AAS1, 20005</td>
<td>AG4, 20007</td>
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</tr>
<tr>
<td>AAS1, 20006</td>
<td>AG5, 20008</td>
<td>02/008S</td>
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<td>AAS1, 20007</td>
<td>AG6, 20009</td>
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<td>02/008S</td>
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<td>Media Summary</td>
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<td>02/008S</td>
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</table>

**Figure 9-25**

agteam26: Agent Team Consolidated Daily Report
See [agteam29: Agent SkillGroup Assignments Real-Time, page 2-197](#) for field descriptions of this report.

### Figure 9-26  agteam29: Agent Team Skill Group Assignment Real Time

<table>
<thead>
<tr>
<th>All_Media Team</th>
<th>Agent Name</th>
<th>Login Name</th>
<th>Skill Group</th>
<th>Media</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Bankson, Robert</td>
<td>Robert</td>
<td>Sales</td>
<td>Cisco_Voice</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>bcc-1001/4/2</td>
<td>Blended_Collaboration</td>
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<td>bcc-1001.4/2</td>
<td>Email</td>
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<td></td>
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<td>bcc-1002/6/2</td>
<td>Multi_Session_Chat</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>bcc-1003/600</td>
<td>Single_Session_Chat</td>
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<tr>
<td><strong>Total Agents On Team:</strong></td>
<td>1</td>
<td></td>
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<table>
<thead>
<tr>
<th>Multi_Media Team</th>
<th>Agent Name</th>
<th>Login Name</th>
<th>Skill Group</th>
<th>Media</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Long, Judy</td>
<td>Long</td>
<td>Sales</td>
<td>Cisco_Voice</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>bcc-1001.2/1/3/10</td>
<td>Chat</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>bcc-1003/200/3</td>
<td>Single_Session_Chat</td>
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<td><strong>Total Agents On Team:</strong></td>
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<table>
<thead>
<tr>
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<th>Login Name</th>
<th>Skill Group</th>
<th>Media</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Riley, Mary-Jo</td>
<td>Mary-Jo</td>
<td>Sales</td>
<td>Cisco_Voice</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Transfer</td>
<td>Cisco_Voice</td>
</tr>
<tr>
<td></td>
<td>Smith, John</td>
<td>John</td>
<td>Marketing</td>
<td>Cisco_Voice</td>
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<tr>
<td></td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>Sales</td>
<td>Cisco_Voice</td>
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<td><strong>Total Agents On Team:</strong></td>
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<td></td>
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<tr>
<td><strong>Total agents:</strong></td>
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</table>
See `agteam32: Agent Team State Counts Real Time Report`, page 2-198 for field descriptions of this report.

### Figure 9-27  `agteam32: Agent Team State Counts Real Time`

**Agent Team State Counts Real Time Report**

<table>
<thead>
<tr>
<th>Media</th>
<th>Supervisor</th>
<th>Total Agents on Team</th>
<th>Agents Logged On</th>
<th>Number of Agents in each Agent State</th>
</tr>
</thead>
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<tr>
<td></td>
<td>Agent Team</td>
<td></td>
<td>Action In</td>
<td>Action Out</td>
</tr>
<tr>
<td>Cisco_Voice</td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>All_Media_Team</td>
<td>Kovac, Stacy</td>
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</tr>
<tr>
<td>Voice_Team</td>
<td>Smith, John</td>
<td>2</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td><strong>Media Summary:</strong></td>
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<td>Email</td>
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</tr>
<tr>
<td>Multi_Media_Team</td>
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<td>1</td>
<td>0</td>
</tr>
<tr>
<td><strong>Media Summary:</strong></td>
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<td>1</td>
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<tr>
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**Report Summary:**

- 5
- 5
- 1
- 0
- 1
- 0
- 3
- 0
- 0
- 0
- 3
See agteam33: Agent Team Incoming/Outgoing Task Durations With Agent Detail Half Hour, page 2-246 for field descriptions of this report.

### Figure 9-28  agteam33: Agent Team Incoming/Outgoing Task Durations With Agent Detail Half Hour

#### Agent Team: Incoming/Outgoing Task Duration With Agent Detail Half Hour Report

<table>
<thead>
<tr>
<th>Start Date</th>
<th>Start Time</th>
<th>End Date</th>
<th>End Time</th>
<th>Task Completed</th>
<th>Total Duration of Completed Tasks</th>
<th>Average Duration of Completed Tasks</th>
<th>Incoming Hold Tasks</th>
<th>Outgoing Hold Tasks</th>
</tr>
</thead>
<tbody>
<tr>
<td>9-22</td>
<td>10:00:00</td>
<td>9-22</td>
<td>17:00:00</td>
<td>36</td>
<td>01:34:30</td>
<td>01:34:30</td>
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<td>01:34:30</td>
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#### Class_Voice: AAI, 20043 (560)

<table>
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<th>End Time</th>
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<th>Total Duration of Completed Tasks</th>
<th>Average Duration of Completed Tasks</th>
<th>Incoming Hold Tasks</th>
<th>Outgoing Hold Tasks</th>
</tr>
</thead>
<tbody>
<tr>
<td>9-22</td>
<td>10:00:00</td>
<td>9-22</td>
<td>17:00:00</td>
<td>36</td>
<td>01:34:30</td>
<td>01:34:30</td>
<td>01:34:30</td>
<td>01:34:30</td>
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</table>

#### Class_Voice: AAI, 20048 (560)

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<th>Total Duration of Completed Tasks</th>
<th>Average Duration of Completed Tasks</th>
<th>Incoming Hold Tasks</th>
<th>Outgoing Hold Tasks</th>
</tr>
</thead>
<tbody>
<tr>
<td>9-22</td>
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<td>36</td>
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#### Class_Voice: AAI, 20049 (560)

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<th>Average Duration of Completed Tasks</th>
<th>Incoming Hold Tasks</th>
<th>Outgoing Hold Tasks</th>
</tr>
</thead>
<tbody>
<tr>
<td>9-22</td>
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<th>Average Duration of Completed Tasks</th>
<th>Incoming Hold Tasks</th>
<th>Outgoing Hold Tasks</th>
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<tbody>
<tr>
<td>9-22</td>
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### See agteam33: Agent Team Incoming/Outgoing Task Durations With Agent Detail Half Hour, page 2-246 for field descriptions of this report.

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<th>End Time</th>
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<th>Average Duration of Completed Tasks</th>
<th>Incoming Hold Tasks</th>
<th>Outgoing Hold Tasks</th>
</tr>
</thead>
<tbody>
<tr>
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<table>
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<tr>
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<th>End Time</th>
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<th>Average Duration of Completed Tasks</th>
<th>Incoming Hold Tasks</th>
<th>Outgoing Hold Tasks</th>
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</thead>
<tbody>
<tr>
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<td>09:00:00</td>
<td>09:00:00</td>
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<td>09:00:00</td>
</tr>
</tbody>
</table>

<table>
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<tr>
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<th>Start Time</th>
<th>End Date</th>
<th>End Time</th>
<th>Task Completed</th>
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<th>Average Duration of Completed Tasks</th>
<th>Incoming Hold Tasks</th>
<th>Outgoing Hold Tasks</th>
</tr>
</thead>
<tbody>
<tr>
<td>9-22 01:00:00</td>
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<td>09:00:00</td>
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</table>
See agteam35: Agent Team Incoming/Outgoing Task Durations Half Hour, page 2-253 for field descriptions of this report.

### Figure 9-29  agteam35: Agent Team Incoming/Outgoing Task Durations Half Hour

<table>
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<tr>
<th>Agent Team</th>
<th>Media</th>
<th>FTE Agent Logged On</th>
<th>Logged On Duration</th>
<th>Not Active Time</th>
<th>Not Ready Time</th>
<th>Tasks Completed</th>
<th>Total Duration of Completed Tasks</th>
<th>Average Duration of Completed Tasks</th>
<th>Incoming Field Tasks</th>
<th>Outgoing Field Tasks</th>
</tr>
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<tr>
<td></td>
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<td>Incoming</td>
<td>Outgoing</td>
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<td></td>
<td>Active Time</td>
<td>Wrap Up Time</td>
<td>Active Time</td>
<td>Wrap Up Time</td>
</tr>
<tr>
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#### Table: (Sample)

<table>
<thead>
<tr>
<th>Agent Team</th>
<th>Media</th>
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<th>Logged On Duration</th>
<th>Not Active Time</th>
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<th>Tasks Completed</th>
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<th>Average Duration of Completed Tasks</th>
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<th>Outgoing Field Tasks</th>
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<tbody>
<tr>
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<td></td>
<td>Incoming</td>
<td>Outgoing</td>
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</tbody>
</table>

#### Notes:

- for field descriptions of this report.

#### Figure 9-29 agteam35: Agent Team Incoming/Outgoing Task Durations Half Hour
# Application Gateway Reports

See apgate11: Application Gateway Status Half Hour Report, page 7-2 for field descriptions of this report.

## Figure 9-30  apgate11: Application Gateway Status Half Hour

### Application Gateway Half Hour Status Report

<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>Drocs</th>
<th>Timeouts</th>
</tr>
</thead>
<tbody>
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<td>156</td>
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<td>53</td>
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</tr>
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<td>01/06/04 07:30:00</td>
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<td>0</td>
<td>94</td>
<td>59</td>
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<td>0</td>
</tr>
<tr>
<td>01/06/04 08:30:00</td>
<td>26</td>
<td>0</td>
<td>94</td>
<td>59</td>
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<td>13</td>
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</tr>
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<td>172</td>
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<td>0</td>
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<td>01/06/04 01:30:00</td>
<td>30</td>
<td>0</td>
<td>16</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>01/06/04 02:30:00</td>
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<td>0</td>
<td>22</td>
<td>0</td>
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<td>0</td>
<td>0</td>
</tr>
<tr>
<td>01/06/04 03:30:00</td>
<td>30</td>
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<td>94</td>
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<td>0</td>
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<tr>
<td>01/06/04 04:30:00</td>
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<td>16</td>
<td>4</td>
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<td>0</td>
</tr>
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<td>0</td>
<td>16</td>
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</tbody>
</table>
Call Type Reports

Caltyp04

See caltyp04: Call Type Service Levels Real Time Report, page 3-4 for field descriptions of this report.

Figure 9-31  caltyp04: Call Type Service Level Real Time

Call Type Service Levels Real Time Report
Figure 9-32  caltyp05: Analysis of Tasks Half Hour

Analysis of Calls Half Hour Report
From: 01/2003 00:00:00 To: 01/2003 02:59:00

<table>
<thead>
<tr>
<th>Enterprise Name</th>
<th>Tasks Routed</th>
<th>Assigned From Queue</th>
<th>Avg Wait Time in Queue</th>
<th>Tasks Aban</th>
<th>Aban Byte Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Support_Caltyp05</td>
<td>41</td>
<td>0</td>
<td>00:00:00</td>
<td>0</td>
<td>00:00:00</td>
</tr>
<tr>
<td>Support_Caltyp05</td>
<td>34</td>
<td>0</td>
<td>00:00:00</td>
<td>0</td>
<td>00:00:00</td>
</tr>
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<td>Support_Caltyp05</td>
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<td>0</td>
<td>00:00:00</td>
<td>0</td>
<td>00:00:00</td>
</tr>
<tr>
<td>Support_Caltyp05</td>
<td>29</td>
<td>0</td>
<td>00:00:00</td>
<td>0</td>
<td>00:00:00</td>
</tr>
<tr>
<td>Support_Caltyp05</td>
<td>27</td>
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<td>00:00:00</td>
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<td>00:00:00</td>
</tr>
<tr>
<td>Support_Caltyp05</td>
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<td>00:00:00</td>
<td>0</td>
<td>00:00:00</td>
</tr>
<tr>
<td>Support_Caltyp05</td>
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<td>00:00:00</td>
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<td>00:00:00</td>
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<td>00:00:00</td>
</tr>
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<td>00:00:00</td>
<td>0</td>
<td>00:00:00</td>
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<td>00:00:00</td>
<td>0</td>
<td>00:00:00</td>
</tr>
</tbody>
</table>

See caltyp05: Analysis of Calls Half Hour Report, page 3-26 for field descriptions of this report.

Figure 9-33  caltyp20: Call Type Real Time

Call Type Real Time Report

<table>
<thead>
<tr>
<th>Enterprise Name</th>
<th>Tasks Now</th>
<th>Tasks Routed</th>
<th>Longest Queue</th>
<th>Queue</th>
<th>PCC Agent</th>
<th>Service Level</th>
<th>Tasks Offered</th>
<th>Handling</th>
<th>Aban</th>
<th>Aban within Service Level</th>
<th>Default Label</th>
<th>Network Routed</th>
<th>Flow Rate</th>
<th>Calls Error</th>
<th>Calls Other</th>
<th>Aban Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>MultiMedia_CallType</td>
<td>00:00:23</td>
<td>0</td>
<td>00:00:19</td>
<td>6</td>
<td>00:00:15</td>
<td>0.06%</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>00:00:00</td>
</tr>
<tr>
<td>Sales_CallType</td>
<td>00:05:51</td>
<td>5</td>
<td>00:00:05</td>
<td>19</td>
<td>00:00:02</td>
<td>0.00%</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>00:00:00</td>
</tr>
<tr>
<td>Service_CallType</td>
<td>00:02:58</td>
<td>2</td>
<td>00:00:01</td>
<td>10</td>
<td>00:00:01</td>
<td>0.00%</td>
<td>0</td>
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<td>0</td>
<td>0</td>
<td>0</td>
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<td>0</td>
<td>0</td>
<td>00:00:00</td>
</tr>
<tr>
<td>Super_Agilist_CallType</td>
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<td>9</td>
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<td>0</td>
<td>00:00:09</td>
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<td>0</td>
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<td>0</td>
<td>0</td>
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<td>0</td>
<td>0</td>
<td>00:00:00</td>
</tr>
<tr>
<td>Support_CallType</td>
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<td>15</td>
<td>00:00:12</td>
<td>10</td>
<td>00:00:10</td>
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<td>00:00:00</td>
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See caltyp20: Call Type Real Time Report, page 3-5 for field descriptions of this report.
See caltyp21: Call Type Half Hour Report, page 3-28 for field descriptions of this report.

### Figure 9-34 caltyp21: Call Type Half Hour

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<th>caltyp21: Call Type Half Hour</th>
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<td>Processor: 2/28/2005 06:00:00 To 2/28/2005 23:59:00</td>
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</tr>
<tr>
<td>Statistics: 02/28/2005 06:00:00 To 02/28/2005 23:59:00</td>
<td></td>
</tr>
<tr>
<td>Call Type Summary</td>
<td></td>
</tr>
<tr>
<td>Duration: 01:00:00 To 01:00:01</td>
<td></td>
</tr>
<tr>
<td>Calls: 000</td>
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</tr>
<tr>
<td>Failed Calls: 0</td>
<td></td>
</tr>
<tr>
<td>Accepted Calls: 0</td>
<td></td>
</tr>
<tr>
<td>Total Calls: 0</td>
<td></td>
</tr>
<tr>
<td>Handled Calls: 0</td>
<td></td>
</tr>
<tr>
<td>Abandoned Calls: 0</td>
<td></td>
</tr>
<tr>
<td>Completed Calls: 0</td>
<td></td>
</tr>
<tr>
<td>Completed Handled Calls: 0</td>
<td></td>
</tr>
<tr>
<td>Completed Abandoned Calls: 0</td>
<td></td>
</tr>
<tr>
<td>Outgoing Calls: 0</td>
<td></td>
</tr>
<tr>
<td>Inbound Calls: 0</td>
<td></td>
</tr>
<tr>
<td>Call Type</td>
<td></td>
</tr>
<tr>
<td>Call Type Summary</td>
<td></td>
</tr>
<tr>
<td>Duration: 01:00:00 To 01:00:01</td>
<td></td>
</tr>
<tr>
<td>Calls: 000</td>
<td></td>
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<tr>
<td>Failed Calls: 0</td>
<td></td>
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<tr>
<td>Accepted Calls: 0</td>
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<tr>
<td>Total Calls: 0</td>
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<tr>
<td>Handled Calls: 0</td>
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<tr>
<td>Abandoned Calls: 0</td>
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<tr>
<td>Completed Calls: 0</td>
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<tr>
<td>Completed Abandoned Calls: 0</td>
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<tr>
<td>Outgoing Calls: 0</td>
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<tr>
<td>Inbound Calls: 0</td>
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<tr>
<td>Call Type</td>
<td></td>
</tr>
<tr>
<td>Call Type Summary</td>
<td></td>
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<tr>
<td>Duration: 01:00:00 To 01:00:01</td>
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<tr>
<td>Failed Calls: 0</td>
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<td>Accepted Calls: 0</td>
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<tr>
<td>Total Calls: 0</td>
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<tr>
<td>Handled Calls: 0</td>
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<tr>
<td>Abandoned Calls: 0</td>
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<tr>
<td>Completed Calls: 0</td>
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<tr>
<td>Inbound Calls: 0</td>
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<td>Call Type</td>
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<tr>
<td>Call Type Summary</td>
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<tr>
<td>Duration: 01:00:00 To 01:00:01</td>
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<tr>
<td>Calls: 000</td>
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<td>Inbound Calls: 0</td>
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<td>Call Type</td>
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<td>Call Type Summary</td>
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<tr>
<td>Duration: 01:00:00 To 01:00:01</td>
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<td>Handled Calls: 0</td>
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<tr>
<td>Inbound Calls: 0</td>
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</table>
See caltyp22: Call Type Daily Report, page 3-33 for field descriptions of this report.

Figure 9-35  caltyp22: Call Type Daily

See caltyp25: Call Type Queue Status Real Time Report (IPCC and Network Queue), page 3-22 for field descriptions of this report.

Figure 9-36  caltyp25: Call Type Queue Status Real Time
See `caltyp26: Call Type Tasks Offered Over Half Hour, page 3-23` for field descriptions of this report.

**Figure 9-37 caltyp26: Call Type Tasks Offered Over Half Hour**

![Call Type Tasks Offered Over Half Hour](image)

See `caltyp27: Call Type Queue Delay Status Real Time, page 3-24` for field descriptions of this report.

**Figure 9-38 caltyp27: Call Type Queue Delay Status Real Time**

![Call Type Queue Delay Status Real Time](image)
See caltyp28: Call Type Task Status Now Real Time Report (IPCC and Network VRU), page 3-25 for field descriptions of this report.

**Figure 9-39  caltyp28: Call Type Queue Tasks Status Now Real Time**

Call Type Task Status Now Real Time Report (IPCC and Network VRU)

See caltyp31: Call Type Abandon/Answer Distribution by Half Hour Report, page 3-49 for field descriptions of this report.

**Figure 9-40  caltyp31: Call Type Abandon/Answer Distribution by Half Hour**
See `caltyp33: Call Type Abandon/Answer Cumulative Distribution by Half Hour Report, page 3-57` for field descriptions of this report.

**Figure 9-41  caltyp33: Call Type Abandon/Answer Cumulative Distribution by Half Hour**

<table>
<thead>
<tr>
<th>Enterprise Name/ Date/time</th>
<th>ASA</th>
<th>Avg Delay</th>
<th>Aban Delay</th>
<th>Aban</th>
<th>Aban</th>
<th>Aban</th>
<th>Aban</th>
<th>Aban</th>
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<th>Aban</th>
<th>Aban</th>
<th>Aban</th>
<th>Aban</th>
<th>Aban</th>
<th>Total</th>
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<tr>
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<tr>
<td>E2404S5 16:00:00</td>
<td></td>
<td>03:00:01</td>
<td>00:00:03</td>
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</tr>
</tbody>
</table>

**Call Type Summary**

<table>
<thead>
<tr>
<th>ASA 1</th>
<th>ASA 2</th>
<th>ASA 3</th>
<th>ASA 4</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>00:00:01</td>
<td>00:00:02</td>
<td>00:00:03</td>
<td>00:00:04</td>
<td>00:00:05</td>
</tr>
<tr>
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<td>0</td>
<td>0</td>
<td>0</td>
<td></td>
</tr>
</tbody>
</table>

| Enterprise Name/ Date/time | ASA | Avg Delay | Aban Delay | Aban | Aban | Aban | Aban | Aban | Aban | Aban | Aban | Aban | Aban | Aban | Aban | Aban | Aban | Aban | Aban | Aban | Total |
|---------------------------|-----|-----------|------------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|-------|
| **Sales_CallType (Bucket 1)** |     |           |            |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |       |       |
| E2404S5 15:00:00         |     | 02:00:03  | 00:00:05   | 2    | 2    | 2    | 2    | 2    | 2    | 2    | 2    | 2    | 2    | 2    | 2    | 2    | 2    | 2    | 2    | 2    |       |       |
| E2404S5 16:30:00         |     | 03:00:15  | 00:00:19   | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    | 0    |       |       |

**Call Type Summary**

<table>
<thead>
<tr>
<th>ASA 1</th>
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<th>ASA 3</th>
<th>ASA 4</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>08:00:06</td>
<td>00:00:12</td>
<td>00:00:12</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

| Enterprise Name/ Date/time | ASA | Avg Delay | Aban Delay | Aban | Aban | Aban | Aban | Aban | Aban | Aban | Aban | Aban | Aban | Aban | Aban | Aban | Aban | Aban | Aban | Aban | Total |
|---------------------------|-----|-----------|------------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|-------|
| **Support_CallType (Bucket 1)** |     |           |            |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |       |       |
| E2404S5 15:00:00         |     | 03:00:16  | 00:00:16   | 34   | 34   | 34   | 34   | 34   | 34   | 34   | 34   | 34   | 34   | 34   | 34   | 34   | 34   | 34   | 34   | 34   |       |       |
| E2404S5 15:30:00         |     | 03:00:17  | 00:00:17   | 3    | 3    | 3    | 3    | 3    | 3    | 3    | 3    | 3    | 3    | 3    | 3    | 3    | 3    | 3    | 3    | 3    |       |       |

**Call Type Summary**

<table>
<thead>
<tr>
<th>ASA 1</th>
<th>ASA 2</th>
<th>ASA 3</th>
<th>ASA 4</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>08:00:02</td>
<td>00:00:15</td>
<td>00:00:15</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
See caltyp35: VRU Calls Analysis Half Hour Report, page 3-65 for field descriptions of this report.

Figure 9-42 caltyp35: VRU Call Type Analysis Half Hour

<table>
<thead>
<tr>
<th>Enterprise Name</th>
<th>Total Call Type</th>
<th>Unhandled Call Type</th>
<th>Handled Call Type</th>
<th>VRU Assisted</th>
<th>VRU Opt Out</th>
<th>VRU Skipped Trunk</th>
<th>VRU Failed Trunk</th>
<th>VRU Other</th>
<th>Dial Out</th>
<th>Talk Time</th>
<th>Handling Time</th>
<th>Wait Time In Queue</th>
<th>Total Time</th>
<th>Answered From Queue</th>
<th>Total Time Absent</th>
</tr>
</thead>
<tbody>
<tr>
<td>24/06/05 18:30:00</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.03:23</td>
<td>0.00:26</td>
<td>0.00:43</td>
<td>0.00:43</td>
<td>4</td>
<td>1</td>
</tr>
<tr>
<td>Call Time Summary:</td>
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<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.03:26</td>
<td>0.00:26</td>
<td>0.00:43</td>
<td>0.00:43</td>
<td>4</td>
<td>1</td>
</tr>
<tr>
<td>Salary Call Type</td>
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<td>0</td>
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<td>0.00:00</td>
<td>0.00:00</td>
<td>2</td>
<td>0</td>
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</tr>
<tr>
<td>24/06/05 14:30:00</td>
<td>0</td>
<td>0</td>
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<td>0.00:00</td>
<td>0.00:00</td>
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<td>24/06/05 15:30:00</td>
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<td>0</td>
<td>0</td>
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<tr>
<td>24/06/05 16:00:00</td>
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<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
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<td>0.00:00</td>
<td>0.00:00</td>
<td>2</td>
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<td>0</td>
</tr>
<tr>
<td>24/06/05 16:30:00</td>
<td>0</td>
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<td>0</td>
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<td>0.00:00</td>
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<td>0.01:53</td>
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<td>0.00:05</td>
<td>0.00:00</td>
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<td>0</td>
<td>0</td>
</tr>
<tr>
<td>24/06/05 11:30:00</td>
<td>0</td>
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<td>0.02:58</td>
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<td>0.03:36</td>
<td>0.04:34</td>
<td>0.00:00</td>
<td>5</td>
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</tr>
<tr>
<td>24/06/05 13:30:00</td>
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<td>0.05:32</td>
<td>0.00:00</td>
<td>24</td>
<td>0</td>
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<tr>
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<td>0</td>
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<td>0.17:33</td>
<td>0.00:00</td>
<td>29</td>
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<tr>
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<td>0.00:00</td>
<td>0.00:00</td>
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</tr>
<tr>
<td>24/06/05 16:30:00</td>
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<td>0</td>
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<td>0</td>
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<td>0.01:17</td>
<td>0.00:00</td>
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<td>0</td>
<td>2</td>
</tr>
<tr>
<td>24/06/05 18:00:00</td>
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<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
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<td>0.29:52</td>
<td>0.00:00</td>
<td>66</td>
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<td>0</td>
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<tr>
<td>24/06/05 18:30:00</td>
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<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.27:27</td>
<td>0.29:52</td>
<td>0.00:00</td>
<td>29</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Call Time Summary:</td>
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<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
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<td>0</td>
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<td>0.00:30</td>
<td>0.00:30</td>
<td>243</td>
<td>8</td>
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<td>0.00:55</td>
<td>272</td>
<td>11</td>
</tr>
</tbody>
</table>
### Outbound Option Reports

#### camquery01

See camquery01: Call Counts of Query Rule within Campaign Real Time Report, page 8-3 for field descriptions of this report.

#### camquery02

See camquery02: Summary of Call Counts Per Campaign Real Time Report, page 8-7 for field descriptions of this report.

#### camquery05

See camquery05: Call Summary Count Of Query Rule Within Campaign Real Time, page 8-13 for field descriptions of this report.
See camqry06: Call Summary Count per Campaign Real Time, page 8-14 for field descriptions of this report.

**Figure 9-47** camqry06: Call Summary Count per Campaign Real Time

<table>
<thead>
<tr>
<th>Campaign Name</th>
<th>Total Records</th>
<th>Available</th>
<th>Closed</th>
<th>Voice</th>
</tr>
</thead>
<tbody>
<tr>
<td>Campaign 1</td>
<td>50030</td>
<td>45545</td>
<td>0</td>
<td>4485</td>
</tr>
<tr>
<td><strong>Report Summary</strong></td>
<td><strong>50030</strong></td>
<td><strong>45545</strong></td>
<td><strong>0</strong></td>
<td><strong>4485</strong></td>
</tr>
</tbody>
</table>

See camqry10: Call Counts of Query Rule within Campaign Half Hour Report, page 8-20 for field descriptions of this report.

**Figure 9-48** cam qry10: Call Counts of Query Rule Within Campaign Half Hour
See camqry11: Summary of Call Counts per Campaign Half Hour Report, page 8-24 for field descriptions of this report.

Figure 9-49  
**camqry11: Summary of Call Counts per Campaign Half Hour**

Summary of Call Counts per Campaign Half Hour Report

See dialer01: Dialer Real Time Report, page 8-15 for field descriptions of this report.

Figure 9-50  
**dialer01: Dialer Real Time**
### Dialer Call Result Summary Half Hour Report

**Figure 9-51**: dialer10: Status of each Dialer Half Hour

**From**: 11/10/2002 08:00:00 To: 11/10/2002 13:30:00

<table>
<thead>
<tr>
<th>Dialer</th>
<th>Attempted</th>
<th>Connected</th>
<th>No Callback</th>
<th>No Answer</th>
<th>No Redialback</th>
<th>No Transfer</th>
<th>Fast</th>
<th>Network</th>
<th>Session</th>
<th>Soft</th>
<th>Aged Reported</th>
<th>Aged Closed</th>
<th>Connected Half Hour</th>
<th>Waiting</th>
<th>Dialed</th>
<th>Handled</th>
<th>Dialed</th>
<th>Attempted</th>
<th>Abandoned</th>
<th>Dialed</th>
<th>Handled</th>
<th>Dialed</th>
<th>Attempted</th>
<th>Abandoned</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dialer1</td>
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<td>131</td>
<td>22</td>
<td>264</td>
<td>36</td>
<td>22</td>
<td>39</td>
<td>1050</td>
<td>26</td>
<td>0</td>
<td>0</td>
<td>81</td>
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<td>1290</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1290</td>
<td>0</td>
</tr>
<tr>
<td>Dialer2</td>
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<td>0</td>
<td>1230</td>
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</tr>
</tbody>
</table>

See dialer10: Dialer Call Result Summary Half Hour Report, page 8-27 for field descriptions of this report.
Peripheral Reports

Periph06

See periph06: VRU Peripheral Capacity Report, page 4-4 for field descriptions of this report

Figure 9-52  periph06: VRU Peripheral Capacity Report

Periph06: VRU Peripheral Capacity Report
From: 5/2/2008 12:30:00 To: 5/2/2008 14:59:00

<table>
<thead>
<tr>
<th>VRU Peripheral Name</th>
<th>Calls Offered</th>
<th>Average Call in Progress</th>
<th>Max Calls in Progress</th>
<th>Active Peripheral Data Time</th>
<th>Active Routing Client Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>CHP_VRU_PC2_1</td>
<td>0</td>
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<td>0</td>
<td>00:30:00</td>
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</tr>
<tr>
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<td>0</td>
<td>0</td>
<td>0</td>
<td>00:29:52</td>
<td>00:29:52</td>
</tr>
<tr>
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<td>0</td>
<td>1</td>
<td>00:30:00</td>
<td>00:30:00</td>
</tr>
<tr>
<td></td>
<td>0</td>
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<td>00:30:00</td>
</tr>
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<td>00:30:00</td>
</tr>
<tr>
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<td>1</td>
<td>14:28:59</td>
<td>14:28:59</td>
</tr>
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<td>28:58:58</td>
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</table>
### Perspectives

**Peripheral Service Reports**

See *persvc24*: Peripheral Service Agent Half Hour Report, page 4-16 for field descriptions of this report.

**Figure 9-53**  
persvc24: Peripheral Service Agent Half Hour

Peripheral Service Agent Half Hour Report  
From: 1/1/2005 05:30:00 To: 1/1/2005 05:30:00  

<table>
<thead>
<tr>
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<th>Date</th>
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<th>SL Aban Passed</th>
<th>SL Aban Handling</th>
<th>Tasks Offered</th>
<th>Completed Tasks</th>
</tr>
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<tbody>
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<td>SIPCC_CFGPMIAD/support</td>
<td>01/01/05 21:00:00</td>
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<td>100.00%</td>
<td>100.00%</td>
<td>100.00%</td>
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<td>01/01/05 21:00:00</td>
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<td>01/01/05 21:00:00</td>
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<td>01/01/05 21:00:00</td>
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<td>100.00%</td>
</tr>
<tr>
<td></td>
<td>01/01/05 21:00:00</td>
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<tr>
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<td>01/01/05 21:00:00</td>
<td>100.00%</td>
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</tr>
</tbody>
</table>

**Figure 9-54**  
persvc25: Peripheral Service Agent Daily Report

Peripheral Service Agent Daily Report  
From: 1/1/2005 00:00:00 To: 1/1/2005 23:59:59  

<table>
<thead>
<tr>
<th>Enterprise Name</th>
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<th>SL Aban Ignored</th>
<th>SL Aban Passed</th>
<th>SL Aban Handling</th>
<th>Tasks Offered</th>
<th>Completed Tasks</th>
</tr>
</thead>
<tbody>
<tr>
<td>SIPCC_CFGPMIAD/support</td>
<td>01/01/05 00:00:00</td>
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<td>00.00%</td>
<td>00.00%</td>
<td>00.00%</td>
<td>00.00%</td>
</tr>
<tr>
<td></td>
<td>01/01/05 00:00:00</td>
<td>00.00%</td>
<td>00.00%</td>
<td>00.00%</td>
<td>00.00%</td>
<td>00.00%</td>
</tr>
<tr>
<td></td>
<td>01/01/05 00:00:00</td>
<td>00.00%</td>
<td>00.00%</td>
<td>00.00%</td>
<td>00.00%</td>
<td>00.00%</td>
</tr>
<tr>
<td></td>
<td>01/01/05 00:00:00</td>
<td>00.00%</td>
<td>00.00%</td>
<td>00.00%</td>
<td>00.00%</td>
<td>00.00%</td>
</tr>
<tr>
<td></td>
<td>01/01/05 00:00:00</td>
<td>00.00%</td>
<td>00.00%</td>
<td>00.00%</td>
<td>00.00%</td>
<td>00.00%</td>
</tr>
<tr>
<td></td>
<td>01/01/05 00:00:00</td>
<td>00.00%</td>
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<td>00.00%</td>
<td>00.00%</td>
<td>00.00%</td>
</tr>
</tbody>
</table>
Skill Group Reports

Peripheral Skill Group Reports

Perskg01

See perskg01: Peripheral Skill Group Status Real Time Report, page 5-81 for field descriptions of this report.

Figure 9-55 perskg01: Peripheral Skill Group Status Real Time
See perskg03: Peripheral Skill Group Agent State Status Report, page 5-82 for field descriptions of this report.

Figure 9-56  perskg03: Peripheral Skill Group Agent State Status

See perskg05: Peripheral Skill Group % Utilization of Ready Agents Report, page 5-84 for field descriptions of this report.

Figure 9-57  perskg05: Peripheral Skill Group % Utilization of Ready Agents
See perskg08: FTE for Peripheral Skill Groups Half Hour Report, page 5-106 for field descriptions of this report.

**Figure 9-58  perskg08: FTE for Peripheral Skill Groups Half Hour**

Full Time Equivalent for Peripheral Skill Groups Half Hour Report

<table>
<thead>
<tr>
<th>Media</th>
<th>Log On</th>
<th>Not Ready</th>
<th>Not Active</th>
<th>FTE Agents</th>
<th>Avail</th>
<th>Wrap Up</th>
<th>Hold</th>
<th>Reserved</th>
<th>Busy</th>
<th>Other</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cisco_Voice</td>
<td>0.75</td>
<td>0.74</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.02</td>
<td>0.21</td>
<td></td>
</tr>
<tr>
<td>SIPCC_RRM:Voices.1.Status</td>
<td>02/04/05 10:30:09</td>
<td>0.15</td>
<td>0.15</td>
<td>0.00</td>
<td>0.00</td>
<td>0.01</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>02/04/05 11:00:00</td>
<td>5.39</td>
<td>3.44</td>
<td>0.02</td>
<td>0.00</td>
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<td>1.13</td>
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</tr>
<tr>
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<td>2.01</td>
<td>0.98</td>
<td>0.00</td>
<td>0.00</td>
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<td>0.00</td>
<td>0.00</td>
<td>1.77</td>
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</tr>
<tr>
<td>02/04/05 13:00:00</td>
<td>4.89</td>
<td>3.20</td>
<td>0.38</td>
<td>0.00</td>
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<td>0.00</td>
<td>0.00</td>
<td>0.59</td>
<td></td>
</tr>
<tr>
<td>02/04/05 14:00:00</td>
<td>4.08</td>
<td>2.98</td>
<td>0.35</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.82</td>
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</tr>
<tr>
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<td>5.73</td>
<td>3.05</td>
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<td>0.00</td>
<td>1.94</td>
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<td>4.00</td>
<td>0.06</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>1.50</td>
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</tr>
<tr>
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<td>5.19</td>
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<td>0.06</td>
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<td>0.00</td>
<td>0.09</td>
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</tr>
<tr>
<td>Media Total (the statistic):</td>
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<td>2.39</td>
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<td>Skill Group Total (the statistic):</td>
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See perskg14: IPCC Rolling 5-minute Peripheral Skill Group Status Report, page 5-86 for field descriptions of this report.

**Figure 9-59  perskg14: IPCC Rolling 5-minute Peripheral Skill Group Status**

IPCC Rolling 5-minute Peripheral Skill Group Status

<table>
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<tr>
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<td></td>
<td></td>
</tr>
<tr>
<td>SIPCC_RRM:Voices.1.Status</td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
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<td>0.00</td>
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</tr>
<tr>
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<td>0.03</td>
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<td>0.00</td>
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<td>0.00</td>
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</tr>
<tr>
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<td>0.00</td>
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<tr>
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<td>0.00</td>
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</tr>
<tr>
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</tr>
<tr>
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<td>0.00</td>
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</tr>
<tr>
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<td>0.00</td>
<td>0.00</td>
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<td>0.00</td>
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<tr>
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</tr>
<tr>
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<td>0.00</td>
</tr>
</tbody>
</table>
See perskg29: Peripheral Skill Group Logout Real Time Report, page 5-101 for field descriptions of this report.

**Figure 9-60  perskg29: Peripheral Skill Group Logout Real Time**

Peripheral Skill Group - Agents Not Logged In Real Time Report

<table>
<thead>
<tr>
<th>Skill Group</th>
<th>Media</th>
<th>Agent</th>
</tr>
</thead>
<tbody>
<tr>
<td>BC_MRG1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>SIPCC_PG_FM1.SGW.BC_SG1 (S114)</td>
<td>2000 A01</td>
<td></td>
</tr>
<tr>
<td></td>
<td>2000 A012</td>
<td></td>
</tr>
<tr>
<td></td>
<td>2000 A02</td>
<td></td>
</tr>
<tr>
<td></td>
<td>2000 A047</td>
<td></td>
</tr>
</tbody>
</table>

Cisco_Voice

SIPCC_PG_FM1.Voice & Support (S910)

|             | 2000 A01 |       |
|             | 2000 A09 |       |
|             | 2000 A012 |      |
|             | 2000 A021 |      |

See perskg30: IPCC Peripheral Skill Group Status Real Time Report, page 5-102 for field descriptions of this report.

**Figure 9-61  perskg30: IPCC Peripheral Skill Group Status Real Time**

IPCC Peripheral Skill Group Status Real Time Report

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<tr>
<th></th>
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<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
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<td>SIPCC_PG_FM1.SGW.BC_SG1 (S114)</td>
<td>0 0:00:00 00:00:00</td>
<td>0 0:00:00 00:00:00</td>
<td>0 0:00:00 00:00:00</td>
<td>0 0:00:00 00:00:00</td>
<td>0 0:00:00 00:00:00</td>
</tr>
</tbody>
</table>

Cisco_Voice

SIPCC_PG_FM1.Voice & Support (S910)

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<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>SIPCC_PG_FM1.SGW.BC_SG1 (S114)</td>
<td>0 0:00:00 00:00:00</td>
<td>0 0:00:00 00:00:00</td>
<td>0 0:00:00 00:00:00</td>
<td>0 0:00:00 00:00:00</td>
</tr>
</tbody>
</table>
Figure 9-62 perskg31: IPCC Peripheral Skill Group Task Summary Half Hour

See perskg31: IPCC Peripheral Skill Group Task Summary Half Hour Report, page 5-126 for field descriptions of this report.
See perskg35: IPCC Peripheral Skill Group Consolidated Half Hour Report, page 5-142 for field descriptions of this report.
### Enterprise Skill Group Performance Half Hour Report

#### From: 2/24/05 10:30:00 To: 2/24/05 10:30:00

<table>
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<tr>
<th>Enterprise Skill Group</th>
<th>Date/Time</th>
<th>Incoming</th>
<th>Completed Tasks</th>
<th>External Out</th>
<th>FTE # Agents</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Handling</td>
<td>Avg Wrap Time</td>
<td>Avg Act Time</td>
<td>Hold Tasks</td>
</tr>
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<td>Entskg06</td>
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</tr>
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<td>6</td>
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<td>0</td>
</tr>
<tr>
<td></td>
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<td>15</td>
<td>00:00:00</td>
<td>00:00:13</td>
<td>15</td>
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<tr>
<td></td>
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<td>00:00:39</td>
<td>00:00:23</td>
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<td>00:00:23</td>
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</tr>
</tbody>
</table>

See **entskg06: Enterprise Skill Group Performance Half Hour Report**, page 5-32 for field descriptions of this report.
See entskg08: Full Time Equivalent for Enterprise Skill Groups Half Hour Report, page 5-37 for field descriptions of this report.

### Figure 9-65  entskg08: FTE for Enterprise Skill Groups Half Hour

Full Time Equivalent for Enterprise Skill Groups Half Hour Report

<table>
<thead>
<tr>
<th>Timeframe</th>
<th>entskg1</th>
<th>entskg2</th>
<th>entskg3</th>
<th>entskg4</th>
<th>entskg5</th>
<th>entskg6</th>
<th>entskg7</th>
<th>entskg8</th>
<th>entskg9</th>
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<td>10:30:00 to 11:00:00</td>
<td>1.50</td>
<td>1.47</td>
<td>0.01</td>
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<td>0.00</td>
<td>0.01</td>
<td>0.00</td>
<td>0.00</td>
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<tr>
<td>11:00:00 to 11:30:00</td>
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<td>0.00</td>
<td>0.00</td>
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<tr>
<td>11:30:00 to 12:00:00</td>
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<td>1.94</td>
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<td>1.98</td>
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<td>0.00</td>
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<tr>
<td>12:00:00 to 12:30:00</td>
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<td>13:00:00 to 13:30:00</td>
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<td>13:30:00 to 14:00:00</td>
<td>11.66</td>
<td>7.31</td>
<td>7.48</td>
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<td>14:00:00 to 14:30:00</td>
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<td>9.00</td>
<td>1.00</td>
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<td>2.00</td>
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<td>0.00</td>
<td>0.00</td>
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<td>2.41</td>
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<td>0.04</td>
<td>0.00</td>
<td>0.00</td>
<td>0.04</td>
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<tr>
<td>18:00:00 to 18:30:00</td>
<td>12.00</td>
<td>7.27</td>
<td>0.73</td>
<td>1.99</td>
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<td>2.94</td>
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</tr>
<tr>
<td>18:30:00 to 19:00:00</td>
<td>10.06</td>
<td>7.99</td>
<td>0.55</td>
<td>0.57</td>
<td>0.00</td>
<td>1.53</td>
<td>0.01</td>
<td>0.05</td>
<td>0.00</td>
</tr>
</tbody>
</table>

**Daily Total (All Shifts):**
- Total Hours: 8.19
- Total FTE: 5.28
- Total Available: 1.30
- Total Worked: 8.32
- Total Overtime: 0.00
- Total Wait: 0.00
- Total Busy: 1.26
- Total Available Busy: 0.00
- Total Overtime Busy: 0.00
- Total Busy Overtime: 0.00
- Total Reserve: 0.01

**Shift Total (All Shifts):**
- Total Hours: 8.19
- Total FTE: 5.28
- Total Available: 1.30
- Total Worked: 8.32
- Total Overtime: 0.00
- Total Wait: 0.00
- Total Busy: 1.26
- Total Available Busy: 0.00
- Total Overtime Busy: 0.00
- Total Busy Overtime: 0.00
- Total Reserve: 0.01
See `entskg09: Enterprise Skill Group Normalized Agent State Report`, page 5-39 for field descriptions of this report.

![Figure 9-66 entskg09: Enterprise Skill Group Normalized Agent State Report](image)

See `entskg14: IPCC Rolling 5-Minute Enterprise Skill Group Status Report`, page 5-14 for field descriptions of this report.

![Figure 9-67 entskg14: IPCC Rolling 5-minute Enterprise Skill Group Status Report](image)
See entskg30: IPCC Enterprise Skill Group Status Real Time Report, page 5-29 for field descriptions of this report.

Figure 9-68  entskg30: IPCC Enterprise Skill Group Status Real Time

IPCC Enterprise Skill Group Status Real Time Report

See entskg31: IPCC Enterprise Skill Group Task Summary Half Hour Report, page 5-55 for field descriptions of this report.

Figure 9-69  entskg31: IPCC Enterprise Skill Group Task Summary Half Hour

IPCC Enterprise Skill Group Task Summary Half Hour Report

From 2/13/2005 3:00:00 AM to 2/13/2005 2:00:00 AM

| Enterprise Skill Group | Dropped | Total | Aban In Queue | Aban Ring | Redirect | Handle | % Aban | % Handled | Internal In | External In | Internal Out | External Out | Transfers In | Transfer Out | Conf In | Conf Out | Sup Assit | Emerg Assit | Forum In | Intercept |
|------------------------|---------|-------|---------------|-----------|----------|--------|-------|----------|------------|------------|-------------|-------------|-------------|---------|---------|----------|------------|---------|-----------|
| entskg30               |         |       |               |           |          |        |       |          |            |            |             |             |             |         |         |          |            |         |           |
See entskg35: IPCC Enterprise Skill Group Consolidated Half Hour Report, page 5-70 for field descriptions of this report.

![Figure 9-70 entskg35: IPCC Enterprise Skill Group Consolidated Half Hour Report](image-url)

<table>
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<th>Agent Stats Times</th>
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<td>Total</td>
<td>Alqen</td>
</tr>
<tr>
<td>entskg35 (SNR)</td>
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<td>020406 16:00:00</td>
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<td>020406 16:30:00</td>
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<td>0</td>
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<tr>
<td>020406 17:00:00</td>
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<td>020406 17:30:00</td>
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<tr>
<td>020406 18:00:00</td>
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</tr>
</tbody>
</table>

**IPCC Enterprise Skill Group Consolidated Half Hour Report**

*From 24/05/2005 10:50:00 To 24/05/2005 18:50:00*
Trunk Group Reports

See trkgrp23: IVR Ports Performance Half Hour Report, page 6-9 for field descriptions of this report.

Figure 9-71 trkgrp23: IVR Ports Performance Half Hour

<table>
<thead>
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<th>IVR Ports Performance Half Hour Report</th>
<th>From 02/01/2004 00:00:00 To 02/02/2004 05:59:00</th>
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<td></td>
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<tr>
<td></td>
<td>Port</td>
</tr>
<tr>
<td>Boston_Floor1 TGI</td>
<td></td>
</tr>
<tr>
<td>01-02-04 00:00:00</td>
<td>46</td>
</tr>
<tr>
<td>01-02-04 00:30:00</td>
<td>46</td>
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<td>01-02-04 02:00:00</td>
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</tr>
<tr>
<td>01-02-04 02:30:00</td>
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</tr>
<tr>
<td>01-02-04 03:00:00</td>
<td>46</td>
</tr>
<tr>
<td>01-02-04 03:30:00</td>
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<td>01-02-04 04:00:00</td>
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<td>01-02-04 04:30:00</td>
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</tr>
<tr>
<td>01-02-04 05:00:00</td>
<td>46</td>
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<tr>
<td>01-02-04 05:30:00</td>
<td>46</td>
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<tr>
<td><strong>Group Summary:</strong></td>
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</tr>
</tbody>
</table>

Boston_Floor2 TGI

|            |       |     | All Ports Busy |       |
|            | Port  | %Busy|                |       |
| 01-02-04 00:00:00                       | 46    | 1.09%| 00:00:00       |       |
| 01-02-04 00:30:00                       | 46    | 2.37%| 00:00:00       |       |
| 01-02-04 01:00:00                       | 46    | 1.69%| 00:00:00       |       |
| 01-02-04 01:30:00                       | 46    | 0.51%| 00:00:00       |       |
| 01-02-04 02:00:00                       | 46    | 1.09%| 00:00:00       |       |
| 01-02-04 02:30:00                       | 46    | 0.34%| 00:00:00       |       |
| 01-02-04 03:00:00                       | 46    | 0.34%| 00:00:00       |       |
| 01-02-04 03:30:00                       | 46    | 0.77%| 00:00:00       |       |
| 01-02-04 04:00:00                       | 46    | 1.09%| 00:00:00       |       |
| 01-02-04 04:30:00                       | 46    | 2.36%| 00:00:00       |       |
| **Group Summary:**                      | 46    | 1.23%| 00:00:00       |       |
agent03
  Agent Media Logout Status Report  2-12
agent04
  Agent Task Detail Activity Report  2-15
agent05
  Agent Task Detail Performance Report  2-18
agent06
  Agent State Trace Detail By Events Report  2-21
agent20
  Agent Real Time Report  2-4
agent21
  Agent Task Summary Half Hour Report  2-23
agent22
  Agent Task Summary Daily Report  2-27
agent23
  Agent Performance Summary Half Hour Report  2-30
agent24
  Agent Performance Summary Daily Report MERGEFORMAT  2-34
agent25
  Agent Consolidated Half Hour Report  2-39
agent26
  Agent Consolidated Daily Report  2-43
agent27
  Agent Historical All Fields Report  2-47
agent28
  Agent Real Time All Fields Report  2-7
agent30
  Agent Not Ready Summary Report  2-60
agent31
  Agent Not Ready Detail Report  2-62
agent30
  Agent Not Ready Summary Report  2-60
agent31
  Agent Not Ready Detail Report  2-62
agent04
  Agent Task Detail Performance Report MERGEFORMAT  2-201
agent04
  Agent Task Detail Activity Report  2-203
agent05
  Agent Task Detail Performance Report  2-206
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  Agent Team Real Time  2-188
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  Agent Team Task Summary Half Hour Report  2-210
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  Agent Team Task Summary Daily Report  2-214
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  Agent Team Performance Summary Half Hour Report  2-218
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  Agent Team Performance Summary Daily Report  2-221
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  Agent Team Consolidated Half Hour Report  2-225
agent26
  Agent Team Consolidated Daily Report  2-228
agent27
  Agent Team Historical All Fields Report  2-232
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  Agent Team Real Time All Fields Report  2-192
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agtper20
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agtper21
Agent Peripheral Task Summary Half Hour Report  2-84
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agtper23
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agtper24
Agent Peripheral Performance Summary Daily Report  2-95
agtper25
Agent Peripheral Consolidated Half Hour Report Template  2-99
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Agent Peripheral Consolidated Daily Report  2-103
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Agent Peripheral Historical All Fields Report  2-107
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Outbound Option (Blended Agent) Preview Task Detail Performance Report  2-144
agtskg12
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agtskg22
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agtskg23
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Agent Skill Group Consolidated Half Hour  2-162
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Agent Skill Group Consolidated Daily Report  2-166
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Agent Skill Group Historical All Fields Report  2-170
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appath01
Application Path Real Time Report  7-3
aventskg03
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caltyp04
Task Type Service Level Real Time Report 3-4
caltyp05
Analysis of Calls Half Hour Report 3-26
caltyp20
Call Type Real Time Report 3-5
caltyp21
Call Type Half Hour Report 3-28
caltyp22
Call Type Daily Report 3-33
caltyp23
Call Type Historical All Fields Report 3-38
caltyp24
Call Type Real Time All Fields Report 3-7
caltyp25
Call Type Queue Status Real Time Report 3-22
caltyp26
Call Type Tasks Offered Over Half Hour 3-23
caltyp27
Call Type Queue Delay Status Real Time Report 3-24
caltyp28
Call Type Task Status Now Real Time Report 3-25
caltyp31
Call Type Abandon/Answer Distribution by Half Hour Report 3-49
caltyp32
Call Type Abandon/Answer Distribution Report 3-53
caltyp33
Call Type Abandon/Answer Cumulative Distribution by Half Hour Report 3-57
caltyp34
Call Type Abandon/Answer Cumulative Distribution Report 3-61
caltyp35
VRU Calls Analysis Half Hour Report 3-65
caltyp36
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caltyp37
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camqry06
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camqry10
Call Counts of Query Rule within Campaign Half Hour Report 8-20
camqry11
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Dialer Call Result Summary Half Hour 8-27
dialpt01
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   Enterprise Skill Group Status Real Time Report
   Template  5-10
entskg03
   Enterprise Skill Group Agent Status Report  5-11
   Enterprise Skill Group Agent Status Report
   MERGEFORMAT  5-10
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   Report  5-13
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   Enterprise Skill Group Performance Half Hour
   Report  5-32
entskg07
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