WebView Template Reference Guide for Cisco Unified Contact Center Enterprise & Hosted

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CONTENTS

About this Guide i
  Objective i
  A Note about Product Naming i
  Audience i
  Organization i
  Related Documentation ii

CHAPTER 1

About Contact Center Reports 1-1
  Seven Categories of Report Templates 1-1
  The WebView Template Selection Window 1-2
  Custom (InfoMaker Generated) Reports 1-2

CHAPTER 2

CallType Reports 2-1
  Summary List of Call Type Reports 2-1
  Unified CCE Call Type Real-Time Reports 2-3
    caltyp04: Call Type Service Levels real-time Report 2-4
    caltyp20: Call Type real-time Report 2-5
    caltyp24: Call Type real-time All Fields Report 2-7
    caltyp25: Call Type Queue Status real-time Report (Unified CCE and Network Queue) 2-23
    caltyp26: Call Type Tasks Offered Over Half Hour 2-24
    caltyp27: Call Type Queue Delay Status real-time 2-25
    caltyp28: Call Type Task Status Now real-time Report (Unified CCE and Network VRU) 2-27
  Unified CCE Call Type Historical Reports 2-28
    caltyp05: Analysis of Calls Half Hour Report 2-28
    caltyp21: Call Type Half Hour Report 2-30
    caltyp22: Call Type Daily Report 2-35
    caltyp23: Call Type Historical All Fields Report 2-41
    caltyp31: Call Type Abandon/Answer Distribution by Half Hour Report 2-53
    caltyp32: Call Type Abandon/Answer Distribution Report 2-57
    caltyp33: Call Type Abandon/Answer Cumulative Distribution by Half Hour Report 2-62
    caltyp34: Call Type Abandon/Answer Cumulative Distribution Report 2-66
caltyp35: VRU Calls Analysis Half Hour Report 2-70
caltyp36: VRU Calls Analysis Daily Report 2-73
caltyp37: Call Type Service Level Abandons Daily Report 2-77
How OverFlowOut is Incremented in Call Type Reports 2-77

CHAPTER 3
Peripheral and Peripheral Service Report Templates 3-1
About Peripheral Reports 3-1
    periph01: Peripheral real-time Report 3-1
    periph06: VRU Peripheral Capacity Report 3-4
About Peripheral Service Reports 3-5
Summary List of Peripheral Service Templates 3-6
Unified CCE Peripheral Service Reports 3-7
    persvc20: Peripheral Service for IVR Queue Half Hour Report 3-7
    persvc21: Peripheral Service IVR Queue Daily Report 3-10
    persvc22: Peripheral Service IVR Self-Service Half Hour Report 3-13
    persvc23: Peripheral Service IVR Self-Service Daily Report 3-16
    persvc24: Peripheral Service Agent Half Hour Report 3-18
    persvc25: Peripheral Service Agent Daily Report 3-21
    persvc26: Peripheral Service Historical All Fields Report 3-24
    persvc27: Peripheral Service real-time All Fields Report 3-31

CHAPTER 4
Agent Report Templates 4-1
Agent By Agent Reports 4-2
    Summary List of Agent by Agent Reports 4-2
    Agent real-time reports 4-4
        agent20: Agent real-time Report 4-4
        agent28: Agent real-time All Fields Report 4-7
    Agent Historical Reports 4-12
        agent03: Agent Media Logout Status Report 4-12
        agent04: Agent Task Detail Activity Report 4-15
        agent05: Agent Task Detail Performance Report 4-18
        agent06: Agent State Trace Detail By Events Report 4-21
        agent21: Agent Task Summary Half Hour Report 4-24
        agent22: Agent Task Summary Daily Report 4-28
        agent23: Agent Performance Summary Half Hour Report 4-32
        agent24: Agent Performance Summary Daily Report 4-36
        agent25: Agent Consolidated Half Hour Report 4-40
        agent26: Agent Consolidated Daily Report 4-45
        agent27: Agent Historical All Fields Report 4-49
agent30: Agent Not Ready Summary Report  4-63
agent31: Agent Not Ready Detail Report  4-65

Agent by Peripheral Reports  4-67
Summary List of Agent by Peripheral Reports  4-67
Agent by Peripheral Real-Time Reports  4-69
  agtper20: Agent Peripheral real-time Report  4-70
  agtper28: Agent Peripheral real-time All Fields Report  4-73
Agent by Peripheral Historical Reports  4-78
  agtper03: Agent Peripheral Media Logout Status Report  4-79
  agtper04: Agent Peripheral Task Detail Activity Report  4-81
  agtper05: Agent Peripheral Task Detail Performance Report  4-84
  agtper21: Agent Peripheral Task Summary Half Hour Report  4-87
  agtper22: Agent Peripheral Task Summary Daily Report  4-92
  agtper23: Agent Peripheral Performance Summary Half Hour Report  4-96
  agtper24: Agent Peripheral Performance Summary Daily Report  4-100
  agtper25: Agent Peripheral Consolidated Half Hour Report Template  4-104
  agtper26: Agent Peripheral Consolidated Daily Report  4-108
  agtper27: Agent Peripheral Historical All Fields Report  4-113

Agent By Skill Group Reports  4-126
Summary List of Agent by Skill Group Reports  4-126
Agent by Skill Group Real-Time Reports  4-128
  agtsgk06: Outbound Option (Blended Agent) Status Report  4-128
  agtsgk28: Agent Skill Group real-time All Fields Report  4-130
  agtsgk30: IPCC Agent Skill Group real-time Report  4-135
Agent by Skill Group Historical Reports  4-139
  agtsgk03: Agent Skill Group Logout Status Report  4-140
  agtsgk04: Agent Task Detail Activity Report  4-142
  agtsgk05: Agent Task Detail Performance Report  4-145
  agtsgk07: Agent Skill Group Task Analysis Report  4-148
  agtsgk10: Outbound Option (Blended Option) Predictive and Progressive Tasks Detail Performance Report  4-150
  agtsgk11: Outbound Option (Blended Agent) Preview Task Detail Performance Report  4-152
  agtsgk12: Outbound Option (Blended Agent) Reservation Task Detail Performance Report  4-154
  agtsgk21: Agent Skill Group Task Summary Half Hour Report  4-156
  agtsgk22: Agent Skill Group Task Summary Daily Report  4-160
  agtsgk23: Agent Skill Group Performance Summary Half Hour Report  4-163
  agtsgk24: Agent Skill Group Performance Summary Daily Report  4-167
  agtsgk25: Agent Skill Group Consolidated Half Hour Report  4-171
### Chapter 4: Skill Group Report Templates

<table>
<thead>
<tr>
<th>Report Description</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>agtskg26: Agent Skill Group Consolidated Daily Report</td>
<td>4-175</td>
</tr>
<tr>
<td>agtskg27: Agent Skill Group Historical All Fields Report</td>
<td>4-179</td>
</tr>
<tr>
<td><strong>Agent By Team Reports</strong></td>
<td>4-192</td>
</tr>
<tr>
<td>Summary List of Agent by Team Reports</td>
<td>4-193</td>
</tr>
<tr>
<td><strong>Agent by Team Real-Time Reports</strong></td>
<td>4-194</td>
</tr>
<tr>
<td>agteam02: Agent Skill Group Status Report</td>
<td>4-195</td>
</tr>
<tr>
<td>agteam20: Agent Team real-time Report</td>
<td>4-197</td>
</tr>
<tr>
<td>agteam28: Agent Team real-time All Fields Report</td>
<td>4-201</td>
</tr>
<tr>
<td>agteam29: Agent SkillGroup Assignments Real-Time</td>
<td>4-206</td>
</tr>
<tr>
<td>agteam32: Agent Team State Counts real-time Report</td>
<td>4-208</td>
</tr>
<tr>
<td><strong>Agent by Team Historical Reports</strong></td>
<td>4-211</td>
</tr>
<tr>
<td>agteam03: Agent Logout Status By Team Report</td>
<td>4-212</td>
</tr>
<tr>
<td>agteam04: Agent Task Detail Activity Report</td>
<td>4-214</td>
</tr>
<tr>
<td>agteam05: Agent Task Detail Performance Report By Team</td>
<td>4-217</td>
</tr>
<tr>
<td>agteam21: Agent Team Task Summary Half Hour Report</td>
<td>4-220</td>
</tr>
<tr>
<td>agteam22: Agent Team Task Summary Daily Report</td>
<td>4-225</td>
</tr>
<tr>
<td>agteam23: Agent Team Performance Summary Half Hour Report</td>
<td>4-229</td>
</tr>
<tr>
<td>agteam24: Agent Team Performance Summary Daily Report</td>
<td>4-233</td>
</tr>
<tr>
<td>agteam25: Agent Team Consolidated Half Hour Report</td>
<td>4-237</td>
</tr>
<tr>
<td>agteam26: Agent Team Consolidated Daily Report</td>
<td>4-241</td>
</tr>
<tr>
<td>agteam27: Agent Team Historical All Fields Report</td>
<td>4-245</td>
</tr>
<tr>
<td>agteam33: Agent Team Incoming/Outgoing Task Durations With Agent Detail Half Hour</td>
<td>4-258</td>
</tr>
<tr>
<td>agteam34: Agent Team Incoming/Outgoing Task Durations With Agent Detail Daily</td>
<td>4-262</td>
</tr>
<tr>
<td>agteam35: Agent Team Incoming/Outgoing Task Durations Half Hour</td>
<td>4-266</td>
</tr>
<tr>
<td>agteam36: Agent Team Incoming/Outgoing Task Durations Daily</td>
<td>4-270</td>
</tr>
</tbody>
</table>

### Chapter 5: Skill Group Report Templates

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>About Skill Groups</td>
<td>5-1</td>
</tr>
<tr>
<td>Base Only Skill Group Reports</td>
<td>5-3</td>
</tr>
<tr>
<td>Unified CCE Skill Group Reports</td>
<td>5-5</td>
</tr>
<tr>
<td><strong>Unified CCE Skill Group Real-Time Reports</strong></td>
<td>5-9</td>
</tr>
<tr>
<td>entskg01: Enterprise Skill Group Status real-time Report Template</td>
<td>5-10</td>
</tr>
<tr>
<td>entskg03: Enterprise Skill Group Agent Status Report</td>
<td>5-11</td>
</tr>
<tr>
<td>entskg05: Enterprise Skill Group % Utilization of Ready Agents Report</td>
<td>5-13</td>
</tr>
<tr>
<td>entskg14: IPCC Rolling 5-Minute Enterprise Skill Group Status Report</td>
<td>5-14</td>
</tr>
<tr>
<td>entskg28: Enterprise Skill Group real-time All Fields Report</td>
<td>5-16</td>
</tr>
<tr>
<td>entskg29: Enterprise Skill Group Logout real-time Report</td>
<td>5-28</td>
</tr>
<tr>
<td>entskg30: IPCC Enterprise Skill Group Status real-time Report</td>
<td>5-29</td>
</tr>
</tbody>
</table>
Unified CCE Skill Group Historical Reports  5-33
  entskg06: Enterprise Skill Group Performance Half Hour Report  5-34
  entskg07: Enterprise Skill Group Performance Daily Report  5-36
  entskg08: Full Time Equivalent for Enterprise Skill Groups Half Hour Report  5-38
  entskg09: Enterprise Skill Group Normalized Agent State Report  5-40
  entskg27: Enterprise Skill Group Historical All Fields Report  5-42
  entskg31: IPCC Enterprise Skill Group Task Summary Half Hour Report  5-57
  entskg32: IPCC Enterprise Skill Group Task Summary Daily Report  5-61
  entskg33: IPCC Enterprise Skill Group Performance Summary Half Hour Report  5-65
  entskg34: IPCC Enterprise Skill Group Performance Summary Daily Report  5-69
  entskg35: IPCC Enterprise Skill Group Consolidated Half Hour Report  5-73
  entskg36: IPCC Enterprise Skill Group Consolidated Daily Report  5-77

Unified CCE Peripheral Skill Group Reports  5-81

Peripheral Skill Group Report Summary List  5-82

Unified CCE Peripheral Skill Group Real-Time Reports  5-84
  perskg01: Peripheral Skill Group Status real-time Report  5-84
  perskg03: Peripheral Skill Group Agent State Status Report  5-87
  perskg05: Peripheral Skill Group % Utilization of Ready Agents Report  5-88
  perskg11: Outbound Option (Blended Agent) Statistics By Skill Group Report  5-89
  perskg14: IPCC Rolling 5-minute Peripheral Skill Group Status Report  5-90
  perskg28: Peripheral Skill Group real-time All Fields Report  5-92
  perskg29: Peripheral Skill Group Logout real-time Report  5-104
  perskg30: IPCC Peripheral Skill Group Status real-time Report  5-106

Peripheral Skill Group Historical Reports  5-109
  perskg08: FTE for Peripheral Skill Groups Half Hour Report  5-110
  perskg09: Peripheral Skill Group Normalized Agent State Report  5-112
  perskg12: Outbound Option (Blended Agent) Task Detail Performance In Skill Groups Half Hour Report  5-114
  perskg27: Peripheral Skill Group Historical All Fields Report  5-117
  perskg31: IPCC Peripheral Skill Group Task Summary Half Hour Report  5-132
  perskg32: IPCC Peripheral Skill Group Task Summary Daily Report  5-136
  perskg33: IPCC Peripheral Skill Group Performance Summary Half Hour Report  5-141
  perskg34: IPCC Peripheral Skill Group Performance Summary Daily Report  5-145
  perskg35: IPCC Peripheral Skill Group Consolidated Half Hour Report  5-149
  perskg36: IPCC Peripheral Skill Group Consolidated Daily Report  5-154

---

**Chapter 6**

**Trunk group for IP-IVR reports**

Trunk Group for IP IVR Report Templates  6-1

---

 WebView Template Reference Guide for Cisco Unified Contact Center Enterprise & Hosted, Release 8.0(1)
trkgrp04: Trunks real-time All Fields Report 6-2
trkgrp12: Trunks Historical All Fields Report 6-4
trkgrp20: All Ports Busy real-time Report 6-7
trkgrp21: IVR Ports Idle & In Service real-time Report 6-7
trkgrp22: IVR Ports Status real-time Report 6-8
trkgrp23: IVR Ports Performance Half Hour Report 6-9

CHAPTER 7
Application Gateway, Path, Script Queue, and Routing Client Reports 7-1
apgate11: Application Gateway Status Half Hour Report 7-2
appath01: Application Path real-time Report 7-3
scrque01: Script Queue Node real-time Report 7-4
trecli11: Routing Client Performance 7-5

CHAPTER 8
Outbound Option (Blended Agent) Reports 8-1
Outbound Option Real-Time Reports 8-4
camqry01: Call Counts of Query Rule within Campaign real-time Report 8-5
camqry02: Summary of Call Counts Per Campaign real-time Report 8-8
camqry03: Valid Campaign Dialing Times real-time Report 8-11
camqry04: Query Rule Dialing Times real-time Report 8-12
camqry05: Call Summary Count Of Query Rule Within Campaign real-time 8-14
camqry06: Call Summary Count per Campaign real-time 8-16
dialer01: Dialer real-time Report 8-17
dialpr01: Dialer Port Status real-time Report 8-19
imprul01: Import Status real-time Report 8-21
Outbound Option Historical Reports 8-22
camqry10: Call Counts of Query Rule within Campaign Half Hour Report 8-22
camqry11: Summary of Call Counts per Campaign Half Hour Report 8-26
camqry12: Summary of Attempts per Campaign Half Hour Report 8-29
camqry13: Summary of Attempts per Campaign Daily Report 8-32
camqry14: Breakdown of Attempts (%) per Campaign Half Hour Report 8-35
camqry15: Breakdown of Attempts (%) per Campaign Daily Report 8-38
camqry16: Summary of Attempts per Query Rule Within Campaign Half Hour Report 8-41
camqry17: Summary of Attempts per Query Rule Within Campaign Daily Report 8-44
camqry18: Breakdown of Attempts (%) per Query Rule Within Campaign Half Hour Report 8-47
camqry19: Breakdown of Attempts (%) per Query Rule Within Campaign Daily Report 8-51
camqry20: Campaign Consolidated Half Hour Report 8-55
camqry21: Campaign Consolidated Daily Report 8-59
camqry22: Campaign Consolidated Detailed Half Hour Report 8-63
camqry23: Campaign Consolidated Detailed Daily Report 8-66
dialer10: Dialer Call Result Summary Half Hour Report 8-68
dialer11: Dialer Capacity Half Hour Report 8-71
dialer12: Dialer Capacity Daily Report 8-73
imprul10: Import Rule Report 8-75

CHAPTER 9
Translation Route Report Templates 9-1
About Translation Route Reports 9-1

CHAPTER 10
Sample Reports 10-1
Agent Reports 10-2
Agent by Agent Reports 10-2
Agent03 10-2
Agent04 10-3
Agent05 10-3
Agent20 10-4
Agent21 10-4
Agent23 10-5
Agent24 10-6
Agent25 10-7
Agent26 10-8
Agent30 10-8
Agent31 10-9
Agent by Peripheral Reports 10-10
Agtper22 10-10
Agtper25 10-11
Agent by Skill Group Reports 10-12
Agtskg07 10-12
Agtskg21 10-12
Agtskg25 10-13
Agtskg26 10-13
Agtskg30 10-14
Agent by Team Reports 10-14
Agteam02 10-14
Agteam03 10-15
Agteam05 10-16
Application Gateway Reports  10-24
Apgate11  10-24
Call Type Reports  10-25
Caltyp04  10-25
Caltyp05  10-26
Caltyp20  10-26
Caltyp21  10-27
Caltyp22  10-28
Caltyp25  10-28
Caltyp26  10-29
Caltyp27  10-29
Caltyp28  10-30
Caltyp31  10-30
Caltyp33  10-31
Caltyp35  10-32
Caltyp37  10-32
Outbound Option Reports  10-33
camqry01  10-33
camqry02  10-33
camqry05  10-33
camqry06  10-34
camqry10  10-34
10-34
camqry11  10-35
camqry12  10-36
camqry13  10-37
camqry14  10-37
camqry15  10-38
camqry16  10-40
camqry17  10-41
camqry18  10-42
Contents

camqry19  10-43
.camqry20  10-44
.camqry21  10-45
.camqry22  10-46
.camqry23  10-47
dialer01  10-48
dialer10  10-48
dialer11  10-49
dialer12  10-50
.imprul10  10-51
Peripheral Reports  10-52
.Periph06  10-52
Peripheral Service Reports  10-53
Persvc24  10-53
Persvc25  10-53
Skill Group Reports  10-54
Peripheral Skill Group Reports  10-54
Perskg01  10-54
Perskg03  10-55
Perskg05  10-55
Perskg08  10-55
Perskg14  10-56
Perskg29  10-57
Perskg30  10-57
Perskg31  10-58
Perskg35  10-59
Enterprise Skill Group Reports  10-60
Entskg06  10-60
Entskg08  10-61
Entskg09  10-62
Entskg14  10-62
Entskg30  10-63
Entskg31  10-63
Entskg35  10-64
Trunk Group Reports  10-65
Trkgrp23  10-65
Translation Route Reports  10-66
.trrout11  10-66
.trrout12  10-67
LIST OF FIGURES

Figure 10-1: agent03: Agent Media Logout Status ..............................................................................10-2
Figure 10-2: agent04: Agent Task Detail Activity ..............................................................................10-3
Figure 10-3: agent05: Agent Task Detail Performance ..............................................................................10-3
Figure 10-4: agent 20: Agent real-time .......................................................................................................10-4
Figure 10-5: agent21: Agent Task Summary Half Hour ..............................................................................10-4
Figure 10-6: agent 23: Agent Performance Summary Half Hour ...............................................................10-5
Figure 10-7: agent24: Agent Performance Summary Daily ..............................................................................10-6
Figure 10-8: agent25: Agent Consolidated Half Hour ..............................................................................10-7
Figure 10-9: agent26: Agent Consolidated Daily ........................................................................................10-8
Figure 10-10: agent30: Agent Not Ready Summary .................................................................................10-8
Figure 10-11: agent31: Agent Not Ready Detail ........................................................................................10-9
Figure 10-12: agtper22: Agent Peripheral Task Summary Daily .............................................................10-10
Figure 10-13: agtper25: Agent Peripheral Consolidated Half Hour ............................................................10-11
Figure 10-14: agtskg07: Agent Skill Group Task Analysis ..............................................................................10-12
Figure 10-15: agtskg21: Agent Skill Group Task Summary Half Hour ........................................................10-12
Figure 10-16: agtskg25: Agent Skill Group Consolidated Half Hour ............................................................10-13
Figure 10-17: agtskg26: Agent Skill Group Consolidated Daily .................................................................10-13
Figure 10-18: agtskg30: IPCC Agent Skill Group real-time .................................................................10-14
Figure 10-19: agteam02: Agent Skill Group Status ..................................................................................10-14
Figure 10-20: agteam03: Agent Logout Status ........................................................................................10-15
Figure 10-21: agteam 05: Agent Task Detail Performance ..........................................................................10-16
Figure 10-22: agteam20: Agent Team real-time .......................................................................................10-16
Figure 10-23: agteam22: Agent Team Task Summary Daily ........................................................................10-17
Figure 10-24: agteam24: Agent Team Performance Summary Daily ...........................................................10-18
Figure 10-25: agteam26: Agent Team Consolidated Daily ........................................................................10-19
Figure 10-26: agteam29: Agent Team Skill Group Assignment real-time ...................................................10-20
Figure 10-27: agteam32: Agent Team State Counts real-time ...................................................................10-21
Figure 10-28: agteam33: Agent Team Incoming/Outgoing Task Durations With Agent Detail Half Hour......10-22
Figure 10-29: agteam35: Agent Team Incoming/Outgoing Task Durations Half Hour .................................10-23
Figure 10-30: apgate11: Application Gateway Status Half Hour ...............................................................10-24
Figure 10-31: caltyp04: Call Type Service Level real-time ......................................................................10-25
Figure 10-32: caltyp05: Analysis of Tasks Half Hour ................................................................. 10-26
Figure 10-33: caltyp20: Call Type real-time ........................................................................... 10-26
Figure 10-34: caltyp21: Call Type Half Hour ........................................................................... 10-27
Figure 10-35: caltyp22: Call Type Daily .................................................................................. 10-28
Figure 10-36: caltyp25: Call Type Queue Status real-time ...................................................... 10-28
Figure 10-37: caltyp26: Call Type Tasks Offered Over Half Hour ............................................. 10-29
Figure 10-38: caltyp27: Call Type Queue Delay Status real-time ............................................ 10-29
Figure 10-39: caltyp28: Call Type Queue Tasks Status Now real-time .................................... 10-30
Figure 10-40: caltyp31: Call Type Abandon/Answer Distribution by Half Hour .................... 10-30
Figure 10-41: caltyp33: Call Type Abandon/Answer Cumulative Distribution by Half Hour .... 10-31
Figure 10-42: caltyp35: VRU Call Type Analysis Half Hour ................................................... 10-32
Figure 10-43: caltyp37: Call Type ServiceAbandons Daily ...................................................... 10-32
Figure 10-44: camqry01: Call Counts Of Query Rule Within Campaign real-time .................. 10-33
Figure 10-45: camqry02: Call Counts per Campaign real-time .............................................. 10-33
Figure 10-46: camqry05: Call Summary Count Of Query Rule Within Campaign real-time ..... 10-33
Figure 10-47: camqry06: Call Summary Count per Campaign real-time ................................ 10-34
Figure 10-48: camqry10: Call Counts of Query Rule Within Campaign Half Hour ................ 10-34
Figure 10-49: camqry11: Summary of Call Counts per Campaign Half Hour ......................... 10-35
Figure 10-50: camqry12: Summary of Attempts per Campaign Half Hour Report ................... 10-36
Figure 10-51: camqry13: Summary of Attempts per Campaign Daily Report ......................... 10-37
Figure 10-52: camqry14: Breakdown of Attempts (%) per Campaign Half Hour Report .......... 10-38
Figure 10-53: camqry15: Breakdown of Attempts (%) per Campaign Daily Report ................ 10-39
Figure 10-54: camqry16: Summary of Attempts per Query Rule Within Campaign Half Hour Report Manchester 10-40
Figure 10-55: camqry17: Summary of Attempts per Query Rule Within Campaign Daily Report .... 10-41
Figure 10-56: camqry18: Breakdown of Attempts (%) per Query Rule Within Campaign Half Hour Report 10-42
Figure 10-57: camqry19: Breakdown of Attempts (%) per Query Rule Within Campaign Daily Report 10-43
Figure 10-58: camqry20: Campaign Consolidated Half Hour Report ..................................... 10-44
Figure 10-59: camqry21: Campaign Consolidated Daily Report ............................................ 10-45
Figure 10-60: camqry22: Campaign Consolidated Detailed Half Hour Report ....................... 10-46
Figure 10-61: camqry23: Campaign Consolidated Detailed Daily Report ............................. 10-47
Figure 10-62: dialer01: Dialer real-time  .................................................................................. 10-48
Figure 10-63: dialer10: Status of each Dialer Half Hour ......................................................... 10-48
Figure 10-64: dialer11: Dialer Capacity Half Hour ................................................................. 10-49
Figure 10-65: Dialer Capacity Daily Report ............................................................................. 10-50
Figure 10-66: Import Rule Report  ......................................................................................... 10-51
Figure 10-67: periph06: VRU Peripheral Capacity Report..........................................................10-52
Figure 10-68: persvc24: Peripheral Service Agent Half Hour ..................................................10-53
Figure 10-69: persvc25: Peripheral Service Agent Daily ..........................................................10-53
Figure 10-70: perskg01: Peripheral Skill Group Status real-time..............................................10-54
Figure 10-71: perskg03: Peripheral Skill Group Agent State Status ...........................................10-55
Figure 10-72: perskg05: Peripheral Skill Group % Utilization of Ready Agents.......................10-55
Figure 10-73: perskg08: FTE for Peripheral Skill Groups Half Hour ..........................................10-56
Figure 10-74: perskg14: IPCC Rolling 5-minute Peripheral Skill Group Status..........................10-56
Figure 10-75: perskg29: Peripheral Skill Group Logout real-time..............................................10-57
Figure 10-76: perskg30: IPCC Peripheral Skill Group Status real-time........................................10-57
Figure 10-77: perskg31: IPCC Peripheral Skill Group Task Summary Half Hour.........................10-58
Figure 10-78: perskg35: IPCC Peripheral Skill Group Consolidated Half Hour..........................10-59
Figure 10-79: entskg06: Enterprise Skill Group Performance Half Hour ......................................10-60
Figure 10-80: entskg08: FTE for Enterprise Skill Groups Half Hour...........................................10-61
Figure 10-81: entskg09: Enterprise Skill Group Normalized Agent State.....................................10-62
Figure 10-82: entskg14: IPCC Rolling 5-minute Enterprise Skill Group Status............................10-62
Figure 10-83: entskg30: IPCC Enterprise Skill Group Status real-time......................................10-63
Figure 10-84: entskg31: IPCC Enterprise Skill Group Task Summary Half Hour.........................10-63
Figure 10-85: entskg35: IPCC Enterprise Skill Group Consolidated Half Hour..........................10-64
Figure 10-86: trkgrp23: IVR Ports Performance Half Hour.......................................................10-65
Figure 10-87: trrout11: Translation Route Counts Half Hour Report...........................................10-66
Figure 10-88: trrout12: Translation Route Counts Daily Report...................................................10-67
About this Guide

Objective

This manual describes the WebView report templates for Cisco Unified Contact Center Enterprise (Unified CCE) only.

For information on Cisco Unified Intelligent Contact Management (Unified ICM) reports, see the WebView Help for Cisco Unified ICM/Contact Center Enterprise & Hosted available at www.cisco.com.

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 8.0, 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.

<table>
<thead>
<tr>
<th>Chapter</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chapter 1, “About Contact Center Reports”</td>
<td>Describes briefly about the various types of contact center reports.</td>
</tr>
<tr>
<td>Chapter 2, “CallType Reports”</td>
<td>Describes Unified CCE call type report templates.</td>
</tr>
</tbody>
</table>
Chapter Description

<table>
<thead>
<tr>
<th>Chapter</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chapter 6, “Trunk group for IP-IVR reports”</td>
<td>Describes the trunk group for IP-IVR report templates.</td>
</tr>
<tr>
<td>Chapter 7, “Application Gateway, Path, Script Queue, and Routing Client Reports”</td>
<td>Describes the Application Gateway, Application Path, and Script Queue report templates</td>
</tr>
<tr>
<td>Chapter 8, “Outbound Option (Blended Agent) Reports”</td>
<td>Describes the Outbound Option report templates.</td>
</tr>
<tr>
<td>Chapter 9, “Translation Route Report Templates”</td>
<td>Describes the Translation Route templates.</td>
</tr>
<tr>
<td>Chapter 10, “Sample Reports”</td>
<td>Contains illustrations of many reports.</td>
</tr>
</tbody>
</table>

Related Documentation

_Installation Guide for Cisco Unified ICM/Contact Center Enterprise & Hosted_

Describes how to install the components of the software, including information about hardware configuration and software setup.

_Configuration Guide for Cisco Unified ICM/Contact Center Enterprise & Hosted_

Describes how to use the Configuration Manager to configure a Unified ICM contact center. For specific information on an Automatic Call Distributor (ACD) or Network Interface Controller (NIC), see the appropriate Unified ICM ACD or NIC supplement documentation or ask your customer representative for that documentation.

_Installation and Configuration Guide for Cisco Unified System Contact Center Enterprise_

Describes how to install and configure Unified ICM components that are used for Unified CCE solution. This manual includes installation and configuration instructions for Unified ICM components used in a Unified CCE solution. It also includes information on configuration requirements for other Unified CCE components that interface with the software, including the Cisco Communications Manager, Cisco Unified IP-IVR and Cisco Agent Desktop/Cisco Supervisor Desktop.

_Administration Guide for Cisco Unified Contact Center Enterprise & Hosted_

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

_Administration Guide for Cisco Unified ICM/Contact Center Enterprise & Hosted_

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

_Database Schema Guide for Cisco Unified ICM/Contact Center Enterprise & Hosted_

Documents how data is organized in the databases for the 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.
Upgrade Guide for Cisco Unified ICM/Contact Center Enterprise & Hosted

Describes how to upgrade the software.

Reporting Guide for Cisco Unified Contact Center Enterprise & Hosted

Provides information to help you understand how reporting data is generated and how to interpret reporting data in a Unified CCE Environment. This guide also explains the implications of configuration and scripting on reporting data, enabling you to plan and deploy your Unified CCE 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 Unified ICM/Contact Center Enterprise & Hosted

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 Unified ICM and Unified CCE solution, see the customer contact section at the Cisco website.

Conventions

This manual uses the following conventions:

<table>
<thead>
<tr>
<th>Chapter</th>
<th>Description</th>
</tr>
</thead>
</table>
| **boldface** font| Boldface font is used to indicate commands, such as user entries, keys, buttons, and folder and submenu names. For example:  
• Choose *Edit > Find*  
• Click *Finish* |
| **Italic** font  | Italic font is used to indicate the following:  
• To introduce a new term. Example: A *skill group* is a collection of agents who share similar skills.  
• For emphasis. Example: Do *not* use the numerical naming convention.  
• A syntax value that the user must replace. Example: IF(*condition, true-value, false-value)*.  
• A book title. Example: See the *Reporting Guide for Cisco Unified Contact Center Enterprise & Hosted*. |
About this Guide

<table>
<thead>
<tr>
<th>Chapter</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Window font</td>
<td>Window font, such as Courier, is used for the following: Text as it appears in code or that the window displays. For Example:</td>
</tr>
<tr>
<td></td>
<td><code>&lt;html&gt;&lt;title&gt;Cisco Systems, Inc.&lt;/title&gt;&lt;/html&gt;</code></td>
</tr>
<tr>
<td><code>&lt; &gt;</code></td>
<td>Angle Brackets are used to indicate the following:</td>
</tr>
<tr>
<td></td>
<td>• For arguments where the context does not allow italic, such as ASCII output.</td>
</tr>
<tr>
<td></td>
<td>• A character string that the user enters but that does not appear on the window such as a password.</td>
</tr>
</tbody>
</table>

Obtaining Documentation, Obtaining Support, and Security Guidelines

For information on obtaining documentation, obtaining support, security guidelines, and also recommended aliases and general Cisco documents, see the monthly What's New in Cisco Product Documentation, which also lists all new and revised Cisco technical documentation, at:


Documentation Feedback

You can provide comments about this document by sending an email to the following address:

ccbu_docfeedback@cisco.com

We appreciate your comments.
About Contact Center Reports

Seven Categories of Report Templates

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

- Chapter 2, “CallType Reports”
- Chapter 4, “Agent Report Templates”
- Chapter 3, “Peripheral and Peripheral Service Report Templates”
- Chapter 5, “Skill Group Report Templates”
- Chapter 6, “Trunk group for IP-IVR reports”
- Chapter 8, “Outbound Option (Blended Agent) Reports”
- Chapter 7, “Application Gateway, Path, Script Queue, and Routing Client Reports”
- Chapter 9, “Translation Route Report Templates”
- Chapter 10, “Sample Reports”
The WebView Template Selection Window

In the WebView template selection window, you can select to have only Unified CCE templates displayed, only Unified ICM templates displayed, or both.

Note
When you create a new WebView report, you can select up to 1000 items from the list.

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 Unified CCE templates.
- "both_", then the report will be listed under both Unified CCE templates and Unified ICM templates.
- “olds_", or has none of the preceding prefixes, then it will be listed under Unified ICM templates.
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 a Unified CCE 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 a Unified CCE 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. This section includes:

- Summary List of Call Type Reports, page 2-1
- Unified CCE Call Type Real-Time Reports, page 2-3
- Unified CCE Call Type Historical Reports, page 2-28

Summary List of Call Type Reports

The following table lists all the WebView Unified ICM Call Type report templates that can be used in a Unified CCE 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 2-4</td>
<td>Unified CCE, Unified 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 2-28</td>
<td>Unified CCE, Unified ICM</td>
<td>historical table</td>
<td>Routing and queuing details for calls during the half-hour interval.</td>
</tr>
</tbody>
</table>
## Summary List of Call Type Reports

<table>
<thead>
<tr>
<th>Report Name</th>
<th>System Support</th>
<th>Report Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>caltyp20: Call Type real-time Report, page 2-5</td>
<td>Unified CCE, Unified ICM</td>
<td>real-time table</td>
<td>Current status of call types.</td>
</tr>
<tr>
<td>caltyp21: Call Type Half Hour Report, page 2-30</td>
<td>Unified CCE, Unified 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 2-35</td>
<td>Unified CCE, Unified 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 2-41</td>
<td>Unified CCE, Unified 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 2-7</td>
<td>Unified CCE, Unified 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 (Unified CCE and Network Queue), page 2-23</td>
<td>Unified CCE, Unified 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 2-25</td>
<td>Unified CCE, Unified 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 2-25</td>
<td>Unified CCE, Unified 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 (Unified CCE and Network VRU), page 2-27</td>
<td>Unified CCE, Unified 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 2-53</td>
<td>Unified CCE 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>
Unified CCE Call Type Real-Time Reports

- caltyp04: Call Type Service Levels real-time Report, page 2-4
- caltyp20: Call Type real-time Report, page 2-5
- caltyp24: Call Type real-time All Fields Report, page 2-7
- caltyp25: Call Type Queue Status real-time Report (Unified CCE and Network Queue), page 2-23
- caltyp26: Call Type Tasks Offered Over Half Hour, page 2-25
- caltyp27: Call Type Queue Delay Status real-time, page 2-25
- caltyp28: Call Type Task Status Now real-time Report (Unified CCE and Network VRU), page 2-27
caltyp04: Call Type Service Levels real-time Report

See Caltyp04, page 10-25 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 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.

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.

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.

Derived from: Call_Type_Real_Time.ServiceLevelToday
caltyp20: Call Type real-time Report

See Caltyp20, page 10-26 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>

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

**Enterprise Name**

The enterprise name for the call type.

Derived from: Call_Type.EnterpriseName

**ASA5**

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 Unified CCE Agent
The number of tasks that have been routed to Unified CCE 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.
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 when the task entered the queue from the current time.

Service Level
The Unified ICME/ CCE service level for the rolling five minute interval.
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 used by the software as 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 2-78.
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 the software routed to the Return nodes and tasks that RONA (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

<table>
<thead>
<tr>
<th>Overview:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Subject</td>
<td>A table of all the selected call types listing all the available call type real-time report data.</td>
</tr>
<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>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. If that is not acceptable, you can also use a third-party tool to customize your report.</td>
</tr>
</tbody>
</table>
Unified CCE Call Type Real-Time Reports

Chapter 2 CallType Reports

2-8

Applicable environment | Unified CCE, Unified ICM
---|---
Template type | Real-time table
Drilldowns available | No
Schema database table | Call_Type
| Call_Type_Real_Time

**Data:**

**Enterprise Name**

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

Derived from: Call_Type.EnterpriseName + Call_Type.CallTypeID

**DateTime**

The 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 a Unified ICME 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 Unified 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

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 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 Unified 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 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 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 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 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.
Derived from: Call_Type_Real_Time.TotalCallsAbandHalf

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

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

**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 Unified CCE only, with one exception: this field is also valid for both Unified CCE and Unified 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.

Derived from: Call_Type_Real_Time.RouterCallsAbandToAgentHalf.

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

**Router Tasks Aban Ring 5**

The total number of tasks that abandoned at the agent desktop while ringing during the rolling five minute interval.

Derived from: Call_Type_Real_Time.RouterCallsAbandToAgentTo5

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

**Router Tasks Aban Ring Today**

The total number of tasks that abandoned at the agent desktop while ringing since midnight.

Derived from: Call_Type_Real_Time.RouterCallsAbandToAgentToday

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

**Router Tasks Aban Q 30**

The number of tasks that abandoned in queue during the current half-hour interval.

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

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

Note: Applies to Unified CCE only, with one exception: this field is also valid for both Unified CCE and Unified 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.

Derived from: Call_Type_Real_Time.RouterCallsAbandQToday

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

**Router Tasks Q Now**
The time spent in queue for this type, currently in the CallRouter queue. This value is in HH:MM:SS (hours, minutes, seconds).

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
Chapter 2  CallType Reports

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.

Derived from: Call_Type_Real_Time.CallsAtVRUNow

Note

In a Unified CCE Gateway deployment, Unified ICM (parent) connected with a Unified CCE 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 Unified CCE child reports will need to also look at the parent Unified ICM reports for network queuing data.

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 wrap-up work associated with the task is completed. Applicable to Unified CCE only.

Derived from: Call_Type_Real_Time.CallsAtAgentNow

Note

For the following Router Queue fields in an IPCC Enterprise Gateway deployment, Unified ICM (parent) connected with a Unified CCE 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 Unified CCE child reports will need to also look at the parent Unified ICM reports for network queuing data.

Router Queue Tasks 30

The number 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 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 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.

Derived from: Call_Type_Real_Time.AnswerWaitTimeTo5

---

**Note**

With the existence of a network VRU, for Unified CCE and Unified 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.
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).
Derived from: Call_Type_Real_Time.CallsLeftQTo5

Note
In an IPCC Enterprise Gateway deployment, Unified ICM (parent) connected with a Unified CCE 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 Unified ICM reports for network queuing data.

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 Unified CCE and Unified 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.
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.
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.
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.
Derived from: Call_Type_Real_Time.ServiceLevelRONATo5

Service Level 5
The Unified ICM/Unified CCE service level during the rolling five-minute interval. This is derived from ServiceLevelCallsTo5, ServiceLevelAbandTo5 and ServiceLevelCallsOfferedTo5 according to the configured Service Level Type.
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
**Unified CCE Call Type Real-Time Reports**

**Chapter 2 CallType Reports**

**Unified CCE Call Type Real-Time Reports**

**SL Tasks Q Held**

The number of tasks of this call type that had been in queue longer than the service level threshold since midnight.

Derived from: Call_Type_Real_Time.ServiceLevelCallsQHeld

---

**Note**

In an IPCC Enterprise Gateway deployment, Unified ICM (parent) connected with a Unified CCE 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 Unified CCE child reports will need to also look at the parent Unified ICM reports for network queuing data.

---

**Ans Wait Time Today**

The sum of answer wait time in HH:MM:SS (hours, minutes, seconds) format for all tasks of this call type answered since midnight.

Derived from: Call_Type_Real_Time.AnswerWaitTimeToday

---

**Note**

With the existence of a network VRU, for Unified CCE and Unified 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.

---

**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.

Derived from: Call_Type_Real_Time.ServiceLevelAbandToday
Note

With the existence of a network VRU, for Unified CCE and Unified 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 Offered Today
The number of tasks of this call type answered or abandoned or lasting longer than the SL threshold since midnight.
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.
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.
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.
Derived from: Call_Type_Real_Time.ServiceLevelErrorToday

Service Level Today
The cumulative Unified ICME/CCE service level for this call type since midnight. This is derived from ServiceLevelCallsToday, ServiceLevelAbandToday, and ServiceLevelCallsOfferedToday according to the configured Service Level Type.
Derived from: Call_Type_Real_Time.ServiceLevelToday

Talk Time Today
A running total of talk time in HH:MM:SS (hours, minutes, seconds) format for tasks of this call type ending since midnight.
Derived from: Call_Type_Real_Time.TalkTimeToday

Ans Wait Time 30
The sum of answer wait time in HH:MM:SS (hours, minutes, seconds) format for all tasks of this call type that were answered during the half-hour interval.
Derived from: Call_Type_Real_Time.AnswerWaitTimeHalf
With the existence of a network VRU, for Unified CCE and Unified 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.

### 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.
Derived from: Call_Type_Real_Time.ServiceLevelAbandHalf

With the existence of a network VRU, for Unified CCE and Unified 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 Tasks30
The total number of tasks of this call type answered within the Unified ICME/CCE service level threshold during the current half-hour interval.
Derived from: Call_Type_Real_Time.ServiceLevelCallsHalf

### Service Level Offered30
The number of tasks of the call type answered or abandoned or lasting longer than the SL threshold during the current half-hour interval.
Derived from: Call_Type_Real_Time.ServiceLevelCallsOfferedHalf
Service Level RONA30
The total number of tasks of the call type that redirected on no answer within the service level during the current half-hour interval.
Derived from: Call_Type_Real_Time.ServiceLevelRONAHalf

Service Level Error30
The total number of tasks of the call type that ended in error state within the service level during the current half-hour interval.
Derived from: Call_Type_Real_Time.ServiceLevelErrorHalf

Service Level 30
The Unified ICME/CCE service level for this call type during the current half-hour interval.
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

Short Calls 30
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. This is recorded for half hour interval.
Derived from: Call_Type_Real_Time.ShortCallsToHalf

Short Calls Today
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. This is recorded since midnight.
Derived from: Call_Type_Real_Time.ShortCallToday

Report Summary
The totals for each field in the report.

caltyp25: Call Type Queue Status real-time Report (Unified CCE and Network Queue)
See Caltyp25, page 10-28 for an illustration of this report.
Overview:

Subject: Stacked bar graph of the number of tasks in queue within the service level and the number of tasks in queue outside service level for Unified CCE and Network Queue.

Purpose:
To provide information on the number of tasks that have been in queue within the service level threshold, and the number of tasks that have been in queue longer than the service level threshold. This equals the total number of tasks in queue.

Applicable environment: Unified ICM, Unified CCE. This report is applicable in Unified ICM only when doing Network Queuing.

Template type: Real-time graph
Default sort order: By call type
Drilldowns available: No
Schema database table: Call_Type, Call_Type_Real_Time

---

### Data:

#### Call Type 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.
Derived from: Call_Type_Real_Time.ServiceLevelCallsQHeld

---

**Note**

In an IPCC Enterprise Gateway deployment, Unified ICM (parent) connected with a Unified CCE 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 Unified CCE child reports will need to also look at the parent Unified ICM reports for network queuing data.

---

#### 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 10-29 for an illustration of this report.

| Overview:                                                                 |
|---|--------------------------------------------------------------------------|
| Subject | Bar chart of tasks offered to CallTypes since the end of the last half hour interval. |
| Purpose | This report provides information on the number of tasks offered to specified call types in the current half hour interval. |
| Applicable environment | Unified CCE, Unified ICM |
| Template type | Real-time graph |
| Default sort order | By call type |
| Drilldowns available | No |
| 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 10-29 for an illustration of this report.

| Overview:                                                                 |
|---|--------------------------------------------------------------------------|
| Subject | Bar graph of time (in seconds) for average delay in queue, longest call in queue, and ASA over last 5 minutes. |
| Purpose | 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 Unified ICM, the queue statistics are applicable when doing Network Queueing. The average speed of answer is applicable only if calls have been translation routed. |
Chapter 2      CallType Reports

Unified CCE Call Type Real-Time Reports

<table>
<thead>
<tr>
<th>Applicable environment</th>
<th>Unified CCE and Unified ICM.</th>
</tr>
</thead>
<tbody>
<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&lt;br&gt;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.

Derived from: (DATEDIFF(ss, Call_Type_Real_Time.RouterLongestCallQ, getdate()))

Nota

The time is calculated by subtracting the Call_Type_Real_Time.RouterLongestCallQ time from the current time.

**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 Unified ICM only if calls have been Translation Routed.

Derived from: Call_Type_Real_Time.AnswerWaitTimeTo5/<br>Call_Type_Real_Time.CallsAnsweredTo5
calyp28: Call Type Task Status Now real-time Report (Unified CCE and Network VRU)

See Calyp28, page 10-30 for an illustration of this report.

### Overview:

<table>
<thead>
<tr>
<th>Subject</th>
<th>Bar graph of number of tasks in queue, tasks at VRU (not in queue), and tasks with Unified CCE agents.</th>
</tr>
</thead>
<tbody>
<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 Unified ICM, Tasks at VRU and Tasks in Queue are applicable only when using a Network VRU.</td>
</tr>
<tr>
<td>Applicable environment</td>
<td>Unified ICM, Unified CCE</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 Unified ICM only when using a Network VRU and calls are queued at Unified ICM network queue.

Derived from: Call_Type_Real_Time.RouterCallsQNow

### Note

In an IPCC Enterprise Gateway deployment, Unified ICM (parent) connected with a Unified CCE 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 Unified CCE child reports will need to also look at the parent Unified ICM reports for network queuing data.

**Tasks at VRU (Not In Queue)**

Number of tasks currently at a VRU (Prompt or Self Service). This is applicable in Unified ICM only when using a Network VRU and calls are queued at the Unified ICM network queue.

Derived from: Call_Type_Real_Time.CallsAtVRUNow - Call_Type_Real_Time.RouterCallsQNow
Tasks with IPCC Agents

The number of tasks that are currently with Unified CCE agents that have been answered but are not yet handled. A task is considered to be handled after any wrap-up work associated with the task is completed. This is applicable for Unified CCE only.

Derived from: Call_Type_Real_Time.CallsAtAgentNow

Unified CCE Call Type Historical Reports

- caltyp05: Analysis of Calls Half Hour Report, page 2-28
- caltyp21: Call Type Half Hour Report, page 2-30
- caltyp22: Call Type Daily Report, page 2-35
- caltyp23: Call Type Historical All Fields Report, page 2-41
- caltyp31: Call Type Abandon/Answer Distribution by Half Hour Report, page 2-53
- caltyp32: Call Type Abandon/Answer Distribution Report, page 2-58
- caltyp33: Call Type Abandon/Answer Cumulative Distribution by Half Hour Report, page 2-63
- caltyp34: Call Type Abandon/Answer Cumulative Distribution Report, page 2-67
- caltyp35: VRU Calls Analysis Half Hour Report, page 2-71
- caltyp36: VRU Calls Analysis Daily Report, page 2-74
- caltyp37: Call Type Service Level Abandons Daily Report, page 2-78

caltyp05: Analysis of Calls Half Hour Report

See Caltyp05, page 10-26 for an illustration of this report.

<table>
<thead>
<tr>
<th>Overview:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Subject</td>
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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>
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<tr>
<td>Default sort order</td>
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<tr>
<td>Drilldowns available</td>
</tr>
</tbody>
</table>
| Schema database tables | Call_Type  
Call_Type_Half_Hour |
Chapter 2      CallType Reports

Unified CCE Call Type Historical Reports

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.

Derived from: Call_Type_Half_Hour.RouterQueueCallsToHalf

---

**Note**

In a Unified ICM Enterprise Gateway deployment, Unified ICM (parent) connected with a Unified CCE with an IPCC System PG (child) or Unified Contact Center 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 Unified ICM reports for network queuing data.

---

**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.

Derived from: Call_Type_Half_Hour.AvgRouterDelayQToHalf

---

**Note**

In a Unified 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 Unified ICM reports for network queuing data.

---

**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 10-27 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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<tr>
<td><strong>Purpose</strong></td>
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<td><strong>Applicable environment</strong></td>
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<td><strong>Template type</strong></td>
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<td><strong>Default 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>

<table>
<thead>
<tr>
<th>Data:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Enterprise Name</strong></td>
</tr>
<tr>
<td>Derived from: Call_Type.EnterpriseName + Call_Type_Half_Hour.CallTypeID</td>
</tr>
<tr>
<td><strong>DateTime</strong></td>
</tr>
<tr>
<td>Derived from: Call_Type_Half_Hour.DateTime</td>
</tr>
</tbody>
</table>
Chapter 2  CallType Reports

Unified CCE Call Type Historical Reports

2-31

Service Level
The Unified ICME/CCE service level for the call type in the half hour interval.
Derived from: Call_Type_Half_Hour.ServiceLevelHalf

Note
• With the existence of a network VRU, for Unified CCE and Unified 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.
• For the ServiceLevelABand fields, the router includes the time spent in this call type only.

Aban Within Service Level
The number of tasks of the call type abandoned within the service level threshold in the half hour interval.
Derived from: Call_Type_Half_Hour.ServiceLevelAbandHalf

Note
With the existence of a network VRU, for Unified CCE and Unified 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.

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 CallRouter 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
Derived from: Call_Type_Half_Hour.CallsOfferedHalf
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).

**Tasks Assigned from Queue**

The number of tasks of the call type assigned from the queue to be routed in the half hour interval.

Derived from: Call_Type_Half_Hour.RouterQueueCallsToHalf

In an IPCC Enterprise Gateway deployment, Unified ICM (parent) connected with a Unified CCE with an IPCC System PG (child) or Unified Contact Center 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 Unified CCE child reports will need to also look at the parent Unified ICM reports for network queuing data.

**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

For the half-hour interval, the total time in seconds before all tasks of this call type were answered. The measurement of Answer Wait Time for a call begins when the call is queued.

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 in the half hour interval.

Derived from: Call_Type_Half_Hour.CallsHandledHalf + Call_Type_Half_Hour.TotalCallsAbandToHalf + Call_Type_Half_Hour.IncompleteCallsHalf + Call_Type_Half_Hour.ReturnBusyToHalf +
Call Type Half Hour Return Ring to Half +
Call Type Half Hour ICR Default Routed To Half +
Call Type Half Hour Network Default Routed To Half + Call Type Half Hour Overflow Out Half +
Call Type Half Hour Call s RONA To Half +
Call Type Half Hour Return Release To Half +
Call Type Half Hour Calls Routed Non Agent To Half +
Call Type Half Hour Short Calls Half +
Call Type Half Hour Agent Error Count To Half +
Call Type Half Hour Error Count To Half

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 Calls Handled Half

Completed Tasks: Aban
The number of tasks to the call type that abandoned in the half hour interval. This includes calls that were abandoned in queue, calls that were abandoned while at the IVR (prompting or self service), and calls that were abandoned while ringing at the agent's phone or en route to the agent's phone.
Derived from: Call Type Half Hour Total Calls Aban To Half

Note: This is applicable to Unified CCE, only with the following exception: This field is also valid for both Unified CCE and Unified ICM targets that use translation routes.

Completed Tasks: Return
The number of tasks of the call type that the software routed to Return nodes in the half hour interval.
Derived from: Call Type Half Hour Return Busy To Half +
Call Type Half Hour Return Ring To Half +
Call Type Half Hour Return Release To Half +

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 ICR Default Routed To Half

Completed Tasks: Network Routed
The number of tasks of the call type that were routed not by the 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 Network Default Routed To Half


**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 are abandoned in queue, abandoned while at the IVR (prompting or self service) and abandoned while ringing at the agent's phone or en route to the agent's phone.

Derived from: Call_Type_Half_Hour.CallDelayAbandTimeToHalf/
Call_Type_Half_Hour.TotalCallsAbandToHalf

*Completed Tasks: Short Calls*

The number of calls abandoned during the CallTypeAbandonCallWaitTime. Calls abandoned after this time period are counted as Abandoned calls and not as Short Calls.

Derived from: Call_Type_Half_Hour.ShortCallsHalf

**Call Type Summary**

The summary of each field for each CallType in the report except the Service Level (SL) fields (The SL fields have percentage values).

Derived from: Call_Type_Half_Hour.CallDelayAbandTimeToHalf (for selected CallType)/
Call_Type_Half_Hour.TotalCallsAbandToHalf (for selected CallType)

**Report Summary**

The summary of each field for all CallTypes in the report except the Service Level (SL) field (The SL fields have percentage values).

Derived from: Call_Type_Half_Hour.CallDelayAbandTimeToHalf (for all CallTypes)/
Call_Type_Half_Hour.TotalCallsAbandToHalf (for all CallTypes).

caltyp22: Call Type Daily Report

See Caltyp22, page 10-28 for an illustration of this report.

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<thead>
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<tr>
<td><strong>Subject</strong></td>
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Chapter 2      CallType Reports

Unified CCE Call Type Historical Reports

<table>
<thead>
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<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

**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 Unified ICME/Unified CCE 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.

Derived from: Call_Type_Half_Hour.ServiceLevelCallsHalf / (Call_Type_Half_Hour.ServiceLevelCallsOfferedHalf - Call_Type_Half_Hour.ServiceLevelAbandHalf)

**SL Aban Positive**

The Unified ICME/Unified CCE 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.

Derived from: (Call_Type_Half_Hour.ServiceLevelCallsHalf + Call_Type_Half_Hour.ServiceLevelAbandHalf) / Call_Type_Half_Hour.ServiceLevelCallsOfferedHalf
Chapter 2      CallType Reports

Unified CCE Call Type Historical Reports

SL Aban Negative

The Unified ICME/CCE 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.

Derived from: Call_Type_Half_Hour.ServiceLevelCallsHalf/ Call_Type_Half_Hour.ServiceLevelCallsOfferedHalf

Aban Within Service Level

The number of tasks of the call type abandoned within the service level threshold during the half-hour interval.

Derived from: Call_Type_Half_Hour.ServiceLevelAbandHalf

Note

• With the existence of a network VRU, for Unified CCE and Unified 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.

• For the ServiceLevelAband fields, the router includes the time spent in this call type only.

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 CallRouter to when the call is answered.

Derived from: Call_Type_Half_Hour.AnswerWaitTimeHalf/ Call_Type_Half_Hour.CallsAnsweredToHalf

Tasks Offered

The number of tasks that were offered to the call type during the interval.

Completed Tasks = Call_Type_Half_Hour.CallsHandledHalf + Call_Type_Half_Hour.TotalCallsAbandToHalf + 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.AgentErrorCountToHalf + Call_Type_Half_Hour.ErrorCountToHalf

Derived from: Call_Type_Half_Hour.CallsOfferedHalf
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).

Tasks Assigned from Queue

The number of tasks of the call type assigned from the queue to be routed during the half-hour interval.

Derived from: Call_Type_Half_Hour.RouterQueueCallsToHalf

Note: In an IPCC Enterprise Gateway deployment, Unified ICM (parent) connected with a Unified CCE 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 Unified CCE child reports will need to also look at the parent Unified ICM reports for network queuing data.

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 derived from: Call_Type_Half_Hour.AnswerWaitTimeHalf

Completed Tasks

The following set of fields contain data only for tasks completed during the selected interval. See the Note in the preceding "Tasks Offered" field description of this template description for more information on completed tasks.

Completed Tasks: Total

The number of tasks of the call type that were completed during the half-hour interval.

Derive from: Call_Type_Half_Hour.CallsHandledHalf + Call_Type_Half_Hour.TotalCallsAbandToHalf + Call_Type_Half_Hour.IncompleteCallsHalf +
Chapter 2  CallType Reports

Unified CCE Call Type Historical Reports

Completed Tasks: Tasks Handled

The number of tasks of the call type handled for the call type ending during the half-hour.

Derived from: Call_Type_Half_Hour.CallsHandledHalf

Completed Tasks: Tasks Abandoned

The number of tasks to the call type that abandoned during the interval. This includes calls that abandoned 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.TotalCallsAbandToHalf

Completed Tasks: Return

The number of tasks of the call type that the software routed to Return nodes during the half-hour interval.

Derived from: Call_Type_Half_Hour.ReturnBusyToHalf + Call_Type_Half_Hour.ReturnRingToHalf + Call_Type_Half_Hour.ReturnReleaseToHalf

Completed Tasks: Default Treatment

The number of tasks of the call type that have been given default treatment or end nodes during the interval.

Derived from: Call_Type_Half_Hour.ICRDefaultRoutedToHalf

Completed Tasks: Network Routed

The number of tasks of the call type that were routed not by the 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.TotalCallsAbandToHalf) / (Call_Type_Half_Hour.CallsHandledHalf + Call_Type_Half_Hour.TotalCallsAbandToHalf + 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.AgentErrorCountToHalf + Call_Type_Half_Hour.ErrorCountToHalf))

**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: Call_Type_Half_Hour.CallDelayAbandTimeToHalf / Call_Type_Half_Hour.TotalCallsAbandToHalf

**Completed Tasks: Short Calls**

The number of calls abandoned during the CallTypeAbandonCallWaitTime. Calls abandoned after this time period are counted as Abandoned, not Short Calls.

Derived from: Call_Type_Half_Hour.ShortCallsHalf
Call Type Summary

The totals for each field, with the exception of the service level fields (which contain percentage values), for each call type.

Report Summary

The totals for each field for all call types in the report, with the exception of the service level fields (which contain percentage values).

caltyp23: Call Type Historical 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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<td><strong>Applicable environment</strong></td>
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<td><strong>Default 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 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 spent by the tasks of this type 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.)

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.

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.

\[
\text{Avg Router Delay Queue} = \frac{\text{RouterQueueWaitTimeToHalf}}{\text{RouterQueueCallsToHalf}}
\]

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.

Derived from: Call_Type_Half_Hour.TotalCallsAbandToHalf

---

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

---

Note: In a Unified ICME 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 Unified ICM reports for network queuing data.

---

Note: In a Unified ICME 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 Unified ICM reports for network queuing data.

---

Note: In an IPCC Enterprise Gateway deployment, Unified ICM (parent) connected with a Unified CCE 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 Unified CCE child reports will need to also look at the parent Unified ICM reports for network queuing data.
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.

Derived from: Call_Type_Half_Hour.RouterCallsAbandQToHalf

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

Router Tasks Aban Ring

The number of tasks to the call type that abandoned at the agent desktop during the half-hour interval.

Derived from: Call_Type_Half_Hour.RouterCallsAbandToAgentToHalf

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

Router Q Call Type Limit

The number of queue attempts that failed because the limit for the call type was reached.

Derived from: Call_Type_Half_Hour.RouterQueueCallTypeLimitToHalf

Note
In a Unified ICME 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 Unified ICM reports for network queuing data.

Router Q Global Limit

The number of queue attempts that failed because the global system limit was reached.

Derived from: Call_Type_Half_Hour.RouterQueueGlobalLimitToHalf

Note
In a Unified ICME 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 Unified ICM reports for network queuing data.

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 Unified 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 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 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.
Derived from: Call_Type_Half_Hour.AnswerWaitTimeHalf
Note

With the existence of a network VRU, for Unified CCE and Unified 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.

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.

Derived from: Call_Type_Half_Hour.CallsOfferedHalf

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).

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.

Derived from: Call_Type_Half_Hour.ServiceLevelAbandHalf

---

**Note**

- With the existence of a network VRU, for Unified CCE and Unified 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.

- For the ServiceLevelABand fields, the router includes the time spent in this call type only.

**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.

Derived from: Call_Type_Half_Hour.ServiceLevelCallsOfferedHalf

---

**Note**

- With the existence of a network VRU, for Unified CCE and Unified 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.

---

**SL Half**

The Unified ICME/CCE service level for the call type in the half hour interval.

Derived from: Call_Type_Half_Hour.ServiceLevelHalf

---

**Note**

- With the existence of a network VRU, for Unified CCE and Unified 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.
**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 Unified 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.DelayQAbandTimeHalf`

**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 the 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.

Derived from: Call_Type_Half_Hour.CallsQHandledToHalf

---

**Note**

In a Unified 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 Unified ICM reports for network queuing data.
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.VruOptOutUnhandleCallsToHalf

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.Vru ForcedXferredCallsToHalf

VRU Other
The count of VRU calls that were marked with a VRU Progress 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 data base.

In a Unified ICM 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 Unified ICM reports for network queuing data.

Derived from: Call_Type_Half_Hour.CTVRUTimeToHalf

Recovery Key

A value used internally by the 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 Historical Database Server (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 Interval fields, with the existence of a network VRU, for Unified CCE and Unified 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 negatively impacts the Service Level.

- For the AbandInterval fields, the measurement of time begins when the call arrives at the router till the time the router receives the TCD. When the call type is changed, these fields also include the time spent in the previous call type.

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

Max Hold Time
The maximum hold time in HH:MM:SS for calls of this call type ended during the half hour interval.
Derived from: Call_Type_Half_Hour.MaxHoldTimeToHalf
Chapter 2      CallType Reports

Calls on Hold
The number of calls of this call type that were placed on hold (at least once), ended during the half hour interval.
Derived from: Call_Type_Half_Hour.CallsOnHoldToHalf

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 10-30 for an illustration of this report.

<table>
<thead>
<tr>
<th>Overview:</th>
</tr>
</thead>
</table>
| Subject   | A table showing the number of answered and abandoned calls across intervals for each call type for the selected time period. The intervals are measured in minutes and seconds. The header time format is MM:SS
This report shows the numbers for each interval separately. This report is the same as the caltyp32 report except that caltype32 does not have half-hour summaries.
You can configure call type intervals at the call type level using Configuration Manager's CallType tool or at the system level using the Configuration Manager's System Information tool. A default set of intervals is provided at the system level.
Note | Reports can show up to ten intervals. You can configure up to nine intervals with the tenth interval showing all the remaining data. Intervals not configured appear as blank intervals in the report. Blank intervals can only appear after configured ones. No report headers is displayed 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. You should configure call type intervals in relation to your service levels. See Call Type Interval Reporting for more information.

| Purpose | To get an overview in separate time intervals of the distribution of answered and abandoned calls during the selected time period.

<table>
<thead>
<tr>
<th>Applicable environment</th>
<th>Unified CCE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Template type</td>
<td>Historical table</td>
</tr>
<tr>
<td>Default sort order</td>
<td>By call type enterprise name and then by date and time</td>
</tr>
</tbody>
</table>
Chapter 2      CallType Reports

Unified CCE 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  
                     | Bucket_Interval |

Data:

**Enterprise Name**

The enterprise name for the call type.

Derived from: Call_Type.EnterpriseName

**DateTime**

The date and time for when the call type interval data was generated in MM/DD/YYYY (month, day, year) and HH:MM:SS (hours, minutes, seconds) format. For every half hour in the selected time period there is summary row for each selected call type.

Derived from: Call_Type_Half_Hour.DateTime

**ASA**

The Average Speed of Answer. The average answer wait time from when first queue to skill group or LAA select node was executed for this call to when this call was answered. This is an important measure of service quality because the time can vary, even over the course of one day, due to call volumes and staff levels.

Derived from: Call_Type_Half_Hour.AnswerWaitTimeHalf)/
Call_Type_Half_Hour.CallsAnsweredToHalf

**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.CallDelayAbandTimeToHalf/
Call_Type_Half_Hour.TotalCallsAbandToHalf

**Interval Report Headers**

The interval column headers in the report are dynamic. That is, you can change and configure the interval headers in the 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.

**Note**

- For the following Interval fields, with the existence of a network VRU, for Unified CCE and Unified 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
negatively impacts the Service Level.

- For the AbandInterval fields, the measurement of time begins when the call arrives at the router till
the time the router receives the TCD. When the call type is changed, these fields also include the
time spent in the previous call type

**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.

This report shows the numbers for each interval separately. This report is the same as the caltyp31 report minus the half-hour summaries. There are no data field summaries in this report since the headings are different for each call type.

You can configure call type intervals at the call type level using Configuration Manager's CallType tool or at the system level using the Configuration Manager's System Information tool. A default set of intervals is provided at the system level.

Note | Reports can show up to ten intervals. You can configure up to nine intervals with the tenth interval showing all the remaining data. Intervals not configured appear as blank intervals in the report. Blank intervals can only appear after configured ones. You should configure call type intervals in relation to your service levels. See Call Type Interval Reporting for more information.

There is no DateTime field in this report since reports on a distribution of calls over the entire reporting time range with no breakdowns into date and time.

No report headers will display if the report is run over a period of time when no data is present. This happens because the report interval headers depend on the data.

Purpose | To get an overview in separate daily intervals of the distribution of answered and abandoned calls.

Applicable environment | Unified CCE

Template type | Historical table

Default sort order | By call type enterprise name and then by date and time

Drilldowns available | No

Schema database tables | Call_Type
Call_Type_Half_Hour
Bucket_Interval

Data:

Enterprise Name

The enterprise name for the call type.

Derived from: Call_Type.EnterpriseName
ASA

The average answer wait time considered from the time when first queue to skill group or LAA select node was executed for this call to the time 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.CallsAnsweredToHalf

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.CallDelayAbandTimeToHalf/
Call_Type_Half_Hour.TotalCallsAbandToHalf

Interval Report Headers

The interval column headers in the report are dynamic. That is, you can configure and change the interval headers in the 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.

Note

- For the following Interval fields, with the existence of a network VRU, for Unified CCE and Unified 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 negatively impacts the Service Level.

- For the AbandInterval fields, the measurement of time begins when the call arrives at the router till the time the router receives the TCD. When the call type is changed, these fields also include the time spent in the previous call type

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.AbendInterval2

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.AbendInterval3

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.AbendInterval4

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.AbendInterval5

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 10-31 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></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  
Bucket_Interval |

**Data:**

**Enterprise Name**

The enterprise name for the call type.

Derived from: Call_Type.EnterpriseName
Unified CCE Call Type Historical Reports

**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 a 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: CCall_Type_Half_Hour.AnswerWaitTimeHalf/
Call_Type_Half_Hour.CallsAnsweredToHalf

**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.CallDelayAbandTimeToHalf/
Call_Type_Half_Hour.TotalCallsAbandToHalf

**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 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 Unified CCE and Unified 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 negatively impacts the Service Level.

- For the AbandInterval fields, the measurement of time begins when the call arrives at the router till the time the router receives the TCD. When the call type is changed, these fields also include the time spent in the previous call type.

**Interval 1: Ans**

The number of calls answered up to interval 1. The system default interval 1 is 8 seconds. For example: < 00:08

Derived from: Call_Type_Half_Hour.AnsInterval1
Interval 1: Aban
The number of calls abandoned up to interval 1. The system default interval 1 is 8 seconds. For example: < 00:08
Derived from: Call_Type_Half_Hour.AbandInterval1

Interval 2: Ans
The number of calls answered up to interval 2. The system default interval 2 is 30 seconds. For example: < 00:38
Derived from: Call_Type_Half_Hour.AnsInterval2

Interval 2: Aban
The number of calls abandoned up to interval 2. The system default interval 2 is 30 seconds. For example: < 00:38
Derived from: Call_Type_Half_Hour.AbandInterval2

Interval 3: Ans
The number of calls answered up to interval 3. The system default interval 3 is 60 seconds (1 minute). For example: < 01:38
Derived from: Call_Type_Half_Hour.AnsInterval3

Interval 3: Aban
The number of calls abandoned up to interval 3. The system default interval 3 is 60 seconds (1 minute). For example: < 01:38
Derived from: Call_Type_Half_Hour.AbandInterval3

Interval 4: Ans
The number of calls answered up to interval 4. The system default interval 4 is 90 seconds (1 and 1/2 minutes). For example: < 03:08
Derived from: Call_Type_Half_Hour.AnsInterval4

Interval 4: Aban
The number of calls abandoned up to interval 4. The system default interval 4 is 90 seconds (1 and 1/2 minutes). For example: < 03:08
Derived from: Call_Type_Half_Hour.AbandInterval4

Interval 5: Ans
The number of calls answered up to interval 5. The system default interval 5 is 120 seconds (2 minutes). For example: < 05:08
Derived from: Call_Type_Half_Hour.AnsInterval5
Interval 5: Aban
The number of calls abandoned up to interval 5. The system default interval 5 is 120 seconds (2 minutes). For example: < 05:08
Derived from: Call_Type_Half_Hour.AbandInterval5

Interval 6: Ans
The number of calls answered up to interval 6. The system default interval 6 is 180 seconds (3 minutes). For example: < 08:08
Derived from: Call_Type_Half_Hour.AnsInterval6

Interval 6: Aban
The number of calls abandoned up to interval 6. The system default interval 6 is 180 seconds (3 minutes). For example: < 08:08
Derived from: Call_Type_Half_Hour.AbandInterval6

Interval 7: Ans
The number of calls answered up to interval 7. The system default interval 7 is 300 seconds (5 minutes). For example: < 13:08
Derived from: Call_Type_Half_Hour.AnsInterval7

Interval 7: Aban
The number of calls abandoned up to interval 7. The system default interval 7 is 300 seconds (5 minutes). For example: < 13:08
Derived from: Call_Type_Half_Hour.AbandInterval7

Interval 8: Ans
The number of calls answered up to interval 8. The system default interval 8 is 600 seconds (10 minutes). For example: < 23:08
Derived from: Call_Type_Half_Hour.AnsInterval8

Interval 8: Aban
The number of calls abandoned up to interval 8. The system default interval 8 is 600 seconds (10 minutes). For example: < 23:08
Derived from: Call_Type_Half_Hour.AbandInterval8

Interval 9: Ans
The number of calls answered up to interval 9. The system default interval 9 is 1200 seconds (20 minutes). For example: < 43:08
Derived from: Call_Type_Half_Hour.AnsInterval9
### Interval 9: Aban

The number of calls abandoned up to interval 9. The system default interval 9 is 1200 seconds (20 minutes). For example: < 43:08
Derived from: Call_Type_Half_Hour.AbandInterval9

### Total: Ans

The total number of calls answered for the selected time period.
For example: > 43:08
Derived from: Call_Type_Half_Hour.AnsInterval10

### Total: Aban

The total number of calls abandoned for the selected time period.
For example: > 43:08
Derived from: Call_Type_Half_Hour.AbandInterval10

### Call Type Summary

A summary of each field for each call type.

## caltyp34: Call Type Abandon/Answer Cumulative Distribution Report

| Overview: | 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 caltyp33 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 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. |
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Subject</td>
<td>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.</td>
</tr>
<tr>
<td>Purpose</td>
<td>To show the hour-hour status of call types for the selected time period.</td>
</tr>
<tr>
<td>Applicable environment</td>
<td>Unified CCE only</td>
</tr>
</tbody>
</table>
### 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: CCall_Type_Half_Hour.AnswerWaitTimeHalf/
Call_Type_Half_Hour.CallsAnsweredToHalf

#### 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.CallDelayAbandTimeToHalf/
Call_Type_Half_Hour.TotalCallsAbandToHalf

#### 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 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 Unified CCE and Unified 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
\textbf{< 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

\textbf{< 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

\textbf{Total: Ans}

The total number of calls answered for the selected time period.

For example: > 43:08

Derived from: Call\_Type\_Half\_Hour.AnsInterval10

\textbf{Total: Aban}

The total number of calls abandoned for the selected time period.

For example: > 43:08

Derived from: Call\_Type\_Half\_Hour.AbandInterval10

\textbf{caltyp35: VRU Calls Analysis Half Hour Report}

See \textit{Caltyp35, page 10-32} for an illustration of this report.

\begin{tabular}{|c|p{10cm}|}
\hline
\textbf{Overview:} & \\
\hline
\textbf{Subject} & 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. \\
\hline
\textbf{Purpose} & To show how VRU applications handle selected call types during the selected time period in half hour increments. \\
\hline
\textbf{Applicable environment} & Unified CCE, Unified ICM \\
\hline
\textbf{Template type} & Historical table \\
\hline
\textbf{Default sort order} & By call type and then by date and time \\
\hline
\textbf{Drilldowns available} & No \\
\hline
\textbf{Schema database tables} & Call\_Type  \\
& Call\_Type\_Half\_Hour \\
\hline
\end{tabular}

\textbf{Data:}

\textbf{Enterprise Name}

The enterprise name for the call type.

Derived from: Call\_Type\_EnterpriseName
DateTime
The date and time when the record was generated in MM/DD/YYYY (month, day, year) and
HH:MM:SS (hours, minutes, seconds) format.
Derived from: Call_Type_Half_Hour.DateTime

Total VRU
The total of all the 7 VRU fields to the right of this field in the report (VRU Unhandled, Handled,
Assist, Opt Out, Scripted Trans, Forced Trans, and Other).
Derived from: (Call_Type_Half_Hour.VruUnhandledCallsToHalf +
Call_Type_Half_Hour.VruHandledCallsToHalf + Call_Type_Half_Hour.VruAssistedCallsToHalf +
Call_Type_Half_Hour.VruOptOutUnhandledCallsToHalf +
Call_Type_Half_Hour.VruScriptedXferredCallsToHalf +
Call_Type_Half_Hour.VruForcedXferredCallsToHalf +
Call_Type_Half_Hour.VruOtherCallsToHalf)

VRU Unhandled
The number of calls marked as Offered to VRU but not handled in the half hour interval.
Derived from: Call_Type_Half_Hour.VruUnhandledCallsToHalf

VRU Handled
The number of the VRU calls marked as handled at the VRU in the half hour interval.
Derived from: Call_Type_Half_Hour.VruHandledCallsToHalf

VRU Assist
The number of the VRU handled calls marked as routed to agents in the half hour interval.
Derived from: Call_Type_Half_Hour.VruAssistedCallsToHalf

VRU Opt Out
The number of the VRU unhandled calls that were marked as routed to agents by caller request in
the half hour interval.
Derived from: Call_Type_Half_Hour.VruOptOutUnhandledCallsToHalf

VRU Scripted Trans
The number of the VRU calls marked as routed to agents as a result of normal script procedure in
the half hour interval.
Derived from: Call_Type_Half_Hour.Call_Type_Half_Hour.VruScriptedXferredCallsToHalf

VRU Forced Trans
The number of the VRU calls marked as routed to agents as a result of caller difficulties in the half
hour interval.
Derived from: Call_Type_Half_Hour.VruForcedXferredCallsToHalf
Chapter 2 CallType Reports

Unified CCE Call Type Historical Reports

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 Unified CCE, 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.

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.RouterQueueWaitTimeToHalf/Call_Type_Half_Hour.RouterQueueCallsToHalf

Note

In an IPCC Enterprise Gateway deployment, Unified ICM (parent) connected with a Unified 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 Unified CCE child reports will need to also look at the parent Unified ICM reports for network queuing data.
**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.

Derived from: Call_Type_Half_Hour.RouterQueueCallsToHalf

---

**Note**

In a Unified ICME 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 Unified ICM reports for network queuing data.

---

**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.

Derived from: Call_Type_Half_Hour.TotalCallsAbandToHalf

---

**Note**

Applies to Unified CCE, only with one exception: This field is also valid for both Unified CCE and Unified ICM targets that use translation routes.

---

**Call Type Summary**

A summary of each field for each call type.

**Report Summary**

A summary of each field for all call types.

---

**caltyp36: VRU Calls Analysis Daily Report**

<table>
<thead>
<tr>
<th>Overview:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Subject</strong></td>
</tr>
<tr>
<td><strong>Purpose</strong></td>
</tr>
<tr>
<td><strong>Applicable environment</strong></td>
</tr>
<tr>
<td><strong>Template type</strong></td>
</tr>
</tbody>
</table>
## Chapter 2      CallType Reports

### Unified CCE Call Type Historical Reports

**Data:**

<table>
<thead>
<tr>
<th>Data</th>
<th>Description</th>
<th>Derived from</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Enterprise Name</strong></td>
<td>The enterprise name for the call type.</td>
<td>Call_Type.EnterpriseName</td>
</tr>
<tr>
<td><strong>DateTime</strong></td>
<td>The date and time when the record was generated in MM/DD/YYYY (month, day, year) and HH:MM:SS (hours, minutes, seconds) format.</td>
<td>Call_Type_Half_Hour.DateTime</td>
</tr>
<tr>
<td><strong>Total VRU</strong></td>
<td>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).</td>
<td>(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)</td>
</tr>
<tr>
<td><strong>VRU Unhandled</strong></td>
<td>The number of calls marked as Offered to VRU but not handled in the half-hour interval.</td>
<td>Call_Type_Half_Hour.VruUnhandledCallsToHalf</td>
</tr>
<tr>
<td><strong>VRU Handled</strong></td>
<td>The number of the VRU calls marked as handled at the VRU in the half-hour interval.</td>
<td>Call_Type_Half_Hour.VruHandledCallsToHalf</td>
</tr>
<tr>
<td><strong>VRU Assist</strong></td>
<td>The number of the VRU handled calls marked as routed to agents in the half-hour interval.</td>
<td>Call_Type_Half_Hour.VruAssistedCallsToHalf</td>
</tr>
<tr>
<td><strong>VRU Opt Out</strong></td>
<td>The number of the VRU unhandled calls that were marked as routed to agents by caller request in the half-hour interval.</td>
<td>Call_Type_Half_Hour.VruOptOutUnhandledCallsToHalf</td>
</tr>
</tbody>
</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
**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](#)

Derived from: `Call_Type_Half_Hour.OverflowOutHalf`

---

**Note**

In Unified CCE, 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.

---

**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.

Derived from: `Call_Type_Half_Hour.RouterQueueWaitTimeToHalf`
Note
In an IPCC Enterprise Gateway deployment, Unified ICM (parent) connected with a Unified
CCE 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 Unified CCE child reports will need to also look
at the parent Unified ICM reports for network queuing data.

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.RouterQueueWaitTimeToHalf/
  Call_Type_Half_Hour.RouterQueueCallsToHalf

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.
Derived from: Call_Type_Half_Hour.RouterQueueCallsToHalf

Note
In an IPCC Enterprise Gateway deployment, Unified ICM (parent) connected with a Unified
CCE with an IPCC System PG (child) or Unified Contact Center 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 Unified CCE child reports will need
to also look at the parent Unified ICM reports for network queuing data.

Tasks Aband
The number of calls that were abandoned while in queue during the half-hour interval. This
applies to Unified CCE, 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 10-32 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.

Derived from: Call_Type_Half_Hour.ServiceLevelAbandHalf

**Note**

With the existence of a network VRU, for Unified CCE and Unified 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.

**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.
Peripheral and Peripheral Service Report Templates

About Peripheral Reports

In a Unified CCE environment, there are two WebView reports in the Peripheral category:

- **periph01**: Peripheral real-time Report, page 3-1
- **periph06**: VRU Peripheral Capacity Report, page 3-4

**periph01: Peripheral real-time 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(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><strong>Purpose</strong></td>
<td>To show current peripheral status.</td>
</tr>
<tr>
<td><strong>Applicable environment</strong></td>
<td>Unified CCE, Unified 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 peripheral enterprise name and then by the date and time</td>
</tr>
<tr>
<td><strong>Drilldowns available</strong></td>
<td>Yes</td>
</tr>
<tr>
<td><strong>Schema database tables</strong></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 Agent 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 Level30**

The service level for the peripheral for the current half hour.

Derived from: Peripheral_Real_Time.ServiceLevelHalf

**Service Level Today**

The service level for the peripheral since midnight.

Derived from: Peripheral_Real_Time.ServiceLevelToday
Periph06: VRU Peripheral Capacity Report

See Periph06, page 10-52 for an illustration of this report.

Overview:

| Subject | A table showing statistics about the number of simultaneous calls in progress over time on the selected VRUs (This is applicable for VRU peripherals only). Fields applicable to a voice domain only are prefixed with an asterisk (*). Such fields are not applicable for e-mail or web media. |
| Purpose | To show VRU performance and understand its capability. |
| Applicable environment | Unified CCE, Unified ICM. This report is not applicable in a Unified CCE System PG deployment. |
| Template type | Historical table |
| Default sort order | By Peripheral |
| Drilldowns available | No |
| Schema database tables | Peripheral Peripheral_Half_Hour |

Data:

**VRU Peripheral Name**

The peripheral's enterprise name.

Derived from: Peripheral.EnterpriseName

**DateTime**

The Central Controller date and time at the start of the half-hour interval.

Derived from: Peripheral_Half_Hour.DateTimeField

**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
**About Peripheral Service Reports**

In a Unified CCE environment, calls are routed through IVRs rather than services. So most service reports are not applicable in a Unified CCE environment. However, both in a standard ACD environment and in a Unified CCE 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 3-6
- Unified CCE Peripheral Service Reports, page 3-7
# 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 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>persvc20: Peripheral Service for IVR Queue Half Hour Report, page 3-7</td>
<td>real-time</td>
<td>A table summary of the activity in the selected IVR service(s) within the selected half-hour interval(s). The persvc20 and persvc21 reports are for IVR services that reside on IVR PGs that have Service Control reporting enabled and queue reporting enabled.</td>
</tr>
<tr>
<td>persvc21: Peripheral Service IVR Queue Daily Report, page 3-10</td>
<td>historical</td>
<td>A table summary of the daily activity in the selected IVR service(s).</td>
</tr>
<tr>
<td>persvc22: Peripheral Service IVR Self-Service Half Hour Report, page 3-13</td>
<td>historical</td>
<td>A table summary of the activity of the IVR service for the selected half-hour interval(s). The persvc22 and persvc23 reports are for IVR services that reside on IVR PGs that have Service Control reporting enabled and Queue reporting disabled.</td>
</tr>
<tr>
<td>persvc24: Peripheral Service Agent Half Hour Report, page 3-18</td>
<td>historical</td>
<td>A table summary of agent call activity in a service for the selected half-hour interval(s).</td>
</tr>
<tr>
<td>persvc26: Peripheral Service Historical All Fields Report, page 3-24</td>
<td>historical</td>
<td>Lists all the available report data from the Service_Half_Hour database table for each selected service during the time period selected when the report is generated.</td>
</tr>
<tr>
<td>persvc27: Peripheral Service real-time All Fields Report, page 3-31</td>
<td>real-time</td>
<td>Lists all the available report data from the Service_Real_Time database table for each selected service at the moment the report is generated.</td>
</tr>
</tbody>
</table>
Unified CCE Peripheral Service Reports

- persvc20: Peripheral Service for IVR Queue Half Hour Report, page 3-7
- persvc21: Peripheral Service IVR Queue Daily Report, page 3-10
- persvc23: Peripheral Service IVR Self-Service Daily Report, page 3-16
- persvc24: Peripheral Service Agent Half Hour Report, page 3-18
- persvc25: Peripheral Service Agent Daily Report, page 3-21
- persvc26: Peripheral Service Historical All Fields Report, page 3-24
- persvc27: Peripheral Service real-time All Fields Report, page 3-31

persvc20: Peripheral Service for IVR Queue 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>
</tbody>
</table>
Unified CCE Peripheral Service Reports

**Chapter 3      Peripheral and Peripheral Service Report Templates**

### Unified CCE Peripheral Service Reports

<table>
<thead>
<tr>
<th>Template type</th>
<th>Historical table</th>
</tr>
</thead>
<tbody>
<tr>
<td>Default sort order</td>
<td>By Service.EnterpriseName, Service.SkillTargetID, and then by Service.DateTime</td>
</tr>
</tbody>
</table>

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

***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.

Derived from: Service_Half_Hour.DelayQAbandTimeToHalf

**Note**

When Unified ICM is connected with Unified CCE 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.
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.

Derived from: Service_Half_Hour.CallsAbandQToHalf

Note
When Unified ICM is connected with Unified CCE 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.

Total Aban Wait Time

The total amount of time spent on the calls included in the Tasks Aban column.

Derived from: Service_Half_Hour.DelayQAbandTimeToHalf

Note
When Unified ICM is connected with Unified CCE 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.

Service Level

The Unified ICME/CCE service level in the half hour interval.

Derived from: Service_Half_Hour.ServiceLevelToHalf

Tasks Routed

The number of calls routed by Unified CCE/ICM 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.
Chapter 3  Peripheral and Peripheral Service Report Templates

persvc21: Peripheral Service IVR Queue Daily Report

Overview:

<table>
<thead>
<tr>
<th>Subject</th>
<th>A table summary of the daily activity in the selected IVR queue(s). Fields applicable to a voice domain only are prefixed with an asterisk (*). Such fields are not applicable for e-mail or web media.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Note</td>
<td>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>
</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 Unified via a IVR PIM (not via a NIC). All calls must go to the IVR before being seen by Unified CCE/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 (Unified CCE) or find an ACD to which to send the call (Unified 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

Unified CCE, Unified 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.
Derived from: Service_Half_Hour.DelayQAbandTimeToHalf/Service_Half_Hour.CallsAbandQToHal

**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.
Derived from: Service_Half_Hour.CallsAbandQToHal

**Total Aban Wait Time**
The total amount of time spend on the calls included in the Tasks Aban column.
Derived from: Service_Half_Hour.DelayQAbandTimeToHal

Note: When Unified ICM is connected with Unified CCE 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.
Unified CCE Peripheral Service Reports

Chapter 3  Peripheral and Peripheral Service Report Templates

Note  When Unified ICM is connected with Unified CCE 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.

SL Aban Ignored

The Unified ICM/CCE 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 Unified ICME/CCE 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 Unified ICME/CCE 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 Routed

The number of calls routed by Unified CCE/ICM 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

### Overview:

<table>
<thead>
<tr>
<th>Subject</th>
<th>A table summary of the activity of the selected IVR self-service(s), gathered in half-hour increments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Purpose</td>
<td>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 Unified CCE/ICM via an IVR PIM (not via a NIC). All calls must go to the IVR before being seen by Unified CCE/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 an IVR script that allows the customer to do some self-service. Then if the customer makes an 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 (Unified CCE) or find an ACD to which to send the call (Unified 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.</td>
</tr>
</tbody>
</table>

**Note** This report is for IVR services that reside on IVR PGs that have Service Control reporting enabled and Queue reporting disabled.

<table>
<thead>
<tr>
<th>Applicable environment</th>
<th>Unified CCE, Unified ICM (for IVR services)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Template type</td>
<td>Historical table</td>
</tr>
<tr>
<td>Default sort order</td>
<td>By Service.EnterpriseName and then by the date and time.</td>
</tr>
<tr>
<td>Drilldowns available</td>
<td>Yes</td>
</tr>
<tr>
<td>Schema database tables</td>
<td>Service&lt;br&gt;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

### 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.

Derived from: Service_Half_Hour.CallsAbandonedToHalf

**Note** When Unified ICM is connected with Unified CCE 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.

### Tasks Routed

The number of calls routed by Unified CCE/ICM 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(HandleTimeToHalf / Service_Half_Hour.CallsHandledToHalf)

### Total Aban Wait Time

The total amount of time spent on the calls in the Tasks Aban column in the half hour interval.

Derived from: Service_Half_Hour.DelayQAbandonedToHalf

**Note** When Unified ICM is connected with Unified CCE 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.
**Avg Aban Wait**

The average amount of time spent on the calls in the Tasks Aban column in the half hour interval.

Derived from: Service_Half_Hour.AvgDelayQAbandToHalf

### Note

When Unified ICM is connected with Unified CCE 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.

**Service Summary**

A summary for each service for the interval.

**Report Summary**

A summary for all services for the interval.
persvc23: Peripheral Service IVR Self-Service Daily Report

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

**Note**: This report displays the same data as the Persvc22 report, except the data here is broken down by day instead of by half hour.

| 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 Unified CCE/ICM via a IVR PIM (not via a NIC). All calls must go to the IVR before being seen by Unified CCE/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 (Unified CCE) or find an ACD to which to send the call (Unified 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 disabled.

<table>
<thead>
<tr>
<th>Applicable environment</th>
<th>Unified CCE, Unified ICM (for IVR services)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Template type</td>
<td>Historical table</td>
</tr>
<tr>
<td>Default sort order</td>
<td>By Service.EnterpriseName and then by the date and time.</td>
</tr>
<tr>
<td>Drilldowns available</td>
<td>Yes</td>
</tr>
</tbody>
</table>
| Schema database tables | Service
Service_Half_Hour |

**Data:**

**Enterprise Name**

The enterprise name of the peripheral service

Derived from: Service.EnterpriseName
Date (no label)

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

Tasks Offered

The 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 wrap-up 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 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.
Derived from: Service_Half_Hour.CallsAbandQToHalf

Note When Unified ICM is connected with Unified CCE 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.

Tasks Routed

The number of calls routed by Unified CCE/ICM 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.HandleTimeToHalf/ Service_Half_Hour.CallsHandledToHalf

Total Aban Wait Time

The total amount of time spent on the calls in the Tasks Aban column.
Derived from: Service_Half_Hour.DelayQAbandTimeToHalf

Note When Unified ICM is connected with Unified CCE 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.
**Avg Aban Wait**

The average amount of time spent on the calls in the Tasks Aban column.

Derived from: Service_Half_Hour.DelayQAbandTimeToHalf/
Service_Half_Hour.CallsAbandQToHalf

---

**Note**

When Unified ICM is connected with Unified CCE 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.

---

**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 10-53 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>Note</strong></td>
</tr>
<tr>
<td><strong>Applicable environment</strong></td>
</tr>
<tr>
<td><strong>Template type</strong></td>
</tr>
<tr>
<td><strong>Default sort order</strong></td>
</tr>
<tr>
<td><strong>Drilldowns available</strong></td>
</tr>
<tr>
<td><strong>Schema database tables</strong></td>
</tr>
</tbody>
</table>
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**

A Unified ICME/CCE service level in the half hour interval.

Derived from: Service_Half_Hour.ServiceLevelToHalf

**Tasks Offered**

The total number of tasks that were sent to this service. Tasks Offered = Tasks Handled + Tasks Abandoned + Abandon Short Tasks.

Derived from: Service_Half_Hour.CallsOfferedToHalf

**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 Aban**

The total number of tasks for the service abandoned while ringing on the IVR port in the half hour interval.

Derived from: Service_Half_Hour.CallsAbandQToHalf

*Note* When Unified ICM is connected with Unified CCE 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.

**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 Unified 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.HandleTimeToHalf/Service_Half_Hour.CallsHandledToHalf

**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.

Derived from: Service_Half_Hour.DelayQAbandTimeToHalf

---

**Note**

When Unified ICM is connected with Unified CCE 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.

**Completed Tasks: Avg Aban Wait**

The average delay time of tasks to the service abandoned in queue in the half hour interval.

Derived from: Service_Half_Hour.DelayQAbandTimeToHalf/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 10-53 for an illustration of this report.

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

**Data:**

**Enterprise 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

A Unified ICME/CCE 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

A Unified ICME/CCE 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

A Unified ICME/CCE 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_Half_Hour.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.

Derived from: Service_Half_Hour.CallsAbandQToHalf

Note

When Unified ICM is connected with Unified CCE 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.
*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 Unified 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.HandleTimeToHalf/ Service_Half_Hour.CallsHandledToHalf

**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.

Derived from: Service_Half_Hour.DelayQAbandTimeToHalf

**Note**

When Unified ICM is connected with Unified CCE 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.

*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>
</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>Sport order</strong></td>
</tr>
<tr>
<td><strong>Drilldowns available</strong></td>
</tr>
<tr>
<td><strong>Schema database tables</strong></td>
</tr>
</tbody>
</table>

### Data:

**Enterprise Name**

The 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

**Peripheral 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 Unified ICM is connected to Unified CCE 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.
Derived from: Service_Half_Hour.CallsAbandQToHalf

Note

When Unified ICM is connected with Unified CCE 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.

*Peripheral Service Level

The peripheral service level in the half hour interval. This field is not applicable when Unified ICM is connected to Unified CCE through an IPCC Gateway PG.
Derived from: Service_Half_Hour.PeriphServiceLevelToHalf

*Peripheral 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 Unified ICM is connected to Unified CCE through an IPCC Gateway PG.
Derived from: Service_Half_Hour.PeriphServiceLevelCallsToHalf

Service Level

The Unified ICME/CCE 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 = \( \frac{\text{ServiceLevelCalls} + \text{ServiceLevelAband}}{\text{ServiceLevelCallsOffered}} \)

In the preceding calculations, ServiceLevelCallsOffered are all the tasks answered within the threshold. For example: all tasks answered within 5 minutes.

Derived from: Service_Half_Hour.ServiceLevelToHalf

**Service Level Tasks**

The number of tasks associated with the service that were answered within the Unified ICME/CCE 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.

Derived from: Service_Half_Hour.ServiceLevelAbandToHalf

*Note*  When Unified ICM is connected with Unified CCE 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.

**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: \( \frac{\text{DelayQTimeToHalf}}{\text{CallsQToHalf}} \).

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: \( \frac{\text{DelayQAbandTimeToHalf}}{\text{CallsAbandQToHalf}} \).
When Unified ICM is connected with Unified CCE 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.

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.HandleTimeToHalf / Service_Half.Hour.CallsHandledToHalf
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 Unified 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 Unified ICM is connected with Unified CCE 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 Unified ICM to track virtual time.
Derived From: Service_Half_Hour.RecoveryDay

Recovery Key
A value used internally by the software to track virtual time.
Derived From: Service_Half_Hour.RecoveryKey

Missing Tasks
The number of tasks whose Start Task Time-out Period expired in this half-hour interval.
Derived From: Service_Half_Hour.NumMissingTasks

SL Type
The default value that indicates how Unified ICM 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 Historical Database Server (HDS) from the logger database. This is different from the time that the data was created. This is useful if you are extracting data from the historical database and you want to see when it was last updated.
Derived from: Service_Half_Hour.DbDatetime
Summary

Summaries for each field in the table.

persvc27: Peripheral Service real-time All Fields Report

<table>
<thead>
<tr>
<th>Overview:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Subject</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>
</tbody>
</table>
| Schema database tables | Service
Service_Real_Time |

Data:

**Enterprise Name**

The enterprise name of the peripheral service. Derived from: Service.EnterpriseName
**Unified CCE Peripheral Service Reports**

### *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: \( \frac{\text{DelayQAbandTimeTo5}}{\text{CallsAbandQTo5}} \).

Derived from: `Service_Real_Time.AvgDelayQAbandTo5`

**Note** When Unified ICM is connected with Unified CCE 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.

### *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*

The 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:

\( \frac{\text{HandleTimeTo5}}{\text{CallsHandledTo5}} \).

HandleTime is tracked only for inbound ACD tasks that are counted as handled for the service. HandleTime is the time spent from the task being answered by the agent to the time the agent completed after-task work time for the task. This includes any TalkTime, HoldTime, and WorkTime associated with the task (all from `Termination_Call_Detail`). The AvgHandleTime value is updated in the database when the after-task work time associated with the task has completed.

Derived from: `Service_Real_Time.AvgHandleTimeTo5`
### 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: \( \frac{\text{TalkTimeTo5}}{\text{CallsHandledTo5}} \)

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.

Derived from: Service_Real_Time.CallsAbandQTo5

**Note**

When Unified ICM is connected with Unified CCE 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.

### *Tasks Aban Q Today*

The number of tasks associated with the service that abandoned while in queue or ringing during since midnight.

Derived from: Service_Real_Time.CallsAbandQToday

**Note**

When Unified ICM is connected with Unified CCE 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.

### *Tasks Aban Q 30*

The number of tasks associated with the service that abandoned while in queue or ringing during the half-hour interval.

Derived from: Service_Real_Time.CallsAbandQHalf

**Note**

When Unified ICM is connected with Unified CCE 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.
**Tasks Routed 30**

The running (accumulative) total of tasks routed to this service by Unified ICM 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 Unified ICM 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 Unified ICM is connected to Unified CCE through an IPCC Gateway PG.

**Peripheral Service Level: Tasks30**

The number of tasks associated with the service handled within the peripheral service level during the current half-hour interval.

The service level is the percentage of incoming tasks that are answered within a specified threshold. Several slightly different calculations can be used for the service level (specifically, abandoned tasks can be treated in several ways). The software keeps track of two different service levels: the peripheral service level (the proprietary service level as calculated by the peripheral) and Unified ICME/CCE service level (the service level as calculated by the 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 Time**

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

**Handled**

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

**Offered**

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.
Derived from: Service_Real_Time.DelayQAbandTimeTo5
Note: When Unified ICM is connected with Unified CCE 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.

**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, Unified ICM considers only the tasks that had a service level event during that period. This ensures that each task is counted only once and during the appropriate time period.

Derived from: Service_Real_Time.ServiceLevelCallsOfferedTo5

**Service Level 5 Tasks**

The number of tasks associated with the service that were answered within Unified ICME/CCE service level during the rolling five minute interval.

Derived from: Service_Real_Time.ServiceLevelCallsTo5

**Service Level 5 5**

A Unified ICME/CCE service level for the service during the rolling five minute interval.

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
Unified CCE Peripheral Service Reports

Chapter 3  Peripheral and Peripheral Service Report Templates

Answer Wait Time Today
The total answer wait time in HH:MM:SS (hours, minutes, seconds) for all incoming tasks associated with the service since midnight.
Derived from: Service_Real_Time.AnswerWaitTimeToday

Handled Today
The running (accumulative) total of tasks associated with the service that were handled since midnight.
Derived from: Service_Real_Time.CallsHandledToday

Ans Today
The number of tasks associated with the service that were answered by agents since midnight.
Derived from: Service_Real_Time.CallsAnsweredToday

Offered Today
The number of incoming tasks offered to the service since midnight.
Derived from: Service_Real_Time.CallsOfferedToday

Incoming Today
The number of incoming tasks associated with the service since midnight. Incoming tasks include only Inbound ACD tasks arriving on trunks (that is, tasks that are not internally generated).
Derived from: Service_Real_Time.CallsIncomingToday

*Out Today
The number of outbound tasks associated with the service since midnight.
Derived from: Service_Real_Time.CallsOutToday

*Terminated Other Today
The number of tasks associated with the service but not otherwise accounted for since midnight. These are tasks that do not fit into the criteria for handled, abandoned, or transferred tasks. They were terminated for other reasons, which may include drop/no answer, forced busy, or timed out.
Derived from: Service_Real_Time.CallsTerminatedOtherToday

Handle Time Today
The total handle time in HH:MM:SS (hours, minutes, seconds) for tasks associated with the service since midnight.
Derived from: Service_Real_Time.HandleTimeToday

Service Level Today: Aban
The number of tasks associated with the service that were abandoned within Unified ICME/CCE service level threshold since midnight.
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.
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.
Derived from: Service_Real_Time.ServiceLevelCallsToday

Service Level Today: Today
Unified ICME/CCE service level for the service since midnight.
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.
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.

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.

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.

Derived from: `Service_Real_Time.ServiceLevelHalf`

**Talk Time30**

The total talk time in HH:MM:SS (hours, minutes, seconds) for tasks associated with the service ending during the current half-hour interval.

Derived from: `Service_Real_Time.TalkTimeHalf`

*Transfer In: Tasks 30*

The number of tasks transferred into the service during the current half-hour interval. The value is updated in the database when the call is completed.

Derived from: `Service_Real_Time.TransferInCallsHalf`

*Transfer In: Tasks 5*

The number of tasks transferred into the service during the rolling five minute interval. The value is updated in the database when the call is completed.

Derived from: `Service_Real_Time.TransferInCallsTo5`

*Transfer In: Tasks Today*

The number of tasks transferred into the service since midnight. The value is updated in the database when the call is completed.

Derived from: `Service_Real_Time.TransferInCallsToday`

*Transfer Out: Tasks 30*

The number of tasks transferred out of the service during the current half-hour interval. The value is updated in the database when the transfer of the call is completed.

Derived from: `Service_Real_Time.TransferOutCallsHalf`
**Transfer Out: Tasks 5**  
The number of tasks transferred out of the service during the rolling five minute interval. The value is updated in the database when the transfer of the call is completed.  
Derived from: Service_Real_Time.TransferOutCallsTo5

**Transfer Out: Tasks Today**  
The number of tasks transferred out of the service since midnight. The value is updated in the database when the transfer of the call is completed.  
Derived from: Service_Real_Time.TransferOutCallsToday

**Auto Out Tasks Now**  
The current number of agents talking on AutoOut (predictive) tasks associated with the service.  
Derived from: Service_Real_Time.AutoOutCallsNow

**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
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 4-2
• Agent by Peripheral Reports, page 4-68
• Agent By Skill Group Reports, page 4-127
• Agent By Team Reports, page 4-193

To see illustrations of these reports, see Agent Reports, page 10-2.

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.

Note
In some Agent Historical reports, the sum of the columns with the percentages (for example: % Wrap-Up Time, Not Ready %, % Busy Other, and so on) is not exactly 100%. Since the values and the summaries in these columns are rounded up or down, the sum is usually more than 100% and less than 101% (for example: 100.3%, 100.03%, and so on). The decimal values can be ignored.

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

Summary List of Agent by Agent Reports

The following table lists the Agents by Agent report templates. All can be used in both Unified CCE or Unified 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 4-12</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 4-15</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 4-18</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 4-21</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 4-24</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 4-28</td>
<td>historical table</td>
<td>Agent task summary for selected agents, organized by the selected day(s).</td>
</tr>
<tr>
<td>Agent Template</td>
<td>Template Description</td>
<td>Table Type</td>
</tr>
<tr>
<td>----------------</td>
<td>----------------------</td>
<td>------------</td>
</tr>
<tr>
<td>agent23: Agent Performance Summary Half Hour Report, page 4-32</td>
<td>Agent state summary for selected agents, organized by the selected half hour(s).</td>
<td>historical table</td>
</tr>
<tr>
<td>agent24: Agent Performance Summary Daily Report, page 4-36</td>
<td>Agent state summary for selected agents, organized by the selected day(s).</td>
<td>historical table</td>
</tr>
<tr>
<td>agent25: Agent Consolidated Half Hour Report, page 4-40</td>
<td>Agent half-hour activity and performance for all the agents connected to the selected peripheral(s) during the selected half-hour interval(s).</td>
<td>historical table</td>
</tr>
<tr>
<td>agent26: Agent Consolidated Daily Report, page 4-45</td>
<td>Agent half-hour activity and performance for all the agents connected to the selected peripheral(s) during the selected day interval(s).</td>
<td>historical table</td>
</tr>
<tr>
<td>agent27: Agent Historical All Fields Report, page 4-49</td>
<td>All the report data available from the Agent_Skill_Group_Half_Hour table. The software generates Agent_Skill_Group_Half_Hour records for each logged on agent. This report is for online viewing or for exporting to Excel. It is not formatted for printing.</td>
<td>historical table</td>
</tr>
<tr>
<td>agent28: Agent real-time All Fields Report, page 4-7</td>
<td>All the report data available from the Agent_Real_Time table. The software generates Agent_Real_Time records for each agent. This report is for online viewing or for exporting to Excel. It is not formatted for printing.</td>
<td>real-time table</td>
</tr>
<tr>
<td>agent30: Agent Not Ready Summary Report, page 4-63</td>
<td>An overall summary of the not ready status of selected agents in a given time period.</td>
<td>historical table</td>
</tr>
<tr>
<td>agent31: Agent Not Ready Detail Report, page 4-65</td>
<td>Summary details of the not ready status of selected individual agent sessions in a given time period.</td>
<td>historical table</td>
</tr>
</tbody>
</table>
Agent real-time reports

- agent20: Agent real-time Report, page 4-4
- agent28: Agent real-time All Fields Report, page 4-7

agent20: Agent real-time Report

See Agent20, page 10-4, 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>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>

Data:

Agent Name

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

Media

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

The phone extension into which the agent is logged.

Derived from: Agent_Real_Time.Extension

**Log On DateTime**

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

Derived from: Agent_Real_Time.DateTimeLogin

**Active Skill Group**

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

Derived from: Skill_Group.EnterpriseName

**Agent State**

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

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

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

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

Derived from: Agent_Real_Time-AgentState

**Mobile Agent Mode**

The mode by which the agent is connected:

0 = Not Mobile (Local agent; normal ACD/Unified CCE 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 Configuration Manager's Agent Desk Settings List tool.
- You must enable reason code reporting by selecting the "agent event detail" check box in the Configuration Manager's PG Explorer.

Derived from: Agent_Real_Time.ReasonCode

*Supv Assist Reqstd

Whether or not the agent requested supervisor assistance:

- No
- Yes

Derived from: Agent_Real_Time.RequestedSupervisorAssist

Direction

The direction of active task:

- In (inbound task - non voice tasks are always inbound)
- Out (outgoing external task)
- Other (outgoing 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
Agent By Agent Reports

Chapter 4  Agent Report Templates

Agent By Agent Reports

Available In MRD

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

NO (Not available)
YES_ICM (Unified 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.

agent28: Agent real-time All Fields Report

<table>
<thead>
<tr>
<th>Overview:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Subject</td>
</tr>
<tr>
<td><strong>Note</strong></td>
</tr>
<tr>
<td>Purpose</td>
</tr>
<tr>
<td><strong>Note:</strong></td>
</tr>
<tr>
<td>Applicable environment</td>
</tr>
<tr>
<td>Template type</td>
</tr>
<tr>
<td>Default sort order</td>
</tr>
</tbody>
</table>
Chapter 4  Agent Report Templates

Agent By Agent Reports

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
Chapter 4  Agent Report Templates

Agent By Agent Reports

– 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/Unified CCE 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.

Derived from: Agent_Real_Time.ReasonCode

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 Configuration Manager's Agent Desk Settings List tool.
• You must enable reason code reporting by selecting the “agent event detail” check box in the Configuration Manager's PG Explorer.

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 Unified CCE 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 (Unified 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 Unified 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 Unified ICM can assign tasks to the agent. In the latter, only the application can assign tasks to the agent.

Derived from: Agent_Real_Time.AvailableInMRD

**Task Level Change**

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

Derived from: Agent_Real_Time.DateTimeTaskLevelChange

**Router Task Q Now**

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

Derived from: Agent_Real_Time.RouterCallsQueueNow

**Router Longest Task Q**

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

Derived from: Agent_Real_Time.RouterLongestCallQ

### Agent Historical Reports

- **agent03**: Agent Media Logout Status Report, page 4-12
- **agent04**: Agent Task Detail Activity Report, page 4-15
- **agent05**: Agent Task Detail Performance Report, page 4-18
- **agent06**: Agent State Trace Detail By Events Report, page 4-21
- **agent21**: Agent Task Summary Half Hour Report, page 4-24
- **agent22**: Agent Task Summary Daily Report, page 4-28
- **agent23**: Agent Performance Summary Half Hour Report, page 4-32
- **agent24**: Agent Performance Summary Daily Report, page 4-36
- **agent25**: Agent Consolidated Half Hour Report, page 4-40
- **agent26**: Agent Consolidated Daily Report, page 4-45
- **agent27**: Agent Historical All Fields Report, page 4-49
- **agent30**: Agent Not Ready Summary Report, page 4-63
- **agent31**: Agent Not Ready Detail Report, page 4-65

**agent03**: Agent Media Logout Status Report

See Agent Reports, page 10-2, 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 selected agents' logout data including each agent's logon time, logon duration, and logout date and time.</td>
</tr>
<tr>
<td>Purpose</td>
<td>To show <strong>ONLY</strong> agents who have logged out from the media routing domain during the selected interval.</td>
</tr>
<tr>
<td>---</td>
<td>---</td>
</tr>
<tr>
<td>Applicable environment</td>
<td>Unified CCE, Unified 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, logon date and time, logon duration, and logout date and time.</td>
</tr>
<tr>
<td>Drilldowns available</td>
<td>No</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/Unified CCE 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 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.

Derived from: Agent Logout.ReasonCode

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

---

**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 Configuration Manager's Agent Desk Settings List tool.

**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 10-3, 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>Purpose</strong></td>
</tr>
<tr>
<td><strong>Applicable environment</strong></td>
</tr>
<tr>
<td><strong>Template type</strong></td>
</tr>
<tr>
<td><strong>Default sort order</strong></td>
</tr>
<tr>
<td><strong>Drilldowns available</strong></td>
</tr>
<tr>
<td><strong>Schema database tables</strong></td>
</tr>
</tbody>
</table>

**Data:**

**Agent Name**

The last and first name of the agent.

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

**Media**

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

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

Derived from: Media_Routing_Domain.EnterpriseName
Skill Group

The agent'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: (Agent_Skill_Group_Half_Hour.AgentOutCallsTimeToHalf / Agent_Skill_Group_Half_Hour.AgentOutCallsToHalf)

*Internal Out Tasks

**Total Tasks**

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

Derived from: Agent_Skill_Group_Half_Hour.InternalCallsToHalf

**Avg Time**

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

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

*CB Messages

**Total Tasks**

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

Derived from: Agent_Skill_Group_Half_Hour.CallbackMessagesToHalf

**Avg Time**

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

Derived from: (Agent_Skill_Group_Half_Hour.CallbackMessagesTimeToHalf / Agent_Skill_Group_Half_Hour.CallbackMessagesToHalf)

**Agent Summary**

Total data for the agent.

**Report Summary**

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

See Agent 05, page 10-3, for an illustration of this report.

<table>
<thead>
<tr>
<th><strong>Overview:</strong></th>
<th>A table of selected agents' performance relating to abandoned, held, assistance, and conference calls/tasks, gathered in half-hour increments. Fields applicable to a voice domain only are prefixed with an asterisk (*). Such fields are not applicable for e-mail or web media.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Purpose</strong></td>
<td>To show agent performance details for the selected time period.</td>
</tr>
<tr>
<td><strong>Applicable environment</strong></td>
<td>Unified CCE, Unified 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 last name, first name, media routing domain, and skill group</td>
</tr>
</tbody>
</table>

| **Data:** |

**Agent Name**

The last and first name of the agent.

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

**Media**

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

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

Derived from: Media_Routing_Domain.EnterpriseName

**Skill Group**

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

Derived from: Skill_Group.EnterpriseName and Skill_Group.SkillTargetID

**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:

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

**Incoming Hold Tasks Total Tasks**

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

Derived from: Agent_Skill_Group_Half_Hour.IncomingCallsOnHoldToHalf

**Incoming Hold Tasks Avg Time**

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

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

**Outgoing Hold Tasks Total Tasks**

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

Derived from: Agent_Skill_Group_Half_Hour.AgentOutCallsOnHoldToHalf

**Outgoing Hold Tasks Avg Time**

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

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

**Internal Hold Tasks Total Tasks**

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

Derived from: Agent_Skill_Group_Half_Hour.InternalCallsOnHoldToHalf

**Internal Hold Tasks Avg Time**

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

Derived from: (Agent_Skill_Group_Half_Hour.InternalCallsOnHoldTimeToHalf / Agent_Skill_Group_Half_Hour.InternalCallsOnHoldToHalf)

**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.


*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: \(\text{Agent.Skill_Group.Half.Hour.ConferencedInCallsToHalf}\)

*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.


*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.


*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>Subject</td>
</tr>
<tr>
<td>Purpose</td>
</tr>
</tbody>
</table>
| Note               | The agent state trace data is not turned on by default. Turning it on may have a negative effect on your system.  
* Use the Configuration Manager to turn on this option.  
* Enabling the Agent State Trace option causes the generation of a large amount of historical data. It is recommended that you only enable this option for a small subset of your agents and only for a limited amount of time. |
| Applicable environment | Unified CCE, Unified ICM |
| Template type      | Historical table |
| Default sort order | By agent last name, first name, media routing domain, and date and time |
| Drilldowns available | No |
| Schema database tables | Agent  
Person  
Media_Routing_Domain  
Agent_State_Trace |

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)

Derived from: Agent_State_Trace.AgentState

**Note**

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.

**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.

Derived from: Agent_State_Trace.ReasonCode

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 Configuration Manager's Agent Desk Settings List tool.
– You must enable reason code reporting by selecting the “agent event detail” check box in the Configuration Manager's PG Explorer.

Task ID: Router Call Key Day

(Applies 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

(Applies 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

(Applies 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 10-4, 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:

**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

**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.

Derived from: Agent_Skill_Group_Half_Hour.TransferredInCallsToHalf

---

**Note**

For blind transfers in Unified CCE 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 Unified CCE without an IPCC System PG.

---

**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.

Derived from: Agent_Skill_Group_Half_Hour.ConferencedInCallsToHalf

---

**Note**

For blind conferences in Unified CCE 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 Unified CCE without an IPCC System PG.

---

**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
Agent By Agent Reports

Chapter 4 Agent Report Templates

Agent By Agent Reports

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 Unified 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

(Unified CCE 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

(Unified CCE 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

(Unified CCE 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

Overview:

Subject | A table showing totals for incoming and outgoing call/task counts and call/task treatments, gathered in day increments. Fields applicable to a voice domain only are prefixed with an asterisk (*). Such fields are not applicable for e-mail or web media.

| Note | This report displays the same information as the Agent21 report except that the data here is by day. |

| Purpose | To show agent daily activity for the selected time period. |

| Applicable environment | Unified CCE, Unified ICM |

| Template type | Historical table |

| Default sort order | By agent last name, first name, media routing domain, skill group, date |

| Drilldowns available | No |

| Schema database tables | Agent, Person, Media_Routing_Domain, Agent_Skill_Group_Half_Hour, Skill_Group |

Data:

Agent Name

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

Media

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

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

Skill Group

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

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

Derived from: `Agent_Skill_Group_Half_Hour.DateTime`

**Handled**

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

Derived from: `Agent_Skill_Group_Half_Hour.CallsHandledToHalf`

**Internal In**

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

Derived from: `Agent_Skill_Group_Half_Hour.InternalCallsRcvdToHalf`

**Transfer In**

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

Derived from: `Agent_Skill_Group_Half_Hour.TransferredInCallsToHalf`

**Conf In**

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

**Note**: For blind conferences in Unified CCE 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 Unified CCE 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 Unified 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

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

Derived from: Agent_Skill_Group_Half_Hour.EmergencyAssistsToHalf

*Barge In

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

Derived from: Agent_Skill_Group_Half_Hour.BargeInCallsToHalf

*Intercept

(Unified CCE 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 10-5, 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  
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 in the skill group in which agent resides.

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

**Media**

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

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

Derived from: Media_Routing_Domain.EnterpriseName

**Skill Group**

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

Derived from: Skill_Group.EnterpriseName and Skill_Group.SkillTargetID
**DateTime**

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

Derived from: `Agent_Skill_Group_Half_Hour.DateTime`

**ASA**

The 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 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 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: (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 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: (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 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 Unified ICM routed task to arrive in the half hour interval.

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

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

Agent State Times: Wrap Up %

The percentage of time that the agent has spent in Wrap-up state after an incoming or outgoing calls 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 10-6 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></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>
</tr>
<tr>
<td><strong>Default sort order</strong></td>
</tr>
<tr>
<td><strong>Drilldowns available</strong></td>
</tr>
</tbody>
</table>
| **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 in the skill group in which agent resides.

Derived from:
Person.LastName , ' ' Person.FirstName
Chapter 4  Agent Report Templates

Agent By Agent Reports

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.Date_Time

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_Skill_Group_Half_Hour.LoggedOnTimeToHalf

Agent State Times: Active %

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


Agent State Times: Not Active Time

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

Derived from: Agent_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 Unified ICM routed task to arrive during the half-hour interval.

Derived from: Agent_Skill_Group_Half_Hour.ReservedStateTimetoHalf

Agent State Times: Reserved %

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

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

Agent State Times: Wrap Up Time

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

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

Agent State Times: Wrap Up %

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

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

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

Skill Group Summary
The field totals for each skill group.

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

Report Summary
The field totals for all agents in the report.

agent25: Agent Consolidated Half Hour Report
See Agent25, page 10-7, for an illustration of this report.

<table>
<thead>
<tr>
<th>Overview:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Subject</td>
</tr>
<tr>
<td>Note</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. Fields applicable to a voice domain only are prefixed with an asterisk (*). Such fields are not applicable for e-mail or web media.</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 Agent Reports

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

#### Agent Name

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

Derived from:
- `Person.LastName` , `Person.FirstName`
- `Agent_Skill_Group_Half.Hour.SkillTargetID`

#### Media

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

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

Derived from: `Media_Routing_Domain.EnterpriseName`

#### Skill Group

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

Derived from: `Skill_Group.EnterpriseName` 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 Unified 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)`

---

### Overview:

<table>
<thead>
<tr>
<th>Drildowns available</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Schema database tables</td>
<td>Agent</td>
</tr>
<tr>
<td></td>
<td>Agent_Skill_Group_Half.Hour</td>
</tr>
<tr>
<td></td>
<td>Person</td>
</tr>
<tr>
<td></td>
<td>Skill_Group</td>
</tr>
<tr>
<td></td>
<td>Media_Routing_Domain</td>
</tr>
</tbody>
</table>

---

**WebKit Template Reference Guide for Cisco Unified Contact Center Enterprise & Hosted, Release 8.0(1)**
Chapter 4  Agent Report Templates

Agent By Agent Reports

Completed Tasks: Incoming 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 Unified 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.
Derived from: Agent_Skill_Group_Half_Hour.TransferredInCallsToHalf

Note  For blind transfers in Unified CCE 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 Unified CCE without an IPCC System PG.

*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 a Unified 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 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 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 10-8*, 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 selected agents showing agent call statistics and agent time allocations, gathered in day increments.</td>
</tr>
<tr>
<td><strong>Note</strong></td>
<td>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 web media.</td>
</tr>
<tr>
<td><strong>Purpose</strong></td>
<td>To show daily agent activity and performance for the selected time period.</td>
</tr>
<tr>
<td><strong>Note</strong></td>
<td>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.</td>
</tr>
<tr>
<td><strong>Applicable environment</strong></td>
<td>Unified ICM, Unified CCE</td>
</tr>
<tr>
<td><strong>Template type</strong></td>
<td>Historical table</td>
</tr>
<tr>
<td><strong>Default sort order</strong></td>
<td>By agent last name, first name, media routing domain, skill group, and date</td>
</tr>
<tr>
<td><strong>Drilldowns available</strong></td>
<td>No</td>
</tr>
<tr>
<td><strong>Schema database tables</strong></td>
<td>Agent Person Media_Routing_Domain Agent_Skill_Group_Half_Hour Skill_Group Agent_Half_Hour</td>
</tr>
</tbody>
</table>

**Data:**

**Agent Name**

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

Derived from:

Person.LastName ‘ , ‘ Person.FirstName 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 Unified 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 Unified ICM routed calls to the agent that abandoned while the call was on hold and/or the number of paused tasks that the agent ended during the interval.

Derived from: `Agent_Skill_Group_Half_Hour.AbandonHoldCallsToHalf`

**Completed Tasks: Transfer In**

The number of incoming calls that were transferred to this agent from other agents within the same peripheral that did not go to IVR for queuing. This value is updated when the agent completes the call.

Derived from: `Agent_Skill_Group_Half_Hour.TransferredInCallsToHalf`

*Note* For blind transfers in Unified CCE 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 Unified CCE without an IPCC System PG.

**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_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_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 a Unified 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

<table>
<thead>
<tr>
<th>Overview:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Subject</td>
</tr>
<tr>
<td>Note</td>
</tr>
<tr>
<td>Purpose</td>
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<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 table</td>
</tr>
</tbody>
</table>
**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 Unified ICM systems) and `NetQTime` (for Unified CCE systems).

Derived from: `Agent_Skill_Group_Half_Hour.AnswerWaitTimeToHalf`

---

**Note**  
With the existence of a network VRU, in a Unified ICME deployment with a Unified CCE System PG this value will not include time spent in the network VRU.

**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 HandleCallsTime is updated in the database when the after-task work time associated with the task (if any) has completed.

Derived from: `Agent_Skill_Group_Half_Hour.HandledCallsTimeToHalf`
**Incoming Tasks Handle Talk Time**

The total time in HH:MM:SS (hours, minutes, seconds) that the agent spent in the Active state for tasks associated with the skill group during the half-hour interval. The value is based on TalkTime. It is updated in the database when the after-task work time associated with the task (if any) has completed.

Derived from: Agent_Skill_Group_Half_Hour.HandledCallsTalkTimeToHalf

**Incoming Tasks Talk In Time**

The total time in HH:MM:SS (hours, minutes, seconds) that agents in the skill group spent talking on inbound tasks (neither outbound nor internal) during the half-hour interval. TalkInTime is included in the calculation of TalkTime and LoggedOnTime.

Derived from: Agent_Skill_Group_Half_Hour.TalkInTimeToHalf

**Incoming Tasks Aban Ring**

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

Derived from: Agent_Skill_Group_Half_Hour.AbandonRingCallsToHalf

**Incoming Tasks Aban Hold**

The total number of calls that were abandoned while being held by the agent and/or the number of paused tasks the agent ended. This value is updated in the database at the time the held call disconnects or the paused task ends.

Derived from: Agent_Skill_Group_Half_Hour.AbandonHoldCallsToHalf

**Incoming Tasks Redirect No Answer**

The number of tasks offered at the agent's terminal or phone that were redirected on failure to respond. The value is updated in the database at the time the call is diverted to another device.

Derived from: Agent_Skill_Group_Half_Hour.RedirectNoAnsCallsToHalf

**Incoming Tasks Trans In**

The number of calls transferred to agents in the skill group during the half-hour interval. This value is updated when the agent completes the call.

Derived from: Agent_Skill_Group_Half_Hour.TransferredInCallsToHalf

**Note**

For blind transfers in Unified CCE 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 Unified CCE without an IPCC System PG.
*Incoming Tasks Conf In

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

Derived from: Agent_Skill_Group_Half_Hour.ConferencedInCallsToHalf

Note For blind conferences in Unified CCE 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 Unified CCE without an IPCC System PG.

*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_HourIncomingCallsOnHoldToHalf

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 agent's 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 Unified CCE, the value is updated in the database when an agent blind conferences the call to an IVR.

For blind conferences in Unified CCE 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

**OutBound Tasks Conf Out**

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

Derived from: Agent_Skill_Group_Half_Hour.ConferencedOutCallsToHalf

**OutBound Tasks Conf Out Time**

The total time in HH:MM:SS (hours, minutes, seconds) that the agent spent in conference calls that they initiated. The conferenced out calls include ACD and non-ACD calls. The value includes any HoldTime for the call. The value is updated in the database when the agent drops off the call or the call becomes a simple two-party call.

Derived from: Agent_Skill_Group_Half_Hour.ConferencedOutCallsTimeToHalf
*OutBound Tasks Cons Out

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

Derived from: Agent_Skill_Group_Half_Hour.ConsultativeCallsToHalf

*OutBound Tasks Cons Out Time

The total time in HH:MM:SS (hours, minutes, seconds) that agents spent handling consultative calls with at least one ACD call on hold. The value is updated in the database when the after-call work time associated with the consultative call (if any) has completed.

Derived from: Agent_Skill_Group_Half_Hour.ConsultativeCallsTimeToHalf

*OutBound Tasks Ext Out

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

Derived from: Agent_Skill_Group_Half_Hour.AgentOut CallsToHalf

*OutBound Tasks Hand Time

The total handle time, in HH:MM:SS (hours, minutes, seconds), for completed outbound tasks handled by the agent in the skill group during the half-hour interval. The AgentOutCallsTime value includes the time spent from the call being initiated by the agent to the time the agent completes after-task work time for the task. The value is updated in the database when the after-task work time associated with the task (if any) has completed.

Derived from: Agent_Skill_Group_Half_Hour.AgentOutCallsTimeToHalf

*OutBound Tasks Talk + Hold Time

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

Derived from: Agent_Skill_Group_Half_Hour.AgentOutCallsTalkTimeToHalf

*OutBound Tasks Talk Out Time

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

Derived from: Agent_Skill_Group_Half_Hour.TalkOutTimeToHalf
*OutBound Tasks Hold Tasks

The total number of completed outbound ACD calls that agents in the skill group have placed on hold at least once. The value is updated in the database when the after-call work time associated with the call (if any) has completed.

Derived from: Agent_Skill_Group_Half_Hour.AgentOutCallsOnHoldToHalf

*OutBound Tasks Hold Time

The total time in HH:MM:SS (hours, minutes, seconds) that outbound ACD calls were placed on hold by agents in the skill group during the half-hour interval. This value is updated in the database when the after-call work associated with the call (if any) has complete.

Derived from: Agent_Skill_Group_Half_Hour.AgentOutCallsOnHoldTimeToHalf

*Other Tasks TalkTime

The total time in HH:MM:SS (hours, minutes, seconds) that agents in the skill group spent talking on other calls (neither inbound nor outbound) during the half-hour interval. Examples of other calls include agent-to-agent transfers and supervisor calls. TalkOtherTime is included in the calculation of TalkTime and LoggedOnTime.

Derived from: Agent_Skill_Group_Half_Hour.TalkOtherTimeToHalf

*Internal Tasks Int Tasks

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

Derived from: Agent_Skill_Group_Half_Hour.InternalCallsToHalf

*Internal Tasks Int Tasks Time

The total time in HH:MM:SS (hours, minutes, seconds) that spent on internal calls initiated by the agent during the half-hour interval. The value is updated in the database when the after-call work time associated with the call (if any) is completed.

Derived from: Agent_Skill_Group_Half_Hour.InternalCallsTimeToHalf

*Internal Tasks Int Rcvd

The number of internal calls received by the agent during the half-hour interval. The value is updated in the database when the after-call work time associated with the call (if any) is completed.

Derived from: Agent_Skill_Group_Half_Hour.InternalCallsRcvdToHalf

*Internal Tasks Int Rcvd Time

The total time in HH:MM:SS (hours, minutes, seconds) that spent on internal calls received by the agent during the half-hour interval. The value is updated in the database when the after-call work time associated with the call (if any) is completed.

Derived from: Agent_Skill_Group_Half_Hour.InternalCallsRcvdTimeToHalf
*Internal Tasks Hold*

The total number of internal calls the agent placed on hold at least once. The value is updated in the database when the after-call work time associated with the call (if any) is completed.

Derived from: Agent_Skill_Group_Half_Hour.InternalCallsOnHoldToHalf

*Internal Tasks Hold Time*

The total time in HH:MM:SS (hours, minutes, seconds) that completed internal calls were placed on hold during the half-hour interval. The value is updated in the database when the after-call work time associated with the call (if any) is completed.

Derived from: Agent_Skill_Group_Half_Hour.InternalCallsOnHoldTimeToHalf

*Task Treatment Supv Assist*

The number of calls for which agents received supervisor assistance during the half-hour interval. The value is updated in the database when the supervisor assist call completes.

Derived from: Agent_Skill_Group_Half_Hour.SupervAssistCallsToHalf

*Task Treatment Supv Assist Time*

The total time in HH:MM:SS (hours, minutes, seconds) that agents in the skill group spent on supervisor-assisted calls during the half-hour interval. The value is updated in the database when the supervisor assist call completes.

Derived from: Agent_Skill_Group_Half_Hour.SupervAssistCallsTimeToHalf

*Task Treatment Barge In*

(Unified CCE 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*

(Unified CCE 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*

(Unified CCE 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. 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 during the half-hour interval. TalkAutoOutTime is included in the calculation of LoggedOnTime.

Derived from: Agent_Skill_Group_Half_Hour.TalkAutoOutTimeToHalf

*Auto Out Hold

(Outbound Option only) The total number of completed AutoOut (predictive) calls that the agent in the skill group has placed on hold at least once. The value is updated in the database when the after-call work time associated with the call (if any) has completed.

Derived from: Agent_Skill_Group_Half_Hour.AutoOutCallsOnHoldToHalf

*Auto Out Hold Time

(Outbound Option only) The total time in HH:MM:SS (hours, minutes, seconds) that AutoOut (predictive) calls were placed on hold by the agent in the skill group during the half-hour interval. This value is updated in the database when the after-call work associated with the call (if any) has completed.

Derived from: Agent_Skill_Group_Half_Hour.AutoOutCallsOnHoldTimeToHalf

*Preview Tasks

(Outbound Option only) The total number of completed outbound Preview calls made by the agent in the skill group during the half-hour interval. This value is updated in the database when the after-call work time associated with the call (if any) has completed.

Derived from: Agent_Skill_Group_Half_Hour.PreviewCallsToHalf

*Preview Handle Time

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

The PreviewCallsTime value includes the time spent from the call being initiated to the time the agent completes after-call work time for the call. The value is updated in the database when the after-call work time associated with the call (if any) has completed.

Derived from: Agent_Skill_Group_Half_Hour.PreviewCallsTimeToHalf

*Preview Talk + Hold Time

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

This value includes the time spent from the call being initiated to the time the agent begins after-call work for the call. It includes the HoldTime associated with the call. PreviewCallsTalkTime is updated in the database when the after-call work time associated with the call (if any) has completed.

Derived from: Agent_Skill_Group_Half_Hour.PreviewCallsTalkTimeToHalf
*Preview Talk Time

(Outbound Option only) The total time in HH:MM:SS (hours, minutes, seconds) that the agent spent talking on outbound Preview calls during the half-hour interval. TalkPreviewTime is included in the calculation of LoggedOnTime.

Derived from: Agent_Skill_Group_Half_Hour.TalkPreviewTimeToHalf

*Preview Hold

(Outbound Option only) The total number of completed outbound Preview calls that the agent in the skill group placed on hold at least once. The value is updated in the database when the after-call work time associated with the call (if any) has completed.

Derived from: Agent_Skill_Group_Half_Hour.PreviewCallsOnHoldToHalf

*Preview Hold Time

(Outbound Option only) The total time in HH:MM:SS (hours, minutes, seconds) that outbound Preview calls were placed on hold by the agent in the skill group during the half-hour interval. This value is updated in the database when the after-call work associated with the call (if any) has completed.

Derived from: Agent_Skill_Group_Half_Hour.PreviewCallsOnHoldTimeToHalf

*Reserve Tasks

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

Derived from: Agent_Skill_Group_Half_Hour.ReserveCallsToHalf

*Reserve Handle Time

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

The ReserveCallsTime value includes the time spent from the call being initiated to the time the agent completes after-call work time for the call. The value is updated in the database when the after-call work time associated with the call (if any) has completed.

Derived from: Agent_Skill_Group_Half_Hour.ReserveCallsTimeToHalf

*Reserve Talk + Hold Time

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

This value includes the time spent from the task being initiated to the time the agent begins after-task work for the task. It includes the HoldTime associated with the call. ReserveCallsTalkTime is updated in the database when the after-call work time associated with the call (if any) has completed.

Derived from: Agent_Skill_Group_Half_Hour.ReserveCallsTalkTimeToHalf
**Reserve Talk Time**

(Outbound Option only) The total time in HH:MM:SS (hours, minutes, seconds) that the agent spent talking on agent reservation calls during the half-hour interval. TalkReserveTime is included in the calculation of LoggedOnTime.

Derived from: Agent_Skill_Group_Half_Hour.TalkReserveTimeToHalf

**Reserve Hold**

(Outbound Option only) The total number of completed agent reservation calls that the agent in the skill group placed on hold at least once. The value is updated in the database when the after-call work time associated with the call (if any) has completed.

Derived from: Agent_Skill_Group_Half_Hour.ReserveCallsOnHoldToHalf

**Reserve Hold Time**

(Outbound Option only) The time in HH:MM:SS (hours, minutes, seconds) agent reservation calls were placed on hold by the agent in the skill group during the half-hour interval. This value is updated in the database when the after-call work associated with the call (if any) has completed.

Derived from: Agent_Skill_Group_Half_Hour.ReserveCallsOnHoldTimeToHalf

**Time Zone**

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

Derived from: Agent_Skill_Group_Half_Hour.TimeZone

**Recovery Key**

A value used internally by the 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 Historical Database Server (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
Agent By Agent Reports

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.NetConfOutCallsTimeToHalf

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 10-8, for an illustration of this report.

### Overview:

<table>
<thead>
<tr>
<th>Subject</th>
<th>An overall summary of the not ready status of agents in a given time period. For details on individual sessions, see the Agent31 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>If you want to report on agent Not Ready reason codes, configure the Not Ready Reason codes in the Configuration Manager AND on the agent desktop software (CTI or Cisco Agent Desktop). Also, in a Unified CCE environment, ensure that agent event detail is enabled on the Cisco Unified Communications Manager peripheral. It is enabled by default in the Configuration Manager only for the Unified CCE peripheral.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Purpose</th>
<th>To check overall historical agent availability.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Applicable environment</td>
<td>Unified CCE, Unified 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, and Reason_Code.ReasonCodeName</td>
</tr>
<tr>
<td>Drilldowns available</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 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: \((\text{Agent}_\text{-Event_Detail}.\text{DateTime} - \text{Agent}_\text{-Event_Detail}.\text{LoginDateTime})\)

Note

If an agent is a part of multiple Media Routing Domains, this field displays the total logon duration for all domains. This can be explained with the following example:

An agent X is a part of two Media Routing Domains: MRD1 and MRD2. In MRD1, the agent has logged in twice for the duration 2:00:00 (HH:MM:SS) and 1:00:00 (HH:MM:SS). In MRD2, the agent has logged in twice for the duration 4:00:00 (HH:MM:SS) and 3:00:00 (HH:MM:SS).

When you generate the Agent 30 report for agent X, the total logon duration for each Media Routing Domain is the agent’s total duration in MRD1 and MRD2 (10:00:00). That is,

For MRD1,
\[\text{Logon Duration} = \text{duration in (MRD1 + MRD2)} = 10:00:00\ (HH:MM:SS)\]
\[\text{Logon Session} = 4\]

For MRD2,
\[\text{Logon Duration} = \text{duration in (MRD1 + MRD2)} = 10:00:00\ (HH:MM:SS)\]
\[\text{Logon Session} = 4\]

Logon Sessions

The number of logon sessions that are summarized. It is calculated by the count of distinct login times.

Derived from: \(\text{COUNT(DISTINCT Agent}_\text{-Event_Detail}.\text{LoginDateTime})\)

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.

Derived from: \(\text{Reason}_\text{-Code}.\text{ReasonCodeName}\) (if reason code text is configured and) \(\text{Agent}_\text{-Event_Detail}.\text{ReasonCode}\)

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 Configuration Manager's Agent Desk Settings List tool.

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: \(\text{Agent}_\text{-Event_Detail}.\text{Duration}\)
% Logon Duration

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

Derived from: \( \frac{(\text{Agent Event Detail.Duration} / (\text{Agent Event Detail.DateTime} - \text{Agent Event Detail.LoginDateTime}))}{\text{sum of Agent Event Detail.Duration for all not ready reason codes}} \)

% Not Ready

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

Derived from: \( \frac{(\text{Agent Event Detail.Duration} / (\text{sum of Agent Event Detail.Duration for all not ready reason codes}))}{\text{sum of Agent Event Detail.Duration for all not ready reason codes}} \)

Media Summary

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

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 10-9, for an illustration of this report.

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

#### Purpose
To check agent availability in a logon session.

The agent state trace data is not turned on by default. Turning it on may have a negative effect on your system.

1. Use the Configuration Manager to turn on this option.
2. Enabling the Agent State Trace option causes the generation of a large amount of historical data. It is recommended that you only enable this option for a small subset of your agents and only for a limited amount of time.

#### Applicable environment
Unified CCE, Unified ICM

#### Template type
Historical table

#### Default sort order
By Person.LastName, Person.FirstName, Media_Routing_Domain.EnterpriseName, Agent_Event_Detail.LoginDateTime, Reason_Code.ReasonCodeName

#### Drilldowns
No

#### Schema database table
- Media_Routing_Domain
- Person
- Agent
- Agent_Event_Detail
- Reason_Code

#### Data:

**Media**

The media routing domain into which the agent is logged.

Derived from: Media_Routing_Domain.EnterpriseName

**Agent**

The agent's last and first name.

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

**Logon DateTime**

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

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

Reason Code
A code and text (if configured) from the peripheral that indicates the reason for the agent's last state change. If not defined, this displays 0.
Derived from: Reason_Code.ReasonCodeName (if reason code text is configured and) Agent_Event_Detail.ReasonCode

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 Configuration Manager's Agent Desk Settings List tool.

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.

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 4-68
• Agent by Peripheral Real-Time Reports, page 4-70
• Agent by Peripheral Historical Reports, page 4-79

Summary List of Agent by Peripheral Reports

The following table lists all the Unified ICM Agents by Peripheral report templates that WebView provides. Each of these templates can be used in a Unified CCE environment, a few of them can be used only in a Unified CCE environment, and most of them can be used in either a Unified CCE or a Unified 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 4-80</td>
<td>Unified CCE, Unified 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 4-82</td>
<td>Unified CCE, Unified 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 4-85</td>
<td>Unified CCE, Unified 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 4-71</td>
<td>Unified CCE, Unified ICM</td>
<td>real-time table</td>
<td>Current agent states for each agent within the selected peripheral(s).</td>
</tr>
</tbody>
</table>
### Chapter 4  Agent Report Templates

#### Agent by Peripheral Reports

<table>
<thead>
<tr>
<th>Report ID</th>
<th>Description</th>
<th>Report Type</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>agtp21</td>
<td>Agent Peripheral Task Summary Half Hour Report, page 4-88</td>
<td>Unified CCE, Unified ICM / 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>agtp22</td>
<td>Agent Peripheral Task Summary Daily Report, page 4-93</td>
<td>Unified CCE, Unified ICM / historical table</td>
<td>Task summary for each agent within the selected peripheral(s), organized by the selected day(s).</td>
</tr>
<tr>
<td>agtp23</td>
<td>Agent Peripheral Performance Summary Half Hour Report, page 4-97</td>
<td>Unified CCE, Unified ICM / historical table</td>
<td>Agent state summary for each agent within the selected peripheral(s), organized by the selected half hour(s).</td>
</tr>
<tr>
<td>agtp24</td>
<td>Agent Peripheral Performance Summary Daily Report, page 4-101</td>
<td>Unified CCE, Unified ICM / historical table</td>
<td>Agent state summary for each agent within the selected peripheral(s), organized by the selected day(s).</td>
</tr>
<tr>
<td>agtp25</td>
<td>Agent Peripheral Consolidated Half Hour Report Template, page 4-105</td>
<td>Unified CCE, Unified ICM / historical table</td>
<td>Agent half-hour activity and performance for all the agents connected to the selected peripheral(s) during the selected half-hour interval(s).</td>
</tr>
<tr>
<td>agtp26</td>
<td>Agent Peripheral Consolidated Daily Report, page 4-109</td>
<td>Unified CCE, Unified ICM / historical table</td>
<td>Agent half-hour activity and performance for all the agents connected to the selected peripheral(s) during the selected day interval(s).</td>
</tr>
</tbody>
</table>
### Agent by Peripheral Reports

<table>
<thead>
<tr>
<th>Report Name</th>
<th>Database(s)</th>
<th>Table Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>agtper27: Agent Peripheral Historical All Fields Report, page 4-114</td>
<td>Unified CCE, Unified 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). The software generates Agent_Half_Hour records for each agent. This report is for online viewing or for exporting to Excel. It is not formatted for printing.</td>
</tr>
<tr>
<td>agtper28: Agent Peripheral real-time All Fields Report, page 4-74</td>
<td>Unified CCE, Unified 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). The software generates Agent_Real_Time records for each agent. This report is for online viewing or for exporting to Excel. It is not formatted for printing.</td>
</tr>
</tbody>
</table>

**Agent by Peripheral Real-Time Reports**

- agtper20: Agent Peripheral real-time Report, page 4-71
- agtper28: Agent Peripheral real-time All Fields Report, page 4-74
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 web media. |
| Purpose | To show the current agent status for all the agents connected to the selected peripheral(s). |
| Applicable environment | Unified CCE, Unified 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/Unified CCE 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 not defined, this displays 0.
Derived from: Agent_Real_Time.ReasonCode

---

**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 Configuration Manager's Agent Desk Settings List tool.
- You must enable reason code reporting by selecting the “agent event detail” check box in the Configuration Manager's PG Explorer.

**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
Agent by Peripheral Reports

Chapter 4      Agent Report Templates

Agent by Peripheral Reports

– 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 (Unified 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 Unified 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 Unified 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>Subject</th>
<th>A table of all the agents on the selected peripherals listing all the available agent real-time report data. Fields applicable to a voice domain only are prefixed with an asterisk (*). Such fields are not applicable for e-mail or web media.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Purpose</td>
<td>To show all the available agent peripheral real-time data in the Agent_Real_Time database table so that you can select which data you want for a customized agent peripheral real-time report.</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>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. 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>Unified CCE, Unified ICM</td>
</tr>
<tr>
<td>Template type</td>
<td>Real-time table</td>
</tr>
</tbody>
</table>
### Data:

#### Peripheral

The enterprise name of the peripheral and its ID.

Derived from: Peripheral.EnterpriseName and Peripheral.PeripheralID

#### Agent Name (no label)

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

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

#### 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

---

<table>
<thead>
<tr>
<th>Sort order</th>
<th>By peripheral, then by agent within peripheral, 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_Real_Time  
Media_Routing_Domain  
Peripheral  
Person  
Skill_Group  
Controller_Time  
Service |
Agent by Peripheral Reports

- *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/Unified CCE 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.

Derived from: Agent_Real_Time.ReasonCode

**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 Configuration Manager's Agent Desk Settings List tool.
- You must enable reason code reporting by selecting the "agent event detail" check box in the Configuration Manager's PG Explorer.

**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 Unified CCE 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: AgentRealTime.AgentStatus

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

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

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

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

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

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

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

Available in MRD
Whether or not the agent is available to accept a task in this media routing domain:
A task is available for an agent 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 Unified 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 Unified 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 4-80
- agtper04: Agent Peripheral Task Detail Activity Report, page 4-82
- agtper05: Agent Peripheral Task Detail Performance Report, page 4-85
- agtper21: Agent Peripheral Task Summary Half Hour Report, page 4-88
- agtper22: Agent Peripheral Task Summary Daily Report, page 4-93
- agtper23: Agent Peripheral Performance Summary Half Hour Report, page 4-97
- agtper24: Agent Peripheral Performance Summary Daily Report, page 4-101
- agtper25: Agent Peripheral Consolidated Half Hour Report Template, page 4-105
- agtper26: Agent Peripheral Consolidated Daily Report, page 4-109
- agtper27: Agent Peripheral Historical All Fields Report, page 4-114
agtper03: Agent Peripheral Media 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:**

**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 Unified 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:
Chapter 4  Agent Report Templates

Agent by Peripheral Reports

Agent by Peripheral Reports

– 0 = Not Mobile (Local agent; normal ACD/Unified CCE 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.

Derived from: Agent_Logout.ReasonCode

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 Configuration Manager's Agent Desk Settings List tool.
• You must enable reason code reporting by selecting the “agent event detail” check box in the Configuration Manager's PG Explorer. For more information, see About Agent Log Out Reason Codes.

Agent Summary

The total log-on duration of each agent.
Report Summary

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

agtper04: Agent Peripheral Task Detail Activity Report

<table>
<thead>
<tr>
<th>Overview:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Subject</td>
<td>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.</td>
</tr>
</tbody>
</table>
| 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 web 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 | Unified CCE, Unified 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)
Agent by Peripheral Reports

Chapter 4      Agent Report Templates

*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**

<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>
</table>

**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: (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: \( \frac{\text{Agent\_Skill\_Group\_Half\_Hour.\Agent\_Out\_Calls\_On\_Hold\_Time\_To\_Half}}{\text{Agent\_Skill\_Group\_Half\_Hour.\Agent\_Out\_Calls\_On\_Hold\_To\_Half}} \)

**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: \( \text{Agent\_Skill\_Group\_Half\_Hour.\Internal\_Calls\_On\_Hold\_To\_Half} \)

**Internal Hold Tasks Avg Time**

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

Derived from: \( \frac{\text{Agent\_Skill\_Group\_Half\_Hour.\Internal\_Calls\_On\_Hold\_Time\_To\_Half}}{\text{Agent\_Skill\_Group\_Half\_Hour.\Internal\_Calls\_On\_Hold\_To\_Half}} \)

**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: \( \text{Agent\_Skill\_Group\_Half\_Hour.\SupervAssist\_Calls\_To\_Half} \)

**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: \( \frac{\text{Agent\_Skill\_Group\_Half\_Hour.\SupervAssist\_Calls\_Time\_To\_Half}}{\text{Agent\_Skill\_Group\_Half\_Hour.\SupervAssist\_Calls\_To\_Half}} \)

**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: \( \text{Agent\_Skill\_Group\_Half\_Hour.\Conferenced\_In\_Calls\_To\_Half} \)

**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: \( \frac{\text{Agent\_Skill\_Group\_Half\_Hour.\Conferenced\_In\_Calls\_Time\_To\_Half}}{\text{Agent\_Skill\_Group\_Half\_Hour.\Conferenced\_In\_Calls\_To\_Half}} \)
Agent by Peripheral Reports

Chapter 4      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

*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.NetConferencedOutCallsTimeToHalf)/
(Agent_Skill_Group_Half_Hour.ConferencedOutCallsToHalf +
Agent_Skill_Group_Half_Hour.NetConferencedOutCallsToHalf)

Peripheral Summary

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

Agent Summary

The total data for each agent.

Report Summary

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

agtper21: Agent Peripheral Task Summary Half Hour Report

<table>
<thead>
<tr>
<th>Overview:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Subject</td>
</tr>
<tr>
<td>Purpose</td>
</tr>
<tr>
<td>Applicable environment</td>
</tr>
<tr>
<td>Template type</td>
</tr>
<tr>
<td>Sort order</td>
</tr>
</tbody>
</table>
### Agent by Peripheral Reports

<table>
<thead>
<tr>
<th>Drilldowns available</th>
<th>Agent by Peripheral Reports</th>
</tr>
</thead>
</table>

**Data:**

**Peripheral**

The enterprise name and ID number of the peripheral on which the agent is working.

Derived from: Peripheral.EnterpriseName and Peripheral.PeripheralID

**Agent Name**

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

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

**Media**

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

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

Derived from: Media_Routing_Domain.EnterpriseName

**DateTime**

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

Derived from: Agent_Skill_Group_Half.Hour.DateTime

**Handled**

The 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 Unified 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

---

### Schema database tables

- Agent
- Agent_Skill_Group_Half_Hour
- Person
- Peripheral
- Media_Routing_Domain
- Skill_Group
**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 Unified CCE 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 Unified CCE 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 Unified CCE 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 Unified CCE 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 Unified 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.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**

(Unified CCE 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
(Unified CCE 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
(Unified CCE 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 10-10 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>Applicable environment</strong></td>
</tr>
<tr>
<td><strong>Template type</strong></td>
</tr>
<tr>
<td><strong>Sort order</strong></td>
</tr>
<tr>
<td><strong>Drilldowns available</strong></td>
</tr>
</tbody>
</table>
| **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.DateTimeField

**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 Unified 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.

Derived from: Agent_Skill_Group_Half_Hour.TransferredInCallsToHalf

---

**Note**

For blind transfers in Unified CCE 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 Unified CCE without an IPCC System PG.

---

**Conf In**

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

Derived from: Agent_Skill_Group_Half_Hour.ConferencedInCallsToHalf

---

**Note**

For blind conferences in Unified CCE 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 Unified CCE without an IPCC System PG.
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 Unified 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

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

Derived from: Agent_Skill_Group_Half_Hour.EmergencyAssistsToHalf

*Barge In

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

Derived from: Agent_Skill_Group_Half_Hour.BargeInCallsToHalf

*Intercept

(Unified CCE 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>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Subject</td>
<td>A table of all agents on the selected peripheral(s) showing each agent's performance summary data (logged on time, ASA, and time allocations across all agent states), gathered in half-hour increments. Fields applicable to a voice domain only are prefixed with an asterisk (*). Such fields are not applicable for e-mail or web media.</td>
</tr>
<tr>
<td>Purpose</td>
<td>To show agent half-hour performance for all the agents connected to the selected peripherals during the selected time period.</td>
</tr>
<tr>
<td>Applicable environment</td>
<td>Unified CCE, Unified ICM</td>
</tr>
<tr>
<td>Template type</td>
<td>Historical table</td>
</tr>
<tr>
<td>Sort order</td>
<td>By peripheral, then by media routing domain, agent's last name, first name, and date and time</td>
</tr>
<tr>
<td>Drilldowns available</td>
<td>No</td>
</tr>
<tr>
<td>Schema database tables</td>
<td>Agent, Agent_Skill_Group_Half_Hour, Person, Peripheral, Media_Routing_Domain, Skill_Group</td>
</tr>
</tbody>
</table>

**Data:**

**Peripheral**

The enterprise name 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 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:

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

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

Agent State Times:  **Not Active %**

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

Derived from:

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

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

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:

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

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: \(\text{Agent\_Skill\_Group\_Half\_Hour\_IncomingCallsOnHoldTimeToHalf}\)
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: (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 Unified 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 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

**Overview:**

| Subject | A table of all agents on the selected peripheral(s) showing each agent's performance summary data (logged on time, ASA, and time allocations across all agent states), gathered in day increments. Fields applicable to a voice domain only are prefixed with an asterisk (*). Such fields are not applicable for e-mail or web media. |
| Purpose | To show agent daily performance for all the agents connected to the selected peripheral(s) during the selected time period. |
| Applicable environment | Unified CCE, Unified 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 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: (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_Skill_Group_Half_Hour.LoggedOnTimeToHalf
Agent State Times: Active Time

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

Derived from: (Agent_Skill_Group_Half_Hour.TalkInTimeToHalf + Agent_Skill_Group_Half_Hour.TalkOutTimeToHalf + Agent_Skill_Group_Half_Hour.TalkOtherTimeToHalf + Agent_Skill_Group_Half_Hour.TalkAutoOutTimeToHalf + Agent_Skill_Group_Half_Hour.TalkPreviewTimeToHalf + Agent_Skill_Group_Half_Hour.TalkReserveTimeToHalf)

Agent State Times: Active %

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


Agent State Times: Not Active Time

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

Derived from: Agent_Skill_Group_Half_Hour.AvailTimeToHalf

Agent State Times: Not Active %

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

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

Agent State Times: Not Ready Time

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

Derived from: Agent_Skill_Group_Half_Hour.NotReadyTimeToHalf

Agent State Times: Not Ready %

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

Derived from: (Agent_Skill_Group_Half_Hour.NotReadyTimeToHalf / Agent_Skill_Group_Half_Hour.LoggedOnTimeToHalf)
Agent State Times: Hold Time

The 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 Unified ICM routed task to arrive during the half-hour interval.

Derived from: Agent_Skill_Group_Half_Hour.ReservedStateTimetoHalf

Agent State Times: Reserved %

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

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

Agent State Times: Wrap Up Time

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

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

Agent State Times: Wrap Up %

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

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

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 10-11 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></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 web 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>
<tr>
<td><strong>Drilldowns available</strong></td>
</tr>
<tr>
<td><strong>Schema database tables</strong></td>
</tr>
</tbody>
</table>

Data:

Peripheral
The enterprise name of the peripheral and its ID.
Derived from: Peripheral.EnterpriseName and Peripheral.PeripheralID
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 Unified 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 Unified 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.

Derived from: Agent_Skill_Group_Half_Hour.TransferredInCallsToHalf

**Note**

For blind transfers in Unified CCE 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 Unified CCE without an IPCC System PG.

**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 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 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_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 a Unified 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.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 agents in the report.

agtper26: Agent Peripheral Consolidated Daily Report

<table>
<thead>
<tr>
<th>Overview:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Subject</td>
</tr>
<tr>
<td>Note</td>
</tr>
<tr>
<td>Purpose</td>
</tr>
<tr>
<td>Applicable environment</td>
</tr>
</tbody>
</table>
Agent by Peripheral Reports

<table>
<thead>
<tr>
<th>Template type</th>
<th>Historical table</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sort order</td>
<td>By peripheral, then by media routing domain, agent's last name, first name, and date and time</td>
</tr>
<tr>
<td>Drilldowns available</td>
<td>No</td>
</tr>
</tbody>
</table>
| Schema database tables | Agent  
  Agent_Skill_Group_Half_Hour  
  Person  
  Peripheral  
  Media_Routing_Domain  
  Skill_Group  
  Skill_Group_Member |

Data:

**Peripheral**

The enterprise name of the peripheral and its ID.

Derived from: Peripheral.EnterpriseName and Peripheral.PeripheralID

**Media**

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

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

Derived from: Media_Routing_Domain.EnterpriseName

**Agent Name**

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

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

**Date**

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

Derived from: Agent_Skill_Group_Half_Hour.Date_Time

**Completed Tasks: Incoming Handled**

The number of Unified 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: \( \frac{\text{Agent\_Skill\_Group\_Half\_Hour\_HandledCallsTimeToHalf}}{\text{Agent\_Skill\_Group\_Half\_Hour\_CallsHandledToHalf}} \)

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

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

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

**Completed Tasks: Aban Hold**

The number of Unified 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: \( \text{Agent\_Skill\_Group\_Half\_Hour\_AbandonHoldCallsToHalf} \)

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

**Note**

For blind transfers in Unified CCE 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 Unified CCE without an IPCC System PG.
Agent by Peripheral Reports

Chapter 4  
Agent Report Templates

*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.

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_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 a Unified 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

### Overview:

<table>
<thead>
<tr>
<th>Subject</th>
<th>A table of all the agents in the selected peripherals listing all the available agent historical report data for the selected interval. Fields applicable to a voice domain only are prefixed with an asterisk (*). Such fields are not applicable for e-mail or web media.</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. Only fields specified as Outbound Option contain automated call data. In all other cases, outbound calls are agent-dialed ones.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Purpose</th>
<th>To show all the available agent-peripheral historical report data in the Agent_Skill_Group_Half_Hour database table so that you can select which data you want for a customized agent-peripheral historical report.</th>
</tr>
</thead>
<tbody>
<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. If that is not acceptable, you can also use a third-party tool to customize your report.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Applicable environment</th>
<th>Unified CCE, Unified ICM</th>
</tr>
</thead>
<tbody>
<tr>
<td>Template type</td>
<td>Historical table</td>
</tr>
<tr>
<td>Sort order</td>
<td>By peripheral, then by agent's last name, first name, and date and time</td>
</tr>
<tr>
<td>Drilldowns available</td>
<td>No</td>
</tr>
</tbody>
</table>
| Schema database tables | Agent  
Agent_Skill_Group_Half_Hour  
Person  
Peripheral  
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 Unified CCE 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 Unified CCE 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.

Derived from: Agent_Skill_Group_Half_Hour.ConferencedInCallsToHalf

**Note**

For blind conferences in Unified CCE 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 Unified CCE without an IPCC System PG.

*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**

(Unified CCE 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**

(Unified CCE 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**

(Unified CCE 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 the 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 Unified ICM systems) and NetQTime (for Unified CCE systems).

NOTE: With the existence of a network VRU, in a Unified ICME 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
**Agent by Peripheral Reports**

**Chapter 4  Agent Report Templates**

**Agent by Peripheral Reports**

*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 Extn

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 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 Unified CCE, the value is updated in the database when an agent blind conferences the call to an IVR.

For blind conferences in Unified CCE 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

*Internal Tasks 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

*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

*Internal Tasks 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 Peripheral Reports

Chapter 4      Agent Report Templates

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

Interrupted Time
The time in HH:MM:SS (hours, minutes, seconds, 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 Historical Database Server (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
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 4-127
- Agent by Skill Group Real-Time Reports, page 4-129
- Agent by Skill Group Historical Reports, page 4-140

Summary List of Agent by Skill Group Reports

The following table lists all the Unified ICM Agents by Skill Group report templates that WebView provides. Each of these templates can be used in a Unified CCE environment, a few of them can be used only in a Unified CCE environment, and most of them can be used in either Unified CCE or Unified 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 4-141</td>
<td>Unified CCE, Unified 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 4-143</td>
<td>Unified CCE, Unified 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 4-146</td>
<td>Unified CCE, Unified 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 4-129</td>
<td>Outbound Option (Unified CCE, Unified 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 4-149</td>
<td>Unified CCE, Unified 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>Report ID</td>
<td>Description</td>
<td>Outbound Option (Unified CCE, Unified ICM)</td>
<td>Data Type</td>
</tr>
<tr>
<td>------------------</td>
<td>-------------------------------------------------------------------------------</td>
<td>-------------------------------------------</td>
<td>------------</td>
</tr>
<tr>
<td>agtskg10:</td>
<td>Outbound Option (Blended Option) Predictive and Progressive Tasks Detail</td>
<td></td>
<td>historical table</td>
</tr>
<tr>
<td></td>
<td>Performance Report, page 4-151</td>
<td></td>
<td></td>
</tr>
<tr>
<td>agtskg11:</td>
<td>Outbound Option (Blended Agent) Preview Task Detail Performance Report, page</td>
<td></td>
<td>historical table</td>
</tr>
<tr>
<td></td>
<td>4-153</td>
<td></td>
<td></td>
</tr>
<tr>
<td>agtskg12:</td>
<td>Outbound Option (Blended Agent) Reservation Task Detail Performance Report,</td>
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<td>historical table</td>
</tr>
<tr>
<td></td>
<td>page 4-155</td>
<td></td>
<td></td>
</tr>
<tr>
<td>agtskg21:</td>
<td>Agent Skill Group Task Summary Half Hour Report, page 4-157</td>
<td>Unified CCE, Unified ICM</td>
<td>historical table</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>agtskg22:</td>
<td>Agent Skill Group Task Summary Daily Report, page 4-161</td>
<td>Unified CCE, Unified ICM</td>
<td>historical table</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>agtskg23:</td>
<td>Agent Skill Group Performance Summary Half Hour Report, page 4-164</td>
<td>Unified CCE, Unified ICM</td>
<td>historical table</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>agtskg24:</td>
<td>Agent Skill Group Performance Summary Daily Report, page 4-168</td>
<td>Unified CCE, Unified ICM</td>
<td>historical table</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>agtskg25:</td>
<td>Agent Skill Group Consolidated Half Hour Report, page 4-172</td>
<td>Unified CCE, Unified ICM</td>
<td>historical table</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>agtskg26:</td>
<td>Agent Skill Group Consolidated Daily Report, page 4-176</td>
<td>Unified CCE, Unified ICM</td>
<td>historical table</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### Agent by Skill Group Real-Time Reports

- agtskg06: Outbound Option (Blended Agent) Status Report, page 4-129
- agtskg28: Agent Skill Group real-time All Fields Report, page 4-131
- agtskg30: IPCC Agent Skill Group real-time Report, page 4-136

### agtskg06: Outbound Option (Blended Agent) Status Report

<table>
<thead>
<tr>
<th><strong>Overview:</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Subject</strong></td>
</tr>
<tr>
<td><strong>Purpose</strong></td>
</tr>
<tr>
<td><strong>Applicable environment</strong></td>
</tr>
<tr>
<td><strong>Template type</strong></td>
</tr>
<tr>
<td><strong>Default sort order</strong></td>
</tr>
</tbody>
</table>
Agent By Skill Group Reports

Chapter 4      Agent Report Templates

Agent By Skill Group Reports

<table>
<thead>
<tr>
<th>Data:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Skill Group</strong></td>
</tr>
<tr>
<td>The name of the skill group to which these agent is associated.</td>
</tr>
<tr>
<td>Derived from: Skill_Group.EnterpriseName</td>
</tr>
<tr>
<td><strong>Agent Name</strong></td>
</tr>
<tr>
<td>The last and first name of the agent.</td>
</tr>
<tr>
<td>Derived from: Person.LastName + ' , ' + Person.FirstName</td>
</tr>
<tr>
<td><strong>Extension</strong></td>
</tr>
<tr>
<td>The phone extension assigned to the agent.</td>
</tr>
<tr>
<td>Derived from: Agent_Real_Time.Extension</td>
</tr>
<tr>
<td><strong>Agent State</strong></td>
</tr>
<tr>
<td>The current state of the agent. The following states can appear in this report:</td>
</tr>
<tr>
<td>– *Talking</td>
</tr>
<tr>
<td>– Active</td>
</tr>
<tr>
<td>– Work Ready</td>
</tr>
<tr>
<td>– Work Not Ready</td>
</tr>
<tr>
<td>– *Hold</td>
</tr>
<tr>
<td>– Paused</td>
</tr>
<tr>
<td><strong>States with an asterisk (*) are voice media only states.</strong></td>
</tr>
<tr>
<td>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.</td>
</tr>
<tr>
<td>Derived from: Agent_Real_Time.AgentState</td>
</tr>
<tr>
<td><strong>Campaign Name</strong></td>
</tr>
<tr>
<td>The name of the campaign to which this agent is assigned.</td>
</tr>
<tr>
<td>Derived from: Campaign.CampaignName</td>
</tr>
</tbody>
</table>

Drilldowns available | No |
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Schema database tables</td>
<td>Skill_Group</td>
</tr>
<tr>
<td></td>
<td>Agent</td>
</tr>
<tr>
<td></td>
<td>Person</td>
</tr>
<tr>
<td></td>
<td>Agent_Real_Time</td>
</tr>
<tr>
<td></td>
<td>Campaign</td>
</tr>
<tr>
<td></td>
<td>Query_Rule</td>
</tr>
</tbody>
</table>

Drilldowns available: No

Schema database tables:
- Skill_Group
- Agent
- Person
- Agent_Real_Time
- Campaign
- Query_Rule
*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

**Overview:**

<table>
<thead>
<tr>
<th>Subject</th>
<th>A table of all the selected skill groups listing all the available agent real-time report data.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Note:</strong> 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 web media.</td>
<td></td>
</tr>
<tr>
<td><strong>Note:</strong> In the following descriptions, agent-dialed outbound calls or tasks are different from Outbound Option calls that are automated program-dialed outbound calls. Unless, specified as Outbound Option, outbound calls are agent dialed ones.</td>
<td></td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Applicable environment</th>
<th>Unified CCE, Unified ICM</th>
</tr>
</thead>
<tbody>
<tr>
<td>Template type</td>
<td>Real-time table</td>
</tr>
<tr>
<td>Default sort order</td>
<td>By skill group, then by agent within skill group, and then by date.</td>
</tr>
</tbody>
</table>
Agent By Skill Group Reports

Chapter 4      Agent Report Templates

<table>
<thead>
<tr>
<th>Drilldowns available</th>
<th>No</th>
</tr>
</thead>
</table>
| 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/Unified CCE 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 Configuration Manager's Agent Desk Settings List tool.
• You must enable reason code reporting by selecting the "agent event detail" check box in the Configuration Manager's PG Explorer.

Derived from: Agent_Skill_Group_Real_Time.ReasonCode

Extension

The phone extension the agent is currently working on.

Derived from: Agent_Real_Time.Extension

Log on Date Time

The date and time the agent logged in.

Derived from: Agent_Skill_Group_Real_Time.DateTimeLogin
*Supv 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 Unified CCE 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 (Unified 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 Unified 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 Unified 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 10-14 for an illustration of this report.

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

#### 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

**Agent State**

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

- *Talking
- Active
- *Ready
- Not Active
- Work Ready

---

### Drildowns available

| No |

### Schema database tables

- Agent
- Agent_Real_Time
- Media_Routing_Domain
- Person
- Skill_Group
- Skill_Group_Real_Time
- Agent_Skill_Group_Real_Time
- Controller_Time
Agent By Skill Group Reports

Chapter 4      Agent Report Templates

Agent By Skill Group Reports

– 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/Unified CCE 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 Configuration Manager's Agent Desk Settings List tool.

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

Derived from: Agent_Real_Time.ReasonCode

*Supv Assist Reqstd

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

Derived from: Agent_Real_Time.RequestedSupervisorAssist

**Direction**

The direction of active task:

– In (inbound task - non voice tasks are always inbound)
– Out (outgoing external task)
– Other (outgoing 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 (Unified 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 Unified 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 Unified 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

- agtskg03: Agent Skill Group Logout Status Report, page 4-141
- agtskg04: Agent Task Detail Activity Report, page 4-143
- agtskg05: Agent Task Detail Performance Report, page 4-146
- agtskg07: Agent Skill Group Task Analysis Report, page 4-149
- agtskg10: Outbound Option (Blended Option) Predictive and Progressive Tasks Detail Performance Report, page 4-151
- agtskg11: Outbound Option (Blended Agent) Preview Task Detail Performance Report, page 4-153
- agtskg12: Outbound Option (Blended Agent) Reservation Task Detail Performance Report, page 4-155
- agtskg22: Agent Skill Group Task Summary Daily Report, page 4-161
- agtskg23: Agent Skill Group Performance Summary Half Hour Report, page 4-164
- agtskg24: Agent Skill Group Performance Summary Daily Report, page 4-168
- agtskg25: Agent Skill Group Consolidated Half Hour Report, page 4-172
- agtskg26: Agent Skill Group Consolidated Daily Report, page 4-176
- agtskg27: Agent Skill Group Historical All Fields Report, page 4-180
## agtskg03: Agent Skill Group Logout Status Report

<table>
<thead>
<tr>
<th>Overview:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Subject</strong></td>
</tr>
<tr>
<td>A table of all the agents in the selected skill groups showing logout data for each agent, gathered in half-hour increments</td>
</tr>
<tr>
<td><strong>Purpose</strong></td>
</tr>
<tr>
<td>To show ONLY agents who have logged out from the selected skill group(s) during the selected interval.</td>
</tr>
<tr>
<td><strong>Applicable environment</strong></td>
</tr>
<tr>
<td>Unified CCE, Unified 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 agent last name, first name, media, agent_enterprisename, skill group, and logon date</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&lt;br&gt;Agent_Skill_Group Logout&lt;br&gt;Media_Routing_Domain&lt;br&gt;Person&lt;br&gt;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 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 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_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 Date Time

The 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 Configuration Manager's Agent Desk Settings List tool.
- You must enable reason code reporting by selecting the "agent event detail" check box in the Configuration Manager's PG Explorer. For more information, see About Agent Log Out Reason Codes.


Media Summary

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

Report Summary

The total log-on duration of all agents in the report.
agtskg04: Agent Task Detail Activity Report

Overview:

<table>
<thead>
<tr>
<th>Subject</th>
<th>A table of all agents in the selected skill groups showing agent task detail data including information about incoming tasks, outgoing tasks, internal tasks, callbacks, and wrap-up work, gathered in half-hour increments.</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. Fields applicable to a voice domain only are prefixed with an asterisk (*). Such fields are not applicable for e-mail or web media.</td>
</tr>
<tr>
<td>Purpose</td>
<td>To show agent skill group activity for the selected time period.</td>
</tr>
<tr>
<td>Applicable environment</td>
<td>Unified CCE, Unified 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 routing domain, skill group, and logged on time</td>
</tr>
<tr>
<td>Drilldowns available</td>
<td>No</td>
</tr>
</tbody>
</table>
| Schema database tables | Agent
Agent_Half_Hour
Agent_Skill_Group_Half_Hour
Media_Routing_Domain
Person
Skill_Group |

Data:

**Agent Name**

The last and first name of the agent.

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

**Media**

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

Derived from: Media_Routing_Domain.EnterpriseName

**Skill Group**

The name of the skill group in which the agent is active.

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

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

Tasks Handled: Total Tasks
The total number of inbound tasks handled by the agent during the interval. This value is incremented when the after-task work associated with the task is completed.
Derived from: Agent_Skill_Group_Half_Hour.CallsHandledToHalf

Tasks Handled: Avg Time
The average length of time in hours, minutes, and seconds (HH:MM:SS format) for incoming tasks handled by the agent during the interval.
Derived from: Agent_Skill_Group_Half_Hour.HandledCallsTimeToHalf / Agent_Skill_Group_Half_Hour.CallsHandledToHalf

Tasks Handled: % Time
The percentage of all tasks handled by the agent for the period that were incoming tasks.
Derived from: Agent_Skill_Group_Half_Hour.HandledCallsTimeToHalf / Agent_Skill_Group_Half_Hour.LoggedOnTimeToHalf

% Wrap Up
The percentage of Log On duration that the agent spent in wrap-up in this skill group during the interval. An agent doing wrap-up work is either in the Work Ready or Work Not Ready state. This value is measured against the total time the agent was logged on during the interval.
Derived from: (Agent_Skill_Group_Half_Hour.WorkReadyTimeToHalf + Agent_Skill_Group_Half_Hour.WorkNotReadyTimeToHalf) / 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: 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: `Agent_Skill_Group_Half_Hour.AgentOutCallsTimeToHalf / 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: `Agent_Skill_Group_Half_Hour.AgentOutCallsTimeToHalf / 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: `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: `Agent_Skill_Group_Half_Hour.InternalCallsTimeToHalf / 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: `Agent_Skill_Group_Half_Hour.InternalCallsTimeToHalf / 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>A table of all agents in the selected skill groups showing agent data collected about agent performance relating to abandoned, held, assistance, and conference calls/tasks, gathered in half-hour increments. Fields applicable to a voice domain only are prefixed with an asterisk (*). Such fields are not applicable for e-mail or web media.</td>
</tr>
<tr>
<td>Purpose</td>
</tr>
<tr>
<td>To show agent performance in a skill group for the selected time period.</td>
</tr>
<tr>
<td>Applicable environment</td>
</tr>
<tr>
<td>Unified CCE, Unified ICM</td>
</tr>
<tr>
<td>Template type</td>
</tr>
<tr>
<td>Historical table</td>
</tr>
<tr>
<td>Default sort order</td>
</tr>
<tr>
<td>By last name, first name, media routing domain, and skill group</td>
</tr>
<tr>
<td>Drilldowns available</td>
</tr>
<tr>
<td>No</td>
</tr>
<tr>
<td>Schema database table</td>
</tr>
<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 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:
Agent_Skill_Group_Half_Hour.AbandonRingTimeToHalf / 
Agent_Skill_Group_Half_Hour.AbandonRingCallsToHalf

Incoming Hold Tasks Total Tasks

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

Incoming Hold Tasks Avg Time

The average on hold time associated with tasks the agent placed on hold or paused.
Derived from: Agent_Skill_Group_Half_Hour.IncomingCallsOnHoldTimeToHalf / 
Agent_Skill_Group_Half_Hour.IncomingCallsOnHoldToHalf

*Outgoing Hold Tasks Total Tasks

The total number of completed outbound tasks the agent placed on hold at least once. The value is incremented when the after-call work associated with the call is completed.
Derived from: Agent_Skill_Group_Half_Hour.AgentOutCallsOnHoldToHalf

*Outgoing Hold Tasks Avg Time

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

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

Derived from: Agent_Skill_Group_Half_Hour.InternalCallsOnHoldToHalf

*Internal Hold Tasks Avg Time*

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

Derived from: Agent_Skill_Group_Half_Hour.InternalCallsOnHoldTimeToHalf / Agent_Skill_Group_Half_Hour.InternalCallsOnHoldToHalf

*Sup Assist Tasks Total Tasks*

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

Derived from: Agent_Skill_Group_Half_Hour.SupervAssistCallsToHalf

*Sup Assist Tasks Avg Time*

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

Derived from: Agent_Skill_Group_Half_Hour.SupervAssistCallsTimeToHalf / Agent_Skill_Group_Half_Hour.SupervAssistCallsToHalf

*Conference In Tasks Total Tasks*

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

Derived from: Agent_Skill_Group_Half_Hour.ConferencedInCallsToHalf

*Conference In Tasks Avg Time*

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

Derived from: Agent_Skill_Group_Half_Hour.ConferencedInCallsTimeToHalf / Agent_Skill_Group_Half_Hour.ConferencedInCallsToHalf

*Conference Out Tasks Total Tasks*

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

Derived from: Agent_Skill_Group_Half_Hour.ConferencedOutCallsToHalf + 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.

Derived from: \( \frac{\text{Agent\_Skill\_Group\_Half\_Hour\_ConferencedOutCallsTimeToHalf} + \text{Agent\_Skill\_Group\_Half\_Hour\_NetConferencedOutCallsTimeToHalf}}{\text{Agent\_Skill\_Group\_Half\_Hour\_ConferencedOutCallsToHalf} + \text{Agent\_Skill\_Group\_Half\_Hour\_NetConferencedOutCallsToHalf}} \)

**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 10-12 for an illustration of this report.

<table>
<thead>
<tr>
<th>Overview</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Subject</td>
<td>A table of all agents in the selected skill groups analyzing all the</td>
</tr>
<tr>
<td></td>
<td>tasks handled by each agent, gathered in half-hour increments.</td>
</tr>
<tr>
<td></td>
<td>Fields applicable to a voice domain only are prefixed with an asterisk (*)</td>
</tr>
<tr>
<td>Purpose</td>
<td>To show all agent tasks in a skill group(s) for the selected time</td>
</tr>
<tr>
<td></td>
<td>period</td>
</tr>
<tr>
<td>Applicable</td>
<td>Unified CCE, Unified ICM</td>
</tr>
<tr>
<td>environment</td>
<td>Historical table</td>
</tr>
<tr>
<td>Template type</td>
<td>Historical table</td>
</tr>
<tr>
<td>Default sort order</td>
<td>By last name, first name, media routing domain, skill group, date,</td>
</tr>
<tr>
<td></td>
<td>and time</td>
</tr>
<tr>
<td>Drilldowns</td>
<td>No</td>
</tr>
<tr>
<td>available</td>
<td></td>
</tr>
<tr>
<td>Schema database</td>
<td>Agent</td>
</tr>
<tr>
<td>table</td>
<td>Agent_Skill_Group_Half_Hour</td>
</tr>
<tr>
<td></td>
<td>Media_Routing_Domain</td>
</tr>
<tr>
<td></td>
<td>Person</td>
</tr>
<tr>
<td></td>
<td>Skill_Group</td>
</tr>
</tbody>
</table>

**Data:**

**Agent Name**

The last and first name of the agent.

Derived from: Person.LastName + ‘ ’ + Person.FirstName

---

**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: \( \frac{\text{Agent\_Skill\_Group\_Half\_Hour\_ConferencedOutCallsTimeToHalf} + \text{Agent\_Skill\_Group\_Half\_Hour\_NetConferencedOutCallsTimeToHalf}}{\text{Agent\_Skill\_Group\_Half\_Hour\_ConferencedOutCallsToHalf} + \text{Agent\_Skill\_Group\_Half\_Hour\_NetConferencedOutCallsToHalf}} \)
Agent By Skill Group Reports

Chapter 4      Agent Report Templates

Agent By Skill Group Reports

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

(Unified CCE 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

(Unified CCE 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

(Unified CCE 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.

agtskg10: Outbound Option (Blended Option) Predictive and Progressive Tasks 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>
<tr>
<td>Drilldowns available</td>
</tr>
<tr>
<td>Schema database table</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>
**Data:**

**Skill Group Enterprise Name**

The name of the skill group.

Derived from: Skill_Group.EnterpriseName and Agent_Skill_Group_Half_Hour.SkillTargetId

**Agent Name**

The last and first name of the agent.

Derived from: Person.LastName + Person.FirstName

**Duration**

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

- WorkTime
- TalkTime
- HoldTime

The AgentAutoOutCallsTime measurement begins at the time the call initiates, and ends at the time the agent completes any after-call work for the call. The database updates this value when any after-call work time associated with a call ends.

Derived from: Agent_Skill_Group_Half_Hour.AutoOutCallsTimeToHalf

**Total Tasks**

The total number of completed AutoOut (predictive) calls that were made by agents in the skill group during the half-hour interval. The database updates this value when any after-call work time associated with a call ends.

Derived from: Agent_Skill_Group_Half_Hour.AutoOutCallsToHalf

**Talk Time**

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

This measurement begins at the time the call is initiated, and ends at the time the agent begins any after-call work for the call. TalkTime value includes the HoldTime associated with the call. The database updates the AgentAutoOutCallsTalkTime value when any after-call work time associated with the call ends.

Derived from: Agent_Skill_Group_Half_Hour.AutoOutCallsTalkTimeToHalf

**Avg Talk Time**

The average time the agent spent talking during the selected time period.

Derived from: Agent_Skill_Group_Half_Hour.AutoOutCallsTalkTimeToHalf / Agent_Skill_Group_Half_Hour.AutoOutCallsToHalf
Reserve Tasks

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

Derived from: Agent_Skill_Group_Half_Hour.ReserveCallsToHalf

Reserve Time

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

The ReserveCallsTime value includes the time spent from the call being initiated to the time the agent completes after-call work time for the call. The value is updated in the database when the after-call work time associated with the call (if any) has completed.

Derived from: Agent_Skill_Group_Half_Hour.ReserveCallsTimeToHalf

Avg Reserve Time

The average time the agent spent in handling reservation calls during the selected time period.

Derived from: Agent_Skill_Group_Half_Hour.ReserveCallsTimeToHalf / Agent_Skill_Group_Half_Hour.ReserveCallsToHalf

agtskg11: Outbound Option (Blended Agent) Preview Task Detail Performance 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 table**          | Agent  
Agent_Skill_Group_Half_Hour  
Person  
Skill_Group  
Skill_Group_Member |
Chapter 4      Agent Report Templates

Agent By Skill Group Reports

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`

---

**agtskg12: Outbound Option (Blended Agent) Reservation 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>
<tr>
<td>Drilldowns available</td>
</tr>
</tbody>
</table>
| Schema database table | Agent
  Agent_Skill_Group_Half_Hour
  Person
  Skill_Group |
Data:

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

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

Duration
The total handle time in HH:MM:SS (hours, minutes, seconds) for completed agent reservation calls handled by the agent in the skill group during the half-hour interval. Handle time includes the following three:
- Work Time
- Talk Time
- Hold Time
The AgentReservationCallsTime measurement begins at the time the call initiates, and ends at the time the agent completes any after-call work for the call. The database updates this value when any after-call work time associated with a call ends.
Derived from: Agent_Skill_Group_Half_Hour.ReserveCallsTimeToHalf

Reserve Tasks
The total number of completed agent reservation calls made by the agent in the skill group during the half-hour interval. The value is updated in the database when the after-call work time associated with the call (if any) has completed.
Derived from: Agent_Skill_Group_Half_Hour.ReserveCallsToHalf

Avg Reserve Time
The average time the agent spent in handling reservation calls during the selected time period.
Derived from: Agent_Skill_Group_Half_Hour.ReserveCallsTimeToHalf / Agent_Skill_Group_Half_Hour.ReserveCallsToHalf

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

Report Summary
The total of all agent data for all agents in report.
**agtskg21: Agent Skill Group Task Summary Half Hour Report**

See Agtskg21, page 10-12 for an illustration of this report.

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

**Data:**

**Agent Name**

The last and first name of the agent.

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

**Media**

The media routing domain into which the agent is logged 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 Unified 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 Unified 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 Unified 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.

Derived from: Agent_Skill_Group_Half_Hour.TransferredInCallsToHalf

*Note* For blind transfers in Unified CCE 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 Unified CCE without an IPCC System PG.

**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.

Derived from: Agent_Skill_Group_Half_Hour.ConferencedInCallsToHalf

*Note* For blind conferences in Unified CCE 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 Unified CCE without an IPCC System PG.

**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

| Subject | A table of all agents in the selected skill groups showing each agent's daily totals for incoming and outgoing task counts and task treatments, gathered in day increments.  
Note: This report contains the same data as the Agtskg21 report except that here the data is gathered by day rather than by half hour.  
Fields applicable to a voice domain only are prefixed with an asterisk (*). Such fields are not applicable for e-mail or web media. |
| Purpose | To show daily skill group activity for the selected time period. |
| Applicable environment | Unified CCE, Unified 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:**

**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
Agent By Skill Group Reports

Chapter 4  Agent Report Templates

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 Unified ICM routed tasks that the agent has handled.
Derived from: Agent_Skill_Group_Half_Hour.CallsHandledToHalf

Handled Time
The time the agent spent on Unified ICM routed tasks, 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. 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 Unified 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 of tasks this agent transferred out to another agent or skill group. This includes Consultative Calls if this transfer was consultative-not blind. This value is updated when the agent completes the transfer of the call.

Derived from: `Agent_Skill_Group_Half_Hour.TransferredOutCallsToHalf + Agent_Skill_Group_Half_Hour.NetTransferredOutCallsToHalf`

---

**Conf Out**

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

Derived from: `Agent_Skill_Group_Half_Hour.ConferencedOutCallsToHalf + 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`
Agent By Skill Group Reports

Chapter 4     Agent Report Templates

*Transfer In

The number of incoming tasks that were transferred to this agent from other agents within the same peripheral that did not go to IVR for queuing. This value is updated when the agent completes the call.

Derived from: Agent_Skill_Group_Half_Hour.TransferredInCallsToHalf

Note For blind transfers in Unified CCE 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 Unified CCE without an IPCC System PG.

*Conf In

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

Derived from: Agent_Skill_Group_Half_Hour.ConferencedInCallsToHalf

Note For blind conferences in Unified CCE 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 Unified CCE without an IPCC System PG.

Skill Group Summary

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

Media Summary

The total of all agent data for each media routing domain.

Agent Summary

The total of all agent data for each agent.

Report Summary

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

agtskg23: Agent Skill Group Performance Summary Half Hour Report

<table>
<thead>
<tr>
<th>Overview:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Subject</td>
<td>A table of all agents in the selected skill groups showing each agent's performance statistics, gathered in half-hour increments. Fields applicable to a voice domain only are prefixed with an asterisk (*). Such fields are not applicable for e-mail or web media.</td>
</tr>
<tr>
<td>Purpose</td>
<td>To show skill group half-hour performance for the selected time period.</td>
</tr>
</tbody>
</table>
Chapter 4  Agent Report Templates

Agent By Skill Group Reports

<table>
<thead>
<tr>
<th>Applicable environment</th>
<th>Unified CCE, Unified ICM</th>
</tr>
</thead>
<tbody>
<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
                                | 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 Unified 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 Unified 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**
(Unified CCE 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**
(Unified CCE 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**
(Unified CCE 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 Unified 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.

agtskg24: Agent Skill Group Performance Summary Daily Report

<table>
<thead>
<tr>
<th>Overview:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Subject</strong></td>
</tr>
</tbody>
</table>
| A table of all agents in the selected skill groups showing each agent's daily performance statistics, gathered by day(s).

Fields applicable to a voice domain only are prefixed with an asterisk (*). Such fields are not applicable for e-mail or web media.

**Note** This report contains the same data as the Agtskg23 report except that here the data is gathered by day rather than by half-hour.

| **Purpose** |
| To show skill group daily performance for the selected time period. |

| **Applicable environment** |
| Unified CCE, Unified ICM |

| **Template type** |
| Historical table |

<p>| <strong>Default sort order</strong> |
| By last name, first name, media, skill group, and then by date and time |</p>
<table>
<thead>
<tr>
<th>Drilldowns available</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Schema database tables</td>
<td>Agent&lt;br&gt;Agent_Skill_Group_Half_Hour&lt;br&gt;Media_Routing_Domain&lt;br&gt;Person&lt;br&gt;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 Unified 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 Unified 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*

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

Derived from: Agent\_Skill\_Group\_Half\_Hour.EmergencyAssistsToHalf

*Completed Tasks: Barge In*

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

Derived from: Agent\_Skill\_Group\_Half\_Hour.BargedInCallsToHalf

*Completed Tasks: Intercept*

(Unified CCE 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:
\[\text{Active Time} = \frac{1}{2} \left( \text{Agent\_Skill\_Group\_Half\_Hour\_Activity\_Time\_To\_Half} + \text{Agent\_Skill\_Group\_Half\_Hour\_Activity\_Time\_To\_Half} + \text{Agent\_Skill\_Group\_Half\_Hour\_Activity\_Time\_To\_Half} + \text{Agent\_Skill\_Group\_Half\_Hour\_Activity\_Time\_To\_Half} + \text{Agent\_Skill\_Group\_Half\_Hour\_Activity\_Time\_To\_Half} \right) \]

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 Unified 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.

agtskg25: Agent Skill Group Consolidated Half Hour Report

See Agtskg25, page 10-13 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>Note</strong></td>
</tr>
<tr>
<td><strong>Applicable environment</strong></td>
</tr>
<tr>
<td><strong>Template type</strong></td>
</tr>
<tr>
<td><strong>Default sort order</strong></td>
</tr>
<tr>
<td><strong>Drilldowns available</strong></td>
</tr>
</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 Unified 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
Agent By Skill Group Reports

Chapter 4        Agent Report Templates

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 Unified 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.
Derived from: Agent_Skill_Group_Half_Hour.TransferredInCallsToHalf

Note        For blind transfers in Unified CCE 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 Unified CCE without an IPCC System PG.

*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.LoggedOnTimeTimeToHalf

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 a Unified 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: \( \frac{\text{Agent_Skill_Group_Half_Hour.BusyOtherTimeToHalf}}{\text{Agent_Skill_Group_Half_Hour.LoggedOnTimeToHalf}} \)

---

**Skill Group Summary**

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

---

**Media Summary**

The total of all agent data for each media routing domain.

---

**Note**

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

---

**Report Summary**

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

---

**agtskg26: Agent Skill Group Consolidated Daily Report**

See Agtskg26, page 10-13 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></td>
</tr>
</tbody>
</table>

This report contains the same data as the Agtskg25 report except that here the data is gathered by day rather than by half hour.

Fields applicable to a voice domain only are prefixed with an asterisk (*). Such fields are not applicable for e-mail or web media.

| **Purpose** | To show skill group activity and performance for the selected time period. |
| **Applicable environment** | Unified ICM, Unified CCE |
| **Template type** | Historical table |
| **Default sort order** | By last name, first name, media, skill group, and then by date and time |
**Overview:**

<table>
<thead>
<tr>
<th>Drilldowns available</th>
<th>No</th>
</tr>
</thead>
</table>
| 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 Unified 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)
Agent By Skill Group Reports

Chapter 4 Agent Report Templates

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 Unified ICM routed calls to the agent that abandoned while the call was on hold and/or the number of paused tasks that the agent ended during the interval.
Derived from: Agent_Skill_Group_Half.Hour.AbandonHoldCallsToHalf

*Completed Tasks: Transfer In
The number of incoming calls that were transferred to this agent from other agents within the same peripheral that did not go to IVR for queuing. This value is updated when the agent completes the call.
Derived from: Agent_Skill_Group_Half.Hour.TransferredInCallsToHalf

Note For blind transfers in Unified CCE 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 Unified CCE without an IPCC System PG.

*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.
*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.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_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 a Unified 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.

agtskg27: Agent Skill Group Historical All Fields Report

<table>
<thead>
<tr>
<th>Overview:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Subject</strong></td>
</tr>
<tr>
<td><strong>Note</strong></td>
</tr>
<tr>
<td>Fields applicable to a voice domain only are prefixed with an asterisk (*). Such fields are not applicable for e-mail or web media. 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>
</tbody>
</table>
Agent By Skill Group Reports

<table>
<thead>
<tr>
<th>Purpose</th>
<th>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.</th>
</tr>
</thead>
</table>

**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**

Unified CCE, Unified 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 Unified ICM systems) and NetQTime (for Unified CCE systems).

Derived from: Agent_Skill_Group_Half_Hour.AnswerWaitTimeToHalf

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

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.

Derived from: Agent_Skill_Group_Half_Hour.ConferencedInCallsToHalf

**Note**

For blind transfers in Unified CCE 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 Unified CCE without an IPCC System PG.

**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.IncomingCallsOnHoldToHalf
Agent By Skill Group Reports

Chapter 4      Agent Report Templates

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.IncomingCallsOnHoldTimeToHalf

Incoming Tasks Aban Ring Time
The total time in HH:MM:SS (hours, minutes, seconds) that calls rang at an agent’s extension before abandoning and/or the number of seconds that tasks were in the Reserved state before being abandoned.
RingTime includes the seconds that the call spent ringing at an agent’s phone before being answered. The value is updated in the database at the time the call disconnects.
Derived from: Agent_Skill_Group_Half_Hour.AbandonRingTimeToHalf

Incoming Tasks Redirect Time
The total time in HH:MM:SS (hours, minutes, seconds) that tasks were offered to an agent before being redirected on failure to answer/respond. The value is updated in the database at the time the call is diverted to another device.
Derived from: Agent_Skill_Group_Half_Hour.RedirectNoAnsCallsTimeToHalf

*Incoming Tasks Trans In Time
The total time in HH:MM:SS (hours, minutes, seconds) that agents in the skill group spent handling calls transferred to them 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

*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 Unified CCE, the value is updated in the database when an agent blind conferences the call to an IVR.
For blind conferences in Unified CCE 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

**OutBound Tasks 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
*OutBound Tasks Hand Time*

The total handle time, in HH:MM:SS (hours, minutes, seconds), for completed outbound ACD calls handled by the agent in the skill group 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

*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 HoldTime associated with the call. AgentOutCallsTalkTime is updated in the database when the after-call-work time associated with the call (if any) has completed.

Derived from: Agent_Skill_Group_Half_Hour.AgentOutCallsTalkTimeToHalf

*OutBound Tasks Out Time*

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

Derived from: Agent_Skill_Group_Half_Hour.TalkOutTimeToHalf

*OutBound Tasks Hold*

The total number of completed outbound ACD calls that agents in the skill group have placed on hold at least once. The value is updated in the database when the after-call work time associated with the call (if any) has completed.

Derived from: Agent_Skill_Group_Half_Hour.AgentOutCallsOnHoldToHalf

*OutBound Tasks Hold Time*

The total time in HH:MM:SS (hours, minutes, seconds) that outbound ACD calls were placed on hold by agents in the skill group 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*

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`

*Internal 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`

*Internal Tasks 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 Tasks 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`

*Internal Tasks Hold*

The total number of internal calls the agent placed on hold at least once. The value is updated in the database when the after-call work time associated with the call (if any) is completed.

Derived from: `Agent_Skill_Group_Half_Hour.InternalCallsOnHoldToHalf`

*Internal Tasks Hold Time*

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

*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 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`
**Agent By Skill Group Reports**

**Chapter 4      Agent Report Templates**

### Agent By Skill Group Reports

#### Task Treatment Barge In

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

Derived from: `Agent_Skill_Group_Half_Hour.BargeInCallsToHalf`

#### Task Treatment Intercept

(Unified CCE 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

(Unified CCE 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:

\[
\text{HoldTimeToHalf} + \text{TalkInTimeToHalf} + \text{TalkOutTimeToHalf} + \\
\text{TalkOtherTimeToHalf} + \text{AvailTimeToHalf} + \text{NotReadyTimeToHalf} + \text{WorkReadyTimeToHalf} + \\
\text{WorkNotReadyTimeToHalf} + \text{BusyOtherTimeToHalf} + \text{ReservedStateTimeToHalf}
\]

Derived from: `Agent_Skill_Group_Half_Hour.LoggedOnTimeToHalf`

### Agent Performance Hold Time

The total time in HH:MM:SS (hours, minutes, seconds) that all tasks to the agent were on hold or paused 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

*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 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 Date/Time

The date and time that data was last written to the Historical Database Server (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`

---

**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 4-194
- Agent by Team Real-Time Reports, page 4-195
- Agent by Team Historical Reports, page 4-212
## Summary List of Agent by Team Reports

The following table lists all the Unified ICM Agents by Team report templates that WebView provides. Each of these templates can be used in a Unified CCE environment, a few of them can be used only in a Unified CCE environment, and most of them can be used in either a Unified CCE or Unified ICME. 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 4-196</td>
<td>Unified CCE, Unified 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 4-213</td>
<td>Unified CCE, Unified 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 4-215</td>
<td>Unified CCE, Unified 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 4-218</td>
<td>Unified CCE, Unified 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 4-198</td>
<td>Unified CCE, Unified 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 4-221</td>
<td>Unified CCE, Unified 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 4-226</td>
<td>Unified CCE, Unified 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 4-230</td>
<td>Unified CCE, Unified 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>
</tbody>
</table>
### Agent By Team Reports

<table>
<thead>
<tr>
<th>Report Name</th>
<th>Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>agteam24: Agent Team Performance Summary Daily Report, page 4-234</td>
<td>Unified CCE, Unified ICM</td>
<td>historical table</td>
</tr>
<tr>
<td>Agent state summary for each agent within the selected team(s), organized by the selected day(s).</td>
<td></td>
<td></td>
</tr>
<tr>
<td>agteam25: Agent Team Consolidated Half Hour Report, page 4-238</td>
<td>Unified CCE, Unified ICM</td>
<td>historical table</td>
</tr>
<tr>
<td>Agent half-hour activity and performance for all the agents in the selected team(s) during the selected half-hour interval(s).</td>
<td></td>
<td></td>
</tr>
<tr>
<td>agteam26: Agent Team Consolidated Daily Report, page 4-242</td>
<td>Unified CCE, Unified ICM</td>
<td>historical table</td>
</tr>
<tr>
<td>Agent daily activity and performance for all the agents in the selected team(s) during the selected day interval(s).</td>
<td></td>
<td></td>
</tr>
<tr>
<td>agteam27: Agent Team Historical All Fields Report, page 4-246</td>
<td>Unified CCE, Unified ICM</td>
<td>historical table</td>
</tr>
<tr>
<td>All the report data available from the Agent_Skill_Group_Half_Hour table, organized by agent team and then by agent within the team. This report is for online viewing or for exporting to Excel. It is not formatted for printing.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>agteam28: Agent Team real-time All Fields Report, page 4-202</td>
<td>Unified CCE, Unified ICM</td>
<td>real-time table</td>
</tr>
<tr>
<td>All the report data available from the Agent_Real_Time table, organized by agent team and then by agent within the team. This report is for online viewing or for exporting to Excel. It is not formatted for printing.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>agteam29: Agent SkillGroup Assignments Real-Time, page 4-207</td>
<td>Unified CCE, Unified ICM</td>
<td>real-time table</td>
</tr>
<tr>
<td>Table showing the skill groups assigned to the agents on a given team.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>agteam32: Agent Team State Counts real-time Report, page 4-209</td>
<td>Unified CCE, Unified ICM</td>
<td>real-time table</td>
</tr>
<tr>
<td>A table summary of the number of agents in various real-time states.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Agent by Team Real-Time Reports

- agteam02: Agent Skill Group Status Report, page 4-196
- agteam20: Agent Team real-time Report, page 4-198
- agteam28: Agent Team real-time All Fields Report, page 4-202
- agteam29: Agent SkillGroup Assignments Real-Time, page 4-207
- agteam32: Agent Team State Counts real-time Report, page 4-209
agteam02: Agent Skill Group Status Report

See Agteam02, page 10-14 for an illustration of this report.

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

<table>
<thead>
<tr>
<th>Data derived from Unified ICM Schema database tables</th>
<th>Agent</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Agent_Skill_Group_Real_Time</td>
</tr>
<tr>
<td></td>
<td>Agent_Team</td>
</tr>
<tr>
<td></td>
<td>Agent_Team_Member</td>
</tr>
<tr>
<td></td>
<td>Person</td>
</tr>
<tr>
<td></td>
<td>Media_Routing_Domain</td>
</tr>
<tr>
<td></td>
<td>Skill_Group</td>
</tr>
<tr>
<td></td>
<td>Controller_Time</td>
</tr>
</tbody>
</table>

**Data:**

**Agent Team**

The name of the agent team.

Derived from: Agent_Team.EnterpriseName

**Supervisor**

The agent team's primary supervisor.

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.

Derived from: Agent_Skill_Group_Real_Time.ReasonCode

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

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 10-16 for an illustration of this report.

<table>
<thead>
<tr>
<th>Overview:</th>
</tr>
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<tbody>
<tr>
<td>Subject</td>
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<td>Default sort order</td>
</tr>
<tr>
<td>Drilldowns available</td>
</tr>
</tbody>
</table>
| Schema database tables        | Agent
Agent_Real_Time
Agent_Team
Agent_Team_Member
Person
Media_Routing_Domain
Skill_Group |
Chapter 4      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

**Agent State**

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

- *Talking
- Active
- *Ready
Agent By Team Reports

Chapter 4 Agent Report Templates

Agent By Team Reports

– 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/Unified CCE 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 Configuration Manager's Agent Desk Settings List tool.
- You must enable reason code reporting by selecting the "agent event detail" check box in the Configuration Manager's PG Explorer.

Derived from: Agent_Real_Time.ReasonCode

**Supv Assist Reqstd**

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

**Direction**

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

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

**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.

**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**

Unified CCE, Unified 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
Person
Media_Routing_Domain
Agent_Real_Time
Agent_Team_MEMBER
Agent_Team, Skill_Group

---

**Data:**

**Agent Team**

The Enterprise Name of the agent team and the Agent Team Skill ID.

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

The agent's primary supervisor. 

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/Unified CCE 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.

> 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 Configuration Manager's Agent Desk Settings List tool.

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

Derived from: Agent_Real_Time.ReasonCode

**Duration in Current State**

The length of time since the agent's state last changed, measured in HH:MM:SS (hours, minutes, seconds) format.

Derived from: DATEDIFF(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 Unified CCE 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 (Unified 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 Unified 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 Unified 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 10-20 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>
</tbody>
</table>
### Agent By Team Reports

#### 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 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.

---

<table>
<thead>
<tr>
<th>Drilldowns available</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Schema database tables</td>
<td>Person&lt;br&gt;Agent&lt;br&gt;Agent_Team_Member&lt;br&gt;Agent_Team&lt;br&gt;Skill_Group_Member&lt;br&gt;Skill_Group&lt;br&gt;Media_Routing_Domain</td>
</tr>
</tbody>
</table>
agteam32: Agent Team State Counts real-time Report

See Agteam32, page 10-21 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>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>Media</strong></td>
</tr>
<tr>
<td>The media routing domain into which the agent is logged. This is the media routing domain with which the agent's Skill Group is associated.</td>
</tr>
<tr>
<td>Derived from: Media_Routing_Domain.EnterpriseName</td>
</tr>
</tbody>
</table>

| **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.

Derived from: Count of agents where Agent_Real_Time.AvailableInMRD != “0”

---

**Note**

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

---

**Note**

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.
Agent by Team Historical Reports

- agteam03: Agent Logout Status By Team Report, page 4-213
- agteam04: Agent Task Detail Activity Report, page 4-215
- agteam05: Agent Task Detail Performance Report By Team, page 4-218
- agteam21: Agent Team Task Summary Half Hour Report, page 4-221
- agteam23: Agent Team Performance Summary Half Hour Report, page 4-230
- agteam24: Agent Team Performance Summary Daily Report, page 4-234
- agteam25: Agent Team Consolidated Half Hour Report, page 4-238
- agteam26: Agent Team Consolidated Daily Report, page 4-242
- agteam27: Agent Team Historical All Fields Report, page 4-246
- agteam33: Agent Team Incoming/Outgoing Task Durations With Agent Detail Half Hour, page 4-259
- agteam34: Agent Team Incoming/Outgoing Task Durations With Agent Detail Daily, page 4-263
- agteam35: Agent Team Incoming/Outgoing Task Durations Half Hour, page 4-267
- agteam36: Agent Team Incoming/Outgoing Task Durations Daily, page 4-271

Note: When you generate the agteam23 report with the specified date and time, the value of the “Busy other” field exceeds 30 minutes. You see this status when the agent is a part of multiple skill groups. This is also applicable when the agteam26 and agteam27 reports are generated.
### agteam03: Agent Logout Status By Team Report

See Agteam03, page 10-15 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>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><strong>Data:</strong></th>
</tr>
</thead>
</table>

**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 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
Agent By Team Reports

Chapter 4 Agent Report Templates

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

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

Log Out DateTime
The 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 Configuration Manager's Agent Desk Settings List tool.
You must enable reason code reporting by selecting the "agent event detail" check box in the 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>Overview:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Subject</strong></td>
</tr>
<tr>
<td><strong>Note</strong></td>
</tr>
<tr>
<td><strong>Fields applicable to a voice domain only are prefixed with an asterisk (*).</strong> Such fields are not applicable for e-mail or web media.</td>
</tr>
<tr>
<td><strong>Purpose</strong></td>
</tr>
<tr>
<td><strong>Applicable environment</strong></td>
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<td><strong>Template type</strong></td>
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<tr>
<td><strong>Default sort order</strong></td>
</tr>
<tr>
<td><strong>Drilldowns available</strong></td>
</tr>
</tbody>
</table>
| **Schema database tables** | Agent  
Agent_Half_Hour  
Agent_Skill_Group_Half_Hour  
Agent_Team  
Agent_Team_Member  
Person  
Media_Routing_Domain  
Skill_Group |
Data:

**Agent Team**

The name of the agent team.

Derived from: Agent_Team.EnterpriseName

**Supervisor**

The agent 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

**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

*CB Messages Total Tasks

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

Derived from: Agent_Skill_Group_Half_Hour.CallbackMessagesToHalf

*CB Messages Avg Time

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

Derived from: Agent_Skill_Group_Half_Hour.CallbackMessagesTimeToHalf / Agent_Skill_Group_Half_Hour.CallbackMessagesToHalf

Agent Team Summary

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

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

**Media Summary**

The total agent data in the media routing domain into which the agent was logged for the given interval.

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

See Agteam05, page 10-16 for an illustration of this report.

| Overview: | A table of selected agent teams showing task detail data on abandoned, held, assistance, and conference tasks, organized in half-hour increments. Fields applicable to a voice domain only are prefixed with an asterisk (*). Such fields are not applicable for e-mail or web media. |
| Purpose | To show agent team half-hour performance for the selected time period. |
| Applicable environment | Unified CCE, Unified ICM |
| Template type | Historical table |
| Default sort order | By agent team, agent last name, agent first name, and media routing domain |
| Drilldowns available | No |
| Schema database tables | Agent
Agent_Half_Hour
Agent_Skill_Group_Half_Hour
Agent_Team
Agent_Team_Member
Person
Media_Routing_Domain
Skill_Group |

**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 were abandoned while being held at the agent's extension and/or the paused tasks that the agent ended during the given interval.

Derived from: Agent_Skill_Group_Half_Hour.AbandonHoldCallsToHalf

Aban Ring: Total Tasks

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

Derived from: Agent_Skill_Group_Half_Hour.AbandonRingCallsToHalf

Aban Ring: Avg Time

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

Derived from:
Agent_Skill_Group_Half_Hour.AbandonRingTimeToHalf / Agent_Skill_Group_Half_Hour.AbandonRingCallsToHalf

Incoming Hold Tasks Total Tasks

The 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: 
\[(\text{Agent\_Skill\_Group\_Half\_Hour.AgentOutCallsOnHoldToHalf} + \text{Agent\_Skill\_Group\_Half\_Hour.NetAgentOutCallsOnHoldToHalf})\]

**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: 
\[
\frac{\text{(Agent\_Skill\_Group\_Half\_Hour.AgentOutCallsOnHoldTimeToHalf} + \text{Agent\_Skill\_Group\_Half\_Hour.NetAgentOutCallsOnHoldTimeToHalf})}{\text{Agent\_Skill\_Group\_Half\_Hour.AgentOutCallsOnHoldToHalf} + \text{Agent\_Skill\_Group\_Half\_Hour.NetAgentOutCallsOnHoldToHalf}}
\]

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

**Internal Hold Tasks Avg Time**

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

Derived from: 
\[
\frac{\text{Agent\_Skill\_Group\_Half\_Hour.InternalCallsOnHoldTimeToHalf}}{\text{Agent\_Skill\_Group\_Half\_Hour.InternalCallsOnHoldToHalf}}
\]

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

**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: 
\[
\frac{\text{Agent\_Skill\_Group\_Half\_Hour.SupervAssistCallsTimeToHalf}}{\text{Agent\_Skill\_Group\_Half\_Hour.SupervAssistCallsToHalf}}
\]

**Conference In Tasks Total Tasks**

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

Derived from: \(\text{Agent\_Skill\_Group\_Half\_Hour.ConferencedInCallsToHalf}\)
*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>A table summary of agent call/task data for all the agents within the selected agent team(s), gathered in half-hour increments.</td>
</tr>
<tr>
<td>Purpose</td>
</tr>
<tr>
<td>To show agent team half-hour activity (calls/tasks) for the selected time period.</td>
</tr>
</tbody>
</table>
### Agent By Team Reports

#### 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_Skill_Group_Half_Hour.DateTime`

---

<table>
<thead>
<tr>
<th>Applicable environment</th>
<th>Unified CCE, Unified ICM</th>
</tr>
</thead>
<tbody>
<tr>
<td>Template type</td>
<td>Historical table</td>
</tr>
<tr>
<td>Default sort order</td>
<td>By agent team, media routing domain, agent last name, agent first name, and date and time</td>
</tr>
<tr>
<td>Drilldowns available</td>
<td>No</td>
</tr>
<tr>
<td>Schema database tables</td>
<td>Agent, Agent_Skill_Group_Half_Hour, Agent_Team, Agent_Team_Member, Person, Media_Routing_Domain, Skill_Group</td>
</tr>
</tbody>
</table>
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 of 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 Unified ICM scripting. This does not include calls routed by Unified ICM to the agent.

Derived from: Agent_Skill_Group_Half_Hour.InternalCallsRevToHalf

*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 of 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 of 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
Agent By Team Reports

Chapter 4  Agent Report Templates

*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

(Unified CCE 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

(Unified CCE 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

(Unified CCE 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 Unified 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 Unified 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 10-17 for an illustration of this report.

### Overview:

<table>
<thead>
<tr>
<th>Subject</th>
<th>A table summary of agent call/task data for all the agents within the selected agent team(s), gathered in day increments.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Note</td>
<td>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 web media.</td>
</tr>
<tr>
<td>Purpose</td>
<td>To show agent team daily activity (calls/tasks) for the selected time period.</td>
</tr>
<tr>
<td>Applicable environment</td>
<td>Unified CCE, Unified 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_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 Unified ICM scripting. This does not include calls routed by Unified 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**
(Unified CCE only) The number of tasks that required emergency assistance.
Derived from: Agent_Skill_Group_Half_Hour.EmergencyAssistsToHalf

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

**Tasks Intercept**
(Unified CCE 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 Unified 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 Unified 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.

agteam23: Agent Team Performance Summary Half Hour Report

| Overview | 
| --- | --- |
| Subject | A table summary of agent performance data for all the agents within the selected agent team(s), gathered in half-hour increments. Fields applicable to a voice domain only are prefixed with an asterisk (*). Such fields are not applicable for e-mail or web media. |
| Purpose | To show agent team half-hour performance for the selected time period |
| Applicable environment | Unified CCE, Unified 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 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 Unified 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 agent's 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 Unified 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

**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**

(Unified CCE 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**

(Unified CCE 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**

(Unified CCE 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 Unified 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: (Agent_Skill_Group_Half_Hour.WorkNotReadyTimetoHalf + Agent_Skill_Group_Half_Hour.WorkReadyTimeToHalf)

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

Media Summary
The totals of agent data for a media routing domain, in which the agent was logged 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 10-18 for an illustration of this report.

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

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 Unified 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 agent's terminal or phone that were redirected to another location because of the agent's failure to respond.

Derived from: Agent_Skill_Group_Half_Hour.RedirectNoAnsCallsToHalf

**Completed Tasks: Aban Hold**

The number of Unified 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**

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

Derived from: Agent_Skill_Group_Half_Hour.EmergencyAssistsToHalf

**Completed Tasks: Barge In**

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

Derived from: Agent_Skill_Group_Half_Hour.BargeInCallsToHalf

**Completed Tasks: Intercept**

(Unified CCE 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 Unified 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.
agteam25: Agent Team Consolidated Half Hour Report

Overview:

<table>
<thead>
<tr>
<th>Subject</th>
<th>A table summary of task and Agent State Times for all the agents within the selected agent team(s), gathered in half-hour increments.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Note</td>
<td>Completed tasks are all the tasks that completed during the time shown (that is, on the row in the report). This includes any tasks which began before the time frame shown. However, this does not include tasks where the caller abandoned in the local ACD queue.</td>
</tr>
<tr>
<td>Fields applicable to a voice domain only are prefixed with an asterisk (*). Such fields are not applicable for e-mail or web media.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Purpose</th>
<th>To show both agent team half-hour activity and agent team half-hour performance for the selected time period.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Applicable environment</td>
<td>Unified CCE, Unified 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`

### 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 Unified 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 Unified 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.

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.

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 a Unified 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 10-19 for an illustration of this report.

| Overview:                                                                                     |
| Subject | A table summary of task and agent statistics for all the agents within the selected agent team(s), gathered in day increments. |
| Note    | Completed tasks are all the tasks that completed during the time shown (that is, on the row in the report). This includes any tasks which began before the time frame shown. However, this does not include tasks where the caller abandoned in the local ACD queue. |
|         | This report contains the same data as the Agteam25 report except that here the data is gathered by day rather than by half-hour. Fields applicable to a voice domain only are prefixed with an asterisk (*). Such fields are not applicable for e-mail or web media. |
| Purpose | To show both agent team daily activity and agent team daily performance for the selected time period. |
| Note    | This template includes columns from both the Agteam22 and the Agteam24 reports for those supervisors that would prefer all the information on one report and do not need the details provided by the separate Task Summary and Performance Summary reports. |
| Applicable environment | Unified CCE, Unified 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

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 Unified 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: \( \frac{\text{Agent}_\text{Skill}_\text{Group}_\text{Half}_\text{Hour.IncomingCallsOnHoldTimeToHalf}}{\text{Agent}_\text{Skill}_\text{Group}_\text{Half}_\text{Hour.IncomingCallsOnHoldToHalf}} \)

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

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

**Completed Tasks: Aban Hold**

The number of Unified 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: \( \text{Agent}_\text{Skill}_\text{Group}_\text{Half}_\text{Hour.AbandonHoldCallsToHalf} \)

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

* **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: \( \text{Agent}_\text{Skill}_\text{Group}_\text{Half}_\text{Hour.TransferredOutCallsToHalf} + \text{Agent}_\text{Skill}_\text{Group}_\text{Half}_\text{Hour.NetTransferredOutCallsToHalf} \)

* **Completed Tasks: External Out**

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

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

**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: \( \text{Agent}_\text{Half}_\text{Hour.LoggedOnTimeToHalf} \)
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 a Unified 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.
Derived from: ((Agent_Skill_Group_Half_Hour.WorkReadyTimetoHalf +
Agent_Skill_Group_Half_Hour.WorkNotReadyTimetoHalf) /
Agent_Half_Hour.LoggedOnTimeToHalf)
Agent State Times: % Busy Other

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

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

Media Summary

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

Agent Team Summary

The total agent data in the agent team.

Report Summary

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

agteam27: Agent Team Historical All Fields Report

<table>
<thead>
<tr>
<th>Overview:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Subject</strong></td>
</tr>
<tr>
<td>A table of all the agents in the selected teams listing all the available agent historical report data for the selected interval. Fields applicable to a voice domain only are prefixed with an asterisk (*). Such fields are not applicable for e-mail or web media.</td>
</tr>
<tr>
<td><strong>Note</strong></td>
</tr>
<tr>
<td>In the following descriptions, agent-dialed outbound calls or tasks are different from Outbound Option calls that are program-dialed outbound calls. Only fields specified as Outbound Option contain automated call data. In all other cases, outbound calls are agent-dialed ones.</td>
</tr>
<tr>
<td><strong>Purpose</strong></td>
</tr>
<tr>
<td>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.</td>
</tr>
<tr>
<td><strong>Note</strong></td>
</tr>
<tr>
<td>This report is designed to be saved and exported or copied to another format. For example, you can export the report to an Excel spreadsheet and modify the report to suit your needs. If that is not acceptable, you can also use a third-party tool to customize your report.</td>
</tr>
<tr>
<td><strong>Applicable environment</strong></td>
</tr>
<tr>
<td>Unified CCE, Unified ICM</td>
</tr>
</tbody>
</table>
Agent Report Templates

Chapter 4      Agent Report Templates

Agent By Team Reports

<table>
<thead>
<tr>
<th>Template type</th>
<th>Historical table</th>
</tr>
</thead>
<tbody>
<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</td>
</tr>
<tr>
<td></td>
<td>Agent_Skill_Group_Half_Hour</td>
</tr>
<tr>
<td></td>
<td>Agent_Team</td>
</tr>
<tr>
<td></td>
<td>Agent_Team_Member</td>
</tr>
<tr>
<td></td>
<td>Person</td>
</tr>
<tr>
<td></td>
<td>Media_Routing_Domain</td>
</tr>
<tr>
<td></td>
<td>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

*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**

(Unified CCE 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**

(Unified CCE 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**

(Unified CCE 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 By Team Reports

Chapter 4 Agent Report Templates

Agent By Team Reports

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: \( \text{RingTime} + \text{NetworkTime} + \text{LocalQTime} \) (for Unified ICM systems) and \( \text{NetQTime} \) (for Unified CCE 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 a Unified ICME 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`
**Agent By Team Reports**

Chapter 4 Agent Report Templates

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**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.

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 Ext

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 Ext

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

*On Hold Tasks Time: In Tasks

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

Chapter 4 Agent Report Templates

*On Hold Tasks Time: 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 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 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
*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 Unified CCE, the value is updated in the database when an agent blind conferences the call to an IVR.

For blind conferences in Unified CCE 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`
**Agent By Team Reports**

**Chapter 4      Agent Report Templates**

*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

*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
Agent By Team Reports

Chapter 4      Agent Report Templates

DB DateTime

The date and time that data was last written to the Historical Database Server (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 10-22 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></td>
</tr>
<tr>
<td><strong>Purpose</strong></td>
</tr>
</tbody>
</table>
Agent By Team Reports

Chapter 4 Agent Report Templates

<table>
<thead>
<tr>
<th>Applicable environment</th>
<th>Unified ICM and Unified CCE</th>
</tr>
</thead>
<tbody>
<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>

**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

**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 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 - 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 outbound 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
Agent By Team Reports

Chapter 4  
Agent Report Templates

Average Duration of Completed Tasks  
Incoming 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 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

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.

**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**

<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><strong>Drilldowns available</strong></td>
</tr>
<tr>
<td><strong>Schema database tables</strong></td>
</tr>
</tbody>
</table>
Data:

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

Supervisor
The agent'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 spent in the Available or Not Active state during the report 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 report interval.
Derived from: Agent_Half_Hour.NotReadyTimeToHalf

Tasks Completed: Incoming
The number of Unified 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 - 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.

Agent By Team Reports

Chapter 4  Agent Report Templates

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.

Derived from: (Agent_Skill_Group_Half_Hour.AgentOutCallsTimeToHalf – Agent_Skill_Group_Half_Hour.AgentOutCallsTalkTimeToHalf – Agent_Skill_Group_Half_Hour.AgentOutCallsOnHoldTimeToHalf)/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: 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 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 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 by the agent in the half hour 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 by the agent in the half hour interval.

Derived from: Agent_Skill_Group_Half_Hour.OutgoingCallsOnHoldTimeToHalf / 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.

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 10-23 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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</tr>
<tr>
<td><strong>Applicable environment</strong></td>
</tr>
<tr>
<td><strong>Template type</strong></td>
</tr>
<tr>
<td><strong>Default sort order</strong></td>
</tr>
<tr>
<td><strong>Drilldowns available</strong></td>
</tr>
<tr>
<td><strong>Schema database tables</strong></td>
</tr>
</tbody>
</table>
Data:

Agent Team

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

Supervisor

The agent'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 Unified 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 -
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.

Derived from:  Agent_Skill_Group_Half_Hour.AgentOutCallsTimeToHalf -
Agent_Skill_Group_Half_Hour.AgentOutCallsTalkTimeToHalf -
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:  Agent_Skill_Group_Half_Hour.HandledCallsTalkTimeToHalf /
Agent_Skill_Group_Half_Hour.CallsHandledToHalf
Agent By Team Reports

Chapter 4  Agent Report Templates

Agent By Team Reports

**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:  

**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.

Derived from:  
(Agent_Skill_Group_Half_Hour.AgentOutCallsTimeToHalf - Agent_Skill_Group_Half_Hour.AgentOutCallsTalkTimeToHalf - Agent_Skill_Group_Half_Hour.AgentOutCallsOnHoldTimeToHalf) / Agent_Skill_Group_Half_Hour.AgentOutCallsToHalf

**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

**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:  
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 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.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: `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 in the half hour interval.

Derived from: `Agent_Skill_Group_Half_Hour.OutgoingCallsOnHoldTimeToHalf / Agent_Skill_Group_Half_Hour.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>
<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>

*Note* In the following descriptions, agent-dialed outbound calls or tasks are different from Outbound Option calls that are program-dialed outbound calls.
Agent By Team Reports

Chapter 4 Agent Report Templates

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 Unified 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 - 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: \[ \frac{\text{Agent\_Skill\_Group\_Half\_Hour\_HandledCalls\_TalkTimeToHalf}}{\text{Agent\_Skill\_Group\_Half\_Hour\_Calls\_HandledToHalf}} \]

**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: \[ \frac{(\text{Agent\_Skill\_Group\_Half\_Hour\_HandledCalls\_TalkTimeToHalf} - \text{Agent\_Skill\_Group\_Half\_Hour\_HandledCalls\_TalkTimeToHalf} - \text{Agent\_Skill\_Group\_Half\_Hour\_IncomingCalls\_OnHold\_TimeToHalf})}{\text{Agent\_Skill\_Group\_Half\_Hour\_Calls\_HandledToHalf}} \]

**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: \[ \frac{\text{Agent\_Skill\_Group\_Half\_Hour\_AgentOutCalls\_TalkTimeToHalf}}{\text{Agent\_Skill\_Group\_Half\_Hour\_AgentOutCallsToHalf}} \]

**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: \[ \frac{(\text{Agent\_Skill\_Group\_Half\_Hour\_AgentOutCalls\_TalkTimeToHalf} - \text{Agent\_Skill\_Group\_Half\_Hour\_AgentOutCalls\_TalkTimeToHalf} - \text{Agent\_Skill\_Group\_Half\_Hour\_AgentOutCalls\_OnHold\_TimeToHalf})}{\text{Agent\_Skill\_Group\_Half\_Hour\_AgentOutCallsToHalf}} \]

**Incoming Hold Tasks Held Tasks**

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

Derived from: \[ \text{Agent\_Skill\_Group\_Half\_Hour\_IncomingCalls\_OnHold\_ToHalf} \]

**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: \[ \text{Agent\_Skill\_Group\_Half\_Hour\_IncomingCalls\_OnHold\_TimeToHalf} \]
**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.
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
- Unified CCE Enterprise Skill Group Reports, page 5-5
- Unified CCE Peripheral Skill Group Reports, page 5-81

### 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 (Unified ICM or Unified CCE) 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.
About Skill Groups

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.

• For the Peripheral Skill Group reports in the Skill_Group_Half_Hour schema database table, the following points about the ServiceLevelCallsAbandToHalf field are applicable:
  – ServiceLevelCallsAbandToHalf should be matched to RouterCallsAbandQToHalf + RouterCallsAbandToAgentToHalf
  – ServiceLevelCallsAbandToHalf does not match RouterCallsAbandQToHalf + AbandonCallsRingToHalf, because of the way that AbandonCallsRingToHalf is determined

Default Skill Groups
A default skill group acts as a bucket to collect call statistics for calls not routed by the 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-Unified ICM-routed tasks within the agent and skill group report.

You do not have to create default skill groups. The 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.

In non-voice tasks (e-mail, chat, and so on) and a Unified CCE environment, you should use only base skill groups, not sub skill groups.

Note Notes on Skill Groups:

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

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

See the Reporting Guide for Cisco Unified Contact Center Enterprise & Hosted and the Administration Guide for Cisco Unified Contact Center Enterprise for configuration and scripting considerations for Unified CCE skill group reporting.

### Base Only Skill Group Reports

Some peripherals allow skill groups to be prioritized. In this case, skill groups can be defined as either base skill groups or sub-skill groups. The base skill group is the collection of sub-skill groups.

The base skill group peripheral reports are the same as the peripheral skill group reports except that all base skill group tabular reports have drill-drown 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 Unified ICM Base Only Skill Group report templates that WebView provides. Each of these templates can be used in a Unified CCE environment, a few of them can be used only in a Unified CCE environment, and most of them can be used in either a Unified CCE or a Unified 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>perskg03: Peripheral Skill Group Agent State Status Report, page 5-87</td>
<td>Unified CCE, Unified 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 5-88</td>
<td>Unified CCE, Unified 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 5-111</td>
<td>Unified CCE, Unified 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 5-113</td>
<td>Unified CCE, Unified 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>
</tbody>
</table>
### Base Only Skill Group Reports

<table>
<thead>
<tr>
<th>Skill Group</th>
<th>Report Name</th>
<th>Table Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>perskg11: Outbound Option (Blended Agent) Statistics By Skill Group</td>
<td>Unified CCE, Unified ICM</td>
<td>real-time table</td>
<td>Statistics showing skill group Outbound Option status.</td>
</tr>
<tr>
<td>perskg12: Outbound Option (Blended Agent) Task Detail Performance In Skill Groups Half Hour Report</td>
<td>Unified CCE, Unified ICM</td>
<td>historical table</td>
<td>Statistics showing the percentage of time that Outbound Option agents spent in the signed on, handle, talk, and hold states, gathered in half-hour increments.</td>
</tr>
<tr>
<td>perskg27: Peripheral Skill Group Historical All Fields Report</td>
<td>Unified CCE, Unified 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</td>
<td>Unified CCE, Unified 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</td>
<td>Unified CCE, Unified ICM</td>
<td>real-time</td>
<td>A table of all the agents that are configured for the selected skill group(s), but currently not logged in. <strong>Note</strong> An agent can appear more than once, if the agent is configured for more than one skill group.</td>
</tr>
<tr>
<td>perskg30: IPCC Peripheral Skill Group Status real-time Report</td>
<td>Unified CCE only</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>
</tr>
<tr>
<td>perskg31: IPCC Peripheral Skill Group Task Summary Half Hour Report</td>
<td>Unified CCE only</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>
</tr>
<tr>
<td>perskg32: IPCC Peripheral Skill Group Task Summary Daily Report</td>
<td>Unified CCE only</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>
</tr>
</tbody>
</table>
Unified CCE Enterprise Skill Group Reports

An enterprise skill group is a collection of peripheral skill groups. They can be from the same contact center or from several contact centers.

All enterprise skill group tabular reports have drill-down reports available.

The following table lists all the Unified ICME Skill Group report templates that WebView provides. Each of these templates can be used in a Unified CCE environment, a few of them can be used only in a Unified CCE environment, and most of them can be used in either a Unified CCE or a Unified 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>entskg01: Enterprise Skill Group Status real-time Report Template, page 5-10</td>
<td>Unified CCE, Unified 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>Unified CCE, Unified 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>Unified CCE, Unified 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>Enterprise Skill Group Report</td>
<td>Description</td>
<td></td>
<td></td>
</tr>
<tr>
<td>-------------------------------</td>
<td>-------------</td>
<td></td>
<td></td>
</tr>
<tr>
<td>entskg06: Enterprise Skill Group Performance Half Hour Report</td>
<td>Half-hour data on calls handled, calls made, and agent times in handle, talk, and wrap-up.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>entskg07: Enterprise Skill Group Performance Daily Report</td>
<td>Per-day full-time equivalent (FTE) number of agents, call counts, and agent handling times for talk, handle, and wrap-up.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>entskg08: Full Time Equivalent for Enterprise Skill Groups Half Hour Report</td>
<td>Half-hour full-time equivalent (FTE) counts for agents signed on, idle, available, talking, and in wrap-up.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>entskg09: Enterprise Skill Group Normalized Agent State Report</td>
<td>Normalized percentage of agent-states over specified range of time.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>entskg14: IPCC Rolling 5-Minute Enterprise Skill Group Status Report</td>
<td>A rolling five-minute table showing agent states in full-time equivalent (FTE) counts and in percentages.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>entskg27: Enterprise Skill Group Historical All Fields Report</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>
<td></td>
<td></td>
</tr>
<tr>
<td>entskg28: Enterprise Skill Group real-time All Fields Report</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>
<td></td>
<td></td>
</tr>
<tr>
<td>Report Name</td>
<td>System Requirement</td>
<td>Data Type</td>
<td>Description</td>
</tr>
<tr>
<td>------------------------------------------------------</td>
<td>--------------------</td>
<td>-----------------</td>
<td>-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>entskg29: Enterprise Skill Group Logout real-time</td>
<td>Unified CCE, Unified 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>Report Name</td>
<td>System Requirement</td>
<td>Data Type</td>
<td>Description</td>
</tr>
<tr>
<td>entskg30: IPCC Enterprise Skill Group Status real-time</td>
<td>Unified CCE 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>Report Name</td>
<td>Technology</td>
<td>Output Format</td>
<td>Description</td>
</tr>
<tr>
<td>-------------------------------------------------</td>
<td>------------</td>
<td>---------------</td>
<td>----------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>entskg31: IPCC Enterprise Skill Group Task Summary Half Hour Report, page 5-57</td>
<td>Unified CCE 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>entskg32: IPCC Enterprise Skill Group Task Summary Daily Report, page 5-61</td>
<td>Unified CCE 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 5-65</td>
<td>Unified CCE 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 5-69</td>
<td>Unified CCE 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>
</tbody>
</table>
### Unified CCE Enterprise Skill Group Reports

<table>
<thead>
<tr>
<th>Report ID</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>entskg35</td>
<td>IPCC Enterprise Skill Group Consolidated Half Hour Report</td>
</tr>
<tr>
<td></td>
<td>Unified CCE only</td>
</tr>
<tr>
<td></td>
<td>historical table</td>
</tr>
<tr>
<td></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>
</tr>
<tr>
<td>entskg36</td>
<td>IPCC Enterprise Skill Group Consolidated Daily Report</td>
</tr>
<tr>
<td></td>
<td>Unified CCE only</td>
</tr>
<tr>
<td></td>
<td>historical table</td>
</tr>
<tr>
<td></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>
</tr>
</tbody>
</table>

### Unified CCE 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 5-29
- entskg30: IPCC Enterprise Skill Group Status real-time Report, page 5-30
entskg01: Enterprise Skill Group Status real-time Report Template

<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:

**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><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:**

**% 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.


**Skill Group (no label)**

The member skill group's enterprise name and ID.

Derived from: Skill_Group.EnterpriseName and Skill_Group.SkillTargetID

**Media (no label)**

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

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

Derived from: Media_Routing_Domain.EnterpriseName
% Utilization

The percent utilization is computed by dividing the total time agents spent handling calls by the total time agents were ready. (To calculate the time that agents were ready, the report subtracts the Not Ready time from the total time that agents were logged on.)

Derived from: \[
\frac{\text{Skill\_Group\_Real\_Time\_TalkTimeTo5} + \text{Skill\_Group\_Real\_Time\_WorkReadyTimeTo5} + \text{Skill\_Group\_Real\_Time\_WorkNotReadyTimeTo5}}{\text{Skill\_Group\_Real\_Time\_LoggedOnTimeTo5} - \text{Skill\_Group\_Real\_Time\_NotReadyTimeTo5}}\]

entskg14: IPCC Rolling 5-Minute Enterprise Skill Group Status Report

See Entskg14, page 10-62 for an illustration of this report.

| Overview: |
|-----------------|---------------------------------------------------------------------------------------------------------------------------------|
| Subject         | 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. |
| Purpose         | To show how many agents could be currently used to handle tasks in the selected enterprise skill group(s) |
| Applicable environment | Unified CCE only |
| Template type   | Real-time table |
| Default sort order | By enterprise skill group |
| Drilldowns available | Yes |
| Schema database table | Enterprise_Skill_Group, Skill_Group_Real_Time |

Data:

**Enterprise Skill Group**

The enterprise name of the enterprise skill group.

Derived from: Enterprise_Skill_Group.EnterpriseName

**FTE Log On5**

The fraction of 5 minutes that agents in the skill group have been logged onto the system during an interval.

Derived from: Skill_Group_Real_Time.LoggedOnTimeTo5/ 300

**FTE Not Ready5**

The fraction of 5 minutes that agents in the skill group have been in the Not Ready state during an interval.

Derived from: Skill_Group_Real_Time.NotReadyTimeTo5/ 300
**FTE Not Active**

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 Active**

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 Up**

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 Hold**

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 Reserved**

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 Other**

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.

entskg28: Enterprise Skill Group real-time All Fields Report

**Overview:**

| Subject | A table of the selected enterprise skill group(s) listing all the available skill-group real-time report data.  
Fields applicable to a voice domain only are prefixed with an asterisk (*). Such fields are not applicable for e-mail or web media.  
This report displays the same data as the Perskg28 report except that this report is organized by enterprise skill group rather than by media. |
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Note</strong></td>
<td>In the following descriptions, agent-dialed outbound calls or tasks are different from Outbound Option calls that are program-dialed outbound calls. Only fields specified as Outbound Option contain automated call data. In all other cases, outbound calls are agent-dialed ones.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Purpose</th>
<th>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.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Note</strong></td>
<td>This report is designed to be saved and exported or copied to another format. For example, you can export the report to an Excel spreadsheet and modify the report to suit your needs. If that is not acceptable, you can also use a third-party tool to customize your report.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Applicable environment</th>
<th>Unified CCE, Unified ICM</th>
</tr>
</thead>
<tbody>
<tr>
<td>Template type</td>
<td>Real-time table</td>
</tr>
<tr>
<td>Default sort order</td>
<td>By enterprise skill group, then by skill group, 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_Real_Time  
Enterprise_Skill_Group_Member |

**Data:**

**Enterprise Skill Group**

The enterprise skill group's enterprise name and ID.

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

Log On
The number of agents that are currently logged into the skill group. This count is updated each time
an agent logs on and each time an agent logs off.
Derived from: Skill_Group_Real_Time.LoggedOn

Not Active
The number of agents in the skill group who are currently not working on a task associated with the
skill group.
Derived from: Skill_Group_Real_Time.Avail

*Ready
The number of agents for the skill group in the Ready state.
The Ready state is one in which an agent is logged on to the system and either working on a call,
involved in after call work, or available to handle a new task. Agents are not available to handle
new tasks when they are in the NotReady or WorkNotReady states.
Derived from: Skill_Group_Real_Time.Ready

Not Ready
The number of agents in the skill group in the Not Ready state, a state in which agents are logged in
but are neither involved in any task handling activity nor available to handle a task.
Derived from: Skill_Group_Real_Time.NotReady

Reserved
The number of agents for the skill group currently in the Reserved state, a state in which an agent is
awaiting an interflowed call and is unavailable to receive any incoming tasks. This state applies to
agents on Northern Meridian ACDs only.
Derived from: Skill_Group_Real_Time.ReservedAgents

Active In
The number of agents in the skill group currently working on inbound tasks.
Derived from: Skill_Group_Real_Time.TalkingIn

*Active Out
The number of agents in the skill group currently talking on outbound calls.
Derived from: Skill_Group_Real_Time.TalkingOut
*Active Other

The number of agents in the skill group currently talking on internal (neither inbound nor outbound) calls. Examples of “other calls” include agent-to-agent transfers and supervisor calls.

Derived from: Skill_Group_Real_Time.TalkingOther

Work NotReady

The number of agents in the skill group in the Work Not Ready state, a state in which an agent is involved in after call work and is assumed not to be ready to accept incoming calls when done.

Derived from: Skill_Group_Real_Time.WorkNotReady

Work Ready

The number of agents in the skill group in the Work Ready state, a state in which an agent is involved in after call work and is assumed to be ready to accept incoming calls when done.

Derived from: Skill_Group_Real_Time.WorkReady

Busy Other

The number of agents in the skill group currently in the BusyOther state, a state in which the agent is handling tasks assigned to other skill groups during the half-hour interval.

For example, an agent might be talking on an inbound call in one skill group while simultaneously logged on to and ready to accept calls from other skill groups. The agent can be active (talking on or handling calls) in only one skill group at a time. Therefore, while active in one skill group, for the other skill group the agent is considered to be in the Busy Other state.

Derived from: Skill_Group_Real_Time.BusyOther

Hold

The number of agents in the skill group that have all active tasks on hold or paused.

The agent is not in the Hold state with one call on hold and talking on another call (for example, a consultative call). The agent must have all active calls on hold.

Derived from: Skill_Group_Real_Time.Hold

*Long Task Q

The date and time that the longest call in the queue for the skill group was placed in the queue.

Derived from: Skill_Group_Real_Time.LongestCallQ

Note

This field is not applicable to Unified CCE. In an IPCC Enterprise Gateway deployment, Unified ICM (parent) connected with a Unified CCE with an IPCC System PG (child) or Unified Contact Center 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 Unified CCE child reports will need to also look at the parent Unified ICM reports for network queuing data.
**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.

Derived from: Skill_Group_Real_Time.RouterCallsQNow

**Note**

In an IPCC Enterprise Gateway deployment, Unified ICM (parent) connected with a Unified CCE 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 Unified CCE child reports will need to also look at the parent Unified ICM reports for network queuing data.

**Offered5**

The number of tasks offered to the skill group during the rolling five minute interval.

In Unified CCE with an IPCC System PG, a task is counted as offered as soon as it is sent to a skill group.

In Unified CCE, 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.

Derived from: Skill_Group_Real_Time.CallsAnsweredTo5

**Note**

With the existence of a network VRU, in a Unified ICME deployment with an IPCC System PG, this value will not include time spent in the network VRU.
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

Skill Group Aban Dequeued

The number of calls that were de-queued from this skill group, and had to routed to another skill group in the rolling five-minute interval.

This field is incremented when a call is de-queued through the Cancel Queue node.

Derived from: Skill_Group_Real_Time.RouterCallsAbandDequeuedTo5

*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 Unified CCE, the value is updated in the database when an agent blind transfers the call to an IVR.

Derived from: Skill_Group_Real_Time.TransferInCallsTo5
**Note** For blind transfers in Unified CCE 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 Unified CCE without an IPCC System PG.

*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 complete.

Derived from: Skill_Group_Real_Time.TransferOutCallsTo5

**Ans Wait Time5**

The sum of the answer wait times of all the tasks associated with this skill group that agents began during the rolling five minute interval. The time is express in HH:MM:SS (hours, minutes, seconds) format.

AnswerWaitTime is associated only with handled tasks and internal calls received.

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

Derived from: Skill_Group_Real_Time.AnswerWaitTimeTo5

**Not Active Time5**

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**

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: \( \frac{\text{HandledCallsTimeTo5}}{\text{CallsHandledTo5}} \)

HandledCallsTime is tracked only for inbound ACD calls counted as handled for the skill group.

*HandedCallsTime 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 AvgHandedCallsTime value is updated in the database when the after-call work time associated with the call is completed.*

**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: \( \frac{\text{HandledCallsTimeTo5}}{\text{CallsHandledTo5}} \).

HandledCallsTime is tracked only for inbound ACD calls counted as handled for the skill group.

Derived from: Skill_Group_Real_Time.AvgHandedCallsTimeTo5

**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 Time**
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 Time**
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 Time**
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 Time**
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 Time**
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 complete.
Derived from: Skill_Group_Real_Time.TransferInCallsTimeTo5

**Work Not Ready Time**
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 Time**
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 Time**

(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 Time**

(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.

Derived from: Skill_Group_Real_Time.CallsQueuedNow

**Note**

This is not applicable to Unified CCE.

**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 Time**

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.

Derived from: Skill_Group_Real_Time.RouterLongestCallInQ

**Note**

This is applicable to Unified CCE only.
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. Unified ICM Available means that
the 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></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>
</tbody>
</table>

Data:

**Enterprise Skill Group**

The enterprise skill group in which the agent resides.

Derived from: Enterprise_Skill_Group.EnterpriseName

**Skill Group**

The member skill group's enterprise name and ID.

Derived from: Skill_Group.EnterpriseName and Skill_Group.SkillTargetID
Agent Name

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

entskg30: IPCC Enterprise Skill Group Status real-time Report

See Entskg30, page 10-63 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 the selected enterprise skill group(s) showing real-time skill group statistics.</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 web media.</td>
</tr>
<tr>
<td>Note</td>
</tr>
<tr>
<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.</td>
</tr>
</tbody>
</table>

| Purpose                                       |
| To show the current status of the selected enterprise skill groups. |

| Applicable environment                        |
| Unified CCE only                             |

| Template type                                 |
| Real-time table                              |

| Default sort order                           |
| By enterprise skill group.                   |

| 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)

**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: Skill_Group_Real_Time.RouterLongestCallInQ (In a Unified CCE routing media domain)

Skill_Group_Real_Time.LongestCallQ (In a standard ACD media domain)

**ASA5**

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

**Unified CCE Enterprise Skill Group Historical Reports**

- entskg06: Enterprise Skill Group Performance Half Hour Report, page 5-34
- entskg07: Enterprise Skill Group Performance Daily Report, page 5-36
- entskg08: Full Time Equivalent for Enterprise Skill Groups Half Hour Report, page 5-38
- entskg09: Enterprise Skill Group Normalized Agent State Report, page 5-40
- entskg27: Enterprise Skill Group Historical All Fields Report, page 5-42
- entskg31: IPCC Enterprise Skill Group Task Summary Half Hour Report, page 5-57
- entskg33: IPCC Enterprise Skill Group Performance Summary Half Hour Report, page 5-65
- entskg34: IPCC Enterprise Skill Group Performance Summary Daily Report, page 5-69
- entskg35: IPCC Enterprise Skill Group Consolidated Half Hour Report, page 5-73
- entskg36: IPCC Enterprise Skill Group Consolidated Daily Report, page 5-77
entskg06: Enterprise Skill Group Performance Half Hour Report

See Entskg06, page 10-60 for an illustration of this report.

<table>
<thead>
<tr>
<th>Overview:</th>
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<tbody>
<tr>
<td><strong>Report subject</strong></td>
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<tr>
<td><strong>Note</strong></td>
</tr>
<tr>
<td><strong>Purpose</strong></td>
</tr>
<tr>
<td><strong>Template type</strong></td>
</tr>
<tr>
<td><strong>Sort order</strong></td>
</tr>
<tr>
<td><strong>Drilldowns available</strong></td>
</tr>
<tr>
<td><strong>Schema database table</strong></td>
</tr>
</tbody>
</table>

**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 wrap-up 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

<table>
<thead>
<tr>
<th>Overview:</th>
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<tbody>
<tr>
<td><strong>Report subject</strong></td>
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</tbody>
</table>

**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.HandledCallsTimeToHalf/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 10-61 for an illustration of this report.

<table>
<thead>
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<td>Default sort order</td>
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<tr>
<td>Drilldowns available</td>
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<tr>
<td>Applicable in a Unified CCE environment</td>
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<tr>
<td>----------------------------------------</td>
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<tr>
<td>Schema database table</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.


**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 10-62 for an illustration of this report.

<table>
<thead>
<tr>
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</tr>
</thead>
<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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<tr>
<td><strong>Template type</strong></td>
</tr>
<tr>
<td><strong>Default sort order</strong></td>
</tr>
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</table>
Chapter 5      Skill Group Report Templates

Unified CCE Enterprise Skill Group Reports

Drilldowns available | No
---|---
Schema database table | Enterprise_Skill_Group
| Skill_Group_Half_Hour

Data:

**Enterprise Skill Group**

The enterprise skill group's enterprise name and ID.


**Skill Group** (no label)

The member skill group's enterprise name and ID.

Derived from: Skill_Group.EnterpriseName and Skill_Group.SkillTargetID

**% Not Active**

The percentage of the time that all agents in the skill group were in the Not Active state or Available during the interval. This value is measured against the total time that all agents were logged on during the selected interval.

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

**% Not Ready**

The percentage of the time that all agents in the skill group were in the Not Ready state during the selected interval. This value is measured against the total time that all agents were logged on during the interval.

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

**% Active**

The percentage of the time that all agents in the skill group were working on incoming tasks or were in the Active, Talking In, Talking Out, or Talking Other states during the interval. This value is measured against the total time that all agents were logged on during the selected interval.

Derived from: (Skill_Group_Half_Hour.TalkTimeToHalf/Skill_Group_Half_Hour.LoggedOnTimeToHalf)

**% Wrap Up**

The percentage of the time that all agents in the skill group were in wrap up during the selected interval. This value is measured against the total time that all agents were logged on during the interval.

% 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>
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<tbody>
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<td>Applicable environment</td>
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<tr>
<td>Template type</td>
</tr>
<tr>
<td>Default sort order</td>
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</tbody>
</table>
Drilldowns available | Yes
---|---
Schema database tables | Enterprise_Skill_Group  
| Enterprise_Skill_Group_Member  
| Skill_Group_Half_Hour  
| Skill_Group  

### 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

**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 Unified ICM systems) and NetQTime (for Unified CCE systems).

Derived from: Skill_Group_Half_Hour.AnswerWaitTimeToHalf

### Note

With the existence of a network VRU, in a Unified ICME deployment with an IPCC System PG this value will not include time spent in the network VRU.
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 Time30**

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 Unified CCE with an IPCC System PG, a call is counted as offered as soon as it is sent to a skill group and a call is counted as offered only when it is answered.
For blind transfers in Unified CCE, the value is updated in the database when an agent blind transfers the call to an IVR.
Derived from: Skill_Group_Half_Hour.TransferInCallsToHalf

**Note**
For blind transfers in Unified CCE 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 Unified CCE without an IPCC System PG.

**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 complete.

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

Skill Group Aban Dequeued

The number of calls that were abandoned and dequeued from this skill group.

Derived from: Skill_Group_Half_Hour.RouterCallsAbanDequeuedToHalf

*Agent Trmnatd 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 Unified CCE, the value is updated in the database when an agent blind conferences the call to an IVR.

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

For blind conferences in Unified CCE 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 Unified 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`

`AvgHandledCallsTalkTimeToHalf` 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 `AutoOutCallsTimeToHalf` 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. `AutoOutCallsTalkTimeToHalf` 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 Unified CCE with an IPCC System PG, a call is counted as offered as soon as it is sent to a skill group.

In Unified CCE, 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 Unified CCE without an IPCC System PG.

Derived from: Skill_Group_Half_Hour.CallsQueuedToHalf
**Note**
In a Unified CCE Gateway deployment, Unified ICM (parent) connected with a Unified CCE 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 Unified CCE child reports will need to also look at the parent Unified ICM reports for network queuing data.

**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 Historical Database Server (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.RouterErrorToHalf

**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 10-63 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 tasks that completed during the time shown (that is, on the row in the report). This includes any tasks which began before the time frame shown. However, this does not include tasks where the caller abandoned in the local ACD queue.</td>
</tr>
<tr>
<td>Purpose</td>
<td>To show the call activity for the selected enterprise skill groups for the selected time period.</td>
</tr>
<tr>
<td>Applicable environment</td>
<td>Unified CCE 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
- Enterprise_Skill_Group_Member
- Skill_Group_Half_Hour

Data:

Enterprise Skill Group

The enterprise skill group's enterprise name and ID.

Derived from: Enterprise_Skill_Group.EnterpriseName 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
**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.


**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: 

\[
\frac{(\text{Skill\_Group\_Half\_Hour.RouterCallsAbandQToHalf} + \text{SGHH.AbandonRingCallsToHalf})}{(\text{Skill\_Group\_Half\_Hour.RouterCallsAbandQToHalf} + \text{Skill\_Group\_Half\_Hour.AbandonRingCallsToHalf} + \text{Skill\_Group\_Half\_Hour.RedirectNoAnsCallsToHalf} + \text{Skill\_Group\_Half\_Hour.CallsHandledToHalf})}
\]

**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: 

\[
\text{Skill\_Group\_Half\_Hour.InternalCallsRcvdToHalf}
\]

**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 calls transferred into the skill group in the half hour interval. The value is updated in the database when the call is complete.

In Unified CCE with an IPCC System PG, a call is counted as offered as soon as it is sent to a skill group and 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 Unified CCE, the value is updated in the database when an agent blind conferences the call to an IVR.

For blind conferences in Unified CCE 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**

<table>
<thead>
<tr>
<th>Overview:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Subject</strong></td>
</tr>
<tr>
<td><strong>Note</strong></td>
</tr>
<tr>
<td><strong>Purpose</strong></td>
</tr>
<tr>
<td><strong>Applicable environment</strong></td>
</tr>
<tr>
<td><strong>Template type</strong></td>
</tr>
<tr>
<td><strong>Default sort order</strong></td>
</tr>
</tbody>
</table>
Chapter 5  Skill Group Report Templates

Unified CCE Enterprise Skill Group Reports

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.


**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: 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 complete.

Derived from: Skill_Group_Half_Hour.InternalCallsToHalf

*Transfer In

The number of calls transferred into the skill group in the half hour interval. The value is updated in the database when the call is complete.

In Unified CCE with an IPCC System PG, a call is counted as offered as soon as it is sent to a skill group and 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 complete.

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 Unified CCE, the value is updated in the database when an agent blind conferences the call to an IVR.

For blind conferences in Unified CCE 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 web media. |
| **Purpose** | To show the performance of the selected enterprise skill groups for the selected time period. |
| **Applicable environment** | Unified CCE only |
| **Template type** | Historical table |
| **Default sort order** | By enterprise skill group name, then by skill group name, and then by date and time. |
## Unified CCE Enterprise Skill Group Reports

### Chapter 5      Skill Group Report Templates

#### Unified CCE Enterprise Skill Group Reports

**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.

Derived from: (Skill_Group_Half_Hour.HoldTimeToHalf / Skill_Group_Half_Hour.LoggedOnTimeToHalf)

### Drilldowns available

Yes

### Schema database tables

<table>
<thead>
<tr>
<th>Table 1</th>
<th>Table 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Skill_Group</td>
<td>Enterprise_Skill_Group</td>
</tr>
<tr>
<td>Skill_Group_Half_Hour</td>
<td>Enterprise_Skill_Group_Member</td>
</tr>
</tbody>
</table>

---

*WebView Template Reference Guide for Cisco Unified Contact Center Enterprise & Hosted, Release 8.0(1)*

Page 5-66
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:
\[
\frac{((\text{Skill\_Group\_Half\_Hour.WorkReadyTimeToHalf} + \text{Skill\_Group\_Half\_Hour.WorkNotReadyTimeToHalf})}{\text{Skill\_Group\_Half\_Hour.LoggedOnTimeToHalf}}
\]

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: \[
\frac{\text{Skill\_Group\_Half\_Hour.BusyOtherTimeToHalf}}{\text{Skill\_Group\_Half\_Hour.LoggedOnTimeToHalf}}
\]

Agent State Times: % Reserved Time

The percentage of time that agents spent working on Reserved time in relation to LoggedOnTime or the half hour interval, whichever is less.

Derive from: \[
\frac{\text{Skill\_Group\_Half\_Hour.ReservedStateTimeToHalf}}{\text{Skill\_Group\_Half\_Hour.LoggedOnTimeToHalf}}
\]

Agent State Times: % Utilization

The percentage of time the agents spent working on calls in relation to the time Agents are ready.

Derived from: If the TalkTimetoHalf is 0, then the % Utilization = 0

Otherwise, \[
\frac{((\text{Skill\_Group\_Half\_Hour.TalkInTimeToHalf} + \text{Skill\_Group\_Half\_Hour.TalkOutTimeToHalf} + \text{Skill\_Group\_Half\_Hour.TalkOtherTimeToHalf} + \text{Skill\_Group\_Half\_Hour.WorkReadyTimeToHalf} + \text{Skill\_Group\_Half\_Hour.WorkNotReadyTimeToHalf})}{(\text{Skill\_Group\_Half\_Hour.LoggedOnTimeToHalf} - \text{Skill\_Group\_Half\_Hour.NotReadyTimeToHalf}}
\]

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 in the half hour interval.

Derived from: \[
\frac{\text{Skill\_Group\_Half\_Hour.HandledCallsTimeToHalf}}{\text{Skill\_Group\_Half\_Hour.CallsAnsweredToHalf}}
\]
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 Unified 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

Overview:

| Subject | 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 web media. |
| Purpose | To show the performance of the selected enterprise skill groups for the selected time period. |
| Applicable environment | Unified CCE only |
| Template type | Historical table |
| Default sort order | By enterprise skill group name, then by skill group name, and then by agent. |
| Drilldowns available | Yes |
| Schema database tables | Skill_Group
Enterprise_Skill_Group
Skill_Group_Half_Hour,
Enterprise_Skill_Group_Member |

Data:

Enterprise Skill Group

The enterprise skill group's enterprise name and ID.

Derived from: Enterprise_Skill_Group.EnterpriseName and Enterprise_Skill_Group.EnterpriseSkillGroupId

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.


**Agent State Times: % BusyOther Time**

The percentage of time that agents spent working on Busy Other time in relation to LoggedOnTime or interval, whichever is less.

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

**Agent State Times: % Reserved Time**

The percentage of time that agents spent working on Reserved time in relation to LoggedOnTime or interval, whichever is less.

Derived from: (Skill_Group_Half_Hour.ReservedStateTimeToHalf/Skill_Group_Half_Hour.LoggedOnTimeToHalf)
Agent State Times: % Utilization

The percentage of time the agents spent working on calls in relation to the time Agents are ready.

Derived from: If the TalkTimetoHalf is 0, then the % Utilization = 0


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.

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 (hours, minutes, seconds) for tasks sent to the skill group.


Completed Tasks: Aban Hold

The number of Unified 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.Intercept CallsToHalf

**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 10-64 for an illustration of this report.

Overview:

<table>
<thead>
<tr>
<th>Subject</th>
<th>A table of the selected enterprise skill group(s) showing consolidated 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>
</tbody>
</table>

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 web media.

<table>
<thead>
<tr>
<th>Purpose</th>
<th>To show both the activity and the performance of the selected enterprise skill groups for the selected time period.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Applicable environment</td>
<td>Unified CCE 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.

Derived from: Enterprise_Skill_Group.EnterpriseName and Enterprise_Skill_Group.EnterpriseSkillGroupId

**Skill Group**

The skill group's enterprise name and skill target ID.

Derived from: Skill_Group.EnterpriseName and Skill_Group.SkillTargetID
**DateTime** (no label)

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

Derived from: Skill_Group_Half_Hour.DateTime

**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: 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: Handled**

The number of Unified ICM Routed tasks handled within this skill group in the half hour interval.

Derived from: Skill_Group_Half_Hour.CallsHandledToHalf

**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: 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: 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 Unified 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 calls transferred into the skill group in the half hour interval. The value is updated in the database when the call is complete.

In Unified CCE with an IPCC System PG, a call is counted as offered as soon as it is sent to a skill group.

In Unified CCE, 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 a Unified 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><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>
</tbody>
</table>
Unified CCE Enterprise Skill Group Reports

Chapter 5      Skill Group Report Templates

Drilldowns available | Yes
--- | ---

| Schema database tables | Skill_Group
| | Enterprise_Skill_Group,
| | Skill_Group_Half_Hour,
| | Enterprise_Skill_Group_Member

Data:

**Enterprise Skill Group**

The enterprise skill group's enterprise name and ID.

Derived from: Enterprise_Skill_Group.EnterpriseName and
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.

Derived from: Skill_Group_Half_Hour.AnswerWaitTimeToHalf/
Skill_Group_Half_Hour.CallsAnsweredToHalf

**Completed Tasks: Total**

The total number of tasks completed by this Skill Group within the interval.

Derived from: (Skill_Group_Half_Hour.CallsHandledToHalf +
Skill_Group_Half_Hour.RouterCallsAbandQToHalf +
Skill_Group_Half_Hour.AbandonRingCallsToHalf +
Skill_Group_Half_Hour.RedirectNoAnswerToHalf)

**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 Unified 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 Unified 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 calls transferred into the skill group in the half hour interval. The value is updated in the database when the call is complete.

In Unified CCE with an IPCC System PG, a call is counted as offered as soon as it is sent to a skill group.

In Unified CCE, 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.

Derived from: Skill_Group_Half_Hour.TransferredOutCallsToHalf +
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: `Skill_Group_Half_Hour.AgentOutCallsToHalf`

**Agent State Times: Active Time**
The total time spent in talking state within this skill group, measured in HH:MM:SS (hours, minutes, seconds) format. Includes Incoming Direct and Outgoing Internal, although these call counts are not shown in this report.

Derived from: `Skill_Group_Half_Hour.TalkTimeToHalf`

**Agent State Times: Hold Time**
The total time agents spent in the Hold/Paused state in this skill group, measured in HH:MM:SS (hours, minutes, seconds) format. Includes Incoming Direct and Outgoing Internal, although call counts are not shown in this report.

Derived from: `Skill_Group_Half_Hour.HoldTimeToHalf`

**Agent State Times: Log On Duration**
The total time during the interval the agents were logged into this skill group, measured in HH:MM:SS (hours, minutes, seconds) format.

Derived from: `Skill_Group_Half_Hour.LoggedOnTimeToHalf`

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

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

**Agent State Times: % Not Ready Time**
The percentage of time that agents spent in the Not Ready state in relation to LoggedOnTime or interval whichever is less.

Derived from: `(Skill_Group_Half_Hour.NotReadyTimeToHalf/Skill_Group_Half_Hour.LoggedOnTimeToHalf)`

**Agent State Times: % Active Time**
The percentage of time that the agent of this skill group has spent in Active state in this Skill Group in relation to LoggedOnTime.

Derived from: `Skill_Group_Half_Hour.TalkTimeToHalf/Skill_Group_Half_Hour.LoggedOnTimeToHalf`
Agent State Times: % Hold Time

The percentage of time that agents spent in the Hold/Paused state in relation to LoggedOnTime or interval, whichever is less.

Derived from: (Skill_Group_Half.Hour.HoldTimeToHalf/
Skill_Group_Half.Hour.LoggedOnTimeToHalf)

Agent State Times: % Reserved Time

The percentage of time that agents have spent in Reserved state waiting for a Unified 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.

Unified CCE 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 Unified CCE 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 5-84</td>
<td>Unified CCE, Unified 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 5-87</td>
<td>Unified CCE, Unified 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 5-88</td>
<td>Unified CCE, Unified 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>perskg08: FTE for Peripheral Skill Groups Half Hour Report, page 5-111</td>
<td>Unified CCE, Unified 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 5-113</td>
<td>Unified CCE, Unified 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 5-89</td>
<td>Outbound Option (Unified CCE, Unified 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 5-115</td>
<td>Outbound Option (Unified CCE, Unified 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>Report Name</td>
<td>System Support</td>
<td>Report Type</td>
<td>Description</td>
</tr>
<tr>
<td>-------------</td>
<td>----------------</td>
<td>-------------</td>
<td>-------------</td>
</tr>
<tr>
<td>perskg14: IPCC Rolling 5-minute Peripheral Skill Group Status Report, page 5-90</td>
<td>Unified CCE 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 5-118</td>
<td>Unified CCE, Unified 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 5-92</td>
<td>Unified CCE, Unified 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 5-105</td>
<td>Unified CCE, Unified 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. <strong>Note:</strong> An agent can appear more than once, if the agent is configured for more than one skill group.</td>
</tr>
<tr>
<td>perskg30: IPCC Peripheral Skill Group Status real-time Report, page 5-106</td>
<td>Unified CCE only</td>
<td>real-time table</td>
<td>Real-time peripheral skill group statistics.</td>
</tr>
<tr>
<td>perskg31: IPCC Peripheral Skill Group Task Summary Half Hour Report, page 5-133</td>
<td>Unified CCE only</td>
<td>historical table</td>
<td>A summary of task statistics for each skill group for the selected half-hour(s).</td>
</tr>
<tr>
<td>perskg32: IPCC Peripheral Skill Group Task Summary Daily Report, page 5-137</td>
<td>Unified CCE only</td>
<td>historical table</td>
<td>A summary of task statistics for each skill group for the selected day(s).</td>
</tr>
<tr>
<td>perskg33: IPCC Peripheral Skill Group Performance Summary Half Hour Report, page 5-142</td>
<td>Unified CCE only</td>
<td>historical table</td>
<td>A summary of agent performance for each skill group for the selected half-hour(s).</td>
</tr>
</tbody>
</table>
### Unified CCE Peripheral Skill Group Real-Time Reports

- perskg01: Peripheral Skill Group Status real-time Report, page 5-84
- perskg03: Peripheral Skill Group Agent State Status Report, page 5-87
- perskg14: IPCC Rolling 5-minute Peripheral Skill Group Status Report, page 5-90
- perskg05: Peripheral Skill Group % Utilization of Ready Agents Report, page 5-88
- perskg11: Outbound Option (Blended Agent) Statistics By Skill Group Report, page 5-89
- perskg28: Peripheral Skill Group real-time All Fields Report, page 5-92
- perskg29: Peripheral Skill Group Logout real-time Report, page 5-105
- perskg30: IPCC Peripheral Skill Group Status real-time Report, page 5-106

### perskg01: Peripheral Skill Group Status real-time Report

See Perskg01, page 10-54 for an illustration of this report.

<table>
<thead>
<tr>
<th>perskg34: IPCC Peripheral Skill Group Performance Summary Daily Report, page 5-146</th>
<th>Unified CCE only</th>
<th>historical table</th>
<th>A summary of agent performance for each skill group for the selected day(s).</th>
</tr>
</thead>
<tbody>
<tr>
<td>perskg35: IPCC Peripheral Skill Group Consolidated Half Hour Report, page 5-150</td>
<td>Unified CCE only</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 5-155</td>
<td>Unified CCE only</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>

<table>
<thead>
<tr>
<th>Overview:</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Subject</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>
<td></td>
</tr>
<tr>
<td>Purpose</td>
<td>To show the current status of the selected peripheral skill group(s).</td>
<td></td>
</tr>
<tr>
<td>Applicable environment</td>
<td>Unified CCE, Unified ICM</td>
<td></td>
</tr>
<tr>
<td>Template type</td>
<td>Real-time bar graph</td>
<td></td>
</tr>
<tr>
<td>Default sort order</td>
<td>By media routing domain and then by skill group</td>
<td></td>
</tr>
</tbody>
</table>
### Skill Group Report Templates

**Chapter 5**

**Unified CCE Peripheral Skill Group Reports**

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

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**WebView Template Reference Guide for Cisco Unified Contact Center Enterprise & Hosted, Release 8.0(1)**
**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 10-55 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 table</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Data:</th>
</tr>
</thead>
<tbody>
<tr>
<td>% Not Ready</td>
</tr>
</tbody>
</table>

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 10-55 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| Media_Routing_Domain
              Skill_Group
              Skill_Group_Real_Time |
Data:

**% Utilization**

The percent utilization is computed by dividing the total time agents spent handling calls by the total time agents were ready.

To calculate the time that agents were ready, the report subtracts the Not Ready time from the total time that agents were logged on.

Derived from: Skill_Group_Real_Time.PercentUtilizationTo5

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. (Unified CCE, Unified 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 10-56 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 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 peripheral skill group(s)</td>
</tr>
<tr>
<td>Applicable environment</td>
<td>Unified CCE 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 table| Skill_Group_Real_Time  
                           Skill_Group  
                           Media_Routing_Domain |

| Data: |

| Media |

The skill group's media routing domain.
Derived from: Media_Routing_Domain.EnterpriseName

| Skill Group |

The enterprise name of the skill group and its skill target ID.
Derived from: Skill_Group.EnterpriseName and (Skill_Group.SkillTargetID)

| FTE Log On5 |

The FTE value for the number of agents logged on (or signed on to) the system during an interval.
Logged on is a state in which agents are known to the system, but may or may not be ready to receive calls. Signed-on is also called Logged On.
Derived from: Skill_Group_Real_Time.LoggedOnTimeTo5/ 300
**FTE NotReady5**

The FTE value for the number of agents in the Not Ready state during an interval.

This is a state in which agents are logged on, but neither involved in call handling activity nor available to handle a call.


**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 web 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 | Unified CCE, Unified 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. |

| 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.Date Time
In the following 15 field, the number of agents in a particular state is with respect to a skill group.

**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.
Derived from: Skill_Group_Real_Time.LongestCallQ
Note

- Not applicable for Unified CCE without an IPCC System PG and is not updated. In Unified CCE 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 Unified CCE 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.

- This field is not applicable to Unified CCE. In an IPCC Enterprise Gateway deployment, Unified ICM (parent) connected with a Unified CCE with an IPCC System PG (child) or Unified Contact Center 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 Unified CCE child reports will need to also look at the parent Unified ICM reports for network queuing data.

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.

Derived from: Skill_Group_Real_Time.RouterCallsQNow

Note

In a Unified 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 Unified ICM reports for network queuing data.

Calls Queued Now

The number of tasks currently queued to this skill group by the ACD.

Derived from: Skill_Group_Real_Time.CallsQueuedNow

Note

The CallsQueuedNow 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.

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
**Router Longest Call In Q**

The time when the longest call in queue was queued for this skill group. Applicable to Unified CCE only.

Derived from: `Skill_Group_Real_Time.RouterLongestCallInQ`

---

**Note**

In a Unified 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 Unified ICM reports for network queuing data.

**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. Unified ICM Available means that the 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 Unified CCE with an IPCC System PG, a task is counted as offered as soon as it is sent to a skill group.

In Unified CCE, 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 a Unified ICME 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: Skill Group Aban Dequeued

The number of calls that were de-queued from this skill group, and had to routed to another skill group in the rolling five-minute interval.

This field is incremented when a call is de-queued through the Cancel Queue node.

Derived from: Skill_Group_Real_Time.RouterCallsAbandDequeuedTo5

*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 Unified CCE, the value is updated in the database when an agent blind transfers the call to an IVR.

For blind transfers in Unified CCE 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 Unified ICM systems) and NetQTime (for Unified CCE systems).

**Note**

With the existence of a network VRU, in a Unified ICME 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 Unified CCE 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 Unified CCE 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 Unified CCE 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 Unified CCE 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 Unified CCE 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 Unified CCE only.

Derived from: Skill_Group_Real_Time.ServiceLevelRONATo5

**perskg29: Peripheral Skill Group Logout real-time Report**

See Perskg29, page 10-57 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 groups listing all the agents currently logged out</td>
</tr>
<tr>
<td>Purpose</td>
<td>To list all the agents currently logged out of a skill group(s)</td>
</tr>
<tr>
<td>Applicable environment</td>
<td>Unified CCE, Unified ICM</td>
</tr>
<tr>
<td>Template type</td>
<td>Real-time table</td>
</tr>
<tr>
<td>Default sort order</td>
<td>By media routing domain, then by skill group, and then by agent</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**

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 10-57 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></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:

**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

\[\text{Skill\_Group\_Real\_Time\_LongestCallQ}\]

**ASA5**

The Average Speed of Answer measured in HH:MM:SS (hours, minutes, seconds) format for the skill group.

Derived from: Skill_Group_Real_Time.AnswerWaitTimeTo5/
Skill_Group_Real_Time.CallsAnsweredTo5

**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) taken during the rolling five minute interval to handle a task.

Derived from: Skill_Group_Real_Time.HandledCallsTimeTo5/
Skill_Group_Real_Time.CallsHandledTo5

**Log On**

The number of agents that are currently logged on to the skill group. This count is updated each time an agent logs on and each time an agent logs off.

Derived from: Skill_Group_Real_Time.LoggedOn

**Not Ready**

The number of agents in the Not Ready state for the skill group.

Not Ready is a state in which agents are logged on but are neither involved in any call handling activity nor available to handle a call.

Derived from: Skill_Group_Real_Time.NotReady
**Not Active**

The number of agents for the skill group in the Not Active state.

Not Active is a state where the agent is ready to accept tasks, but is not currently involved in call work.

Derived from: `Skill_Group_Real_Time.Avail`

**Active In**

The number of agents in the skill group currently working on inbound tasks.

Derived from: `Skill_Group_Real_Time.TalkingIn`

**Active Out**

The number of agents in the skill group currently talking on outbound calls.

Derived from: `Skill_Group_Real_Time.TalkingOut`

**Active Other**

The number of agents in the skill group currently talking on internal (neither inbound nor outbound) calls. Examples of “other calls” include agent-to-agent transfers and supervisor calls.

Derived from: `Skill_Group_Real_Time.TalkingOther`

**Active Auto Out**

The number of agents in the skill group currently talking on AutoOut (predictive) calls.

Derived from: `Skill_Group_Real_Time.TalkingAutoOut`

**Active Preview**

The number of agents in the skill group currently talking on outbound Preview calls.

Derived from: `Skill_Group_Real_Time.TalkingPreview`

**Active Reservation**

The number of agents in the skill group currently talking on agent reservation calls.

Derived from: `Skill_Group_Real_Time.TalkingReserve`

**Avg Active Time**

The average talk or active time measured in HH:MM:SS (hours, minutes, seconds) format 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 5-111
- perskg09: Peripheral Skill Group Normalized Agent State Report, page 5-113
- perskg12: Outbound Option (Blended Agent) Task Detail Performance In Skill Groups Half Hour Report, page 5-115
- perskg27: Peripheral Skill Group Historical All Fields Report, page 5-118
- perskg31: IPCC Peripheral Skill Group Task Summary Half Hour Report, page 5-133
• perskg32: IPCC Peripheral Skill Group Task Summary Daily Report, page 5-137
• perskg33: IPCC Peripheral Skill Group Performance Summary Half Hour Report, page 5-142
• perskg34: IPCC Peripheral Skill Group Performance Summary Daily Report, page 5-146
• perskg35: IPCC Peripheral Skill Group Consolidated Half Hour Report, page 5-150
• perskg36: IPCC Peripheral Skill Group Consolidated Daily Report, page 5-155
**perskg08: FTE for Peripheral Skill Groups Half Hour Report**

See Perskg08, page 10-55 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></td>
</tr>
<tr>
<td><strong>Overview:</strong></td>
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<tr>
<td><strong>Purpose</strong></td>
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<td><strong>Applicable environment</strong></td>
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<td><strong>Drilldowns available</strong></td>
</tr>
<tr>
<td><strong>Drilldowns available</strong></td>
</tr>
</tbody>
</table>
Data:

**Media**

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

**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 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>Overview:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Subject</strong></td>
</tr>
<tr>
<td><strong>Note</strong></td>
</tr>
<tr>
<td><strong>Purpose</strong></td>
</tr>
<tr>
<td><strong>Applicable environment</strong></td>
</tr>
</tbody>
</table>
### 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`

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<table>
<thead>
<tr>
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<th>Historical bar graph</th>
</tr>
</thead>
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</tr>
<tr>
<td>Schema database table</td>
<td><code>Skill_Group_Half_Hour</code></td>
</tr>
</tbody>
</table>
% BusyOther
The percentage of agents in the skill group in the BusyOther state during the selected interval.
Derived from: Skill_Group_Half_Hour.BusyOtherTimeToHalf/
Skill_Group_Half_Hour.LoggedOnTimeToHalf

% Reserved
The percentage of agents in the skill group in the Reserved state during the selected interval.
Derived from: Skill_Group_Half_Hour.ReservedStateTimeToHalf/
Skill_Group_Half_Hour.LoggedOnTimeToHalf

% Hold
The percentage of agents in the skill group that have all active calls on hold during the selected interval. The agent is not in the Hold state with one call on hold and talking on another call (for example, a consultative call). The agent must have all active calls on hold.
Derived from: Skill_Group_Half_Hour.HoldTimeToHalf/
Skill_Group_Half_Hour.LoggedOnTimeToHalf

perskg12: Outbound Option (Blended Agent) Task Detail Performance In Skill Groups Half Hour Report

<table>
<thead>
<tr>
<th>Overview:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Subject</td>
</tr>
<tr>
<td>Purpose</td>
</tr>
<tr>
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</tr>
<tr>
<td>Drilldowns available</td>
</tr>
<tr>
<td>Schema database table</td>
</tr>
</tbody>
</table>

Data:

**Peripheral Skill Group**
The name of the peripheral skill group.
Derived from: Skill_Group.EnterpriseName
**DateTime (no label)**

The date and time at the start of the half-hour interval.

Derived from: Agent_Skill_Group_Half_Hour.DateTime

**Predictive/Progressive Handle Time**

The percentage of time in HH:MM:SS (hours, minutes, seconds) that agents in the peripheral skill group spent handling completed AutoOut (predictive) tasks 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>
</tr>
</thead>
<tbody>
<tr>
<td>Subject</td>
</tr>
<tr>
<td>Purpose</td>
</tr>
<tr>
<td>Applicable environment</td>
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<tr>
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<td>Default sort order</td>
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<tr>
<td>Drilldowns available</td>
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</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 Unified ICM systems) and NetQTime (for Unified CCE systems).

Derived from: Skill_Group_Half_Hour.AnswerWaitTimeToHalf

---

*Note*

With the existence of a network VRU, in a Unified ICME deployment with a Unified CCE System PG this value will not include time spent in the network VRU.

**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
Chapter 5  Skill Group Report Templates

*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 Unified CCE, the value is updated in the database when an agent blind transfers the call to an IVR.

For blind transfers in Unified CCE 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`
Skill Group Aban Dequeued

The number of calls that were abandoned and dequeued from this skill group. It is calculated when the call is queued to multiple skill groups and abandoned. The first skill group will count the RouterCallsAbandQToHalf field, the other skill groups will count the RouterCallsAbandDequeuedToHalf field.

Derived from: Skill_Group_Half_Hour.RouterCallsAbandDequeuedToHalf

*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 Unified CCE, the value is updated in the database when an agent blind conferences the call to an IVR.

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

For blind conferences in Unified CCE 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 are ACD and non-ACD calls. The value includes hold time and is incremented when the agent drops off the call or the call becomes a simple 2 party call.

Derived from: Skill_Group_Half_Hour.ConferencedOutCallsTimeToHalf

**Hold**

The total number of completed inbound tasks the skill group agents placed on hold or paused at least once. The value is incremented when the after-task work time associated with the task completed.

Derived from: Skill_Group_Half_Hour.IncomingCallsOnHoldToHalf

**Hold Time**

The total total time in HH:MM:SS (hours, minutes, seconds) that completed tasks were placed on hold or paused 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 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 Unified CCE with an IPCC System PG, a call is counted as offered as soon as it is sent to a skill group.

In Unified CCE, 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.

Derived from: Skill_Group_Half_Hour.CallsQueuedToHalf
In a Unified CCE Gateway deployment, Unified ICM (parent) connected with a Unified CCE 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 Unified CCE child reports will need to also look at the parent Unified ICM reports for network queuing data.

Not applicable to Unified CCE without an IPCC System PG and is not updated. In Unified CCE with an IPCC System PG, this field is applicable and is updated when a call is queued to the skill group.

**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 software to track virtual time.

Derived from: Skill_Group_Half_Hour.RecoveryDay

**Recovery Key**

A value used internally by 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 DateTime**

The date and time that data was last written to the Unified ICM Historical Database Server (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.RouterErrorToHalf

**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 Unified CCE 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 Unified CCE 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 Unified CCE 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 Unified CCE 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 Unified CCE 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 10-58 for an illustration of this report.

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

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

| **This report displays the same data as the 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 web media.** |

| **Purpose** | Shows the task activity for the selected skill groups for the selected time period. |
| **Applicable environment** | Unified CCE only |
| **Template type** | Historical table |
| **Default sort order** | By media routing domain, skill group, and then by date and time |
Unified CCE Peripheral Skill Group Reports

Chapter 5      Skill Group Report Templates

Unified CCE Peripheral Skill Group Reports

Drilldowns available

<table>
<thead>
<tr>
<th>Drilldowns available</th>
<th>Yes: When selected from the Base Only Skill Group template subcategory (that is, used as a base only skill group report).</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>No: When selected from the Peripheral Skill Group template subcategory (that is, used as a peripheral skill group report).</td>
</tr>
</tbody>
</table>

Schema database tables

<table>
<thead>
<tr>
<th>Schema database tables</th>
<th>Media_Routing_Domain</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Skill_Group</td>
</tr>
<tr>
<td></td>
<td>Skill_Group_Half_Hour</td>
</tr>
</tbody>
</table>

Data:

**Media**

The skill group's media routing domain.

Derived from: Media_Routing_Domain.EnterpriseName

**Skill Group**

The skill group's enterprise name and skill target ID

Derived from: Skill_Group.EnterpriseName and Skill_Group.SkillTargetID

**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.


**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 calls transferred into the skill group in the half hour interval. The value is updated in the database when the call is complete.

In Unified CCE with an IPCC System PG, a call is counted as offered as soon as it is sent to a skill group.

In Unified CCE, 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 Unified CCE, the value is updated in the database when an agent blind conferences the call to an IVR.

For blind conferences in Unified CCE 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>Subject</td>
</tr>
<tr>
<td>Note</td>
</tr>
<tr>
<td>Purpose</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>
Chapter 5      Skill Group Report Templates

Unified CCE Peripheral Skill Group Reports

<table>
<thead>
<tr>
<th>Applicable environment</th>
<th>Unified CCE only</th>
</tr>
</thead>
<tbody>
<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>Yes: When selected from the Base Only Skill Group template subcategory (that is, used as a base only skill group report). No: When selected from the Peripheral Skill Group template subcategory (that is, used as a peripheral skill group report).</td>
</tr>
<tr>
<td>Schema database tables</td>
<td>Media_Routing_Domain, Skill_Group, Skill_Group_Half_Hour</td>
</tr>
</tbody>
</table>

**Data:**

**Media**

The skill group's media routing domain.

Derived from: Media_Routing_Domain.EnterpriseName

**Skill Group**

The skill group's enterprise name and skill target ID

Derived from: Skill_Group.EnterpriseName and Skill_Group.SkillTargetID

**Date (no label)**

The date of the selected row's data in MM/DD/YYYY (month, day, year) format.

Derived from: Skill_Group_Half_Hour.DateTime

**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.

Derived from: \((\text{Skill}\_\text{Group}\_\text{Half}\_\text{Hour}.\text{RouterCallsAbandQToHalf} + \text{SGHH}.\text{AbandonRingCallsToHalf}) / (\text{Skill}\_\text{Group}\_\text{Half}\_\text{Hour}.\text{RouterCallsAbandQToHalf} + \text{Skill}\_\text{Group}\_\text{Half}\_\text{Hour}.\text{AbandonRingCallsToHalf} + \text{Skill}\_\text{Group}\_\text{Half}\_\text{Hour}.\text{RedirectNoAnsCallsToHalf} + \text{Skill}\_\text{Group}\_\text{Half}\_\text{Hour}.\text{CallsHandledToHalf}))\)

**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: \(\text{Skill}\_\text{Group}\_\text{Half}\_\text{Hour}.\text{CallsHandledToHalf} / \text{Total Calls Completed}\)

where Total Calls Completed = \(\text{Skill}\_\text{Group}\_\text{Half}\_\text{Hour}.\text{RouterCallsAbandQToHalf} + \text{Skill}\_\text{Group}\_\text{Half}\_\text{Hour}.\text{AbandonRingCallsToHalf} + \text{Skill}\_\text{Group}\_\text{Half}\_\text{Hour}.\text{RedirectNoAnsCallsToHalf} + \text{Skill}\_\text{Group}\_\text{Half}\_\text{Hour}.\text{CallsHandledToHalf}\)

*Internal In*

The number of internal calls received by skill group agents during the half-hour interval.

This includes calls that were received from another agent through the transfer or conference key that did not go through a script or for agent to agent tasks. The value is updated in the database when the after-call work time associated with the call (if any) is completed. This applies to default Skill Groups only.

Derived from: Skill_Group_Half_Hour.InternalCallsRcvdToHalf
*External Out

For default skill groups: the number of times an agent initiated an outgoing external call.
For routing skill groups: the number of times an agent initiated a transfer or conference to an external device. The value is updated in the database when any after-call work time associated with the call is completed.
Derived from: Skill_Group_Half_Hour.AgentOutCallsToHalf

*Internal Out

For default skill groups: the number of times an agent initiated an outgoing internal call.
For routing skill groups: the number of times an agent initiated a transfer or conference to an internal device. The value is updated in the database when the after-call work time associated with the call (if any) is completed.
Derived from: Skill_Group_Half_Hour.InternalCallsToHalf

*Transfer In

The number of calls transferred into the skill group in the half hour interval. The value is updated in the database when the call is complete.
In Unified CCE with an IPCC System PG, a call is counted as offered as soon as it is sent to a skill group.
In Unified CCE, 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 Unified CCE, the value is updated in the database when an agent blind conferences the call to an IVR.
For blind conferences in Unified CCE 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>Overview:</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 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 web 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>Unified CCE 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>Yes: When selected from the Base Only Skill Group template subcategory (that is, used as a base only skill group report). No: When selected from the Peripheral Skill Group template subcategory (that is, used as a peripheral skill group report).</td>
</tr>
<tr>
<td><strong>Schema database tables</strong></td>
<td>Media_Routing_Domain Skill_Group Skill_Group_Half_Hour</td>
</tr>
</tbody>
</table>

**Data:**

**Media**

The skill group's media routing domain.

Derived from: Media_Routing_Domain.EnterpriseName

**Skill Group**

The skill group's enterprise name and skill target ID

Derived from: Skill_Group.EnterpriseName and Skill_Group.SkillTargetID

**DateTime (no label)**

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

Derived from: Skill_Group_Half_Hour.DateTime
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:

\[((Skill_Group_Half_Hour.WorkReadyTimeToHalf + Skill_Group_Half_Hour.WorkNotReadyTimeToHalf)/Skill_Group_Half_Hour.LoggedOnTimeToHalf)\]

Agent State Times: % BusyOther Time

The percentage of time that agents have spent in BusyOther state in relation to LoggedOnTime or the half hour 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 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 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 =((Skill_Group_Half_Hour.TalkInTimeToHalf +
Skill_Group_Half_Hour.TalkOutTimeToHalf +
Skill_Group_Half_Hour.TalkOtherTimeToHalf +
Skill_Group_Half_Hour.WorkReadyTimeToHalf +
Skill_Group_Half_Hour.WorkNotReadyTimeToHalf)/
(Skill_Group_Half_Hour.LoggedOnTimeToHalf -
Skill_Group_Half_Hour.NotReadyTimeToHalf))

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 (hour, 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.HandledCallsTalkTimeToHalf -
Skill_Group_Half_Hour.IncomingCallsOnHoldTimeToHalf)/
Skill_Group_Half_Hour.CallsHandledToHalf
**Completed Tasks: Aban Hold**

The number of Unified 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 then 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 web media. |
| Purpose | To show the daily performance of the selected skill groups for the selected time period. |
| Applicable environment | Unified CCE only |
| Template type | Historical table |
| Default sort order | By media routing domain, skill group, and then by date and time |
| Drilldowns available | Yes: When selected from the Base Only Skill Group template subcategory (that is, used as a base only skill group report). No: When selected from the Peripheral Skill Group template subcategory (that is, used as a peripheral skill group report). |
| 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.HandleCallsTimeToHalf/ 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 Unified 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 10-59 for an illustration of this report.

### Overview:

<table>
<thead>
<tr>
<th>Subject</th>
<th>A table of the selected Peripheral Skill Group(s) showing consolidated call and skill group statistics, gathered in half-hour increments.</th>
</tr>
</thead>
<tbody>
<tr>
<td><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 displays the same data as the Entskg35 report except that this report is organized by media rather then by skill group.</td>
<td></td>
</tr>
<tr>
<td>Fields applicable to a voice domain only are prefixed with an asterisk (*). Such fields are not applicable for e-mail or web media.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Purpose</th>
<th>To show the activity and the performance of the selected skill groups for the selected time period.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Applicable environment</td>
<td>Unified CCE 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 | Yes: When selected from the Base Only Skill Group template subcategory (that is, used as a base only skill group report). |
|----------------------| No: When selected from the Peripheral Skill Group template subcategory (that is, used as a peripheral skill group report). |

<table>
<thead>
<tr>
<th>Schema database tables</th>
<th>Media_Routing_Domain</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Skill_Group</td>
</tr>
<tr>
<td></td>
<td>Skill_Group_Half_Hour</td>
</tr>
</tbody>
</table>

### Data:

**Media**

The skill group's media routing domain.

Derived from: Media_Routing_Domain.EnterpriseName

**Skill Group**

The skill group's enterprise name and skill target ID.

Derived from: Skill_Group.EnterpriseName and Skill_Group.SkillTargetID

**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.DateTme
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.
Derived from: Skill_Group_Half_Hour.ServiceLevelCallsAbandToHalf

Note
With the existence of a network VRU, this value includes time in the network queue.

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 Unified 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 Unified 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 calls transferred into the skill group in the half hour interval. The value is updated
in the database when the call is complete.
In Unified CCE with an IPCC System PG, a call is counted as offered as soon as it is sent to a skill
group.
In Unified CCE, 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.
Derived from: Skill_Group_Half_Hour.TransferredOutCallsToHalf +
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: 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 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 a Unified 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

Overview:

<table>
<thead>
<tr>
<th>Subject</th>
<th>A table of the selected Peripheral Skill Group(s) showing consolidated call and skill group statistics, gathered in day increments.</th>
</tr>
</thead>
<tbody>
<tr>
<td>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>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>
</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 web media.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Purpose</th>
<th>To show the daily activity and performance of the selected skill groups for the selected time period.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Applicable environment</td>
<td>Unified CCE 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>Yes: When selected from the Base Only Skill Group template subcategory (that is, used as a base only skill group report). No: When selected from the Peripheral Skill Group template subcategory (that is, used as a peripheral skill group report).</td>
</tr>
<tr>
<td>Schema database tables</td>
<td>Media_Routing_Domain Skill_Group Skill_Group_Half_Hour</td>
</tr>
</tbody>
</table>

Data:

Media

The skill group's media routing domain.

Derived from: Media_Routing_Domain.EnterpriseName

Skill Group

The skill group's enterprise name and skill target ID.

Derived from: Skill_Group.EnterpriseName and skill_Group.SkillTargetID
### Date (no label)

The date of the selected row's data in MM/DD/YYYY (month, day, year) format.

Derived from: Skill_Group_Half_Hour.DateTime

### 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.

Derived from: Skill_Group_Half_Hour.ServiceLevelCallsAbandToHalf

---

**Note**

With the existence of a network VRU, this value includes time in the network queue.

### 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 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 Unified 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 Unified 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 calls transferred into the skill group in the half hour interval. The value is updated in the database when the call is complete.

In Unified CCE with an IPCC System PG, a call is counted as offered as soon as it is sent to a skill group.

In Unified CCE, 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 complete.

**External Out**

For default skill groups: the number of times an agent initiated an outgoing external call. For routing skill groups: the number of times an agent initiated a transfer or conference to an external device.

Derived from: Skill_Group_Half_Hour.AgentOutCallsToHalf

**Agent State Times: Active Time**

The total time spent in talking state within this skill group, measured in HH:MM:SS (hours, minutes, seconds) format. Includes Incoming Direct and Outgoing Internal, although these call counts are not shown in this report.

Derived from: Skill_Group_Half_Hour.TalkTimeToHalf

**Agent State Times: Hold Time**

The total time agents spent in the Hold/Paused state in this skill group, measured in HH:MM:SS (hours, minutes, seconds) format. Includes Incoming Direct and Outgoing Internal, although call counts are not shown in this report.

Derived from: Skill_Group_Half_Hour.HoldTimeToHalf

**Agent State Times: Log On Duration**

The total time during the interval the agents were logged into this skill group, measured in HH:MM:SS (hours, minutes, seconds) format.

Derived from: Skill_Group_Half_Hour.LoggedOnTimeToHalf

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

The percentage of time that agents have spent in the Not Active or Available state in relation to LoggedOnTime or interval, whichever is less.

Derived from: Skill_Group_Half_Hour.AvailTimeToHalf/Skill_Group_Half_Hour.LoggedOnTimeToHalf

**Agent State Times: % Not Ready Time**

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

Derived from: Skill_Group_Half_Hour.NotReadyTimeToHalf/Skill_Group_Half_Hour.LoggedOnTimeToHalf

**Agent State Times: % Active Time**

The percentage of time that the agent of this skill group has spent in Active state in this Skill Group in relation to LoggedOnTime.

Derived from: Skill_Group_Half_Hour.TalkTimeToHalf/Skill_Group_Half_Hour.LoggedOnTimeToHalf
Agent State Times: % Hold Time

The percentage of time that agents spent in the Hold/Paused state in relation to LoggedOnTime or interval, whichever is less.

Derived from: Skill_Group_Half_Hour.HoldTimeToHalf / Skill_Group_Half_Hour.LoggedOnTimeToHalf

Agent State Times: % Reserved Time

The percentage of time that agents have spent in Reserved state waiting for a Unified ICM routed call from this skill group in relation to LoggedOnTime.

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

Agent State Times: % Wrap Up Time

The percentage of time that agents have spent in Wrap-up state after incoming or outgoing tasks in relation to LoggedOnTime or interval, whichever is less.

Derived from: (Skill_Group_Half_Hour.WorkReadyTimeToHalf + Skill_Group_Half_Hour.WorkNotReadyTimeToHalf) / Skill_Group_Half_Hour.LoggedOnTimeToHalf

Agent State Times: % Busy Other Time

The percentage of time that the agents of this skill group spent in busy other state.

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

Skill Group Summary

The total of all fields for each skill group.

Media Summary

The total of all fields for each media routing domain.

Report Summary

The total of all fields for all skill groups for each peripheral.
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 Unified ICM, so that Unified 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</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>Report, page 6-2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>trkgrp12: Trunks Historical All Fields Report</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>page 6-4</td>
<td></td>
<td></td>
</tr>
<tr>
<td>trkgrp20: All Ports Busy real-time Report,</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>page 6-7</td>
<td></td>
<td></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>
<tr>
<td>trkgrp22: IVR Ports Status real-time Report, page 6-8</td>
<td>real-time table</td>
<td>The status of the IVR ports in the selected IVR Port Groups</td>
</tr>
<tr>
<td>trkgrp23: IVR Ports Performance Half Hour Report, page 6-9</td>
<td>historical table</td>
<td>Half-hour counts of ports in-service and ports idle, and the seconds that all ports were busy</td>
</tr>
</tbody>
</table>
trkgrp04: Trunks real-time All Fields Report

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>Unified CCE, Unified 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 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
Chapter 6  Trunk group for IP-IVR reports

Trunk Group for IP IVR Report Templates

Aban30
The number of tasks to the trunk group abandoned in queue during the current half-hour interval.
Derived from: Trunk_Group_Real_Time.CallsAbandonedHalf

Aban Today
The number of tasks to the trunk group abandoned in queue since midnight.
Derived from: Trunk_Group_Real_Time.CallsAbandonedToday

Tasks In30
The number of inbound tasks received on the trunk group during the current half-hour interval.
Derived from: Trunk_Group_Real_Time.CallsInHalf

Tasks In Now
The number of inbound tasks currently in progress on the trunk group.
Derived from: Trunk_Group_Real_Time.CallsInNow

Tasks In Today
The number of inbound tasks received on the trunk group since midnight.
Derived from: Trunk_Group_Real_Time.CallsInToday

Tasks Out30
The number of outbound tasks received on the trunk group during the current half-hour interval.
Derived from: Trunk_Group_Real_Time.CallsOutHalf

Tasks Out Now
The number of outbound tasks currently in progress on the trunk group.
Derived from: Trunk_Group_Real_Time.CallsOutNow

Tasks Out Today
The number of outbound tasks received on the trunk group since midnight.
Derived from: Trunk_Group_Real_Time.CallsOutToday

In Service Time30
The time in HH:MM:SS (hours, minutes, seconds) trunks in the group have been in service during the current half-hour interval.
Derived from: Trunk_Group_Real_Time.InServiceTimeHalf

In Service Time Today
The time in HH:MM:SS (hours, minutes, seconds) trunks in the group have been in service since midnight.
Derived from: Trunk_Group_Real_Time.InServiceTimeToday
Inbound Time30
The time in HH:MM:SS (hours, minutes, seconds) trunks in the group have been in use for inbound tasks during the current half-hour interval.
Derived from: Trunk_Group_Real_Time.InUseInboundTimeHalf

Inbound Time Today
The time in HH:MM:SS (hours, minutes, seconds) trunks in the group have been in use for inbound tasks since midnight.
Derived from: Trunk_Group_Real_Time.InUseInboundTimeToday

Outbound Time30
The time in HH:MM:SS (hours, minutes, seconds) trunks in the group have been in use for outbound tasks during the current half-hour interval.
Derived from: Trunk_Group_Real_Time.InUseOutboundTimeHalf

Outbound Time Today
The time in HH:MM:SS (hours, minutes, seconds) trunks in the group have been in use for outbound tasks since midnight.
Derived from: Trunk_Group_Real_Time.InUseOutboundTimeToday

Idle
The number of non-busy trunks in the group now.
Derived from: Trunk_Group_Real_Time.TrunksIdle

In Service
The number of trunks in the trunk group in service now.
Derived from: Trunk_Group_Real_Time.TrunksInService

trkgrp12: Trunks Historical All Fields Report

<table>
<thead>
<tr>
<th>Overview:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Subject</td>
</tr>
<tr>
<td>Purpose</td>
</tr>
<tr>
<td>Applicable environment</td>
</tr>
<tr>
<td>Template type</td>
</tr>
<tr>
<td>Default sort order</td>
</tr>
</tbody>
</table>
### Data:

#### Enterprise Name

The enterprise name of the trunk group.

Derived from: Trunk_Group.EnterpriseName

#### DateTime

The 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
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 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 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 Historical Database Server (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

**Overview:**

<table>
<thead>
<tr>
<th>Subject</th>
<th>A bar graph of the time (in seconds) that all ports were busy since the end of the last half-hour interval.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Purpose</td>
<td>To show current amount of activity on IVR ports. Use this report to ensure that your system is performing optimally. You should alert your system administrator if you see a consistent pattern of greater than half-hour all trunk busy conditions. This is an early warning that more IVR ports are needed to fulfill your queuing requirements.</td>
</tr>
<tr>
<td>Applicable environment</td>
<td>Unified CCE</td>
</tr>
<tr>
<td>Template type</td>
<td>Real-time bar graph</td>
</tr>
<tr>
<td>Default sort order</td>
<td>By IVR port trunk group</td>
</tr>
<tr>
<td>Drilldowns available</td>
<td>No</td>
</tr>
</tbody>
</table>
| Schema database tables | Trunk_Group  
Trunk_Group_Real_Time |

**Data:**

**IVR Ports**

The enterprise name of the IVR Ports trunk group.

Derived from: Trunk_Group.EnterpriseName

**All Ports Busy**

The Total time that all ports in the IVR group were busy for the current half-hour interval.

Derived from: Trunk_Group_Real_Time.AllTrunksBusyHalf

trkgrp21: IVR Ports Idle & In Service real-time Report

**Overview:**

<table>
<thead>
<tr>
<th>Subject</th>
<th>An overlapped bar graph of the current number of idle ports in relation to the current number of in-service ports</th>
</tr>
</thead>
<tbody>
<tr>
<td>Purpose</td>
<td>To show IVR port usage. Use this report to ensure that your system is performing optimally.</td>
</tr>
<tr>
<td>Applicable environment</td>
<td>Unified CCE</td>
</tr>
<tr>
<td>Template type</td>
<td>Real-time bar graph</td>
</tr>
</tbody>
</table>
### Chapter 6      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>
</tbody>
</table>
| Schema database tables           | Trunk_Group
                                             Trunk_Group_Real_Time |

#### 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>
</tr>
</thead>
<tbody>
<tr>
<td>Subject</td>
</tr>
<tr>
<td>Purpose</td>
</tr>
<tr>
<td>Applicable environment</td>
</tr>
<tr>
<td>Template type</td>
</tr>
<tr>
<td>Default sort order</td>
</tr>
<tr>
<td>Drilldowns available</td>
</tr>
</tbody>
</table>
| Schema database tables       | Trunk_Group
                                             Trunk_Group_Real_Time |
Data:

**IVR Ports**

The enterprise name of the IVR port trunk group.

Derived from: Trunk_Group.EnterpriseName

**Ports in Service**

The number of 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 10-65 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 half-hour counts of IVR ports in-service, ports idle, and the time HH:MM:SS (hours, minutes, seconds) that all ports were busy</td>
</tr>
<tr>
<td>Purpose</td>
<td>To show the performance of IVR ports for the selected time period.</td>
</tr>
<tr>
<td>Applicable environment</td>
<td>Unified CCE</td>
</tr>
<tr>
<td>Template type</td>
<td>Historical table</td>
</tr>
<tr>
<td>Default sort order</td>
<td>By IVR port trunk group and then by date and time.</td>
</tr>
<tr>
<td>Drilldowns available</td>
<td>No</td>
</tr>
</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
Trunk Group for IP IVR Report Templates

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

Ports
The number of ports in the group in service at the end of the half hour interval.
Derived from: Trunk_Group_Half_Hour.TrunksInService

% Busy
The percentage of time that the trunk groups in service were 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.
CHAPTER 7

Application Gateway, Path, Script Queue, and Routing Client Reports

The Application Gateway allows Unified ICM to query host systems that are running other contact center applications. Unified 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 Unified 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 software's database.

<table>
<thead>
<tr>
<th>Template Name</th>
<th>Applicable Environment</th>
<th>Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>apgate11: Application Gateway Status Half Hour Report, page 7-2</td>
<td>Unified CCE and Unified ICM</td>
<td>historical table</td>
<td>Data on requests made by the application gateway to a host system.</td>
</tr>
<tr>
<td>appath01: Application Path real-time Report, page 7-3</td>
<td>Unified CCE and Unified ICM</td>
<td>real-time table</td>
<td>Current status of a single application path.</td>
</tr>
<tr>
<td>scrque01: Script Queue Node real-time Report, page 7-4</td>
<td>Unified CCE and Unified ICM</td>
<td>real-time table</td>
<td>Queue statistics for a script's Queue Node.</td>
</tr>
<tr>
<td>rtecli11: Routing Client Performance, page 7-5</td>
<td>Unified CCE and Unified ICM</td>
<td>historical table</td>
<td>All the available agent route historical report data in the Routing_Client_Five_Minute database table</td>
</tr>
</tbody>
</table>
apgate11: Application Gateway Status Half Hour Report

See Apgate11, page 10-24 for an illustration of this report.

Overview

<table>
<thead>
<tr>
<th>Subject</th>
<th>Data on requests made by the application gateway to a host system, gathered in half-hour increments.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Purpose</td>
<td>To show application gateway half-hour status for the selected time period.</td>
</tr>
<tr>
<td>Applicable environment</td>
<td>Unified CCE, standard ACD</td>
</tr>
<tr>
<td>Template type</td>
<td>Historical table</td>
</tr>
<tr>
<td>Default sort order</td>
<td>By Application Gateway and then by Date and Time</td>
</tr>
<tr>
<td>Drilldowns available</td>
<td>No</td>
</tr>
<tr>
<td>Schema database table</td>
<td>Application_Gateway</td>
</tr>
<tr>
<td></td>
<td>Application_Gateway_Half_Hour</td>
</tr>
</tbody>
</table>

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

Data:

Application Path Name
The Unified ICM ID of the application path for the associated data row.
Derived from: Application_Path_Real_Time.AppPathID
**DateTime Last Updated**

The date and time the application path was last updated.
Derived from: Application_Path_Real_Time.DateTime

**Online DateTime**

The date and time at which the application instance associated with this application path established a connection with the CTI Server.
Derived from: Application_Path_Real_Time.OnLineDateTime

**Application Online**

Whether or not the application path is currently online. Values are either 0 (off line) or 1 (on line).
Derived from: Application_Path_Real_Time.AppOnLine

### scrque01: Script Queue Node real-time Report

| **Overview:** |
|---|---|
| **Subject** | Queue statistics for a script's Queue Node. |
| **Purpose** | Scripts control the routing logic of Unified 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** | Unified CCE, 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 Unified 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

<table>
<thead>
<tr>
<th>Overview:</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>Subject</td>
<td>A table of the selected routing clients showing the routing client request responses for the current five-minute interval.</td>
</tr>
<tr>
<td>Purpose</td>
<td>To show current routing client performance</td>
</tr>
<tr>
<td>Applicable environment</td>
<td>Unified CCE and Unified 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>
<tr>
<td>Schema database table</td>
<td>Routing_Client Routing_Client_Five_Minute Physical_Interface_Controller</td>
</tr>
</tbody>
</table>

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 of 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 the software. With the Outbound Option, contact centers can be configured for automated outbound activities. This option allows agents who are not busy with inbound calls to perform outbound calls, thereby maintaining high agent productivity.

All Outbound option reports are **voice-only** reports and can be used in a Unified 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 Unified ICM.

The following table lists the Unified 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 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 4-129</td>
<td>Outbound Option (Unified CCE, Unified 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 Option) Predictive and Progressive Tasks</td>
<td>Outbound Option (Unified CCE, Unified ICM)</td>
<td>historical table</td>
<td>Task detail performance of predictive calls by skill group.</td>
</tr>
<tr>
<td>Detail Performance Report, page 4-151</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>agtskg11: Outbound Option (Blended Agent) Preview Task Detail</td>
<td>Outbound Option (Unified CCE, Unified ICM)</td>
<td>historical table</td>
<td>Task detail performance of preview calls by skill group.</td>
</tr>
<tr>
<td>Performance Report, page 4-153</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>agtskg12: Outbound Option (Blended Agent) Reservation Task Detail</td>
<td>Outbound Option (Unified CCE, Unified ICM)</td>
<td>historical table</td>
<td>Task detail performance of reservation calls by skill group.</td>
</tr>
<tr>
<td>Performance Report, page 4-155</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Report Name</td>
<td>Module</td>
<td>Table Type</td>
<td>Description</td>
</tr>
<tr>
<td>-------------------------------------------------</td>
<td>--------------------------------------</td>
<td>------------------</td>
<td>-----------------------------------------------------------------------------</td>
</tr>
<tr>
<td>imprul01: Import Status</td>
<td>Outbound Option (Unified CCE, Unified ICM)</td>
<td>real-time</td>
<td>The number of good, bad, and total records imported, or to be imported.</td>
</tr>
<tr>
<td>real-time Report</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>imprul10: Import Rule</td>
<td>Outbound Option (Unified CCE, Unified ICM)</td>
<td>historical</td>
<td>The number of good, bad, and total records imported, by time range.</td>
</tr>
<tr>
<td>Report, page 8-75</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>camqry01: Call Counts</td>
<td>Outbound Option (Unified CCE, Unified ICM)</td>
<td>real-time</td>
<td>Provides a summary of call results for query rules within a campaign since the beginning of the day.</td>
</tr>
<tr>
<td>of Query Rule within Campaign</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>real-time Report, page 8-5</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>camqry02: Summary of Call Counts Per Campaign</td>
<td>Outbound Option (Unified CCE, Unified ICM)</td>
<td>real-time</td>
<td>Provides summary of call results for a campaign since the beginning of the day. It includes a summary of all query rules within the campaign.</td>
</tr>
<tr>
<td>real-time Report, page 8-8</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>camqry03: Valid Campaign Dialing Times</td>
<td>Outbound Option (Unified CCE, Unified ICM)</td>
<td>real-time</td>
<td>Provides a view of what is configured for valid campaign calling times for zone1 and zone2 for the selected campaigns. The times are relative to the customer's time zone.</td>
</tr>
<tr>
<td>real-time Report, page 8-11</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>camqry04: Query Rule Dialing Times</td>
<td>Outbound Option (Unified CCE, Unified ICM)</td>
<td>real-time</td>
<td>Provides a view of what is configured for valid campaign calling times for zone1 and zone2 for the selected campaign. The zone times are relative to the customer's time zone. The query rule start and stop times are relative to the Central Controller time.</td>
</tr>
<tr>
<td>real-time Report, page 8-12</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>camqry05: Call Summary Count Of Query Rule</td>
<td>Outbound Option (Unified CCE, Unified ICM)</td>
<td>real-time</td>
<td>Displays how many records for selected query rules have been dialed to completion, and how many records are left.</td>
</tr>
<tr>
<td>Within Campaign real-time, page 8-14</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Report ID</td>
<td>Report Name</td>
<td>Option Type</td>
<td>Report Type</td>
</tr>
<tr>
<td>-----------</td>
<td>-------------</td>
<td>-------------</td>
<td>-------------</td>
</tr>
<tr>
<td>camqry06</td>
<td>Call Summary Count per Campaign real-time, page 8-16</td>
<td>Outbound Option (Unified CCE, Unified ICM)</td>
<td>real-time table</td>
</tr>
<tr>
<td>camqry10</td>
<td>Call Counts of Query Rule within Campaign Half Hour Report, page 8-22</td>
<td>Outbound Option (Unified CCE, Unified ICM)</td>
<td>historical table</td>
</tr>
<tr>
<td>camqry11</td>
<td>Summary of Call Counts per Campaign Half Hour Report, page 8-26</td>
<td>Outbound Option (Unified CCE, Unified ICM)</td>
<td>historical table</td>
</tr>
<tr>
<td>camqry12</td>
<td>Summary of Attempts per Campaign Half Hour Report, page 8-29</td>
<td>Outbound Option (Unified CCE, Unified ICM)</td>
<td>historical table</td>
</tr>
<tr>
<td>camqry14</td>
<td>Breakdown of Attempts (%) per Campaign Half Hour Report, page 8-35</td>
<td>Outbound Option (Unified CCE, Unified ICM)</td>
<td>historical table</td>
</tr>
<tr>
<td>camqry16</td>
<td>Summary of Attempts per Query Rule Within Campaign Half Hour Report, page 8-41</td>
<td>Outbound Option (Unified CCE, Unified ICM)</td>
<td>historical table</td>
</tr>
<tr>
<td>camqry19</td>
<td>Breakdown of Attempts (%) per Query Rule Within Campaign Daily Report, page 8-51</td>
<td>Outbound Option (Unified CCE, Unified ICM)</td>
<td>historical table</td>
</tr>
<tr>
<td>camqry20</td>
<td>Campaign Consolidated Half Hour Report, page 8-55</td>
<td>Outbound Option (Unified CCE, Unified ICM)</td>
<td>historical table</td>
</tr>
</tbody>
</table>
### Outbound Option Real-Time Reports

- camqry01: Call Counts of Query Rule within Campaign real-time Report, page 8-5
- camqry02: Summary of Call Counts Per Campaign real-time Report, page 8-8
- camqry03: Valid Campaign Dialing Times real-time Report, page 8-11
- camqry04: Query Rule Dialing Times real-time Report, page 8-12
- camqry05: Call Summary Count Of Query Rule Within Campaign real-time, page 8-14
- camqry06: Call Summary Count per Campaign real-time, page 8-16

<table>
<thead>
<tr>
<th>Report Name</th>
<th>Data Source</th>
<th>Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>camqry22: Campaign Consolidated Detailed Half Hour Report</td>
<td>Outbound Option (Unified CCE, Unified ICM)</td>
<td>historical table</td>
<td>Breakdown of completed calls campaign consolidated.</td>
</tr>
<tr>
<td>dialer01: Dialer real-time Report</td>
<td>Outbound Option (Unified CCE, Unified ICM)</td>
<td>real-time table</td>
<td>Data for contacts, busy, voice, answering machine, and SITTone contacts detected by the dialer.</td>
</tr>
<tr>
<td>dialer10: Dialer Call Result Summary Half Hour Report</td>
<td>Outbound Option (Unified CCE, Unified ICM)</td>
<td>historical table</td>
<td>Contacts, busy, voice, answering machine, and SITTone contacts detected by the dialer during the half-hour interval.</td>
</tr>
<tr>
<td>dialer11: Dialer Capacity Half Hour Report</td>
<td>Outbound Option (Unified CCE, Unified ICM)</td>
<td>historical table</td>
<td>Displays Dialer idle and all ports busy information, as well as average reservation call time and average customer attempt times.</td>
</tr>
<tr>
<td>dialpr01: Dialer Port Status real-time Report</td>
<td>Outbound Option (Unified CCE, Unified ICM)</td>
<td>real-time table</td>
<td>Dialer activity on a port-by-port basis.</td>
</tr>
<tr>
<td>perskg11: Outbound Option (Blended Agent) Statistics By Skill Group Report</td>
<td>Outbound Option (Unified CCE, Unified ICM)</td>
<td>real-time table</td>
<td>All skill groups and their associated Blended Agent status.</td>
</tr>
<tr>
<td>perskg12: Outbound Option (Blended Agent) Task Detail Performance In Skill Groups Half Hour Report</td>
<td>Outbound Option (Unified CCE, Unified ICM)</td>
<td>historical table</td>
<td>Percentage of time that Outbound Option agents spent in the signed on, handle, talk, and hold states.</td>
</tr>
</tbody>
</table>
• dialer01: Dialer real-time Report, page 8-17
• dialpr01: Dialer Port Status real-time Report, page 8-19
• imprul01: Import Status real-time Report, page 8-21

camqry01: Call Counts of Query Rule within Campaign real-time Report

See camqry01, page 10-33 for an illustration of this report.

**Overview:**

<table>
<thead>
<tr>
<th>Subject</th>
<th>Outbound Option Campaign Query Rule: All query rules within a campaign.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Purpose</td>
<td>To display the current status of all campaign records</td>
</tr>
<tr>
<td>Applicable environment</td>
<td>Outbound Option (Unified CCE, Unified 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>
<tr>
<td>Drilldowns available</td>
<td>No</td>
</tr>
</tbody>
</table>
| Schema database tables | Campaign
Campaign_Query_Rule_Real_Time
Query_Rule |

**Note** The data in the Campaign_Query_Rule_Real_Time table is reset nightly.

**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.

Derived from: Campaign_Query_Rule_Real_Time.AttemptedCount

**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. The Calls with CallResults 4, 27 and 28 are mentioned in this column.
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.NetworkAnsMachineCount

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 camqry02, page 10-33 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 current status of all campaign records</td>
</tr>
<tr>
<td>Applicable environment</td>
<td>Outbound Option (Unified CCE, Unified 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</td>
</tr>
<tr>
<td></td>
<td>Campaign_Query_Rule_Real_Time</td>
</tr>
<tr>
<td>Note</td>
<td>The data in the Campaign_Query_Rule_Real_Time table is reset nightly.</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.
Derived from: Campaign_Query_Rule_Real_Time.AttemptedCount
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. The Calls with CallResults 4, 27 and 28 are mentioned in this column.
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.CancelledDetectCount

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>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Subject</strong></td>
<td>Currently configured campaign dialing times</td>
</tr>
<tr>
<td><strong>Purpose</strong></td>
<td>To display the currently valid campaign dialing times</td>
</tr>
<tr>
<td><strong>Applicable environment</strong></td>
<td>Outbound Option (Unified CCE, Unified 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 campaign name</td>
</tr>
<tr>
<td><strong>Drilldowns available</strong></td>
<td>No</td>
</tr>
<tr>
<td><strong>Schema database tables</strong></td>
<td>Campaign</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 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>
</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>
### Outbound Option Real-Time Reports

#### Data:

<table>
<thead>
<tr>
<th>Drildowns available</th>
<th>No</th>
</tr>
</thead>
</table>
| Schema database tables | Campaign  
Campaign_Query_Rule  
Query_Rule |

#### 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 Central Controller’s time zone. Typically, the Administration & Data Server from which a query is run is in the 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: \(((\text{Campaign\_Query\_Rule}\\.\text{EndHours} \times 60) + \text{Campaign\_Query\_Rule}\\.\text{EndMinutes}) - ((\text{Campaign\_Query\_Rule}\\.\text{StartHours} \times 60) + \text{Campaign\_Query\_Rule}\\.\text{StartMinutes})))\)

**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: \(\text{Campaign\_WorkStartHours}' :' \text{Campaign\_WorkStartMinutes}\)

**End Zone 2 Time**

The Zone 2 time in HH:MM:SS format that the campaign ends.

Derived from: \(\text{Campaign\_WorkEndHours}' :' \text{Campaign\_WorkEndMinutes}\)

**Zone 2 Duration**

The total Zone 2 time. Work Duration = End Work Time – Start Work Time.

Derived from: \(((\text{Campaign\_WorkEndHours} \times 60) + \text{Campaign\_WorkEndMinutes}) - ((\text{Campaign\_WorkStartHours} \times 60) + \text{Campaign\_WorkStartMinutes})))\)

**camqry05: Call Summary Count Of Query Rule Within Campaign real-time**

See camqry05, page 10-33 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>
</tbody>
</table>
Outbound Option Real-Time Reports

<table>
<thead>
<tr>
<th>Data:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Drilldowns available</strong></td>
</tr>
<tr>
<td><strong>Schema database tables</strong></td>
</tr>
<tr>
<td>Campaign</td>
</tr>
<tr>
<td>Query_Rule</td>
</tr>
<tr>
<td>Campaign_Query_Rule_Real_Time</td>
</tr>
<tr>
<td><strong>Note</strong></td>
</tr>
</tbody>
</table>

**Campaign Name**
- The name of the campaign.
- Derived from: Campaign.CampaignName

**Query Rule Name**
- The name of the query rule.
- Derived from: Query_Rule.QueryRuleName

**Total Records**
- The total number of records.
- Derived from: Campaign_Query_Rule_Real_Time.TotalCount

**Available**
- The number of available records.
- Derived from: Campaign_Query_Rule_Real_Time.TotalCount – Campaign_Query_Rule_Real_Time.FutureUseInt1 – 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.FutureUseInt1
camqry06: Call Summary Count per Campaign real-time

See camqry06, page 10-34 for an illustration of this report.

<table>
<thead>
<tr>
<th>Overview:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Subject</td>
<td>Outbound Option Campaign Query Rule: All campaign records.</td>
</tr>
<tr>
<td>Purpose</td>
<td>To display the status of each query rule within a campaign.</td>
</tr>
<tr>
<td>Applicable environment</td>
<td>Outbound Option (Unified CCE, Unified 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>

**Note** The data in the Campaign_Query_Rule_Real_Time table is reset nightly.

**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.FutureUseInt1 – 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.FutureUseInt1
dialer01: Dialer real-time Report

See dialer01, page 10-48 for an illustration of this report.

Overview:

<table>
<thead>
<tr>
<th>Subject</th>
<th>Outbound Option Dialer: Contacts, busy, voice, answering machine, SIT Tone detects, no answer, and abandoned calls for each dialer.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Purpose</td>
<td>To display the current status of each dialer</td>
</tr>
<tr>
<td>Applicable environment</td>
<td>Outbound Option (Unified CCE, Unified ICM)</td>
</tr>
<tr>
<td>Template type</td>
<td>Real-time table</td>
</tr>
<tr>
<td>Default sort order</td>
<td>By dialer name</td>
</tr>
<tr>
<td>Drilldowns available</td>
<td>No</td>
</tr>
<tr>
<td>Schema database tables</td>
<td>Dialer Dialer_Real_Time</td>
</tr>
</tbody>
</table>

Data:

**Dialer Name**

The name of the dialer.

Derived from: Dialer.DialerName

**Attempted**

Summary total of the number of contacts dialed today.

Derived from: Dialer_Real_Time.ContactsDialedToday

**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
Outbound Option Real-Time Reports

Chapter 8  Outbound Option (Blended Agent) Reports

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. The Calls with CallResults 4, 27 and 28 are mentioned in this column.
Derived from: Dialer_Real_Time.NoRingBackDetectHalf

No Dialtone
The number of contacts today that did not detect a dial tone.
Derived from: Dialer_Real_Time.NoDialToneDetectHalf

Fax
The number of contacts today that detected a fax.
Derived from: Dialer_Real_Time.FaxDetectHalf

Network IVR
The number of contacts today that detected a network answering machine.
Derived from: Dialer_Real_Time.NetworkAnsMachineDetectHalf

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.AgentRejectedDetectHalf

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.AgentClosedDetectHalf
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.CancelledDetectHalf

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.AbandonToIVRHalf

Customer Abandon
The number of contacts today where the customer hung-up immediately after picking up the phone.
Derived from: Dialer_Real_Time.CustomerAbandonDetectHalf

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>
</tbody>
</table>

Overview:

Subject | Outbound Option Dialer Port: Dialer activity on a port-by-port basis.
Purpose | To display the status of each Outbound Option dialer port
### Outbound Option Real-Time Reports

<table>
<thead>
<tr>
<th>Applicable environment</th>
<th>Outbound Option (Unified CCE, Unified ICM)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Template type</td>
<td>Real-time table</td>
</tr>
<tr>
<td>Default sort order</td>
<td>By dialer name, port number, campaign name</td>
</tr>
<tr>
<td>Drilldowns available</td>
<td>No</td>
</tr>
<tr>
<td>Schema database tables</td>
<td>Dialer, Campaign, Query Rule, Dialer_Port_Real_Time</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

**Overview:**

<table>
<thead>
<tr>
<th>Subject</th>
<th>Import Rule: The number of good, bad, and total records imported, or to be imported.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Purpose</td>
<td>To display the status of Outbound Option import records</td>
</tr>
<tr>
<td>Applicable environment</td>
<td>Outbound Option (Unified CCE, Unified ICM)</td>
</tr>
<tr>
<td>Template type</td>
<td>Real-time table</td>
</tr>
<tr>
<td>Default sort order</td>
<td>By import name</td>
</tr>
<tr>
<td>Drilldowns available</td>
<td>No</td>
</tr>
<tr>
<td>Schema database table</td>
<td>Import_Rule Import_Rule_Real_Time</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 8-22
- camqry11: Summary of Call Counts per Campaign Half Hour Report, page 8-26
- camqry12: Summary of Attempts per Campaign Half Hour Report, page 8-29
- camqry14: Breakdown of Attempts (%) per Campaign Half Hour Report, page 8-35
- camqry16: Summary of Attempts per Query Rule Within Campaign Half Hour Report, page 8-41
- camqry19: Breakdown of Attempts (%) per Query Rule Within Campaign Daily Report, page 8-51
- camqry20: Campaign Consolidated Half Hour Report, page 8-55
- camqry22: Campaign Consolidated Detailed Half Hour Report, page 8-63
- dialer10: Dialer Call Result Summary Half Hour Report, page 8-68
- dialer11: Dialer Capacity Half Hour Report, page 8-71
- imprul10: Import Rule Report, page 8-75

### camqry10: Call Counts of Query Rule within Campaign Half Hour Report

See camqry10, page 10-34 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>Outbound Option Campaign Query Rule: Data for each query rule within a campaign, gathered in half hour increments.</td>
</tr>
<tr>
<td><strong>Purpose</strong></td>
<td>To show the status for each Query rule within a campaign for the selected time interval.</td>
</tr>
<tr>
<td><strong>Applicable environment</strong></td>
<td>Outbound Option (Unified CCE, Unified 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 campaign name, then by query rule name, and then by date and time</td>
</tr>
</tbody>
</table>
## Outbound Option Historical Reports

<table>
<thead>
<tr>
<th>Drilldowns available</th>
<th>No</th>
</tr>
</thead>
</table>
| Schema database table | Campaign  
Campaign_Query_Rule_Half_Hour  
Query_Rule |

### 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.

Derived from: Campaign_Query_Rule_Half_Hour.ContactsAttemptedToHalf

**Requested Personal Callback**

The number of call-back contacts scheduled.

Derived from: Campaign_Query_Rule_Half_Hour.PersonalCallbackCountToHalf

**Requested Callback**

The number of call-back contacts.

Derived from: Campaign_Query_Rule_Half_Hour.CallBackCountToHalf

**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. The Calls with CallResults 4, 27 and 28 are mentioned in this column.
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.AgentRejectedDetectToHalf

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.CustomerNotHomeCountToHalf

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.WrongNumberCountToHalf

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 camqry11, page 10-35 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>
</tbody>
</table>
| **Schema database table** | Campaign
Campaign_Query_Rule_Half_Hour |

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.
Derived from: Campaign_Query_Rule_Half_Hour.ContactsAttemptedToHalf
**Requested Personal Callback**

The number of call-back contacts scheduled.

Derived from: Campaign_Query_Rule_Half_Hour.PersonalCallBackCountToHalf

**Requested Callback**

The number of call-back contacts.

Derived from: Campaign_Query_Rule_Half_Hour.CallBackCountToHalf

**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. The Calls with CallResults 4, 27 and 28 are mentioned in this column.

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.AgentRejectedDetectToHalf

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.CustomerNotHomeCountToHalf

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.WrongNumberCountToHalf

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.

---

**camqry12: Summary of Attempts per Campaign Half Hour Report**

See camqry12, page 10-36 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 table</td>
</tr>
<tr>
<td>Summaries</td>
</tr>
</tbody>
</table>

**Data:**

**Campaign Name**

The name of the campaign.

Derived from: Campaign.CampaignName
Date Time
The date and time of the start half hour interval for the row's data in MM/DD/YYYY (month, day, year) and HH:MM:SS (hour, minute, second) format.
Derived from: Campaign_Query_Rule_Half_Hour.DateTime

Key Statistics: Customer Answered
The number of the outbound calls (attempts) that reached a live voice.
Derived from: Campaign_Query_Rule_Half_Hour.VoiceDetectToHalf +
Campaign_Query_Rule_Half_Hour.WrongNumberCountToHalf +
Campaign_Query_Rule_Half_Hour.CustomerNotHomeCountToHalf +
Campaign_Query_Rule_Half_Hour.CustomerAbandonDetectToHalf +
Campaign_Query_Rule_Half_Hour.CallbackCountToHalf +
Campaign_Query_Rule_Half_Hour.PersonalCallbackCountToHalf +
Campaign_Query_Rule_Half_Hour.AbandonDetectToHalf +
Campaign_Query_Rule_Half_Hour.AbandonToIVRToHalf)

Key Statistics: Right Party Connect
The percentage of call attempts as indicated by agents using their desktop, when the actual customer was contacted and handled.
Derived from: Campaign_Query_Rule_Half_Hour.VoiceDetectToHalf

Key Statistics: Dialer Aband & Aband to IVR
The number of calls that were abandoned by the dialer or abandoned to IVR because of the non-availability of agents to take the call.
Campaign configuration determines whether these calls are abandoned at the dialer or to IVR.
Derived from: Campaign_Query_Rule_Half_Hour. AbandonToIVRToHalf +
Campaign_Query_Rule_Half_Hour. AbandonDetectToHalf

Attempts: Total
The total number of outbound calls attempted.
Derived from: Campaign_Query_Rule_Half_Hour.ContactsAttemptedToHalf

Attempts: Customer Answered
The percentage of attempted calls that reached a live voice.
Derived from: (Campaign_Query_Rule_Half_Hour.VoiceDetectToHalf +
Campaign_Query_Rule_Half_Hour.WrongNumberCountToHalf +
Campaign_Query_Rule_Half_Hour.CustomerNotHomeCountToHalf +
Campaign_Query_Rule_Half_Hour.CustomerAbandonDetectToHalf +
Campaign_Query_Rule_Half_Hour.CallbackCountToHalf +
Campaign_Query_Rule_Half_Hour.PersonalCallbackCountToHalf +
Campaign_Query_Rule_Half_Hour.AbandonDetectToHalf +
Campaign_Query_Rule_Half_Hour.AbandonToIVRToHalf)/
Campaign_Query_Rule_Half_Hour.ContactsAttemptedToHalf
**Attempts: Did not Answer**

The percentage of call attempted when the number was dialed but the customer was not reached and there were no problems with the call ("Ring No Answer").


**Attempts: Problem**

The percentage of call attempted where the contact was dialed and one of the following problems was encountered:

1. Fax machine detected
2. No dial tone when dialer port went off hook
3. No Ringback from network when dial attempted
4. Network disconnected while alerting.
5. Low Energy ("or dead air") call detected by the dialer.
6. Operator intercept (SIT Tone) was returned from network when dial attempted.

Derived from: (Campaign_Query_Rule_Half_Hour.FaxDetectToHalf + Campaign_Query_Rule_Half_Hour.NoDialToneDetectToHalf + Campaign_Query_Rule_Half_Hour.NoRingBackDetectToHalf + Campaign_Query_Rule_Half_Hour.SITToneDetectToHalf)/Campaign_Query_Rule_Half_Hour.ContactsAttemptedToHalf

**Did Not Dial: 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_Half_Hour.AgentClosedDetectToHalf

---

**Note** These calls are not counted as attempted.

**Did Not Dial: Agent Rejected**

The number of preview/callback calls in the half hour interval that were rejected by the agent (These customers should be tried contacting again).

Derived from: Campaign_Query_Rule_Half_Hour.AgentRejectedDetectToHalf

---

**Note** These calls are not counted as attempted.
camqry13: Summary of Attempts per Campaign Daily Report

See camqry13, page 10-37 for an illustration of this report.

<table>
<thead>
<tr>
<th>Overview:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Subject</td>
</tr>
<tr>
<td>Outbound Option Campaign: Summary of attempts per Campaign Daily Custom Report</td>
</tr>
<tr>
<td>Purpose</td>
</tr>
<tr>
<td>To show the status (summary and percentage) of each campaign for the selected time period</td>
</tr>
<tr>
<td>Applicable environment</td>
</tr>
<tr>
<td>Outbound Option (Unified CCE, Unified ICM)</td>
</tr>
<tr>
<td>Template type</td>
</tr>
<tr>
<td>Historical table</td>
</tr>
<tr>
<td>Default sort order</td>
</tr>
<tr>
<td>By campaign name, and then by date and time</td>
</tr>
<tr>
<td>Drilldowns available</td>
</tr>
<tr>
<td>No</td>
</tr>
<tr>
<td>Schema database table</td>
</tr>
<tr>
<td>Campaign</td>
</tr>
<tr>
<td>Campaign_Query_Rule_Half_Hour</td>
</tr>
<tr>
<td>Summaries</td>
</tr>
<tr>
<td>Campaign Summary, Report Summary</td>
</tr>
</tbody>
</table>

Data:

**Campaign Name**
The name of the campaign.
Derived from: Campaign.CampaignName

**Date Time**
The date and time of the start half hour interval for the row's data in MM/DD/YYYY (month, day, year) and HH:MM:SS (hour, minute, second) format.
Derived from: Campaign_Query_Rule_Half_Hour.Date_time

**Key Statistics: Customer Answered**
The number of the outbound calls (attempts) that reached a live voice.
Key Statistics: Right Party Connect
The percentage of call attempts as indicated by agents using their desktop, when the actual customer was contacted and handled.
Derived from: Campaign_Query_Rule_Half_Hour.VoiceDetectToHalf

Key Statistics: Dialer Aband & Aband to IVR
The number of calls that were abandoned by the dialer or abandoned to IVR because of the non-availability of agents to take the call.
Campaign configuration determines whether these calls are abandoned at the dialer or to IVR.
Derived from: Campaign_Query_Rule_Half_Hour. AbandonToIVRToHalf + Campaign_Query_Rule_Half_Hour. AbandonDetectToHalf

Attempts: Total
The total number of outbound calls attempted.
Derived from: Campaign_Query_Rule_Half_Hour.ContactsAttemptedToHalf

Attempts: Customer Answered
The percentage of attempted calls that reached a live voice.

Attempts: Did not Answer
The percentage of call attempted when the number was dialed but the customer was not reached and there were no problems with the call ("Ring No Answer").

Attempts: Problem
The percentage of call attempted where the contact was dialed and one of the following problems was encountered:
1. Fax machine detected
2. No dial tone when dialer port went off hook
3. No Ringback from network when dial attempted
4. Network disconnected while alerting.
5. Low Energy ("or dead air") call detected by the dialer.

6. Operator intercept (SIT Tone) was returned from network when dial attempted.

   Derived from: (Campaign_Query_Rule_Half_Hour.FaxDetectToHalf +
   Campaign_Query_Rule_Half_Hour.NoDialToneDetectToHalf +
   Campaign_Query_Rule_Half_Hour.NoRingBackDetectToHalf +
   Campaign_Query_Rule_Half_Hour.SITToneDetectToHalf)/
   Campaign_Query_Rule_Half_Hour.ContactsAttemptedToHalf

---

**Did Not Dial: 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_Half_Hour.AgentClosedDetectToHalf

**Note** These calls are not counted as attempted.

---

**Did Not Dial: Agent Rejected**

The number of preview/callback calls in the half hour interval that were rejected by the agent (These customers should be tried contacting again).

Derived from: Campaign_Query_Rule_Half_Hour.AgentRejectedDetectToHalf

**Note** These calls are not counted as attempted.
camqry14: Breakdown of Attempts (%) per Campaign Half Hour Report

See camqry14, page 10-37 for an illustration of this report.

### Overview:

<table>
<thead>
<tr>
<th>Subject</th>
<th>Break Down of attempts per Campaign Custom Half Hour Report</th>
</tr>
</thead>
<tbody>
<tr>
<td>Purpose</td>
<td>To show the breakdown of attempts (in percentage) of each campaign for the selected time period.</td>
</tr>
<tr>
<td>Applicable environment</td>
<td>Outbound Option (Unified CCE, Unified ICM)</td>
</tr>
<tr>
<td>Template type</td>
<td>Historical table</td>
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<tr>
<td>Default sort order</td>
<td>By campaign name, and then by date and time</td>
</tr>
<tr>
<td>Drilldowns available</td>
<td>No</td>
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<tr>
<td>Schema database table</td>
<td>Campaign</td>
</tr>
<tr>
<td></td>
<td>Campaign_Query_Rule_Half_Hour</td>
</tr>
<tr>
<td>Summaries</td>
<td>Campaign Summary, Report Summary</td>
</tr>
</tbody>
</table>

### Data:

**Campaign Name**

The name of the campaign.

Derived from: Campaign.CampaignName

**Date Time**

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

Derived from: Campaign_Query_Rule_Half_Hour.DateTime

**Customer Answered: Right Party Connect**

The number of call attempts as indicated by agents using their desktop, when the actual customer was contacted and handled.

Derived from: Campaign_Query_Rule_Half_Hour.VoiceDetectToHalf/Campaign_Query_Rule_Half_Hour.ContactsAttemptedToHalf

**Customer Answered: Dialer Aband**

The number of contacts/attempts in the half hour interval abandoned by the dialer because of non availability of the agents and "Abandon to IVR" was not configured.

Derived from: Campaign_Query_Rule_Half_Hour. AbandonDetectToHalf/Campaign_Query_Rule_Half_Hour.ContactsAttemptedToHalf
**Customer Answered: Aband to IVR**

The number of contacts/attempts 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.

The percentage of attempts that were sent to IVR (or another dialed number) for treatment after the dialer reached a contact and no agent was available to take the call.

Derived from: Campaign_Query_Rule_Half_Hour.AbandToIVRToHalf/
Campaign_Query_Rule_Half_Hour.ContactsAttemptedToHalf

**Customer Answered: Call back**

The number of call backs requested by the customer and the campaign is not configured for personal callback.

Derived from: Campaign_Query_Rule_Half_Hour.CallbackCountToHalf/
Campaign_Query_Rule_Half_Hour.ContactsAttemptedToHalf

**Customer Answered: Personal Call back**

The number of call back scheduled and requested by the customer and the campaign was configured for personal callback.

Derived from: Campaign_Query_Rule_Half_Hour.PersonalCallbackCountToHalf/
Campaign_Query_Rule_Half_Hour.ContactsAttemptedToHalf

**Customer Answered: 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.CustomerNotHomeCountToHalf/
Campaign_Query_Rule_Half_Hour.ContactsAttemptedToHalf

**Customer Answered: 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.WrongNumberCountToHalf/
Campaign_Query_Rule_Half_Hour.ContactsAttemptedToHalf

**Customer Answered: Customer Aband**

The number of contacts in the half hour interval where the customer hung-up immediately after being connected to an agent.

Derived from: Campaign_Query_Rule_Half_Hour.CustomerAbandonDetectToHalf/
Campaign_Query_Rule_Half_Hour.ContactsAttemptedToHalf

**Customer Did Not Answer: Answering Machine Device**

The number of contacts in the half hour interval that detected an answering machine.

Derived from: Campaign_Query_Rule_Half_Hour.AnsweringMachineDetectToHalf/
Campaign_Query_Rule_Half_Hour.ContactsAttemptedToHalf
Customer Did Not Answer: No Answer
The number of contacts in the half hour interval that were not answered.
Derived from: Campaign_Query_Rule_Half_Hour. NoAnswerDetectToHalf/
Campaign_Query_Rule_Half_Hour.ContactsAttemptedToHalf

Customer Did Not Answer: Busy
The number of contacts in the half hour interval that detected a busy signal.
Derived from: Campaign_Query_Rule_Half_Hour. BusyDetectToHalf/
Campaign_Query_Rule_Half_Hour.ContactsAttemptedToHalf

Customer Did Not Answer: Cancel
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/
Campaign_Query_Rule_Half_Hour.ContactsAttemptedToHalf

Problem: 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

Problem: No Dial tone
The number of contacts in the half hour interval that did not detect a dial tone.
Derived from: Campaign_Query_Rule_Half_Hour. NoDialToneDetectToHalf

Problem: Fax
The number of contacts in the half hour interval that detected a fax.
Derived from: Campaign_Query_Rule_Half_Hour. FaxDetectToHalf

Problem: Network Error
The number of contacts that encountered one of the following problems:
1. No Ringback from network when dial attempted
2. Network disconnected while alerting
3. Low Energy ("or dead air") call detected by the dialer.
Derived from: Campaign_Query_Rule_Half_Hour. NoRingBackDetectToHalf
camqry15: Breakdown of Attempts (%) per Campaign Daily Report

See camqry15, page 10-38 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>Template type</td>
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<td>Default sort order</td>
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<td>Drilldowns available</td>
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<tr>
<td>Schema database table</td>
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<td></td>
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<tr>
<td>Summaries</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Data:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Campaign Name</td>
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<tr>
<td></td>
</tr>
<tr>
<td>Date Time</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>Customer Answered: Right Party Connect</td>
</tr>
<tr>
<td></td>
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<tr>
<td></td>
</tr>
<tr>
<td>Customer Answered: Dialer Aband</td>
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<td></td>
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<td></td>
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</tbody>
</table>
Customer Answered: Aband to IVR

The number of contacts/attempts 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.

The percentage of attempts that were sent to IVR (or another dialed number) for treatment after the dialer reached a contact and no agent was available to take the call.

Derived from: Campaign_Query_Rule_Half_Hour.AbandonToIVRToHalf/ Campaign_Query_Rule_Half_Hour.ContactsAttemptedToHalf

Customer Answered: Call back

The number of call backs requested by the customer and the campaign is not configured for personal callback.

Derived from: Campaign_Query_Rule_Half_Hour.CallbackCountToHalf/ Campaign_Query_Rule_Half_Hour.ContactsAttemptedToHalf

Customer Answered: Personal Call back

The number of call back scheduled and requested by the customer and the campaign was configured for personal callback.

Derived from: Campaign_Query_Rule_Half_Hour.PersonalCallbackCountToHalf/ Campaign_Query_Rule_Half_Hour.ContactsAttemptedToHalf

Customer Answered: 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.CustomerNotHomeCountToHalf/ Campaign_Query_Rule_Half_Hour.ContactsAttemptedToHalf

Customer Answered: 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.WrongNumberCountToHalf/ Campaign_Query_Rule_Half_Hour.ContactsAttemptedToHalf

Customer Answered: Customer Aband

The number of contacts in the half hour interval where the customer hung-up immediately after being connected to an agent.

Derived from: Campaign_Query_Rule_Half_Hour.CustomerAbandonDetectToHalf/ Campaign_Query_Rule_Half_Hour.ContactsAttemptedToHalf

Customer Did Not Answer: Answering Machine Device

The number of contacts in the half hour interval that detected an answering machine.

Derived from: Campaign_Query_Rule_Half_Hour.AnsweringMachineDetectToHalf/ Campaign_Query_Rule_Half_Hour.ContactsAttemptedToHalf
Customer Did Not Answer: No Answer
The number of contacts in the half hour interval that were not answered.
Derived from: Campaign_Query_Rule_Half_Hour.NoAnswerDetectToHalf/
Campaign_Query_Rule_Half_Hour.ContactsAttemptedToHalf

Customer Did Not Answer: Busy
The number of contacts in the half hour interval that detected a busy signal.
Derived from: Campaign_Query_Rule_Half_Hour.BusyDetectToHalf/
Campaign_Query_Rule_Half_Hour.ContactsAttemptedToHalf

Customer Did Not Answer: Cancel
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/
Campaign_Query_Rule_Half_Hour.ContactsAttemptedToHalf

Problem: 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

Problem: No Dial tone
The number of contacts in the half hour interval that did not detect a dial tone.
Derived from: Campaign_Query_Rule_Half_Hour.NoDialToneDetectToHalf

Problem: Fax
The number of contacts in the half hour interval that detected a fax.
Derived from: Campaign_Query_Rule_Half_Hour.FaxDetectToHalf

Problem: Network Error
The number of contacts that encountered one of the following problems:
1. No Ringback from network when dial attempted
2. Network disconnected while alerting
3. Low Energy ("or dead air") call detected by the dialer.
Derived from: Campaign_Query_Rule_Half_Hour.NoRingBackDetectToHalf
camqry16: Summary of Attempts per Query Rule Within Campaign Half Hour Report

See camqry16, page 10-40 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>
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<tr>
<td>Drilldowns available</td>
</tr>
<tr>
<td>Schema database table</td>
</tr>
<tr>
<td>Summaries</td>
</tr>
</tbody>
</table>

Data:

**Campaign Name**

The name of the campaign.

Derived from: Campaign.CampaignName

**Query Rule**

The name of the query rule.

Derived from: Query_Rule.QueryRuleName

**Date Time**

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

Derived from: Campaign_Query_Rule_Half_Hour.DateTime

**Key Statistics: Customer Answered**

The number of the outbound calls (attempts) that reached a live voice.

Key Statistics: Right Party Connect

The percentage of call attempts as indicated by agents using their desktop, when the actual customer was contacted and handled.

Derived from: Campaign_Query_Rule_Half_Hour.VoiceDetectToHalf

Key Statistics: Dialer Aband & Aband to IVR

The number of calls that were abandoned by the dialer or abandoned to IVR because of the non-availability of agents to take the call.

Campaign configuration determines whether these calls are abandoned at the dialer or to IVR.

Dialer Aband is derived from: Campaign_Query_Rule_Half_Hour.AbandonDetectToHalf

AbandtoIVR is derived from: Campaign_Query_Rule_Half_Hour.AbandonToIVRToHalf

Attempts: Total

The total number of outbound calls attempted.

Derived from: Campaign_Query_Rule_Half_Hour.ContactsAttemptedToHalf

Attempts: Customer Answered

The percentage of attempted calls that reached a live voice.


Attempts: Did Not Answer

The percentage of call attempted when the number was dialed but the customer (live voice) was not reached and there were no problems with the call ("Ring No Answer").

**Attempts: Problem**

The percentage of call attempted where the contact was dialed and one of the following problems was encountered:

1. Fax machine detected
2. No dial tone when dialer port went off hook
3. No Ringback from network when dial attempted
4. Network disconnected while alerting
5. Low Energy ("or dead air") call detected by the dialer
6. Operator intercept (SIT Tone) was returned from network when dial attempted

Derived from: \( \frac{\text{Campaign_Query_Rule_Half_Hour.FaxDetectToHalf + Campaign_Query_Rule_Half_Hour.NoDialToneDetectToHalf + Campaign_Query_Rule_Half_Hour.NoRingBackDetectToHalf + Campaign_Query_Rule_Half_Hour.SITToneDetectToHalf}}{\text{Campaign_Query_Rule_Half_Hour.ContactsAttemptedToHalf}} \)

**Did Not Dial: Agent Closed**

The number of preview/callback calls that were rejected by the agent (these customers will not be dialed).

Derived from: \( \text{Campaign_Query_Rule_Half_Hour.AgentClosedDetectToHalf} \)

**Note**

These calls were not counted as attempted.

**Did Not Dial: Agent Rejected**

The number of preview/callback calls in the half hour interval that were rejected by the agent (These customers should be tried contacting again).

Derived from: \( \text{Campaign_Query_Rule_Half_Hour.AgentRejectedDetectToHalf} \)

**Note**

These calls were not counted as attempted.
camqry17: Summary of Attempts per Query Rule Within Campaign Daily Report

See camqry17, page 10-41 for an illustration of this report.

<table>
<thead>
<tr>
<th>Overview:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Subject</strong></td>
<td>Outbound Option Campaign: Summary of attempts per Query Rule Within Campaign Daily Custom Report</td>
</tr>
<tr>
<td><strong>Purpose</strong></td>
<td>To show the status (summary and percentage) of each campaign for the selected time period</td>
</tr>
<tr>
<td><strong>Applicable environment</strong></td>
<td>Outbound Option (Unified CCE, Unified 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 campaign name, and then by date and time</td>
</tr>
<tr>
<td><strong>Drilldowns available</strong></td>
<td>To Breakdown of attempts (%) per Query Rule Within Campaign Daily Reports</td>
</tr>
</tbody>
</table>
| **Schema database table** | Campaign
Campaign_Query_Rule_Half_Hour |
| **Summaries** | Query Rule Summary, Campaign Summary, Report Summary |

**Data:**

**Campaign Name**

The name of the campaign.

Derived from: Campaign.CampaignName

**Query Rule**

The name of the query rule.

Derived from: Query_Rule.QueryRuleName

**Date Time**

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

Derived from: Campaign_Query_Rule_Half_Hour.DateTime

**Key Statistics: Customer Answered**

The number of the outbound calls (attempts) that reached a live voice.

Outbound Option Historical Reports

Chapter 8 Outbound Option (Blended Agent) Reports

Key Statistics: Right Party Connect

The percentage of call attempts as indicated by agents using their desktop, when the actual customer was contacted and handled.

Derived from: Campaign_Query_Rule_Half_Hour.VoiceDetectToHalf

Key Statistics: Dialer Aband & Aband to IVR

The number of calls that were abandoned by the dialer or abandoned to IVR because of the non-availability of agents to take the call.

Campaign configuration determines whether these calls are abandoned at the dialer or to IVR.

Dialer Aband is derived from: Campaign_Query_Rule_Half_Hour.AbandonDetectToHalf

AbandoIVR is derived from: Campaign_Query_Rule_Half_Hour.AbandonToIVRToHalf

Attempts: Total

The total number of outbound calls attempted.

Derived from: Campaign_Query_Rule_Half_Hour.ContactsAttemptedToHalf

Attempts: Customer Answered

The percentage of attempted calls that reached a live voice.


Attempts: Did Not Answer

The percentage of call attempted when the number was dialed but the customer (live voice) was not reached and there were no problems with the call ("Ring No Answer").

Attempts: Problem
The percentage of call attempted where the contact was dialed and one of the following problems was encountered:

1. Fax machine detected
2. No dial tone when dialer port went off hook
3. No Ringback from network when dial attempted
4. Network disconnected while alerting
5. Low Energy ("or dead air") call detected by the dialer
6. Operator intercept (SIT Tone) was returned from network when dial attempted

Derived from: (Campaign_Query_Rule_Half_Hour.FaxDetectToHalf + Campaign_Query_Rule_Half_Hour.NoDialToneDetectToHalf + Campaign_Query_Rule_Half_Hour.NoRingBackDetectToHalf + Campaign_Query_Rule_Half_Hour.SITToneDetectToHalf)/Campaign_Query_Rule_Half_Hour.ContactsAttemptedToHalf

Did Not Dial: 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_Half_Hour.AgentClosedDetectToHalf

Note: These calls were not counted as attempted.

Did Not Dial: Agent Rejected
The number of preview/callback calls in the half hour interval that were rejected by the agent (These customers should be tried contacting again).

Derived from: Campaign_Query_Rule_Half_Hour.AgentRejectedDetectToHalf

Note: These calls were not counted as attempted.
cam qry18: Breakdown of Attempts (%) per Query Rule Within Campaign Half Hour Report

See cam qry18, page 10-42 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>Applicable environment</strong></td>
</tr>
<tr>
<td><strong>Template type</strong></td>
</tr>
<tr>
<td><strong>Default sort order</strong></td>
</tr>
<tr>
<td><strong>Drilldowns available</strong></td>
</tr>
<tr>
<td><strong>Schema database table</strong></td>
</tr>
<tr>
<td><strong>Summaries</strong></td>
</tr>
</tbody>
</table>

**Data:**

**Campaign Name**

The name of the campaign.

Derived from: Campaign.CampaignName

**Query Rule**

The name of the query rule.

Derived from: Query_Rule.QueryRuleName

**Attempts**

The total number of outbound calls attempted.

Derived from: Campaign_Query_Rule_Half_Hour.ContactsAttemptedToHalf

**Customer Answered: Right Party Connect**

The number of call attempts as indicated by agents using their desktop, when the actual customer was contacted and handled.

Derived from: Campaign_Query_Rule_Half_Hour.VoiceDetectToHalf/Campaign_Query_Rule_Half_Hour.ContactsAttemptedToHalf
Customer Answered: Dialer Aband

The number of contacts/attempts in the half hour interval abandoned by the dialer because of non availability of the agents and "Abandon to IVR" was not configured.

Derived from: Campaign_Query_Rule_Half_Hour. AbandonDetectToHalf/ Campaign_Query_Rule_Half_Hour.ContactsAttemptedToHalf

Note: This column is calculated as a percentage of all attempts because all the remaining numbers are represented in percentage only. These columns always add to 100%.

Customer Answered: Aband to IVR

The number of contacts/attempts 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.

The percentage of attempts that were sent to IVR (or another dialed number) for treatment after the dialer reached a contact and no agent was available to take the call.

Derived from: Campaign_Query_Rule_Half_Hour. AbandonToIVRToHalf/ Campaign_Query_Rule_Half_Hour.ContactsAttemptedToHalf

Customer Answered: Call back

The number of call backs requested by the customer and the campaign is not configured for personal callback.

Derived from: Campaign_Query_Rule_Half_Hour.CallbackCountToHalf/ Campaign_Query_Rule_Half_Hour.ContactsAttemptedToHalf

Customer Answered: Personal Call back

The number of call back scheduled and requested by the customer and the campaign was configured for personal callback.

Derived from: Campaign_Query_Rule_Half_Hour.PersonalCallbackCountToHalf/ Campaign_Query_Rule_Half_Hour.ContactsAttemptedToHalf

Customer Answered: 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.CustomerNotHomeCountToHalf/ Campaign_Query_Rule_Half_Hour.ContactsAttemptedToHalf

Customer Answered: 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.WrongNumberCountToHalf/ Campaign_Query_Rule_Half_Hour.ContactsAttemptedToHalf
Customer Answered: Customer Aband
The number of contacts in the half hour interval where the customer hung-up immediately after being connected to an agent.
Derived from: Campaign_Query_Rule_Half_Hour.CustomerAbandonDetectToHalf/Campaign_Query_Rule_Half_Hour.ContactsAttemptedToHalf

Customer Did Not Answer: Answering Machine Device
The number of contacts in the half hour interval that detected an answering machine.
Derived from: Campaign_Query_Rule_Half_Hour. AnsweringMachineDetectToHal/Campaign_Query_Rule_Half_Hour.ContactsAttemptedToHalf

Customer Did Not Answer: No Answer
The number of contacts in the half hour interval that were not answered.
Derived from: Campaign_Query_Rule_Half_Hour. NoAnswerDetectToHalf/Campaign_Query_Rule_Half_Hour.ContactsAttemptedToHalf

Customer Did Not Answer: Busy
The number of contacts in the half hour interval that detected a busy signal.
Derived from: Campaign_Query_Rule_Half_Hour. BusyDetectToHalf/Campaign_Query_Rule_Half_Hour.ContactsAttemptedToHalf

Customer Did Not Answer: Cancel
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/Campaign_Query_Rule_Half_Hour.ContactsAttemptedToHalf

Problem: 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

Problem: No Dial tone
The number of contacts in the half hour interval that did not detect a dial tone.
Derived from: Campaign_Query_Rule_Half_Hour.NoDialToneDetectToHalf

Problem: Fax
The number of contacts in the half hour interval that detected a fax machine.
Derived from: Campaign_Query_Rule_Half_Hour.FaxDetectToHalf
**Problem: Network Error**

The number of contacts that encountered one of the following problems:

1. No Ringback from network when dial attempted
2. Network disconnected while alerting
3. Low Energy ("or dead air") call detected by the dialer.

Derived from: `Campaign_Query_Rule_Half_Hour.NoRingBackDetectToHalf`
camqry19: Breakdown of Attempts (%) per Query Rule Within Campaign Daily Report

See camqry19, page 10-43 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 table</td>
</tr>
<tr>
<td>Summaries</td>
</tr>
</tbody>
</table>

Data:

**Campaign Name**

The name of the campaign.

Derived from: Campaign.CampaignName

**Query Rule**

The name of the query rule.

Derived from: Query_Rule.QueryRuleName

**Attempts**

The total number of outbound calls attempted.

Derived from: Campaign_Query_Rule_Half_Hour.ContactsAttemptedToHalf

**Customer Answered: Right Party Connect**

The number of call attempts as indicated by agents using their desktop, when the actual customer was contacted and handled.

Derived from: Campaign_Query_Rule_Half_Hour.VoiceDetectToHalf/ Campaign_Query_Rule_Half_Hour.ContactsAttemptedToHalf
**Customer Answered: Dialer Aband**

The number of contacts/attempts in the half hour interval abandoned by the dialer because of non availability of the agents and "Abandon to IVR" was not configured.

Derived from: Campaign_Query_Rule_Half_Hour. AbandonDetectToHalf/
Campaign_Query_Rule_Half_Hour.ContactsAttemptedToHalf

*Note*  This column is calculated as a percentage of all attempts because all the remaining numbers are represented in percentage only. These columns always add to 100%.

**Customer Answered: Aband to IVR**

The number of contacts/attempts 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.

The percentage of attempts that were sent to IVR (or another dialed number) for treatment after the dialer reached a contact and no agent was available to take the call.

Derived from: Campaign_Query_Rule_Half_Hour. AbandonToIVRToHalf/
Campaign_Query_Rule_Half_Hour.ContactsAttemptedToHalf

**Customer Answered: Call back**

The number of call backs requested by the customer and the campaign is not configured for personal callback.

Derived from: Campaign_Query_Rule_Half_Hour.CallbackCountToHalf/
Campaign_Query_Rule_Half_Hour.ContactsAttemptedToHalf

**Customer Answered: Personal Call back**

The number of call back scheduled and requested by the customer and the campaign was configured for personal callback.

Derived from: Campaign_Query_Rule_Half_Hour.PersonalCallbackCountToHalf/
Campaign_Query_Rule_Half_Hour.ContactsAttemptedToHalf

**Customer Answered: 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.CustomerNotHomeCountToHalf/
Campaign_Query_Rule_Half_Hour.ContactsAttemptedToHalf

**Customer Answered: 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.WrongNumberCountToHalf/
Campaign_Query_Rule_Half_Hour.ContactsAttemptedToHalf
Customer Answered: Customer Aband
The number of contacts in the half hour interval where the customer hung-up immediately after being connected to an agent.
Derived from: Campaign_Query_Rule_Half_Hour.CustomerAbandonDetectToHalf/ Campaign_Query_Rule_Half_Hour.ContactsAttemptedToHalf

Customer Did Not Answer: Answering Machine Device
The number of contacts in the half hour interval that detected an answering machine.
Derived from: Campaign_Query_Rule_Half_Hour.AnsweringMachineDetectToHalf/ Campaign_Query_Rule_Half_Hour.ContactsAttemptedToHalf

Customer Did Not Answer: No Answer
The number of contacts in the half hour interval that were not answered.
Derived from: Campaign_Query_Rule_Half_Hour.NoAnswerDetectToHalf/ Campaign_Query_Rule_Half_Hour.ContactsAttemptedToHalf

Customer Did Not Answer: Busy
The number of contacts in the half hour interval that detected a busy signal.
Derived from: Campaign_Query_Rule_Half_Hour.BusyDetectToHalf/ Campaign_Query_Rule_Half_Hour.ContactsAttemptedToHalf

Customer Did Not Answer: Cancel
The number of contacts in the half hour interval where the dialer canceled a ringing customer call.
Derived from: Campaign_Query_Rule_Half_Hour.CancelDetectToHalf/ Campaign_Query_Rule_Half_Hour.ContactsAttemptedToHalf

Problem: 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

Problem: No Dial tone
The number of contacts in the half hour interval that did not detect a dial tone.
Derived from: Campaign_Query_Rule_Half_Hour.NoDialToneDetectToHalf

Problem: Fax
The number of contacts in the half hour interval that detected a fax machine.
Derived from: Campaign_Query_Rule_Half_Hour.FaxDetectToHalf
Problem: Network Error

The number of contacts that encountered one of the following problems:

1. No Ringback from network when dial attempted
2. Network disconnected while alerting
3. Low Energy ("or dead air") call detected by the dialer.

Derived from: Campaign_Query_Rule_Half_Hour.NoRingBackDetectToHalf
### camqry20: Campaign Consolidated Half Hour Report

See camqry20, page 10-44 for an illustration of this report.

<table>
<thead>
<tr>
<th>Overview:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Subject</td>
<td>List of Consolidated Call and Agent Statistics per Campaign by Half Hour/Daily</td>
</tr>
<tr>
<td>Purpose</td>
<td>To show the half hour activity and performance of the selected campaigns and their skill group for the selected time period</td>
</tr>
<tr>
<td>Applicable environment</td>
<td>Outbound Option (Unified CCE, Unified ICM)</td>
</tr>
<tr>
<td><strong>Note</strong></td>
<td>In an event, if an agent is skilled for multiple skill groups in the same campaign, the agent statistics for their time in &quot;ready&quot; state is double-counted. For an active campaign, the time is expected to be less than 2 seconds per call between a customer call end and the beginning of the next reservation call. If outbound calls are initially &quot;Abandoned to IVR&quot; and later sent to available agents in a the particular skillgroup, they are considered as &quot;inbound&quot; calls.</td>
</tr>
<tr>
<td>Template type</td>
<td>Historical table</td>
</tr>
<tr>
<td>Default sort order</td>
<td>By campaign name, and then by date and time</td>
</tr>
<tr>
<td>Drilldowns available</td>
<td>Drilldown to Campaign Consolidated Detailed Half Hour Reports</td>
</tr>
<tr>
<td>Schema database table</td>
<td>Campaign, Campaign_Query_Rule_Half_Hour, Skill_Group_Half_Hour</td>
</tr>
<tr>
<td>Summaries</td>
<td>Campaign Summary</td>
</tr>
</tbody>
</table>

### Data:

**Campaign Name**

The name of the campaign.

Derived from: Campaign.CampaignName

**Date Time (no label)**

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

Derived from: Campaign_Query_Rule_Half_Hour.DateTime
Agent Time In Campaign: FTE

The FTE value for the agents logged in and skilled for the campaign and not working in other skill groups (or not ready) in the half hour interval.

If all agents spend full-time on the campaign's skill during the half hour interval, the FTE is the number of agents.

Derived from: (Skill_Group_Half_Hour.LoggedOnTimeToHalf - Skill_Group_Half_Hour.BusyOtherTimeToHalf - Skill_Group_Half_Hour.NotReadyTimeToHalf)/1800

Agent Time In Campaign: Talk

The time that the agent spent in one of the campaign's skill groups.


Agent Time In Campaign: Wrap Up

The percentage of time that agents have spent in Wrap-up state after incoming or outgoing calls in one of the campaign's skill groups.


Agent Time In Campaign: Idle

The percentage of time the agents were available in one of the campaign's skill group; but not working.


Agent Statistics: Connects/ FTE Agent Hour

The FTE value for number of calls of agents the half hour interval for the campaign's skill groups.

Agent Statistics: Time between Agent Connects

The average time in seconds between the connecting customer calls to the agents.

Derived from: \( \frac{\text{Skill\_Group\_Half\_Hour.ReservedStateTimeToHalf} + \text{Skill\_Group\_Half\_Hour.TalkReserveTimeToHalf} + \text{Skill\_Group\_Half\_Hour.AvailTimeToHalf}}{\text{Skill\_Group\_Half\_Hour.AutoOutCallsToHalf} + \text{Skill\_Group\_Half\_Hour.CallsHandledToHalf} + \text{Skill\_Group\_Half\_Hour.PreviewCallsToHalf}} \)

The **Summary Avg** for Time between Agent Connects is calculated using the following formula:

**Summary Avg** for a selected campaign = idle time/ agent connects

Completed Calls: Agent Connects

The number of calls (outbound and inbound) handled per agent for the campaign's skill groups.

Derived from: \( \text{Skill\_Group\_Half\_Hour.AutoOutCallsToHalf} + \text{Skill\_Group\_Half\_Hour.CallsHandledToHalf} + \text{Skill\_Group\_Half\_Hour.PreviewCallsToHalf} \)

Completed Calls: Not Connected

The number of customer calls that were not connected to any agent or device.

This includes calls which were abandoned by the dialer or abandoned to IVR (includes inbound and outbound calls) and resulted in customer abandon in queue or routing script error.

Derived from: \( \text{Skill\_Group\_Half\_Hour.RouterCallsAbandQToHalf} + \text{Skill\_Group\_Half\_Hour.RouterErrorToHalf} + \text{Campaign\_Query\_Rule\_Half\_Hour.CustomerAbandonDetectToHalf} + \text{Campaign\_Query\_Rule\_Half\_Hour.AbandonDetectToHalf} \)

**Note**

This column is invalid if the Outbound Reservation Script does not use ReleaseCall when not reserving an agent. This results in extraneous Router Error call reports which inflates the value in this column.

Completed Calls: Dialer Aband To Other

The number of calls which are in “abandon to IVR” state and have completed in a way not associated with a skill group in this campaign.

This value only applies to Campaigns where the skill groups associated with the campaign are not used for inbound

Derived from: \( \text{Campaign\_Query\_Rule\_Half\_Hour.AbandonToIVRToHalf} - \text{Skill\_Group\_Half\_Hour.RouterCallsAbandQToHalf} + \text{Skill\_Group\_Half\_Hour.CallsHandledToHalf} + \text{Skill\_Group\_Half\_Hour.RouterErrorToHalf} \)

**Note**

- This column is approximate because the abandon to IVR might occur in one half hour interval and the call completion occurs in another.
- This column is invalid if the Outbound Reservation Script does not use ReleaseCall when not reserving an agent which will result in under counting in this column.
- This column is invalid if the skill group is used for anything other than outbound agent campaigns, e.g. inbound or transferred calls as this will result in undercounting in this column.
• This column is invalid if the abandon to IVR script queues to multiple skill groups in this campaign because RouterErrorsToHalf and RouterCallsAbandQToHalf are counted once in each skill group the call was queued to which will result in undercounting in this column.

**Completed Calls: %Aban (of all voice)**

The percentage of calls that reached a live voice and were abandoned by the dialer or abandon to IVR because no agent was available.

Derived from: 
$$\frac{\text{Campaign Query Rule Half Hour AbandonDetectToHalf + Campaign Query Rule Half Hour AbandonToIVRToHalf}}{\text{Campaign Query Rule Half Hour VoiceDetectToHalf + Campaign Query Rule Half Hour WrongNumberCountToHalf + Campaign Query Rule Half Hour CustomerNotHomeCountToHalf + Campaign Query Rule Half Hour CustomerAbandonDetectToHalf + Campaign Query Rule Half Hour CallbackCountToHalf + Campaign Query Rule Half Hour PersonalCallbackCountToHalf + Campaign Query Rule Half Hour AbandonDetectToHalf + Campaign Query Rule Half Hour AbandonToIVRToHalf}}$$

**Completed Calls: AHT**

The average length of calls (Inbound and Outbound) handled by the agent during the campaign's skill group selected interval.

Derived from: 
$$\frac{\text{Skill Group Half Hour TalkTimeToHalf - Skill Group Half Hour TalkReserveTimeToHalf + Skill Group Half Hour WorkReadyTimeToHalf + Skill Group Half Hour WorkNotReadyTimeToHalf}}{\text{Skill Group Half Hour AutoOutCallsToHalf + Skill Group Half Hour CallsHandledToHalf + Skill Group Half Hour PreviewCallsToHalf}}$$

**Completed Calls: Hit Rate**

The percentage % of the outbound calls (attempts) that reached a live voice.

Derived from: 
$$\frac{\text{Campaign Query Rule Half Hour VoiceDetectToHalf + Campaign Query Rule Half Hour WrongNumberCountToHalf + Campaign Query Rule Half Hour CustomerNotHomeCountToHalf + Campaign Query Rule Half Hour CustomerAbandonDetectToHalf + Campaign Query Rule Half Hour CallbackCountToHalf + Campaign Query Rule Half Hour PersonalCallbackCountToHalf + Campaign Query Rule Half Hour AbandonDetectToHalf + Campaign Query Rule Half Hour AbandonToIVRToHalf + Campaign Query Rule Half Hour AbandonToIVRToHalf}}{\text{Campaign Query Rule Half Hour ContactsAttemptedToHalf}}$$

**Completed Calls: Attempts**

The Total number of outbound calls attempted.

Derived from: 
$$\text{Campaign Query Rule Half Hour ContactsAttemptedToHalf}$$
### camqry21: Campaign Consolidated Daily Report

See camqry21, page 10-45 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>Note</strong></td>
</tr>
<tr>
<td><strong>Template type</strong></td>
</tr>
<tr>
<td><strong>Default sort order</strong></td>
</tr>
<tr>
<td><strong>Drilldowns available</strong></td>
</tr>
</tbody>
</table>
| **Schema database table** | Campaign
Campaign_Query_Rule_Half_Hour
Skill_Group_Half_Hour |
| **Summaries** | Campaign Summary |

### Data:

**Campaign Name**

The name of the campaign.

Derived from: Campaign.CampaignName

**Date Time (no label)**

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

Derived from: Campaign_Query_Rule_Half_Hour_DateTime
Agent Time In Campaign: FTE
The FTE value for the agents logged in and skilled for the campaign and not working in other skill
groups (or not ready) in the half hour interval.
If all agents spend full-time on the campaign's skill during the half hour interval, the FTE is the
number of agents.
Derived from: (Skill_Group_Half_Hour.LoggedOnTimeToHalf -
Skill_Group_Half_Hour.BusyOtherTimeToHalf -
Skill_Group_Half_Hour.NotReadyTimeToHalf)/1800

Agent Time In Campaign: Talk
The time that the agent spent in one of the campaign's skill groups.
Derived from: (Skill_Group_Half_Hour.TalkTimeToHalf -
Skill_Group_Half_Hour.TalkReserveTimeToHalf)/
(Skill_Group_Half_Hour.LoggedOnTimeToHalf - Skill_Group_Half_Hour.
BusyOtherTimeToHalf - Skill_Group_Half_Hour.NotReadyTimeToHalf)

Agent Time In Campaign: Wrap Up
The percentage of time that agents have spent in Wrap-up state after incoming or outgoing calls in
one of the campaign's skill groups.
Derived from: (Skill_Group_Half_Hour.WorkReadyTimeToHalf +
Skill_Group_Half_Hour.WorkNotReadyTimeToHalf)/
(Skill_Group_Half_Hour.LoggedOnTimeToHalf - Skill_Group_Half_Hour.BusyOtherTimeToHalf -
Skill_Group_Half_Hour.NotReadyTimeToHalf)

Agent Time In Campaign: Idle
The percentage of time the agents were available in one of the campaign's skill group; but not
working.
Derived from: (Skill_Group_Half_Hour.ReservedStateTimeToHalf +
Skill_Group_Half_Hour.TalkReserveTimeToHalf + Skill_Group_Half_Hour.AvailTimeToHalf)/
(Skill_Group_Half_Hour.LoggedOnTimeToHalf - Skill_Group_Half_Hour.BusyOtherTimeToHalf -
Skill_Group_Half_Hour.NotReadyTimeToHalf)

Agent Statistics: Connects/ FTE Agent Hour
The FTE value for number of calls of agents the half hour interval for the campaign's skill groups.
Derived from: (Skill_Group_Half_Hour.AutoOutCallsToHalf +
Skill_Group_Half_Hour.CallsHandledToHalf + Skill_Group_Half_Hour. PreviewCallsToHalf) *
3600/(Skill_Group_Half_Hour.LoggedOnTimeToHalf -
Skill_Group_Half_Hour.BusyOtherTimeToHalf - Skill_Group_Half_Hour.NotReadyTimeToHalf, 0)
Agent Statistics: Time between Agent Connects
The average time in seconds between the connecting customer calls to the agents.
Derived from: \( \frac{\text{Skill\_Group\_Half\_Hour.ReservedStateTimeToHalf} + \text{Skill\_Group\_Half\_Hour.TalkReserveTimeToHalf} + \text{Skill\_Group\_Half\_Hour.AvailTimeToHalf}}{\text{Skill\_Group\_Half\_Hour.AutoOutCallsToHalf} + \text{Skill\_Group\_Half\_Hour.CallsHandledToHalf} + \text{Skill\_Group\_Half\_Hour.PreviewCallsToHalf}} \)

The Summary Avg for Time between Agent Connects is calculated using the following formula:
Summary Avg for a selected campaign = idle time / agent connects

Completed Calls: Agent Connects
The number of calls (outbound and inbound) handled per agent for the campaign's skill groups.
Derived from: \( \text{Skill\_Group\_Half\_Hour.AutoOutCallsToHalf} + \text{Skill\_Group\_Half\_Hour.CallsHandledToHalf} + \text{Skill\_Group\_Half\_Hour.PreviewCallsToHalf} \)

Completed Calls: Not Connected
The number of customer calls that were not connected to any agent or device.
This includes calls which were abandoned by the dialer or abandoned to IVR (includes inbound and outbound calls) and resulted in customer abandon in queue or routing script error.
Derived from: Derived from: \( \text{Skill\_Group\_Half\_Hour.RouterCallsAbandQToHalf} + \text{Skill\_Group\_Half\_Hour.RouterErrorToHalf} + \text{Campaign\_Query\_Rule\_Half\_Hour.CustomerAbandonDetectToHalf} + \text{Campaign\_Query\_Rule\_Half\_Hour.AbandonDetectToHalf} \)

Note: This column is invalid if the Outbound Reservation Script does not use ReleaseCall when not reserving an agent. This results in extraneous Router Error call reports which inflates the value in this column.

Completed Calls: Dialer Aband To Other
The number of calls which are in “abandon to IVR” state and have completed in a way not associated with a skill group in this campaign.
This value only applies to Campaigns where the skill groups associated with the campaign are not used for inbound
Derived from: \( \text{Campaign\_Query\_Rule\_Half\_Hour.AbandonToIVRToHalf} - \text{Skill\_Group\_Half\_Hour.RouterCallsAbandQToHalf} + \text{Skill\_Group\_Half\_Hour.CallsHandledToHalf} + \text{Skill\_Group\_Half\_Hour.RouterErrorToHalf} \)

Note:
- This column is approximate because the abandon to IVR might occur in one half hour interval and the call completion occurs in another.
- This column is invalid if the Outbound Reservation Script does not use ReleaseCall when not reserving an agent which will result in under counting in this column.
- This column is invalid if the skill group is used for anything other than outbound agent campaigns, e.g. inbound or transferred calls as this will result in undercounting in this column.
- This column is invalid if the abandon to IVR script queues to multiple skill groups in this campaign because RouterErrorsToHalf and RouterCallsAbandQToHalf are counted once in each skill group the call was queued to which will result in undercounting in this column.

**Completed Calls: %Aban (of all voice)**

The percentage of calls that reached a live voice and were abandoned by the dialer or abandon to IVR because no agent was available.

Derived from: 
\[
\frac{\text{Campaign\_Query\_Rule\_Half\_Hour.AbandonDetectToHalf} + \text{Campaign\_Query\_Rule\_Half\_Hour.AbandonToIVRToHalf}}{\text{Campaign\_Query\_Rule\_Half\_Hour.VoiceDetectToHalf} + \text{Campaign\_Query\_Rule\_Half\_Hour.WrongNumberCountToHalf} + \text{Campaign\_Query\_Rule\_Half\_Hour.CustomerNotHomeCountToHalf} + \text{Campaign\_Query\_Rule\_Half\_Hour.CustomerAbandonDetectToHalf} + \text{Campaign\_Query\_Rule\_Half\_Hour.CallbackCountToHalf} + \text{Campaign\_Query\_Rule\_Half\_Hour.PersonalCallbackCountToHalf} + \text{Campaign\_Query\_Rule\_Half\_Hour.AbandonDetectToHalf} + \text{Campaign\_Query\_Rule\_Half\_Hour.AbandonToIVRToHalf}}
\]

**Completed Calls: AHT**

The average length of calls (Inbound and Outbound) handled by the agent during the campaign's skill group selected interval.

Derived from: 
\[
\frac{\text{Skill\_Group\_Half\_Hour.TalkTimeToHalf} - \text{Skill\_Group\_Half\_Hour.TalkReserveTimeToHalf} + \text{Skill\_Group\_Half\_Hour.WorkReadyTimeToHalf} + \text{Skill\_Group\_Half\_Hour.WorkNotReadyTimeToHalf}}{\text{Skill\_Group\_Half\_Hour.AutoOutCallsToHalf} + \text{Skill\_Group\_Half\_Hour.CallsHandledToHalf} + \text{Skill\_Group\_Half\_Hour.PreviewCallsToHalf}}
\]

**Completed Calls: Hit Rate**

The percentage % of the outbound calls (attempts) that reached a live voice.

Derived from: 
\[
\frac{\text{Campaign\_Query\_Rule\_Half\_Hour.VoiceDetectToHalf} + \text{Campaign\_Query\_Rule\_Half\_Hour.WrongNumberCountToHalf} + \text{Campaign\_Query\_Rule\_Half\_Hour.CustomerNotHomeCountToHalf} + \text{Campaign\_Query\_Rule\_Half\_Hour.CustomerAbandonDetectToHalf} + \text{Campaign\_Query\_Rule\_Half\_Hour.CallbackCountToHalf} + \text{Campaign\_Query\_Rule\_Half\_Hour.PersonalCallbackCountToHalf} + \text{Campaign\_Query\_Rule\_Half\_Hour.AbandonDetectToHalf} + \text{Campaign\_Query\_Rule\_Half\_Hour.AbandonToIVRToHalf}}{\text{Campaign\_Query\_Rule\_Half\_Hour.ContactsAttemptedToHalf}}
\]

**Completed Calls: Attempts**

The Total number of outbound calls attempted.

Derived from: 
\[
\text{Campaign\_Query\_Rule\_Half\_Hour.ContactsAttemptedToHalf}
\]
camqry22: Campaign Consolidated Detailed Half Hour Report

See camqry23, page 10-47 for an illustration of this report.

| Overview:          |
|--------------------|------------------------------------------------|
| Subject            | Breakdown of completed calls Campaign Consolidated Half Hour Custom Report |
| Purpose            | To analyze the situation with actual customer calls (outbound calls which reached live voice, inbound calls and/or calls transferred to the campaign's skill group) for the selected campaigns and their skill groups for the selected time period. |
| Applicable environment | Outbound Option (Unified CCE, Unified ICM). |

**Note**

The following columns: "Customer Aband in Queue", "Script Error", "Script Dequeued" and "Other" are not valid under the following situations:

1. If the Outbound Reservation Script does not use ReleaseCall when not reserving an agent.
2. If the abandon to IVR script queues to multiple skill groups in this campaign.

In addition, "Other" is not valid if the skill group is used for anything other than outbound agent campaigns, e.g inbound or transferred calls.

<table>
<thead>
<tr>
<th>Template type</th>
<th>Historical table</th>
</tr>
</thead>
<tbody>
<tr>
<td>Default sort order</td>
<td>By campaign name, and then by date and time</td>
</tr>
<tr>
<td>Drilldowns available</td>
<td>No</td>
</tr>
</tbody>
</table>
| Schema database table | Campaign
Campaign_Query_Rule_Half_Hour
Skill_Group_Half_Hour |

| Summaries | Campaign Summary |

**Data:**

**Campaign Name**

The name of the campaign.

Derived from: Campaign.CampaignName

**Date Time (no label)**

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

Derived from: Campaign_Query_Rule_Half_Hour.Date-Time
Agent Connect: Outbound Immediate
The number of outbound calls where the customer was connected to an agent immediately (without waiting in queue).
Derived from: Skill_Group_Half_Hour.AutoOutCallsToHalf + Skill_Group_Half_Hour.PreviewCallsToHalf

Agent Connect: After Aband To IVR & Inbound
This includes the following calls:
- Outbound calls that were handled by an agent in this skill group after Aband To IVR
- Outbound calls from a Transfer to IVR campaign that were queued back to agents.
- Inbound and transferred calls that were routed to agents in this skill group
Derived from: Skill_Group_Half_Hour.CallsHandledToHalf

Not Connected: Customer Aband
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

Not Connected: Dialer Aband
The number of contacts in the half hour interval abandoned by the dialer.
Derived from: Campaign_Query_Rule_Half_Hour.AbandonDetectToHalf

Not Connected: Customer Aband in Queue
The number of contacts in the half hour interval where the customer hung-up while in queue.
Derived from: Skill_Group_Half_Hour.RouterCallsAbandQToHalf

Not Connected: Script Error
The number of calls that resulted in an error condition in the call routing script.
Derived from: Skill_Group_Half_Hour.RouterErrorToHalf

Dialer Aband To Other: Script Dequeued
The number of calls that were initially abandoned to IVR because no agent was available and then queued to a skill group for this campaign and again removed from the queue during the half-hour interval.
Derived from: Skill_Group_Half_Hour.RouterCallsDequeuedToHalf

Dialer Aband To Other: Other
The number of calls that were routed to another skill group or never made to the skill group.
Note  This column is approximate because the abandon to IVR might occur in one half hour interval and the call completion occurs in another interval.
camqry23: Campaign Consolidated Detailed Daily Report

See camqry23, page 10-47 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>Note</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>Template type</td>
</tr>
<tr>
<td>Default sort order</td>
</tr>
<tr>
<td>Drilldowns available</td>
</tr>
<tr>
<td>Schema database table</td>
</tr>
<tr>
<td>Summaries</td>
</tr>
</tbody>
</table>

Data:

Campaign Name

The name of the campaign.

Derived from: Campaign.CampaignName

Date Time (no label)

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

Derived from: Campaign_Query_Rule_Half_Hour.DateTime
Agent Connect: Outbound Immediate

The number of outbound calls where the customer was connected to an agent immediately (without waiting in queue).

Derived from: Skill_Group_Half_Hour.AutoOutCallsToHalf + Skill_Group_Half_Hour.PreviewCallsToHalf

Agent Connect: After Aband To IVR & Inbound

This includes the following calls:

- Outbound calls that were handled by an agent in this skill group after Aband To IVR
- Outbound calls from a Transfer to IVR campaign that were queued back to agents.
- Inbound and transferred calls that were routed to agents in this skill group

Derived from: Skill_Group_Half_Hour.CallsHandledToHalf

Not Connected: Customer Aband

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

Not Connected: Dialer Aband

The number of contacts in the half hour interval abandoned by the dialer.

Derived from: Campaign_Query_Rule_Half_Hour.AbandonDetectToHalf

Not Connected: Customer Aband in Queue

The number of contacts in the half hour interval where the customer hung-up while in queue.

Derived from: Skill_Group_Half_Hour.RouterCallsAbandQToHalf

Not Connected: Script Error

The number of calls that resulted in an error condition in the call routing script.

Derived from: Skill_Group_Half_Hour.RouterErrorToHalf

Dialer Aband To Other: Script Dequeued

The number of calls that were initially abandoned to IVR because no agent was available and then queued to a skill group for this campaign and again removed from the queue during the half-hour interval.

Derived from: Skill_Group_Half_Hour.RouterCallsDequeuedToHalf

Dialer Aband To Other: Other

The number of calls that were routed to another skill group or never made to the skill group.

Note
This column is approximate because the abandon to IVR might occur in one half hour interval and the call completion occurs in another interval.

dialer10: Dialer Call Result Summary Half Hour Report

See dialer10, page 10-48 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     | Dialer
Dialer_Half_Hour
Campaign_Query_Rule_Real_Time |

Note
The data in the Campaign_Query_Rule_Real_Time table is reset nightly.

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.

Derived from: Dialer_Half_Hour.ContactsDialedToHalf
**Requested Personal Callback**

The number of call-back contacts scheduled.
Derived from: Dialer_Half_Hour.PersonalCallBackCountToHalf

**Requested Callback**

The number of call-back contacts.
Derived from: Dialer_Half_Hour.CallBackCountToHalf

**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.FaxDetectToHalf

**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.CustomerNotHomeCountToHalf

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.WrongNumberCountToHalf

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.

dialer11: Dialer Capacity Half Hour Report

See dialer11, page 10-49 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 table</td>
</tr>
</tbody>
</table>

Data:

Dialer Name
The name of the dialer.
Derived from: Dialer.DialerName

Port Status: In Service FTE
The FTE value of registered dialer ports during the half hour interval. If this is less than the full number of ports allocated, then it describes a system issue where ports were offline for some period of time.
Derived from: (Dialer_Half_Hour.IdlePortTime + Dialer_Half_Hour.ReservePortTime + Dialer_Half_Hour.DialingTimeToHalf)/1800

Port Status: Idle
The number of non-busy ports in the current half-hour interval.
Derived from: Dialer_Half_Hour.IdlePortTime / (Dialer_Half_Hour.IdlePortTime + Dialer_Half_Hour.ReservePortTime + Dialer_Half_Hour.DialingTimeToHalf)
Port Status: Contacting Customers
The Percentage of time spent by the dialer ports for calling customers during the current half hour interval.
Derived from: Dialer_Half_Hour.DialingTimeToHalf / (Dialer_Half_Hour.IdlePortTimeToHalf + Dialer_Half_Hour.ReservePortTimeToHalf + Dialer_Half_Hour.DialingTimeToHalf)

Port Status: Reserving Agents
The percentage of time spent by the dialer ports for reserving agents during the current half hour interval for an agent campaign.
Derived from: Dialer_Half_Hour.ReservePortTime / (Dialer_Half_Hour.IdlePortTime + Dialer_Half_Hour.ReservePortTime + Dialer_Half_Hour.DialingTimeToHalf)

Port Status: Out of Ports
The percentage of time maxed out by the dialer during the current half hour interval.
Derived from: Dialer_Half_Hour.FutureUseInt2

Dialer Statistics: Attempts
The number of customer contact call attempted by the dialer during the current half hour interval.
This includes all attempts whether customers were reached or not.
Derived from: Dialer_Half_Hour.ContactsDialedToHalf

Dialer Statistics: Average Attempt Time
The average time length of a customer attempt in seconds.
Derived from: Dialer_Half_Hour.ContactsDialedToHalf / Dialer_Half_Hour.CustomerPortTime

Dialer Statistics: Reservation Calls
The total number of reservation calls placed the current half hour interval.
This includes dialer requests to reserve agents that were rejected in the routing script because no agents were available or otherwise.
Derived from: Dialer_Half_Hour.FutureUseInt1

Dialer Statistics: Average Reservation Call
The average length of a reservation call in seconds.
Dialer_Half_Hour.ReservePortTime / Dialer_Half_Hour.FutureUseInt1
dialer12: Dialer Capacity Daily Report

See dialer12, page 10-50 for an illustration of this report.

<table>
<thead>
<tr>
<th>Overview:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Subject</strong></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><strong>Purpose</strong></td>
<td>To show the status of each dialer for the selected time period</td>
</tr>
<tr>
<td><strong>Applicable environment</strong></td>
<td>Outbound Option (Unified CCE, Unified 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 dialer and then by date and time.</td>
</tr>
<tr>
<td><strong>Drilldowns available</strong></td>
<td>No</td>
</tr>
<tr>
<td><strong>Schema database table</strong></td>
<td>Dialer Dialer_Half_Hour</td>
</tr>
</tbody>
</table>

**Data:**

**Dialer Name**

The name of the dialer.

Derived from: Dialer.DialerName

**Port Status: In Service FTE**

The FTE value of registered dialer ports during the half hour interval. If this is less than the full number of ports allocated, then it describes a system issue where ports were offline for some period of time.

Derived from: (Dialer_Half_Hour.IdlePortTime+Dialer_Half_Hour.ReservePortTime + Dialer_Half_Hour.DialingTimeToHalf)/1800

**Port Status: Idle**

The number of non-busy ports in the current half-hour interval.

Derived from: Dialer_Half_Hour.IdlePortTime/ (Dialer_Half_Hour.IdlePortTime + Dialer_Half_Hour.ReservePortTime + Dialer_Half_Hour.DialingTimeToHalf)

**Port Status: Contacting Customers**

The Percentage of time spent by the dialer ports for calling customers during the current half hour interval.

Derived from: Dialer_Half_Hour.DialingTimeToHalf/(Dialer_Half_Hour.IdlePortTimeToHalf + Dialer_Half_Hour.ReservePortTimeToHalf + Dialer_Half_Hour.DialingTimeToHalf)
Port Status: Reserving Agents

The percentage of time spent by the dialer ports for reserving agents during the current half hour interval for an agent campaign.

Derived from: Dialer_Half_Hour.ReservePortTime/ (Dialer_Half_Hour.IdlePortTime + Dialer_Half_Hour.ReservePortTime + Dialer_Half_Hour.DialingTimeToHalf)

Port Status: Out of Ports

The percentage of time maxed out by the dialer during the current half hour interval.

Derived from: Dialer_Half_Hour.FutureUseInt2

Dialer Statistics: Attempts

The number of customer contact call attempted by the dialer during the current half hour interval. This includes all attempts whether customers were reached or not.

Derived from: Dialer_Half_Hour.ContactsDialedToHalf

Dialer Statistics: Average Attempt Time

The average time length of a customer attempt in seconds.

Derived from: Dialer_Half_Hour.ContactsDialedToHalf/ Dialer_Half_Hour.CustomerPortTime

Dialer Statistics: Reservation Calls

The total number of reservation calls placed the current half hour interval. This includes dialer requests to reserve agents that were rejected in the routing script because no agents were available or otherwise.

Derived from: Dialer_Half_Hour.FutureUseInt1

Dialer Statistics: Average Reservation Call

The average length of a reservation call in seconds.

Dialer_Half_Hour.ReservePortTime/ Dialer_Half_Hour.FutureUseInt1
imprul10: Import Rule Report

See Impul10, page 10-51 for an illustration of this report.

<table>
<thead>
<tr>
<th>Overview:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Subject</td>
<td>Outbound Option Import Rule: The number of good, bad, and total records imported, by time range, gathered in half-hour increments</td>
</tr>
<tr>
<td>Purpose</td>
<td>To show the status of imported records for the selected time period</td>
</tr>
<tr>
<td>Applicable environment</td>
<td>Outbound Option (Unified CCE, Unified ICM)</td>
</tr>
<tr>
<td>Template type</td>
<td>Historical table</td>
</tr>
<tr>
<td>Default sort order</td>
<td>By the import rule name</td>
</tr>
<tr>
<td>Drilldowns available</td>
<td>No</td>
</tr>
<tr>
<td>Schema database table</td>
<td>Import_Rule Import_Rule_History</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Data:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Import Name</td>
<td>The name of the import rule. Derived from: Import_Rule.ImportRuleName</td>
</tr>
<tr>
<td>Start Date</td>
<td>The date and time the import rule is scheduled to start. Derived from: Import_Rule_History.StartDateTime</td>
</tr>
<tr>
<td>Duration</td>
<td>The total time duration Derived from: DateDiff(ss, Import_Rule_History.StartDateTime, Import_Rule_History.EndDateTime)</td>
</tr>
<tr>
<td>End Date</td>
<td>The date and time the import rule finished. Derived from: Import_Rule_History.EndDateTime</td>
</tr>
<tr>
<td>Record Status: Total</td>
<td>The total number of records present in the import list. Derived from: Import_Rule_History.TotalRecords</td>
</tr>
</tbody>
</table>
Record Status: Imported

The total number of records imported into the Do Not Call List.
Derived from: Import_Rule_History.GoodRecords

Record Status: Failed

The total number of import records which did not meet format criteria. These records are captured in an import error file.
Derived from: Import_Rule_History.BadRecords

Records To Dial

The total Number of records imported to dialing lists based on existing query rules.
Derived from: Import_Rule_History. ImportedToDialingListCount

Unknown Prefix, Using Default:

The total numbers of records which did not match the prefixes in the region prefix table and were assigned with the default time zone for the campaign.
This field describes the count of numbers which did not match prefixes found in the region prefix table and were assigned with the default time zone for the campaign.
Derived from: Import_Rule_History.UnmatchedRegionPrefixCount
Translation Route Report Templates

About Translation Route Reports

Translation routes are used to transfer a call from one routing client to another and retain the details about call tracking, call data and cradle to grave reporting. They form an intermediate destination which is allocated when a script sends a call from a source routing client to a destination. After the call reaches the destination, the translation route is available for reuse as the route is not busy for the entire duration of the call.

Translation routes use a 'pool' of DNIS's. These DNIS serve as the intermediate targets of the calls on each possible destination. For any given translation route, one pool is used. The size of this pool is set by using a formula defined in Unified ICM documentation. If the pool is too large, ACD or VRU resources are wasted (These numbers are PSTN exposed). If the pool is too small, few calls are lost as these calls cannot be sent when the entire pool is in use.

The following WebView Translation Route report is available in a Unified ICM/CCE environment:

About Translation Route Reports


See trrout11, page 10-66 and trrout12, page 10-67 for an illustration of these reports.

| Overview: |
| Subject | The total number of the translation route Counts by Half Hour Report |
| Purpose | To show the half hour translate counts the selected time period |
| Applicable environment | Unified CCE, Unified ICM |
| Template type | Historical table |
| Default sort order | By Translation Route, Routing Client and then by date and time |
| Drilldowns available | Yes |
| Schema database tables | Translation_Route_Half_Hour, Routing_Client, Translation_Route |

Data

**Translation Route**

Translation Route name

Derived from: Translation_Route.EnterpriseName

**Routing Client**

Routing Client name

Derived from: Routing_Client.EnterpriseName

**Date**

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

Derived from: Translation_Route_Half_Hour.DateTime

**Used To Send Calls**

The number of times the Translation Route is used to send calls to VRU or agent peripheral to a routing client.

Derived From: Translation_Route_Half_Hour.UsedToHalf

**Not Available To Send Calls**

The number of times the Router cannot find the available route in a Translation Route for a routing client.

Derived from: Translation_Route_Half_Hour.UnAvailableToHalf
### About Translation Route Reports

**Routed**

The number of times the Translation Route is successfully completed.

Derived from: `Translation_Route_Half_Hour. RoutedToHalf`

**Router Time-outs**

The number of times the Router times out the Translation Route for a routing client.

Derived from: `Translation_Route_Half_Hour. RouterTimeOutsToHalf`

**PG Time-outs**

The number of times PG times out the translation route for a routing client (This is not applicable for translation route to VRU).

Derived from: `Translation_Route_Half_Hour. PGTimeOutsToHalf`

**Avg Routes In Use**

The average number of routes in use for the last half hour.

Derived from: `Translation_Route_Half_Hour. AvgRoutesInUseToHalf`

**Max Routes in Use**

The maximum number of routes used in Translation Route for a routing client in the half hour interval.

Derived from: `Translation_Route_Half_Hour. MaxRoutesInUseToHalf`

**Avg Route Time**

The average time to successfully complete a Translation Route for a routing client.

Derived from: `Translation_Route_Half_Hour. AvgRouteTimeToHalf`

**Max Route Time**

The maximum time to successfully complete a Translation Route for a routing client.

Derived from: `Translation_Route_Half_Hour. MaxRouteTimeToHalf`

**Config Errors**

The number of times router finds configuration errors during Translation Route for a routing client.

Derived from: `Translation_Route_Half_Hour. ConfigErrorsToHalf`
About Translation Route Reports
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 10-2
  - Agent by Agent Reports, page 10-2
  - Agent by Peripheral Reports, page 10-10
  - Agent by Skill Group Reports, page 10-12
  - Agent by Team Reports, page 10-14
- Application Gateway Reports, page 10-24
- Call Type Reports, page 10-25
- Outbound Option Reports, page 10-33
- Peripheral Reports, page 10-52
- Skill Group Reports, page 10-54
  - Peripheral Skill Group Reports, page 10-54
  - Enterprise Skill Group Reports, page 10-60
- Trunk Group Reports, page 10-65
Agent Reports

Agent by Agent Reports

Agent03

See agent03: Agent Media Logout Status Report, page 4-12 for field descriptions of this report.

Figure 10-1  agent03: Agent Media Logout Status

<table>
<thead>
<tr>
<th>Agent Name</th>
<th>Call Type</th>
<th>Media</th>
<th>Log On Date</th>
<th>Log On Time</th>
<th>Log Out Date</th>
<th>Log Out Time</th>
<th>Reason Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Call By Call</td>
<td>Call By Call</td>
<td>600 01</td>
<td>300 01</td>
<td>01/06/06 17:12:00</td>
<td>00:05:57</td>
<td>01/06/06 17:17:06</td>
<td></td>
</tr>
<tr>
<td>Call By Call</td>
<td>Call By Call</td>
<td>600 01</td>
<td>300 01</td>
<td>01/06/06 17:21:20</td>
<td>00:00:25</td>
<td>01/06/06 17:21:46</td>
<td></td>
</tr>
<tr>
<td>Call By Call</td>
<td>Call By Call</td>
<td>600 01</td>
<td>300 01</td>
<td>01/06/06 16:44:40</td>
<td>00:00:35</td>
<td>01/06/06 16:44:11</td>
<td></td>
</tr>
<tr>
<td>Call By Call</td>
<td>Call By Call</td>
<td>600 01</td>
<td>300 01</td>
<td>02/01/06 16:35:26</td>
<td>00:05:20</td>
<td>02/01/06 16:41:46</td>
<td></td>
</tr>
<tr>
<td>Call By Call</td>
<td>Call By Call</td>
<td>600 01</td>
<td>300 01</td>
<td>02/01/06 11:25:02</td>
<td>00:05:32</td>
<td>02/01/06 11:30:56</td>
<td></td>
</tr>
<tr>
<td>Call By Call</td>
<td>Call By Call</td>
<td>600 01</td>
<td>300 01</td>
<td>02/01/06 11:39:44</td>
<td>00:05:35</td>
<td>02/01/06 11:46:23</td>
<td></td>
</tr>
<tr>
<td>Call By Call</td>
<td>Call By Call</td>
<td>600 01</td>
<td>300 01</td>
<td>02/01/06 14:28:51</td>
<td>00:35:21</td>
<td>02/01/06 14:43:12</td>
<td></td>
</tr>
<tr>
<td>Call By Call</td>
<td>Call By Call</td>
<td>600 01</td>
<td>300 01</td>
<td>02/01/06 16:45:36</td>
<td>00:35:30</td>
<td>02/01/06 16:50:56</td>
<td></td>
</tr>
<tr>
<td>Call By Call</td>
<td>Call By Call</td>
<td>600 01</td>
<td>300 01</td>
<td>02/01/06 16:48:16</td>
<td>00:35:33</td>
<td>02/01/06 16:57:48</td>
<td></td>
</tr>
</tbody>
</table>

Media Summary: 01:26:46

<table>
<thead>
<tr>
<th>Agent Name</th>
<th>Call Type</th>
<th>Media</th>
<th>Log On Date</th>
<th>Log On Time</th>
<th>Log Out Date</th>
<th>Log Out Time</th>
<th>Reason Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Call By Call</td>
<td>Call By Call</td>
<td>600 01</td>
<td>300 01</td>
<td>01/06/06 17:12:00</td>
<td>00:05:57</td>
<td>01/06/06 17:17:06</td>
<td></td>
</tr>
<tr>
<td>Call By Call</td>
<td>Call By Call</td>
<td>600 01</td>
<td>300 01</td>
<td>01/06/06 17:14:17</td>
<td>00:00:32</td>
<td>01/06/06 17:14:48</td>
<td></td>
</tr>
<tr>
<td>Call By Call</td>
<td>Call By Call</td>
<td>600 01</td>
<td>300 01</td>
<td>01/06/06 17:17:54</td>
<td>00:00:32</td>
<td>01/06/06 17:17:56</td>
<td></td>
</tr>
<tr>
<td>Call By Call</td>
<td>Call By Call</td>
<td>600 01</td>
<td>300 01</td>
<td>01/06/06 16:06:45</td>
<td>00:00:32</td>
<td>01/06/06 16:06:45</td>
<td></td>
</tr>
<tr>
<td>Call By Call</td>
<td>Call By Call</td>
<td>600 01</td>
<td>300 01</td>
<td>01/06/06 16:22:28</td>
<td>00:00:32</td>
<td>01/06/06 16:22:28</td>
<td></td>
</tr>
<tr>
<td>Call By Call</td>
<td>Call By Call</td>
<td>600 01</td>
<td>300 01</td>
<td>01/06/06 16:49:24</td>
<td>00:00:32</td>
<td>01/06/06 16:49:24</td>
<td></td>
</tr>
<tr>
<td>Call By Call</td>
<td>Call By Call</td>
<td>600 01</td>
<td>300 01</td>
<td>02/01/06 16:50:56</td>
<td>00:35:30</td>
<td>02/01/06 16:50:56</td>
<td></td>
</tr>
<tr>
<td>Call By Call</td>
<td>Call By Call</td>
<td>600 01</td>
<td>300 01</td>
<td>02/01/06 16:48:16</td>
<td>00:35:33</td>
<td>02/01/06 16:47:48</td>
<td></td>
</tr>
</tbody>
</table>

Media Summary: 01:26:46

Report Summary: 01:26:46
Agent 04

See agent04: Agent Task Detail Activity Report, page 4-15 for field descriptions of this report.

Figure 10-2    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 MSD Time</th>
<th>Tasks Handled</th>
<th>% Wrap Up Time</th>
<th>External Out Tasks</th>
<th>Internal Out Tasks</th>
<th>Call Messages</th>
</tr>
</thead>
<tbody>
<tr>
<td>McCutcheon, Richard</td>
<td>Cisco_Voice</td>
<td>22:43:32</td>
<td>02:08:34</td>
<td>00:00:00:00</td>
<td>22.22%</td>
<td>00:00:00:00</td>
<td>00:00:00:00</td>
<td>00:00:00:00</td>
</tr>
<tr>
<td>RTPCH_B_01.AMEX_DOMESTIC.pri (0)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>RTPCH_B_01.AMEX_OFT9.pri (0)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Report Summary:

Agent Summary: 00:00:00 11.11% 00:00:00 00:00:00 00:00:00

Agent 05

See agent05: Agent Task Detail Performance Report, page 4-18 for field descriptions of this report.

Figure 10-3    agent05: Agent Task Detail Performance

Agent Task Detail Performance Report
From: 10/12/2004 00:00:00 To: 10/14/2004 23:59:59

<table>
<thead>
<tr>
<th>Agent Name</th>
<th>Skill Group</th>
<th>Aban Hold Total</th>
<th>Aban Hold Avg</th>
<th>Incoming Hold Tasks Total</th>
<th>Incoming Hold Tasks Avg</th>
<th>Outgoing Hold Tasks Total</th>
<th>Outgoing Hold Tasks Avg</th>
<th>Supervisor Assist Tasks Total</th>
<th>Supervisor Assist Tasks Avg</th>
<th>Conference In Tasks Total</th>
<th>Conference In Tasks Avg</th>
<th>Conference Out Tasks Total</th>
<th>Conference Out Tasks Avg</th>
</tr>
</thead>
<tbody>
<tr>
<td>McCutcheon, Richard</td>
<td>Cisco_Voice</td>
<td>2 00:00:00:00</td>
<td>12 00:00:44</td>
<td>00:00:00:00</td>
<td>00:00:00:00</td>
<td>00:00:00:00</td>
<td>00:00:00:00</td>
<td>00:00:00:00</td>
<td>00:00:00:00</td>
<td>0</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>RTPCH_B_01.AMEX_DOMESTIC.pri</td>
<td></td>
<td></td>
<td></td>
<td></td>
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<td></td>
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</tr>
<tr>
<td>RTPCH_B_01.AMEX_OFT9.pri</td>
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<td></td>
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<td></td>
</tr>
<tr>
<td>Media Summary: 2 00:00:00:00 12 00:00:44 00:00:00:00 00:00:00:00 00:00:00:00 00:00:00:00 00:00:00:00 00:00:00:00 00:00:00:00 00:00:00:00 00:00:00:00 00:00:00:00 00:00:00:00 00:00:00:00 00:00:00:00</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Agent Summary: 2 00:00:00:00 12 00:00:44 00:00:00:00 00:00:00:00 00:00:00:00 00:00:00:00 00:00:00:00 00:00:00:00 00:00:00:00 00:00:00:00 00:00:00:00 00:00:00:00 00:00:00:00 00:00:00:00 00:00:00:00</td>
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<td></td>
</tr>
<tr>
<td>Report Summary: 2 00:00:00:00 12 00:00:44 00:00:00:00 00:00:00:00 00:00:00:00 00:00:00:00 00:00:00:00 00:00:00:00 00:00:00:00 00:00:00:00 00:00:00:00 00:00:00:00 00:00:00:00 00:00:00:00 00:00:00:00</td>
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</tr>
</tbody>
</table>
Agent20

See agent20: Agent real-time Report, page 4-4 for field descriptions of this report.

**Figure 10-4**

agent 20: Agent real-time

<table>
<thead>
<tr>
<th>Media</th>
<th>Extension</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>Supv Assist Request</th>
<th>Direction</th>
<th>Destination</th>
<th>Available In MRD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cisco_Voice</td>
<td>05669130</td>
<td>12/06/04 16:39:44</td>
<td>LYSOM_B 50LYS_ESC r.i</td>
<td>TALKING</td>
<td>00:48:30 None</td>
<td>No</td>
<td>IN</td>
<td>Not Applicable</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>Cisco_Voice</td>
<td>05669152</td>
<td>12/06/04 15:29:26</td>
<td>Not Applicable</td>
<td>READY</td>
<td>00:00:24 None</td>
<td>No</td>
<td>Not Applicable</td>
<td>Not Applicable</td>
<td>Yes_ICM</td>
<td></td>
</tr>
<tr>
<td>Cisco_Voice</td>
<td>05669115</td>
<td>12/06/04 16:09:54</td>
<td>Not Applicable</td>
<td>NOT READY</td>
<td>00:16:00 None</td>
<td>No</td>
<td>Not Applicable</td>
<td>Not Applicable</td>
<td>No</td>
<td></td>
</tr>
</tbody>
</table>

Agent21

See agent21: Agent Task Summary Half Hour Report, page 4-24 for field descriptions of this report.

**Figure 10-5**

agent21: Agent Task Summary Half Hour

<table>
<thead>
<tr>
<th>Media</th>
<th>Date/Time</th>
<th>Handled</th>
<th>Internal In</th>
<th>Transfer In</th>
<th>Cont In</th>
<th>Redirect No Answer</th>
<th>Aban Run</th>
<th>All Hold</th>
<th>Aban Hold</th>
<th>External Out</th>
<th>Internal Out</th>
<th>Transfer Out</th>
<th>Cont Out</th>
<th>Consult</th>
<th>Supv Assist</th>
<th>TimeOut Assist</th>
<th>Target In</th>
<th>Intercept</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cisco_Voice</td>
<td>01/14/05 14:30:00</td>
<td>0</td>
<td>3</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
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<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Cisco_Voice</td>
<td>01/14/05 15:00:00</td>
<td>0</td>
<td>2</td>
<td>2</td>
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<tr>
<td>Cisco_Voice</td>
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<td>0</td>
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<td>0</td>
</tr>
<tr>
<td>Cisco_Voice</td>
<td>01/14/05 16:30:00</td>
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</tbody>
</table>

**Skill Group Summary**

<table>
<thead>
<tr>
<th>Media</th>
<th>Date/Time</th>
<th>Handled</th>
<th>Internal In</th>
<th>Transfer In</th>
<th>Cont In</th>
<th>Redirect No Answer</th>
<th>Aban Run</th>
<th>All Hold</th>
<th>Aban Hold</th>
<th>External Out</th>
<th>Internal Out</th>
<th>Transfer Out</th>
<th>Cont Out</th>
<th>Consult</th>
<th>Supv Assist</th>
<th>TimeOut Assist</th>
<th>Target In</th>
<th>Intercept</th>
</tr>
</thead>
<tbody>
<tr>
<td>SIPCC_PGM:PM1.Cisco_Voice 1796 (5000)</td>
<td>01/14/05 14:30:00</td>
<td>5</td>
<td>6</td>
<td>3</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</td>
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<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>SIPCC_PGM:PM2.Voice &amp; Support (5019)</td>
<td>01/14/05 14:30:00</td>
<td>5</td>
<td>6</td>
<td>3</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>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>SIPCC_PGM:PM3.Voice &amp; Support (5019)</td>
<td>01/14/05 14:30:00</td>
<td>5</td>
<td>6</td>
<td>3</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
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</tr>
</tbody>
</table>
Agent 23

See agent23: Agent Performance Summary Half Hour Report, page 4-32 for field descriptions of this report.
Agent 24

See agent24: Agent Performance Summary Daily Report, page 4-36 for field descriptions of this report.

Figure 10-7  agent24: Agent Performance Summary Daily

<table>
<thead>
<tr>
<th>Agent Name</th>
<th>Skill Group</th>
<th>ASA</th>
<th>Completed Tasks</th>
<th>Agent State Times</th>
<th>Log On Duration</th>
<th>Active</th>
<th>Not Active</th>
<th>Not Ready</th>
<th>Hold</th>
<th>Reserved</th>
<th>Wrap Up</th>
<th>Busy Other</th>
</tr>
</thead>
<tbody>
<tr>
<td>Agent Name</td>
<td>Skill Group</td>
<td>ASA</td>
<td>Completed Tasks</td>
<td>Agent State Times</td>
<td>Log On Duration</td>
<td>Active</td>
<td>Not Active</td>
<td>Not Ready</td>
<td>Hold</td>
<td>Reserved</td>
<td>Wrap Up</td>
<td>Busy Other</td>
</tr>
<tr>
<td>Agent Name</td>
<td>Skill Group</td>
<td>ASA</td>
<td>Completed Tasks</td>
<td>Agent State Times</td>
<td>Log On Duration</td>
<td>Active</td>
<td>Not Active</td>
<td>Not Ready</td>
<td>Hold</td>
<td>Reserved</td>
<td>Wrap Up</td>
<td>Busy Other</td>
</tr>
</tbody>
</table>

**Agent Performance Summary Daily Report**

**Figure 10-7 agent24: Agent Performance Summary Daily**

- **Agent Name:**
- **Skill Group:** Cisco_Voice
- **ASA:**
- **Completed Tasks:**
  - **Incoming:**
  - **Outgoing:**
  - **Hold Tasks:**
  - **Any Hold Time:**
- **Agent State Times:**
  - **Active:**
  - **Not Active:**
  - **Not Ready:**
  - **Hold:**
  - **Reserved:**
  - **Wrap Up:**
  - **Busy Other:**
- **Log On Duration:**
- **Time:**
- **%:**

**Table:**

<table>
<thead>
<tr>
<th>Agent Name</th>
<th>Skill Group</th>
<th>ASA</th>
<th>Completed Tasks</th>
<th>Agent State Times</th>
<th>Log On Duration</th>
<th>Active</th>
<th>Not Active</th>
<th>Not Ready</th>
<th>Hold</th>
<th>Reserved</th>
<th>Wrap Up</th>
<th>Busy Other</th>
</tr>
</thead>
<tbody>
<tr>
<td>Agent Name</td>
<td>Skill Group</td>
<td>ASA</td>
<td>Completed Tasks</td>
<td>Agent State Times</td>
<td>Log On Duration</td>
<td>Active</td>
<td>Not Active</td>
<td>Not Ready</td>
<td>Hold</td>
<td>Reserved</td>
<td>Wrap Up</td>
<td>Busy Other</td>
</tr>
<tr>
<td>Agent Name</td>
<td>Skill Group</td>
<td>ASA</td>
<td>Completed Tasks</td>
<td>Agent State Times</td>
<td>Log On Duration</td>
<td>Active</td>
<td>Not Active</td>
<td>Not Ready</td>
<td>Hold</td>
<td>Reserved</td>
<td>Wrap Up</td>
<td>Busy Other</td>
</tr>
</tbody>
</table>

**Figure 10-7 agent24: Agent Performance Summary Daily**

See agent24: Agent Performance Summary Daily Report, page 4-36 for field descriptions of this report.
Agent Consolidated Half Hour Report

<table>
<thead>
<tr>
<th>Agent Name</th>
<th>Skill Group</th>
<th>Completed Tasks</th>
<th>Agent State Times</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Incoming</td>
<td>Incoming Hold Tasks</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Duration</td>
<td>Time</td>
</tr>
</tbody>
</table>

- **Agent25**

See agent25: Agent Consolidated Half Hour Report, page 4-40 for field descriptions of this report.

![Agent25: Agent Consolidated Half Hour Report](image)
Agent26

See agent26: Agent Consolidated Daily Report, page 4-45 for field descriptions of this report.

Figure 10-9  agent26: Agent Consolidated Daily

Agent Consolidated Daily Report
From: 10/1/2004 00:00:00 To: 10/15/2004 23:59:59

Completed Tasks

<table>
<thead>
<tr>
<th>Agent Name</th>
<th>Skill Group</th>
<th>Incoming</th>
<th>Incoming Hold Tasks</th>
<th>Completed Tasks</th>
<th>Agent State Times</th>
</tr>
</thead>
<tbody>
<tr>
<td>Media</td>
<td>Date</td>
<td>Handled</td>
<td>AMT</td>
<td>Alphanumeric</td>
<td>Transfer In</td>
</tr>
<tr>
<td></td>
<td></td>
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<td></td>
<td>No Answer</td>
<td>Transfer Out</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Alphanumeric</td>
<td>Internal Out</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Log On Duration</td>
<td>% Active Time</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>% Hold Time</td>
<td>% Not Active</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>% Not Ready</td>
<td>% Reserved</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>% Wash Up</td>
<td>% Busy Other</td>
</tr>
</tbody>
</table>

Cutler, Kathleen (G2370)
Cisco_Voice
LYSCM_B.I.VL.YS.FRES.NL.PR(42354)

Agent30

See agent30: Agent Not Ready Summary Report, page 4-63 for field descriptions of this report.

Figure 10-10  agent30: Agent Not Ready Summary

Agent Not Ready Summary Report
This report only reflects agents completed not ready activity during the selected timeframe.
From: 1/1/2004 00:00:00 To: 1/30/2004 23:59:59

<table>
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<tr>
<th>Media</th>
<th>Agent</th>
<th>Logon Duration</th>
<th>Login Sessions</th>
<th>Reason Code</th>
<th>Duration</th>
<th>% Logon Duration</th>
<th>% Not Ready</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>1791:23:46</td>
<td>182</td>
<td>CTIFailure[5002]</td>
<td>42:17:36</td>
<td>2.4%</td>
<td>8.1%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1791:23:46</td>
<td>182</td>
<td>Missed Calls [5001]</td>
<td>288:16:35</td>
<td>14.0%</td>
<td>51.2%</td>
</tr>
<tr>
<td>Media</td>
<td>Media</td>
<td>1791:23:46</td>
<td>182</td>
<td>Unknown</td>
<td>211:17:12</td>
<td>11.8%</td>
<td>40.7%</td>
</tr>
<tr>
<td>Cisco_Voice</td>
<td>3084, 3081</td>
<td>1/16/05:03:37</td>
<td>182</td>
<td>CTIFailure[5002]</td>
<td>46:12:54</td>
<td>2.6%</td>
<td>9.4%</td>
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<tr>
<td></td>
<td></td>
<td>1791:23:46</td>
<td>182</td>
<td>Missed Calls [5001]</td>
<td>195:20:09</td>
<td>9.2%</td>
<td>35.7%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1791:23:46</td>
<td>182</td>
<td>Unknown</td>
<td>250:39:06</td>
<td>14.3%</td>
<td>50.9%</td>
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<td>Media</td>
<td>1791:23:46</td>
<td>182</td>
<td>CTIFailure[5002]</td>
<td>43:40:53</td>
<td>2.4%</td>
<td>8.8%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1791:23:46</td>
<td>182</td>
<td>Missed Calls [5001]</td>
<td>151:35:53</td>
<td>8.3%</td>
<td>30.5%</td>
</tr>
<tr>
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<td></td>
<td>1791:23:46</td>
<td>182</td>
<td>Unknown</td>
<td>301:34:36</td>
<td>16.5%</td>
<td>62.7%</td>
</tr>
<tr>
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<td>Media</td>
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<td>182</td>
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<td>197:02:39</td>
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<td>100.0%</td>
</tr>
<tr>
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<td>182</td>
<td>Missed Calls [5001]</td>
<td>129:25:02</td>
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<td>100.0%</td>
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Agent31

See agent31: Agent Not Ready Detail Report, page 4-65 for field descriptions of this report.

Figure 10-11  agent31: Agent Not Ready Detail

Agent Not Ready Detail Report
This report only reflects agents’ completed not ready activity during the selected timeframe.
From: 11/28/2005 00:00:00 To: 11/30/2005 23:59:00

<table>
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<th>Agent</th>
<th>Logon Date/Time</th>
<th>Logon Duration</th>
<th>Reason Code</th>
<th>Duration</th>
<th>% Logon Duration</th>
<th>% Not Ready</th>
</tr>
</thead>
<tbody>
<tr>
<td>3000, 3000</td>
<td>11/28/05 17:32:10</td>
<td>20:16:18</td>
<td>Underlined[0]</td>
<td>00:00:10</td>
<td>0.0%</td>
<td>100.0%</td>
<td></td>
</tr>
<tr>
<td>2000, 3000</td>
<td>11/29/05 14:01:02</td>
<td>00:41:24</td>
<td>Underlined[0]</td>
<td>00:00:23</td>
<td>0.2%</td>
<td>100.0%</td>
<td></td>
</tr>
<tr>
<td>* 3000, 3000</td>
<td>11/30/05 10:41:23</td>
<td>00:00:00</td>
<td>Underlined[0]</td>
<td>00:00:00</td>
<td>---</td>
<td>---</td>
<td></td>
</tr>
</tbody>
</table>

| Media Summary: 150:13:37 | 9608:29 | 0.1% | --- |
| Agent Summary: 150:13:37 | 9608:29 | 0.1% | --- |

Cisco_Voice
* 3001, 3001 | 11/23/05 10:45:53 | 11:45:03 | Underlined[0] | 00:00:10 | 0.0% | 100.0% |
| 3001, 3001 | 11/29/05 10:43:31 | 00:43:31 | Underlined[0] | 00:07:38 | 4.1% | 100.0% |
| 3001, 3001 | 11/28/05 13:56:03 | 03:56:31 | Underlined[0] | 00:00:20 | 0.2% | 100.0% |
| 3001, 3001 | 11/28/05 17:32:10 | 20:16:58 | Underlined[0] | 00:00:10 | 0.0% | 100.0% |
| 3001, 3001 | 11/29/05 14:01:02 | 03:01:24 | Underlined[0] | 00:00:23 | 0.2% | 100.0% |
| * 3001, 3001 | 11/30/05 10:41:23 | 00:00:00 | Underlined[0] | 00:00:00 | --- | --- |

| Media Summary: 150:13:37 | 9608:29 | 0.1% | --- |
| Agent Summary: 150:13:37 | 9608:29 | 0.1% | --- |
| Report Summary: 150:13:37 | 9608:29 | 0.1% | --- |
# Agent by Peripheral Reports

## Agtper22

See agtper22: Agent Peripheral Task Summary Daily Report, page 4-93 for field descriptions of this report.

### Figure 10-12  
agtper22: Agent Peripheral Task Summary Daily

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<th>Media</th>
<th>Handling</th>
<th>Transfer in</th>
<th>Connect</th>
<th>Redir to Answer</th>
<th>Aban busy</th>
<th>Aban Hold</th>
<th>Aban Call</th>
<th>External Out</th>
<th>Transfer Out</th>
<th>Conf Out</th>
<th>Consult</th>
<th>Spare Attend</th>
<th>Emerg Attend</th>
<th>Barang in</th>
<th>Intercom</th>
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<td>87</td>
<td>82</td>
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<td>0</td>
<td>93</td>
<td>15</td>
<td>0</td>
<td>275</td>
<td>87</td>
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<td>87</td>
<td>82</td>
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### Agtper25: Agent Peripheral Consolidated Half Hour Report

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<th>Date/Time</th>
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<th>Agent State Times</th>
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</table>

#### Agent Reports

See agtper25: Agent Peripheral Consolidated Half Hour Report Template, page 4-105 for field descriptions of this report.

---

**Figure 10-13** agtper25: Agent Peripheral Consolidated Half Hour
Agent by Skill Group Reports

Agtskg07

See agtskg07: Agent Skill Group Task Analysis Report, page 4-149 for field descriptions of this report.

Figure 10-14 agtskg07: Agent Skill Group Task Analysis

Agtskg21

See agtskg21: Agent Skill Group Task Summary Half Hour Report, page 4-157 for field descriptions of this report.

Figure 10-15 agtskg21: Agent Skill Group Task Summary Half Hour
**Agtsg25**

See agtsg25: Agent Skill Group Consolidated Half Hour Report, page 4-172 for field descriptions of this report.

**Figure 10-16  agtsg25: Agent Skill Group Consolidated Half Hour**

**Agtsg26**

See agtsg26: Agent Skill Group Consolidated Daily Report, page 4-176 for field descriptions of this report.

**Figure 10-17  agtsg26: Agent Skill Group Consolidated Daily**
Agent by Team Reports

Agteam02

See agteam02: Agent Skill Group Status Report, page 4-196 for field descriptions of this report.

Figure 10-19  agteam02: Agent Skill Group Status

Agent Skill Group Status

<table>
<thead>
<tr>
<th>Team</th>
<th>Skill Group</th>
<th>Supervisor</th>
<th>Agent Name</th>
<th>Media</th>
<th>Log On Date Time</th>
<th>Active Tasks</th>
<th>Agent State</th>
<th>Duration In Current State</th>
<th>Reason Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Agteam</td>
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<td></td>
<td></td>
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<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>A01, 2000</td>
<td>SPCC_PG,PRM,Cisco_Voice,RTLS</td>
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<td></td>
<td></td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>A01, 2000</td>
<td>Cisco_Voice</td>
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<td></td>
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</table>

Skill Group Summary: 0
Agent Summary: 0
Report Summary: 0

See agtskg30: IPCC Agent Skill Group real-time Report, page 4-136 for field descriptions of this report.

Figure 10-18  agtskg30: IPCC Agent Skill Group real-time

IPCC Agent Skill Group Real Time Report

<table>
<thead>
<tr>
<th>Skill Group</th>
<th>Agent Name</th>
<th>Phone</th>
<th>Extension</th>
<th>Log On Date Time</th>
<th>Agent State</th>
<th>Duration In Current State</th>
<th>Reason Code</th>
<th>Superv Attached</th>
<th>Direction</th>
<th>Extension</th>
<th>Media</th>
<th>Available In DR</th>
<th>Action Tasks</th>
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<tbody>
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<tr>
<td>Darla, Scott</td>
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<td>610-120-X014 00:05:29</td>
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<td>NOT READY</td>
<td>03 11:44 Nans</td>
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<td>Not Applicable</td>
<td>Not Applicable</td>
<td>Cisco_Voice</td>
<td>No</td>
<td></td>
<td>0</td>
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<tr>
<td>Harriet, Robert</td>
<td></td>
<td>610-110-X004 05:23:30</td>
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<td>READY</td>
<td>03 11:44 Nans</td>
<td>No</td>
<td>Not Applicable</td>
<td>Not Applicable</td>
<td>Cisco_Voice</td>
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<td>0</td>
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</table>
See `agteam03: Agent Logout Status By Team Report`, page 4-213 for field descriptions of this report.

**Figure 10-20  agteam03: Agent Logout Status**

Agent Media Logout Status Report

<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>Log On Duration</th>
<th>Log Off Duration</th>
<th>Log Out Date Time</th>
<th>Reason Code</th>
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<tbody>
<tr>
<td>RTPCM_Eincouch.0008</td>
<td>RTPCM_Eincouch.0008</td>
<td>RTPCM_Eincouch.0008</td>
<td>10/1/2004 06:20:59</td>
<td>10/1/2004 06:17:17</td>
<td>00:03:42</td>
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<td>RTPCM_Eincouch.0008</td>
<td>10/1/2004 06:54:20</td>
<td>10/1/2004 06:54:20</td>
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<td>10/1/2004 06:54:20</td>
<td>00:00:00</td>
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<td>RTPCM_Eincouch.0008</td>
<td>RTPCM_Eincouch.0008</td>
<td>10/1/2004 11:30:22</td>
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<td>10/1/2004 13:00:24</td>
<td>00:30:02</td>
<td>00:30:02</td>
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<tr>
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<td>RTPCM_Eincouch.0008</td>
<td>RTPCM_Eincouch.0008</td>
<td>10/1/2004 10:00:28</td>
<td>10/1/2004 10:32:29</td>
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<td>10/1/2004 10:32:29</td>
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<td>10/1/2004 09:59:39</td>
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| Media Summary | 22:24:38 |
| Report Summary | 22:24:38 |
Agteam05

See agteam05: Agent Task Detail Performance Report By Team, page 4-218 for field descriptions of this report.

Figure 10-21  agteam 05: Agent Task Detail Performance

Agent Task Detail Performance Report By Team
From: 1/1/2008 00:00:00 To: 1/31/2008 23:59:00

<table>
<thead>
<tr>
<th>Team</th>
<th>Supervisor</th>
<th>Agent Name</th>
<th>Total Tasks</th>
<th>Any Time</th>
<th>Total Tasks</th>
<th>Any Time</th>
<th>Total Tasks</th>
<th>Any Time</th>
<th>Total Tasks</th>
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<th>Total Tasks</th>
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<tbody>
<tr>
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<td>30</td>
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<td>1</td>
<td>0:00:03</td>
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<td>0:00:09</td>
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Agteam20

See agteam20: Agent Team real-time Report, page 4-198 for field descriptions of this report.

Figure 10-22  agteam20: Agent Team real-time

Agent Team Real Time Report

<table>
<thead>
<tr>
<th>Team</th>
<th>Supervisor</th>
<th>Agent Name</th>
<th>Log On Date/Time</th>
<th>Active Skill Group</th>
<th>Current State</th>
<th>Reason Code</th>
<th>Skill Assist</th>
<th>Direction</th>
<th>Available to Make</th>
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</table>

Cisco_Voice

Agteam05: Agent Task Detail Performance Report By Team

Agteam20: Agent Team real-time Report
### Figure 10-23  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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**Cisco Voice**

<table>
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*See agteam22: Agent Team Task Summary Daily Report, page 4-226 for field descriptions of this report.*

### Table

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**Agteam22**
See agteam24: Agent Team Performance Summary Daily Report, page 4-234 for field descriptions of this report.

**Figure 10-24**  
agteam24: Agent Team Performance Summary Daily

---

### Agent Team Performance Summary Daily Report

**Agent Team:** Agteam24  
**Media:** Voice  
**Date:** 2/2006  
**Time:** 00:00:00  
**Time Zone:** UTC

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<th>Agent Team</th>
<th>Media</th>
<th>Supervisor</th>
<th>Agent Name</th>
<th>Handled</th>
<th>ANI</th>
<th>Hold Tasks</th>
<th>Total Hold Time</th>
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### Completed Tasks

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<tr>
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<th>Agent Name</th>
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<th>Hold Tasks</th>
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### Agent State Times

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<tr>
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<th>Media</th>
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<th>Agent Name</th>
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</tbody>
</table>

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### Media Summary

**Media Summary:**

- **Agents:** 111  
- **Handled:** 00:00:12  
- **Active:** 00:00:15  
- **Hold:** 00:00:17  
- **Closed:** 00:00:19  
- **Wrap-Up:** 00:00:20  
- **Wrap-Up Time:** 00:00:21  
- **Wrap-Up Time:** 00:00:22

### Agent Team Summary

**Agent Team Summary:**

- **Agents:** 111  
- **Handled:** 00:00:12  
- **Active:** 00:00:15  
- **Hold:** 00:00:17  
- **Closed:** 00:00:19  
- **Wrap-Up:** 00:00:20  
- **Wrap-Up Time:** 00:00:21  
- **Wrap-Up Time:** 00:00:22

### Report Summary

**Report Summary:**

- **Agents:** 111  
- **Handled:** 00:00:12  
- **Active:** 00:00:15  
- **Hold:** 00:00:17  
- **Closed:** 00:00:19  
- **Wrap-Up:** 00:00:20  
- **Wrap-Up Time:** 00:00:21  
- **Wrap-Up Time:** 00:00:22
### Agent Team Consolidated Daily Report

See agteam26: Agent Team Consolidated Daily Report, page 4-242 for field descriptions of this report.

**Figure 10-25**  
*agteam26: Agent Team Consolidated Daily*

<table>
<thead>
<tr>
<th>Agent Team</th>
<th>Media</th>
<th>Completed Tasks</th>
<th>Agent Status Times</th>
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</tr>
<tr>
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<td>Incoming Hold</td>
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<td>Attend Hold</td>
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<td>Transfer In</td>
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<td>Transfer Out</td>
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<td>External Out</td>
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<tr>
<td></td>
<td></td>
<td>% Hold Time</td>
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<td>% Not Ready</td>
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<tr>
<td></td>
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<td>% Deferred</td>
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</tr>
<tr>
<td></td>
<td></td>
<td>% Wrap Up</td>
<td></td>
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| Class_Voice |        |         |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |
|-------------|--------|---------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|        |
|             |        |         |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |
| 02/04/83   | 14     | 62:00:12| 4      | 60:00:00| 6      | 0      | 0      | 14     | 0      | 6      | 0      | 61:16:34| 7:99%  | 0.01% | 2.62%  | 96.72% | 9.52%  | 0.00%  |
| 02/04/85   | 55     | 63:00:24| 14     | 60:00:14| 4      | 0      | 2      | 30     | 20     | 0      | 65:26:95| 13.73% | 0.30% | 10.69% | 74.89% | 9.90%  | 0.00%  |
| AG2, 2005  | 61/28  |         |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |
| 02/08/06   | 0      | 60:00:00| 0      | 60:00:00| 6      | 0      | 0      | 0      | 0      | 0      | 60:11:15| 16.30% | 0.00% | 0.00%  | 90.50% | 0.00%  | 0.00%  |
| 02/08/06   | 10     | 62:00:11| 0      | 60:00:03| 1      | 0      | 0      | 0      | 0      | 0      | 62:25:41| 16.20% | 0.19% | 4.79%  | 94.57% | 0.31%  | 0.00%  |
| AG3, 2006  | 61/29  |         |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |
| 02/08/06   | 0      | 60:00:00| 0      | 60:00:00| 6      | 0      | 0      | 0      | 0      | 0      | 61:07:53| 16.68% | 0.00% | 0.00%  | 83.33% | 0.00%  | 0.00%  |
| 02/08/06   | 10     | 62:00:36| 5      | 60:00:05| 6      | 0      | 0      | 6      | 6      | 0      | 61:46:31| 21.72% | 0.25% | 11.39% | 76.98% | 0.42%  | 0.00%  |
| 02/04/06   | 40     | 63:00:21| 4      | 60:00:05| 3      | 0      | 0      | 22     | 16     | 0      | 65:12:36| 9.90%  | 0.14% | 4.69%  | 95.86% | 0.73%  | 0.00%  |
| AS5, 2004  | 61/20  |         |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |
| 02/08/06   | 10     | 60:00:00| 0      | 60:00:00| 6      | 0      | 0      | 0      | 0      | 0      | 61:08:32| 4.11%  | 0.00% | 0.00%  | 95.49% | 0.00%  | 0.00%  |
| 02/04/06   | 25     | 63:00:25| 1      | 60:00:01| 2      | 0      | 0      | 9      | 8      | 0      | 65:28:48| 12.26% | 0.26% | 4.79%  | 81.91% | 0.80%  | 0.00%  |
| AG3, 2002  | 61/27  |         |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |
| 05/03/06   | 5      | 60:00:00| 0      | 60:00:00| 6      | 0      | 0      | 0      | 0      | 0      | 61:48:32| 1.41%  | 0.00% | 0.00%  | 98.49% | 0.00%  | 0.00%  |
| AG3, 2002  | 61/27  |         |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |        |
| Media Summary | 271 | 60:00:36| 111   | 60:00:12| 15     | 0      | 0      | 37     | 180    | 107    | 35:06:20| 18.36% | 0.00% | 0.00%  | 72.85% | 0.00%  | 0.00%  |
| Agent Team Summary | 272 | 60:00:36| 111   | 60:00:12| 15     | 0      | 0      | 37     | 180    | 107    | 37:27:06| 18.85% | 0.00% | 0.00%  | 71.41% | 0.00%  | 0.00%  |
| Report Summary | 272 | 60:00:36| 111   | 60:00:12| 15     | 0      | 0      | 37     | 180    | 107    | 37:27:06| 18.85% | 0.00% | 0.00%  | 71.41% | 0.00%  | 0.00%  |
See agteam29: Agent SkillGroup Assignments Real-Time, page 4-207 for field descriptions of this report.

### Figure 10-26  agteam29: Agent Team Skill Group Assignment real-time

<table>
<thead>
<tr>
<th>Agent Team</th>
<th>Agent Name</th>
<th>Login Name</th>
<th>Skill Group</th>
<th>Media</th>
</tr>
</thead>
<tbody>
<tr>
<td>All_Media_Team</td>
<td>Barkley, Rob</td>
<td>Rob</td>
<td>Sales</td>
<td>Cisco_Voice</td>
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<td></td>
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<td></td>
<td></td>
</tr>
<tr>
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<td>loc:1003.2002</td>
<td>Blended_Collaboration</td>
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<tr>
<td></td>
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<td>loc:1001.2001</td>
<td>E-mail</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>loc:1002.2002</td>
<td>Multi_Session_Chat</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>loc:1003.2000</td>
<td>Single_Session_Chat</td>
</tr>
<tr>
<td>Multi_Media_Team</td>
<td>Long, Judy</td>
<td>Judy</td>
<td>Chat</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>loc:1001.2001</td>
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</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>loc:1003.2003</td>
<td></td>
</tr>
<tr>
<td>Voice_Team</td>
<td>Smith, John</td>
<td>John</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>
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<td>Cisco_Voice</td>
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<td>Queue</td>
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<tr>
<td></td>
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<td></td>
<td>Sales</td>
<td>Cisco_Voice</td>
</tr>
<tr>
<td>Total Agents On Team</td>
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<td></td>
<td></td>
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<tr>
<td>Total Agents</td>
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</tbody>
</table>
See agteam32: Agent Team State Counts real-time Report, page 4-209 for field descriptions of this report.

**Figure 10-27  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>
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</thead>
<tbody>
<tr>
<td></td>
<td></td>
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<td>Action In</td>
<td>Action Out</td>
</tr>
<tr>
<td><strong>Cisco_Voice</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>All_Media_Team</td>
<td>Kovach, Stacy</td>
<td>1</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>Voice_Team</td>
<td>Smith, John</td>
<td>2</td>
<td>1</td>
<td>0</td>
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<tr>
<td><strong>Email</strong></td>
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<td></td>
<td></td>
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<tr>
<td>Multi_Media_Team</td>
<td>Long, Judy</td>
<td>1</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td><strong>Multi_Session_Chat</strong></td>
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<td>All_Media_Team</td>
<td>Kovach, Stacy</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td><strong>Single_Session_Chat</strong></td>
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<td>Multi_Media_Team</td>
<td>Long, Judy</td>
<td>1</td>
<td>1</td>
<td>0</td>
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</table>

**Media Summary:**

|            | 3     | 2     | 0     | 1     | 0     | 1     | 0     | 0     | 0     | 0     | 0     |

|            | 1     | 1     | 0     | 0     | 0     | 0     | 1     | 0     | 0     | 0     | 0     | 1     |

|            | 1     | 1     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     |

|            | 1     | 1     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     |

|            | 1     | 1     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     |

|            | 1     | 1     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     | 0     |

**Report Summary:**

|            | 5     | 5     | 1     | 0     | 1     | 0     | 3     | 0     | 0     | 0     | 0     | 3     |
See `agteam33: Agent Team Incoming/Outgoing Task Durations With Agent Detail Half Hour`, page 4-259 for field descriptions of this report.

Figure 10-28  `agteam33: Agent Team Incoming/Outgoing Task Durations With Agent Detail Half Hour`
### Chapter 10  
**Sample Reports**

#### Agent Reports

#### agteam35: Agent Team Incoming/Outgoing Task Durations Half Hour

See `agteam35: Agent Team Incoming/Outgoing Task Durations Half Hour`, page 4-267 for field descriptions of this report.

<table>
<thead>
<tr>
<th>Agent Team</th>
<th>Media</th>
<th>FTE Agent Logon On</th>
<th>Loosen 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>
<th>Lead Time</th>
<th>Hold Time</th>
<th>Ann Hold Time</th>
<th>Total Tasks</th>
<th>Hold Time</th>
<th>Ann Hold Time</th>
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<td></td>
</tr>
</tbody>
</table>

| BC_M001    |       |                     |                 |                 |                |                |                               |                                   |                      |                     |            |           |               |            |           |               |
| 02C065 09:00:00 | 0.00 | 00:33:01 | 00:00:09 | 00:25:04 | 1 | 0 | 00:05:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |
| 02C065 14:30:00 | 0.00 | 00:05:06 | 00:00:09 | 00:06:05 | 0 | 0 | 00:06:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |

**Figure 10-29**

*Agent Team Incoming/Outgoing Tasks Duration Half Hour Half Hour Report*

*Note:* 02C065 09:00:00 to 02C065 15:30:00

**New Summary**

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<tr>
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# Application Gateway Reports

**Apgate11**

See [apgate11: Application Gateway Status Half Hour Report, page 7-2](#) for field descriptions of this report.

![Figure 10-30](apgate11: Application Gateway Status Half Hour Report)

### Application Gateway Half Hour Status Report

<table>
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<tr>
<th>Application Gateway</th>
<th>Requests</th>
<th>Rejected</th>
<th>Max Delay</th>
<th>Avg Delay</th>
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<td>0</td>
<td>94</td>
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<td>781</td>
<td>781</td>
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<td>1</td>
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<tr>
<td>Chicago_office</td>
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<td>0</td>
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<td>13</td>
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<td>0</td>
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<tr>
<td></td>
<td>30</td>
<td>0</td>
<td>172</td>
<td>16</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></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></td>
<td>30</td>
<td>0</td>
<td>22</td>
<td>9</td>
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<td>0</td>
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<tr>
<td></td>
<td>30</td>
<td>0</td>
<td>94</td>
<td>7</td>
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<td>0</td>
</tr>
<tr>
<td></td>
<td>30</td>
<td>0</td>
<td>16</td>
<td>4</td>
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<td>0</td>
<td>0</td>
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<tr>
<td></td>
<td>30</td>
<td>0</td>
<td>16</td>
<td>4</td>
<td>0</td>
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</tr>
</tbody>
</table>
Call Type Reports

Caltyp04

See caltyp04: Call Type Service Levels real-time Report, page 2-4 for field descriptions of this report.

Figure 10-31  
caltyp04: Call Type Service Level real-time

Call Type Service Levels Real Time Report

- Current 5 min
- For the Day
- Last 5 min
Caltyp05

See caltyp05: Analysis of Calls Half Hour Report, page 2-28 for field descriptions of this report.

**Figure 10-32  caltyp05: Analysis of Tasks Half Hour**

Analysis of Calls Half Hour Report
From: 1/1/2005 00:00:00 To: 1/1/2005 23:59:00

<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>Avg Aban Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Support_Caltyp05</td>
<td>2</td>
<td>0</td>
<td>00:00:00</td>
<td>0</td>
<td>00:00:00</td>
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<tr>
<td></td>
<td>1</td>
<td>0</td>
<td>00:00:00</td>
<td>0</td>
<td>00:00:00</td>
</tr>
<tr>
<td></td>
<td>9</td>
<td>0</td>
<td>00:00:00</td>
<td>0</td>
<td>00:00:00</td>
</tr>
<tr>
<td></td>
<td>5</td>
<td>0</td>
<td>00:00:00</td>
<td>0</td>
<td>00:00:00</td>
</tr>
<tr>
<td></td>
<td>48</td>
<td>0</td>
<td>00:00:00</td>
<td>0</td>
<td>00:00:00</td>
</tr>
<tr>
<td></td>
<td>49</td>
<td>0</td>
<td>00:00:00</td>
<td>0</td>
<td>00:00:00</td>
</tr>
<tr>
<td></td>
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<td>0</td>
<td>00:00:00</td>
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<tr>
<td></td>
<td>49</td>
<td>0</td>
<td>00:00:00</td>
<td>0</td>
<td>00:00:00</td>
</tr>
<tr>
<td></td>
<td>41</td>
<td>0</td>
<td>00:00:00</td>
<td>0</td>
<td>00:00:00</td>
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<tr>
<td></td>
<td>14</td>
<td>0</td>
<td>00:00:00</td>
<td>0</td>
<td>00:00:00</td>
</tr>
<tr>
<td></td>
<td>15</td>
<td>0</td>
<td>00:00:00</td>
<td>0</td>
<td>00:00:00</td>
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<tr>
<td></td>
<td>28</td>
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<td>00:00:00</td>
<td>0</td>
<td>00:00:00</td>
</tr>
<tr>
<td></td>
<td>65</td>
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<td>00:00:00</td>
<td>0</td>
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<tr>
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<td>15</td>
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<td>0</td>
<td>00:00:00</td>
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<td>00:00:00</td>
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<tr>
<td></td>
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<td>00:00:00</td>
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<td>00:00:00</td>
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<tr>
<td></td>
<td>1</td>
<td>0</td>
<td>00:00:00</td>
<td>0</td>
<td>00:00:00</td>
</tr>
</tbody>
</table>

Call Summary: 339 0 00:00:00 0 00:00:00
Report Summary: 339 0 00:00:00 0 00:00:00

Caltyp20

See caltyp20: Call Type real-time Report, page 2-5 for field descriptions of this report.

**Figure 10-33  caltyp20: Call Type real-time**

Call Type Real Time Report

<table>
<thead>
<tr>
<th>Enterprise Name</th>
<th>ASIA</th>
<th>Tasks Hour</th>
<th>Service Level</th>
<th>Tasks Offered</th>
<th>Aban</th>
<th>Aban within Service Level</th>
<th>Default Label</th>
<th>Network Routed</th>
<th>Flow Out</th>
<th>Calls Error</th>
<th>Calls Other</th>
<th>Avg Aban Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>MultiMedia_Caltyp05</td>
<td>00:30:30</td>
<td>9 17</td>
<td>6 00:00:15</td>
<td>0.69%</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>Sales_Caltyp05</td>
<td>00:00:00</td>
<td>5 20</td>
<td>19 00:00:00</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>
</tr>
<tr>
<td>Service_Caltyp05</td>
<td>00:00:00</td>
<td>2 10</td>
<td>5 00:00:00</td>
<td>0.69%</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>Super_Aid Caltyp05</td>
<td>00:00:00</td>
<td>0 0</td>
<td>0 00:00:00</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>
</tr>
<tr>
<td>Support_Caltyp05</td>
<td>00:00:12</td>
<td>15 15</td>
<td>19 00:00:12</td>
<td>0.03%</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>
</tbody>
</table>

Report Summary: 00:00:00 | 22 62 | 31 00:00:10 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 00:00:00 |
See caltyp21: Call Type Half Hour Report, page 2-30 for field descriptions of this report.

### Call Type Half Hour Report

**As of:** 2/14/2005 00:00:00 To: 2/14/2005 23:59:00

<table>
<thead>
<tr>
<th>Call Type</th>
<th>Completed Calls</th>
</tr>
</thead>
<tbody>
<tr>
<td>Caltyp21</td>
<td></td>
</tr>
</tbody>
</table>

**Figure 10-34** caltyp21: Call Type Half Hour

#### Environments

<table>
<thead>
<tr>
<th>Environment</th>
<th>Calls/Lic</th>
<th>Service Level</th>
<th>Assigned Service Level</th>
<th>Attended</th>
<th>Answer Wait Time</th>
<th>Total</th>
<th>Randle</th>
<th>Attm</th>
<th>Return</th>
<th>Default</th>
<th>Network</th>
<th>Busy</th>
<th>Flow Out</th>
<th>Calls</th>
<th>Other</th>
<th>% Quasil</th>
<th>% Attm</th>
<th>% Return</th>
<th>% Default</th>
<th>% Network</th>
<th>% Busy</th>
<th>% Flow Out</th>
<th>% Calls</th>
<th>Other</th>
</tr>
</thead>
<tbody>
<tr>
<td>Multimedia</td>
<td>Caltyp21</td>
<td>00:00:01</td>
<td>00:00:1</td>
<td>1</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>
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</tr>
<tr>
<td>Call Type</td>
<td>Summary</td>
<td>00:00:01</td>
<td>00:00:1</td>
<td>1</td>
<td>1</td>
<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</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Sales</td>
<td>Caltyp21</td>
<td>00:00:01</td>
<td>00:00:1</td>
<td>1</td>
<td>1</td>
<td>0</td>
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<td>0</td>
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<td>0</td>
</tr>
<tr>
<td>Call Type</td>
<td>Summary</td>
<td>00:00:01</td>
<td>00:00:1</td>
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<td>1</td>
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</tr>
</tbody>
</table>

### WellView Template Reference Guide for Cisco Unified Contact Center Enterprise & Hosted, Release 8.0(1)
### Calltyp22

See calltyp22: Call Type Daily Report, page 2-35 for field descriptions of this report.

**Figure 10-35**  
**calltyp22: Call Type Daily**

![Call Type Daily Report](image)

### Calltyp25

See calltyp25: Call Type Queue Status real-time Report (Unified CCE and Network Queue), page 2-23 for field descriptions of this report.

**Figure 10-36**  
**calltyp25: Call Type Queue Status real-time**

![Call Type Queue Status Real Time Report](image)
Calyp26

See calyp26: Call Type Tasks Offered Over Half Hour, page 2-25 for field descriptions of this report.

Figure 10-37 calyp26: Call Type Tasks Offered Over Half Hour

Calyp27

See calyp27: Call Type Queue Delay Status real-time, page 2-25 for field descriptions of this report.

Figure 10-38 calyp27: Call Type Queue Delay Status real-time
### Caltyp28

See caltyp28: Call Type Task Status Now real-time Report (Unified CCE and Network VRU), page 2-27 for field descriptions of this report.

**Figure 10-39**  
*caltyp28: Call Type Queue Tasks Status Now real-time*

![Call Type Task Status Now Real Time Report](image)

### Caltyp31

See caltyp31: Call Type Abandon/Answer Distribution by Half Hour Report, page 2-53 for field descriptions of this report.

**Figure 10-40**  
*caltyp31: Call Type Abandon/Answer Distribution by Half Hour*

<table>
<thead>
<tr>
<th>Call Type Abandon/Answer Distribution by Half Hour Report</th>
</tr>
</thead>
<tbody>
<tr>
<td>From: 2/3/2009 00:00:00 To: 2/4/2009 01:30:00</td>
</tr>
<tr>
<td><strong>Enterprise Name</strong></td>
</tr>
<tr>
<td>Support_CallType (Backend 1)</td>
</tr>
<tr>
<td>02/03/09 13:30:00</td>
</tr>
<tr>
<td>02/03/09 14:00:00</td>
</tr>
<tr>
<td>02/03/09 14:00:00</td>
</tr>
<tr>
<td>02/03/09 16:00:00</td>
</tr>
<tr>
<td>02/03/09 17:00:00</td>
</tr>
<tr>
<td><strong>Call Type Summary:</strong></td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>ASA</th>
<th>Reg Aban Delay</th>
<th>0:00-00:05</th>
<th>0:00-00:10</th>
<th>0:00-00:15</th>
<th>0:00-00:20</th>
<th>0:00-00:25</th>
<th>0:00-00:30</th>
<th>0:00-00:35</th>
<th>0:00-00:40</th>
<th>0:00-00:45</th>
<th>0:00-00:50</th>
<th>0:00-00:55</th>
<th>0:00-01:00</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
See caltp33: Call Type Abandon/Answer Cumulative Distribution by Half Hour Report, page 2-63 for field descriptions of this report.

Figure 10-41  caltp33: Call Type Abandon/Answer Cumulative Distribution by Half Hour

```
<table>
<thead>
<tr>
<th>Enterprise Name/</th>
<th>ASA</th>
<th>Avg Aban Delay</th>
<th>&lt;#08:00 Aban</th>
<th>&lt;#08:30 Aban</th>
<th>&lt;#16:00 Aban</th>
<th>&lt;#16:30 Aban</th>
<th>&lt;#24:00 Aban</th>
<th>&lt;#24:30 Aban</th>
<th>Total Aban</th>
</tr>
</thead>
<tbody>
<tr>
<td>Call Type Reports</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Call Type Summary</td>
<td></td>
<td></td>
<td>&lt;#08:00 Aban</td>
<td>&lt;#08:30 Aban</td>
<td>&lt;#16:00 Aban</td>
<td>&lt;#16:30 Aban</td>
<td>&lt;#24:00 Aban</td>
<td>&lt;#24:30 Aban</td>
<td>Total Aban</td>
</tr>
<tr>
<td>Multimedia_CallType</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<td>Call Type Summary</td>
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<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sellco_CallType</td>
<td></td>
<td></td>
<td>&lt;#08:00 Aban</td>
<td>&lt;#08:30 Aban</td>
<td>&lt;#16:00 Aban</td>
<td>&lt;#16:30 Aban</td>
<td>&lt;#24:00 Aban</td>
<td>&lt;#24:30 Aban</td>
<td>Total Aban</td>
</tr>
<tr>
<td>Support_CallType</td>
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</tr>
</tbody>
</table>

*See caltp33: Call Type Abandon/Answer Cumulative Distribution by Half Hour Report, page 2-63 for field descriptions of this report.*
Caltyp35

See caltyp35: VRU Calls Analysis Half Hour Report, page 2-71 for field descriptions of this report.

Figure 10-42  caltyp35: VRU Call Type Analysis Half Hour

Caltyp37

See caltyp37: Call Type Service Level Abandons Daily Report, page 2-78 for field descriptions of this report.

Figure 10-43  caltyp37: Call Type Service Level Abandons Daily
Outbound Option Reports

**camqry01**

See camqry01: Call Counts of Query Rule within Campaign real-time Report, page 8-5 for field descriptions of this report.

![Figure 10-44 camqry01: Call Counts Of Query Rule Within Campaign real-time](image)

**camqry02**

See camqry02: Summary of Call Counts Per Campaign real-time Report, page 8-8 for field descriptions of this report.

![Figure 10-45 camqry02: Call Counts per Campaign real-time](image)

**camqry05**

See camqry05: Call Summary Count Of Query Rule Within Campaign real-time, page 8-14 for field descriptions of this report.

![Figure 10-46 camqry05: Call Summary Count Of Query Rule Within Campaign real-time](image)
camqry06

See camqry06: Call Summary Count per Campaign real-time, page 8-16 for field descriptions of this report.

*Figure 10-47 camqry06: Call Summary Count per Campaign real-time*

<table>
<thead>
<tr>
<th>Campaign Name</th>
<th>Total Responses</th>
<th>Available</th>
<th>Closed</th>
<th>Voice</th>
</tr>
</thead>
<tbody>
<tr>
<td>Campaign 1</td>
<td>5000</td>
<td>455-02</td>
<td>0</td>
<td>4455</td>
</tr>
</tbody>
</table>

Report Summary: 5000 455-02 0 4455

---

camqry10

See camqry10: Call Counts of Query Rule within Campaign Half Hour Report, page 8-22 for field descriptions of this report.

*Figure 10-48 camqry10: Call Counts of Query Rule Within Campaign Half Hour*

<table>
<thead>
<tr>
<th>Query Rule Name</th>
<th>Attempted</th>
<th>Completed</th>
<th>Success</th>
<th>Failure</th>
<th>Rejected</th>
<th>Incomplete</th>
<th>Error</th>
<th>No Answer</th>
<th>No Redial</th>
<th>No Followup</th>
<th>Call Type</th>
<th>System Time</th>
<th>Speech Time</th>
<th>Unknown</th>
<th>Cancelled</th>
<th>Rule Abnormal</th>
<th>Member In Call</th>
<th>Customer Abnormal</th>
<th>Talk Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Query Rule 1</td>
<td></td>
<td></td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>01/2000 02:00:00</td>
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<td>0</td>
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<td></td>
<td></td>
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<tr>
<td></td>
<td>01/2000 03:00:00</td>
<td>0</td>
<td>0</td>
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<td>0</td>
<td>0</td>
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<td>0</td>
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See camqry11: Summary of Call Counts per Campaign Half Hour Report, page 8-26 for field descriptions of this report.

### Figure 10-49 camqry11: Summary of Call Counts per Campaign Half Hour

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### Summary of Attempts per Campaign Half Hour Report

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|---------------|---------------|----------|------|---|---|---|---|---|---|
|               | Date Time     | Customer Answered | Right Party Connect | Dialer Aband & Aband to IVR | Total | Customer Answered | Did Not Answer | Problem | Agent Rejected | Agent Closed |
| C05/08 11:30:00 | 00:00 | 0 | 0 | 0 | 0 | 0.0% | 0.0% | 0.0% | 0.0% | 0 | 0 |
| C05/08 12:00:00 | 00:00 | 0 | 0 | 0 | 0 | 0.0% | 0.0% | 0.0% | 0.0% | 0 | 0 |
| C05/08 12:30:00 | 00:00 | 0 | 0 | 0 | 0 | 0.0% | 0.0% | 0.0% | 0.0% | 0 | 0 |
| C05/08 13:00:00 | 00:00 | 0 | 0 | 0 | 0 | 0.0% | 0.0% | 0.0% | 0.0% | 0 | 0 |
| C05/08 13:30:00 | 00:00 | 0 | 0 | 0 | 0 | 0.0% | 0.0% | 0.0% | 0.0% | 0 | 0 |
| C05/08 14:00:00 | 00:00 | 0 | 0 | 0 | 0 | 0.0% | 0.0% | 0.0% | 0.0% | 0 | 0 |
| C05/08 14:30:00 | 00:00 | 0 | 0 | 0 | 0 | 0.0% | 0.0% | 0.0% | 0.0% | 0 | 0 |
| C05/08 15:00:00 | 00:00 | 0 | 0 | 0 | 0 | 0.0% | 0.0% | 0.0% | 0.0% | 0 | 0 |
| C05/08 15:30:00 | 00:00 | 0 | 0 | 0 | 0 | 0.0% | 0.0% | 0.0% | 0.0% | 0 | 0 |
| C05/08 16:00:00 | 00:00 | 0 | 0 | 0 | 0 | 0.0% | 0.0% | 0.0% | 0.0% | 0 | 0 |
| C05/08 16:30:00 | 00:00 | 0 | 0 | 0 | 0 | 0.0% | 0.0% | 0.0% | 0.0% | 0 | 0 |
| C05/08 17:00:00 | 00:00 | 0 | 0 | 0 | 0 | 0.0% | 0.0% | 0.0% | 0.0% | 0 | 0 |
| C05/08 17:30:00 | 00:00 | 0 | 0 | 0 | 0 | 0.0% | 0.0% | 0.0% | 0.0% | 0 | 0 |
| C05/08 18:00:00 | 00:00 | 0 | 0 | 0 | 0 | 0.0% | 0.0% | 0.0% | 0.0% | 0 | 0 |
| C05/08 18:30:00 | 00:00 | 0 | 0 | 0 | 0 | 0.0% | 0.0% | 0.0% | 0.0% | 0 | 0 |
| C05/08 19:00:00 | 00:00 | 0 | 0 | 0 | 0 | 0.0% | 0.0% | 0.0% | 0.0% | 0 | 0 |
| C05/08 19:30:00 | 00:00 | 0 | 0 | 0 | 0 | 0.0% | 0.0% | 0.0% | 0.0% | 0 | 0 |
| C05/08 20:00:00 | 00:00 | 0 | 0 | 0 | 0 | 0.0% | 0.0% | 0.0% | 0.0% | 0 | 0 |
| C05/08 20:30:00 | 00:00 | 0 | 0 | 0 | 0 | 100.0% | 0.0% | 0.0% | 0.0% | 0 | 0 |
| C05/08 21:00:00 | 00:00 | 0 | 0 | 0 | 0 | 100.0% | 0.0% | 0.0% | 0.0% | 0 | 0 |
| C05/08 21:30:00 | 00:00 | 0 | 0 | 0 | 0 | 100.0% | 0.0% | 0.0% | 0.0% | 0 | 0 |
| C05/08 22:00:00 | 00:00 | 0 | 0 | 0 | 0 | 100.0% | 0.0% | 0.0% | 0.0% | 0 | 0 |
| C05/08 22:30:00 | 00:00 | 0 | 0 | 0 | 0 | 100.0% | 0.0% | 0.0% | 0.0% | 0 | 0 |
| C05/08 23:00:00 | 00:00 | 0 | 0 | 0 | 0 | 100.0% | 0.0% | 0.0% | 0.0% | 0 | 0 |
| C05/08 23:30:00 | 00:00 | 0 | 0 | 0 | 0 | 100.0% | 0.0% | 0.0% | 0.0% | 0 | 0 |

**Campaign Summary:**
- Total: 28
- Attempts: 8
- Customer Answered: 0
- Did Not Answer: 29
- 96.6%
- 3.4%
- 0.0%
- 7
- 1

**Report Summary:**
- Total: 28
- Attempts: 8
- Customer Answered: 0
- Did Not Answer: 29
- 96.6%
- 3.4%
- 0.0%
- 7
- 1
See camqry12: Summary of Attempts per Campaign Half Hour Report, page 8-29 for field descriptions of this report.

Figure 10-51    camqry13: Summary of Attempts per Campaign Daily Report

<table>
<thead>
<tr>
<th>Campaign Name</th>
<th>Key Statistics</th>
<th>Attempts</th>
<th>Dial</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Date</td>
<td>Customer Answered</td>
<td>Right Party Connect</td>
</tr>
<tr>
<td>Agent Camp</td>
<td>03/05/08</td>
<td>28</td>
<td>8</td>
</tr>
<tr>
<td>Campaign Summary:</td>
<td>28</td>
<td>8</td>
<td>0</td>
</tr>
<tr>
<td>Report Summary:</td>
<td>28</td>
<td>8</td>
<td>0</td>
</tr>
</tbody>
</table>
See `camqry14`: Breakdown of Attempts (%) per Campaign Half Hour Report, page 8-35 for field descriptions of this report.

**Figure 10-52**  `camqry14`: Breakdown of Attempts (%) per Campaign Half Hour Report

<table>
<thead>
<tr>
<th>Campaign Name</th>
<th>Date Time</th>
<th>Attempts</th>
<th>Right Party Connect</th>
<th>Dialer Aband</th>
<th>Aband To IVR</th>
<th>Callback</th>
<th>Personal Callback</th>
<th>Customer Not Home</th>
<th>Wrong Number</th>
<th>Customer Aband</th>
<th>AMD</th>
<th>No Answer</th>
<th>Busy</th>
<th>Cancel</th>
<th>SIT Tone</th>
<th>No Disconnect</th>
<th>Fax</th>
<th>Network Error</th>
</tr>
</thead>
<tbody>
<tr>
<td>C305058 12:00:00</td>
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</tbody>
</table>

**Campaign Summary:**
- 29 attempts out of 51 attempts
- 27.5% attempts answered
- 0.0% No Answer
- 0.0% Busy
- 0.0% Cancel
- 0.0% SIT Tone
- 0.0% No Disconnect
- 0.0% Fax
- 0.0% Network Error

**Report Summary:**
- 29 attempts out of 51 attempts
- 27.5% attempts answered
- 0.0% No Answer
- 0.0% Busy
- 0.0% Cancel
- 0.0% SIT Tone
- 0.0% No Disconnect
- 0.0% Fax
- 0.0% Network Error
### Breakdown of attempts (%) per Campaign Daily Report

**From:** 3/5/2008 00:00:00 **To:** 3/5/2008 23:59:00

<table>
<thead>
<tr>
<th>Campaign Name</th>
<th>Date</th>
<th>Attempts</th>
<th>Right Party Connect</th>
<th>Dialer Aband</th>
<th>Aband To IVR</th>
<th>Callback</th>
<th>Personal Callback</th>
<th>Customer Not Home</th>
<th>Wrong Number</th>
<th>Customer Aband</th>
<th>AMD</th>
<th>No Answer</th>
<th>Busy</th>
<th>Cancel</th>
<th>SIT Tone</th>
<th>No DiaDone</th>
<th>Fax</th>
<th>Network Error</th>
</tr>
</thead>
<tbody>
<tr>
<td>Agent_Camp</td>
<td>03/05/08</td>
<td>29</td>
<td>27.6%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>17.2%</td>
<td>51.7%</td>
<td>0.0%</td>
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<td>0.0%</td>
<td>3.4%</td>
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<tr>
<td>Campaign Summary</td>
<td>29</td>
<td>27.6%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>17.2%</td>
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<tr>
<td>Report Summary</td>
<td>29</td>
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<td>0.0%</td>
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</tbody>
</table>

See camqry14: Breakdown of Attempts (%) per Campaign Half Hour Report, page 8-35 for field descriptions of this report.

**Figure 10-53** camqry15: Breakdown of Attempts (%) per Campaign Daily Report
See camqry16: Summary of Attempts per Query Rule Within Campaign Half Hour Report, page 8-41 for field descriptions of this report.

**Figure 10-54  camqry16: Summary of Attempts per Query Rule Within Campaign Half Hour Report**

### Summary Attempts of Query Rule Within Campaign Half Hour Report

<table>
<thead>
<tr>
<th>Campaign Name</th>
<th>Query Rule</th>
<th>Customer Answered</th>
<th>Right Party Connect</th>
<th>Dialer Aband &amp; Aband to IVR</th>
<th>Total</th>
<th>Customer Answered</th>
<th>Did Not Answer</th>
<th>Problem</th>
<th>Agent Rejected</th>
<th>Agent Closed</th>
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<td>00050822:00:00</td>
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<td>00050822:30:00</td>
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</tr>
</tbody>
</table>

**Query Rule Summary:**
- Total: 28
- Customer Answered: 8
- Right Party Connect: 0
- Dialer Aband & Aband to IVR: 0
- Total Attempts: 29
- Customer Answered: 96.6%
- Did Not Answer: 3.4%
- Problem: 0.0%
- Agent Rejected: 7
- Agent Closed: 1

**Campaign Summary:**
- Total: 28
- Customer Answered: 8
- Right Party Connect: 0
- Dialer Aband & Aband to IVR: 0
- Total Attempts: 29
- Customer Answered: 96.6%
- Did Not Answer: 3.4%
- Problem: 0.0%
- Agent Rejected: 7
- Agent Closed: 1

**Report Summary:**
- Total: 28
- Customer Answered: 8
- Right Party Connect: 0
- Dialer Aband & Aband to IVR: 0
- Total Attempts: 29
- Customer Answered: 96.6%
- Did Not Answer: 3.4%
- Problem: 0.0%
- Agent Rejected: 7
- Agent Closed: 1
See camqry16: Summary of Attempts per Query Rule Within Campaign Half Hour Report, page 8-41 for field descriptions of this report.

**Figure 10-55** camqry17: Summary of Attempts per Query Rule Within Campaign Daily Report

### Summary Attempts of Query Rule Within Campaign Daily Report

From: 3/5/2008 00:00:00 To: 3/5/2008 23:59:00

<table>
<thead>
<tr>
<th>Campaign Name</th>
<th>Key Statistics</th>
<th>Attempts</th>
<th>Dial</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Total</td>
<td>Customer Answered</td>
</tr>
<tr>
<td><strong>Query Rule</strong></td>
<td>Customer Answered</td>
<td>Right Party Connect</td>
<td>Dialer Aband &amp; Aband to IVR</td>
</tr>
<tr>
<td><strong>Agent_Camp</strong></td>
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<td>8</td>
<td>0</td>
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<tr>
<td>ICM_SRH_BA_CAMP</td>
<td>03/05/08</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Query Rule Summary:</td>
<td>28</td>
<td>8</td>
<td>0</td>
</tr>
<tr>
<td>Campaign Summary:</td>
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<td>Report Summary:</td>
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<td>8</td>
<td>0</td>
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</tbody>
</table>
See camqry19: Breakdown of Attempts (%) per Query Rule Within Campaign Daily Report, page 8-51 for field descriptions of this report.

**Figure 10-56  camqry18: Breakdown of Attempts (%) per Query Rule Within Campaign Half Hour Report**

### Breakdown of attempts (%) per Query Rule Within Campaign Half Hour Report

<table>
<thead>
<tr>
<th>Campaign Name</th>
<th>Customer Answered</th>
<th>Customer Did Not Answer</th>
<th>Problem</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Attempt</td>
<td>Right Party Connect</td>
<td>Digit</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Aband To IVR</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Callback</td>
<td></td>
</tr>
<tr>
<td></td>
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<td>Personal Callback</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Customer Hot Home</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Wrong Number</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Customer Aband</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>AMD</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>No Answer</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Busy</td>
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</tr>
<tr>
<td></td>
<td></td>
<td>Cancel</td>
<td></td>
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<tr>
<td></td>
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<td>SIT Tone</td>
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<tr>
<td></td>
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<td>No Dialtone</td>
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<tr>
<td></td>
<td></td>
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<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Network Error</td>
<td></td>
</tr>
</tbody>
</table>

**Query Rule Summary:** 29

27.6% 0.0% 0.0% 17.2% 51.2% 0.0% 0.0% 0.0% 0.0% 3.4% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0%

**Campaign Summary:** 29

27.6% 0.0% 0.0% 17.2% 51.2% 0.0% 0.0% 0.0% 0.0% 3.4% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0%

**Report Summary:** 29

27.6% 0.0% 0.0% 17.2% 51.2% 0.0% 0.0% 0.0% 0.0% 3.4% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0%
### Breakdown of attempts (%) per Query Rule Within Campaign Daily Report

**From:** 3/15/2008 00:00:00 **To:** 3/15/2008 23:59:00

<table>
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<th>Dialer Aband</th>
<th>Aband To IVR</th>
<th>Callback</th>
<th>Personal Callback</th>
<th>Customer Not Home</th>
<th>Wrong Number</th>
<th>Customer Aband</th>
<th>AMD</th>
<th>No Answer</th>
<th>Busy</th>
<th>Cancel</th>
<th>STAT Tone</th>
<th>No Dialtone</th>
<th>Fax</th>
<th>Network Error</th>
</tr>
</thead>
<tbody>
<tr>
<td>ICM_SRH_BA_CAMP</td>
<td>29</td>
<td>27.6%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>17.2%</td>
<td>51.7%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>3.4%</td>
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<td>29</td>
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<td>0.0%</td>
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<td>17.2%</td>
<td>51.7%</td>
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<td>27.6%</td>
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</tr>
</tbody>
</table>

See camqry19: Breakdown of Attempts (%) per Query Rule Within Campaign Daily Report, page 8-51 for field descriptions of this report.

*Figure 10-57* camqry19: Breakdown of Attempts (%) per Query Rule Within Campaign Daily Report
**Campaign Consolidated Half Hour Report**

From: 3/5/2008 00:00:00 To: 3/5/2008 23:59:00

* May not apply in all situations. Please refer to WebView online help or Reporting User Guide for more details.

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<th>Wrap Up</th>
<th>Idle</th>
<th>Connects/ FTE Agent - Hour</th>
<th>Time Between Agent Connects</th>
<th>Completed Calls</th>
<th>Outbound Statistics</th>
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</tr>
<tr>
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<tr>
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<tr>
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<tr>
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<td>0.0% 96.6% 0.0% 0.0%</td>
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</table>
See `camqry20: Campaign Consolidated Half Hour Report`, page 8-55 for field descriptions of this report.

**Figure 10-59**  `camqry21: Campaign Consolidated Daily Report`
See `camqry22: Campaign Consolidated Detailed Half Hour Report, page 8-63` for field descriptions of this report.

Figure 10-60  `camqry22: Campaign Consolidated Detailed Half Hour Report`

### Summary Attempts of Query Rule Within Campaign Half Hour Report

From: 3/5/2008 00:00:00 To: 3/5/2008 23:59:00

<table>
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<th>Campaign Name</th>
<th>Query Rule</th>
<th>Customer Answered</th>
<th>Right Party Connect</th>
<th>Dialer Abandoned &amp; Aband to IVR</th>
<th>Total</th>
<th>Attempts</th>
<th>Dial</th>
<th>Agent Rejected</th>
<th>Agent Closed</th>
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<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>03/05/08 18:00:00</td>
<td>0</td>
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<td>0</td>
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</tr>
<tr>
<td>03/05/08 18:30:00</td>
<td>0</td>
<td>0</td>
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<td>0</td>
<td>0</td>
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<td>0</td>
<td>0</td>
</tr>
<tr>
<td>03/05/08 19:00:00</td>
<td>0</td>
<td>0</td>
<td>0</td>
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<td>0</td>
<td>0</td>
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</tr>
<tr>
<td>03/05/08 19:30:00</td>
<td>0</td>
<td>0</td>
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<td>0</td>
<td>0</td>
<td>0</td>
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<td>0</td>
</tr>
<tr>
<td>03/05/08 20:00:00</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</td>
</tr>
<tr>
<td>03/05/08 20:30:00</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
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<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>03/05/08 21:30:00</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>
</tr>
<tr>
<td>03/05/08 22:00:00</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>
</tr>
<tr>
<td>03/05/08 22:30:00</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>
</tr>
<tr>
<td>03/05/08 23:00:00</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>
</tr>
<tr>
<td>03/05/08 23:30:00</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>
</tr>
</tbody>
</table>

| Query Rule Summary: | 28 | 8 | 0 | 29 | 96.6% | 3.4% | 0.0% | 7 | 1 |
| Campaign Summary:   | 28 | 8 | 0 | 29 | 96.6% | 3.4% | 0.0% | 7 | 1 |
| Report Summary:     | 28 | 8 | 0 | 29 | 96.6% | 3.4% | 0.0% | 7 | 1 |
See camqry22: Campaign Consolidated Detailed Half Hour Report, page 8-63 for field descriptions of this report.

**Figure 10-61** camqry23: Campaign Consolidated Detailed Daily Report

### Campaign Performance Detailed Daily Report

From: 3/5/2008 00:00:00 To: 3/5/2008 23:59:00

*May not apply in all situations. Please refer to WebView online help or Reporting User Guide for more details.*

<table>
<thead>
<tr>
<th>Date/Time</th>
<th>Agent Connects</th>
<th>Not Connected</th>
<th>Dialer Aband To Other</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Outbound</td>
<td>After Aband</td>
<td>Customer</td>
</tr>
<tr>
<td></td>
<td>Immediate</td>
<td>To IVR &amp; Inbound</td>
<td>Aband</td>
</tr>
</tbody>
</table>

Agent_Camp

<table>
<thead>
<tr>
<th>Date/Time</th>
<th>Outbound</th>
<th>After Aband To IVR &amp; Inbound</th>
<th>Customer Aband</th>
<th>Dialer Aband</th>
<th>Customer Aband In Queue*</th>
<th>Script Error*</th>
<th>Script Dequeued*</th>
<th>Other*</th>
</tr>
</thead>
<tbody>
<tr>
<td>03/05/08</td>
<td>25</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

Campaign Summary:

<table>
<thead>
<tr>
<th>Date/Time</th>
<th>Outbound</th>
<th>After Aband To IVR &amp; Inbound</th>
<th>Customer Aband</th>
<th>Dialer Aband</th>
<th>Customer Aband In Queue*</th>
<th>Script Error*</th>
<th>Script Dequeued*</th>
<th>Other*</th>
</tr>
</thead>
<tbody>
<tr>
<td>03/05/08</td>
<td>26</td>
<td>0</td>
<td>0</td>
<td>0</td>
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<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>
dialer01

See dialer01: Dialer real-time Report, page 8-17 for field descriptions of this report.

Figure 10-62  dialer01: Dialer real-time

![Dialer Real Time Report](image)

See dialer10: Dialer Call Result Summary Half Hour Report, page 8-68 for field descriptions of this report.

Figure 10-63  dialer10: Status of each Dialer Half Hour

![Dialer Call Summary Half Hour Report](image)
See `dialer11`: Dialer Capacity Half Hour Report, page 8-71 for field descriptions of this report.

**Figure 10-64 ** `dialer11`: Dialer Capacity Half Hour

<table>
<thead>
<tr>
<th>Date/Time</th>
<th>Dialer Name</th>
<th>Port Status</th>
<th>Dialer Statistics</th>
</tr>
</thead>
<tbody>
<tr>
<td>2003/05/08 14:29:00</td>
<td>03/05/08 14:29:00</td>
<td>03/05/08 14:29:00</td>
<td>03/05/08 14:29:00</td>
</tr>
<tr>
<td>2003/05/08 14:59:00</td>
<td>03/05/08 14:59:00</td>
<td>03/05/08 14:59:00</td>
<td>03/05/08 14:59:00</td>
</tr>
<tr>
<td>2003/05/08 15:30:00</td>
<td>03/05/08 15:30:00</td>
<td>03/05/08 15:30:00</td>
<td>03/05/08 15:30:00</td>
</tr>
<tr>
<td>2003/05/08 16:00:00</td>
<td>03/05/08 16:00:00</td>
<td>03/05/08 16:00:00</td>
<td>03/05/08 16:00:00</td>
</tr>
<tr>
<td>2003/05/08 16:30:00</td>
<td>03/05/08 16:30:00</td>
<td>03/05/08 16:30:00</td>
<td>03/05/08 16:30:00</td>
</tr>
<tr>
<td>2003/05/08 17:00:00</td>
<td>03/05/08 17:00:00</td>
<td>03/05/08 17:00:00</td>
<td>03/05/08 17:00:00</td>
</tr>
<tr>
<td>2003/05/08 17:29:00</td>
<td>03/05/08 17:29:00</td>
<td>03/05/08 17:29:00</td>
<td>03/05/08 17:29:00</td>
</tr>
<tr>
<td>2003/05/08 17:59:00</td>
<td>03/05/08 17:59:00</td>
<td>03/05/08 17:59:00</td>
<td>03/05/08 17:59:00</td>
</tr>
<tr>
<td>2003/05/08 18:30:00</td>
<td>03/05/08 18:30:00</td>
<td>03/05/08 18:30:00</td>
<td>03/05/08 18:30:00</td>
</tr>
<tr>
<td>2003/05/08 19:00:00</td>
<td>03/05/08 19:00:00</td>
<td>03/05/08 19:00:00</td>
<td>03/05/08 19:00:00</td>
</tr>
<tr>
<td>2003/05/08 19:30:00</td>
<td>03/05/08 19:30:00</td>
<td>03/05/08 19:30:00</td>
<td>03/05/08 19:30:00</td>
</tr>
<tr>
<td>2003/05/08 19:29:00</td>
<td>03/05/08 19:29:00</td>
<td>03/05/08 19:29:00</td>
<td>03/05/08 19:29:00</td>
</tr>
<tr>
<td>2003/05/08 19:59:00</td>
<td>03/05/08 19:59:00</td>
<td>03/05/08 19:59:00</td>
<td>03/05/08 19:59:00</td>
</tr>
<tr>
<td>2003/05/08 20:29:00</td>
<td>03/05/08 20:29:00</td>
<td>03/05/08 20:29:00</td>
<td>03/05/08 20:29:00</td>
</tr>
<tr>
<td>2003/05/08 20:29:00</td>
<td>03/05/08 20:29:00</td>
<td>03/05/08 20:29:00</td>
<td>03/05/08 20:29:00</td>
</tr>
<tr>
<td>2003/05/08 20:59:00</td>
<td>03/05/08 20:59:00</td>
<td>03/05/08 20:59:00</td>
<td>03/05/08 20:59:00</td>
</tr>
<tr>
<td>2003/05/08 21:00:00</td>
<td>03/05/08 21:00:00</td>
<td>03/05/08 21:00:00</td>
<td>03/05/08 21:00:00</td>
</tr>
<tr>
<td>2003/05/08 21:29:00</td>
<td>03/05/08 21:29:00</td>
<td>03/05/08 21:29:00</td>
<td>03/05/08 21:29:00</td>
</tr>
<tr>
<td>2003/05/08 21:59:00</td>
<td>03/05/08 21:59:00</td>
<td>03/05/08 21:59:00</td>
<td>03/05/08 21:59:00</td>
</tr>
<tr>
<td>2003/05/08 22:29:00</td>
<td>03/05/08 22:29:00</td>
<td>03/05/08 22:29:00</td>
<td>03/05/08 22:29:00</td>
</tr>
<tr>
<td>2003/05/08 22:59:00</td>
<td>03/05/08 22:59:00</td>
<td>03/05/08 22:59:00</td>
<td>03/05/08 22:59:00</td>
</tr>
</tbody>
</table>

**Dialer Summary:**
- Date/Time: 2003/05/08 14:29:00
- Dialer Name: 03/05/08 14:29:00
- Port Status: 03/05/08 14:29:00
- Dialer Statistics: 03/05/08 14:29:00
- Report Summary:
  - Date/Time: 2003/05/08 14:29:00
  - Dialer Name: 03/05/08 14:29:00
  - Port Status: 03/05/08 14:29:00
  - Dialer Statistics: 03/05/08 14:29:00
See dialer11: Dialer Capacity Half Hour Report, page 8-71 for field descriptions of this report.

Figure 10-65  Dialer Capacity Daily Report

### Dialer Capacity Daily Report

**From:** 3/5/2008 00:00:00 **To:** 3/5/2008 23:59:00

<table>
<thead>
<tr>
<th>Dialer Name</th>
<th>Date</th>
<th>In Service (FTT)</th>
<th>Idle</th>
<th>Contacting Customers</th>
<th>Reserving Agents</th>
<th>Out Of Ports</th>
<th>Attempts</th>
<th>Avg Attempt Time</th>
<th>Reservation Calls</th>
<th>Avg Reservation Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dialer01</td>
<td>03/05/08</td>
<td>91.45 100.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>00:00:00</td>
<td>29</td>
<td>00:00:14</td>
<td>43</td>
<td>00:00:59</td>
<td></td>
</tr>
<tr>
<td>Dialer Summary:</td>
<td>91.45 100.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>00:00:00</td>
<td>29</td>
<td>00:00:14</td>
<td>43</td>
<td>00:00:59</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Report Summary:</td>
<td>91.45 100.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>00:00:00</td>
<td>29</td>
<td>00:00:14</td>
<td>43</td>
<td>00:00:59</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### Sample Reports

#### Outbound Option Reports

**Imprul10**

See *imprul10: Import Rule Report*, page 8-75 for field descriptions of this report.

**Figure 10-66 Import Rule Report**

<table>
<thead>
<tr>
<th>Import Name</th>
<th>Start Date</th>
<th>Duration</th>
<th>Records Status</th>
<th>Records To Dial</th>
<th>Records With Unknown Prefix</th>
</tr>
</thead>
<tbody>
<tr>
<td>03/05/08 07:16:00</td>
<td>00:00:01</td>
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<td>1</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>03/05/08 07:24:00</td>
<td>00:00:01</td>
<td>1</td>
<td>1</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>03/05/08 07:28:00</td>
<td>00:00:01</td>
<td>1</td>
<td>1</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>03/05/08 07:31:00</td>
<td>00:00:01</td>
<td>1</td>
<td>1</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>03/05/08 07:40:00</td>
<td>00:00:01</td>
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<td>1</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>03/05/08 07:42:00</td>
<td>00:00:01</td>
<td>1</td>
<td>1</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>03/05/08 07:44:00</td>
<td>00:00:01</td>
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<td>0</td>
<td>1</td>
</tr>
<tr>
<td>03/05/08 19:54:20</td>
<td>00:00:03</td>
<td>1</td>
<td>1</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>03/05/08 20:09:19</td>
<td>00:00:01</td>
<td>1</td>
<td>1</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>03/05/08 20:38:21</td>
<td>00:00:02</td>
<td>1</td>
<td>1</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>03/05/08 20:44:13</td>
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<td>1</td>
</tr>
<tr>
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<td>0</td>
<td>1</td>
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<tr>
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<td>1</td>
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<tr>
<td>03/05/08 21:41:46</td>
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<td>1</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>03/05/08 22:11:44</td>
<td>00:00:02</td>
<td>1</td>
<td>1</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>03/05/08 22:17:18</td>
<td>00:00:02</td>
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<td>1</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>03/05/08 22:18:44</td>
<td>00:00:02</td>
<td>1</td>
<td>1</td>
<td>0</td>
<td>1</td>
</tr>
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<td>0</td>
<td>1</td>
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<tr>
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<td>0</td>
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<tr>
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<td>1</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
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<td>1</td>
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<td>1</td>
</tr>
</tbody>
</table>

Import Rule Summary: 00:00:55 37 37 0 37 37
Peripheral Reports

Periph06

See periph06: VRU Peripheral Capacity Report, page 3-4 for field descriptions of this report.

Figure 10-67   periph06: VRU Peripheral Capacity Report

<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>
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<td>00:30:00</td>
<td>00:30:00</td>
</tr>
<tr>
<td></td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>00:30:00</td>
<td>00:30:00</td>
</tr>
<tr>
<td></td>
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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>
<td>0</td>
<td>2</td>
<td>00:30:00</td>
<td>00:30:00</td>
</tr>
<tr>
<td></td>
<td>0</td>
<td>1</td>
<td>1</td>
<td>00:30:00</td>
<td>00:30:00</td>
</tr>
<tr>
<td><strong>Peripheral Summary</strong></td>
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<td><strong>1</strong></td>
<td><strong>4</strong></td>
<td><strong>1:28:59</strong></td>
<td><strong>1:28:59</strong></td>
</tr>
<tr>
<td>IP/VR_VRU_PG3_1</td>
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<td>00:30:00</td>
<td>00:30:00</td>
</tr>
<tr>
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<td>00:30:00</td>
<td>00:30:00</td>
</tr>
<tr>
<td></td>
<td>3</td>
<td>0</td>
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<td>00:30:00</td>
<td>00:30:00</td>
</tr>
<tr>
<td></td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>00:30:00</td>
<td>00:30:00</td>
</tr>
<tr>
<td><strong>Peripheral Summary</strong></td>
<td><strong>3</strong></td>
<td><strong>0</strong></td>
<td><strong>1</strong></td>
<td><strong>1:28:59</strong></td>
<td><strong>1:28:59</strong></td>
</tr>
<tr>
<td><strong>Report Summary</strong></td>
<td><strong>3</strong></td>
<td><strong>1</strong></td>
<td><strong>5</strong></td>
<td><strong>28:58:58</strong></td>
<td><strong>28:58:58</strong></td>
</tr>
</tbody>
</table>
Peripheral Service Reports

Persvc24

See persvc24: Peripheral Service Agent Half Hour Report, page 3-18 for field descriptions of this report.

Figure 10-68 persvc24: Peripheral Service Agent Half Hour

Peripheral Service Agent Half Hour Report
From: 2/1/2005 10:39:00 To: 2/1/2005 12:39:00

<table>
<thead>
<tr>
<th>Enterprise Name</th>
<th>Service Level</th>
<th>Tasks Offered</th>
<th>Tasks Handled</th>
<th>Tasks Abandoned</th>
<th>Aban Short Tasks</th>
<th>AHT</th>
<th>Total Aban Wait Time</th>
<th>Any Aban Wait</th>
</tr>
</thead>
<tbody>
<tr>
<td>SIPC_PGM_DM6.8 Support</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>01/02/05 10:39:00</td>
<td>100.00%</td>
<td>3</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>00:08:01</td>
<td>00:00:00</td>
<td>00:00:00</td>
</tr>
<tr>
<td>01/02/05 11:39:00</td>
<td>100.00%</td>
<td>3</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>00:00:45</td>
<td>00:00:00</td>
<td>00:00:00</td>
</tr>
<tr>
<td>01/02/05 12:39:00</td>
<td>0.00%</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>00:00:00</td>
<td>00:00:00</td>
<td>00:00:00</td>
</tr>
<tr>
<td>01/02/05 13:39:00</td>
<td>0.00%</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>00:00:00</td>
<td>00:00:00</td>
<td>00:00:00</td>
</tr>
<tr>
<td>01/02/05 14:39:00</td>
<td>0.00%</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>00:00:00</td>
<td>00:00:00</td>
<td>00:00:00</td>
</tr>
<tr>
<td>01/02/05 15:39:00</td>
<td>100.00%</td>
<td>1</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>00:08:39</td>
<td>00:00:00</td>
<td>00:00:00</td>
</tr>
</tbody>
</table>

Service Summary | 5 | 5 | 0 | 0 | 00:08:38 | 00:00:00 | 00:00:00 |

Report Summary | 5 | 5 | 0 | 0 | 00:08:38 | 00:00:00 | 00:00:00 |

Persvc25

See persvc25: Peripheral Service Agent Daily Report, page 3-21 for field descriptions of this report.

Figure 10-69 persvc25: Peripheral Service Agent Daily

Peripheral Service Agent Daily Report
From: 1/4/2005 08:00:09 To: 1/4/2005 23:59:00

<table>
<thead>
<tr>
<th>Enterprise Name</th>
<th>St. Aban Inbound</th>
<th>St. Aban Passes</th>
<th>St. Aban Holdouts</th>
<th>Tasks Offered</th>
<th>Tasks Handled</th>
<th>Tasks Abandoned</th>
<th>Aban Short Tasks</th>
<th>AHT</th>
<th>Total Aban Wait Time</th>
<th>Any Aban Wait</th>
</tr>
</thead>
<tbody>
<tr>
<td>SIPC_PGM_DM6.8 Support</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>01/04/05</td>
<td>75.00%</td>
<td>25.03%</td>
<td>75.03%</td>
<td>4</td>
<td>4</td>
<td>0</td>
<td>0</td>
<td>00:07:45</td>
<td>00:00:00</td>
<td>00:00:00</td>
</tr>
<tr>
<td>01/05/05</td>
<td>4</td>
<td>4</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>00:00:00</td>
<td>00:00:00</td>
<td>00:00:00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>01/06/05</td>
<td>6</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>00:00:00</td>
<td>00:00:00</td>
<td>00:00:00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>01/07/05</td>
<td>6</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>00:00:00</td>
<td>00:00:00</td>
<td>00:00:00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>01/08/05</td>
<td>6</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>00:00:00</td>
<td>00:00:00</td>
<td>00:00:00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>01/09/05</td>
<td>6</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>00:00:00</td>
<td>00:00:00</td>
<td>00:00:00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>01/10/05</td>
<td>100.00%</td>
<td>100.00%</td>
<td>100.00%</td>
<td>5</td>
<td>5</td>
<td>0</td>
<td>0</td>
<td>00:01:38</td>
<td>00:00:00</td>
<td>00:00:00</td>
</tr>
<tr>
<td>01/11/05</td>
<td>6</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>00:00:00</td>
<td>00:00:00</td>
<td>00:00:00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>01/12/05</td>
<td>6</td>
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<td>0</td>
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<td>00:00:00</td>
<td>00:00:00</td>
<td>00:00:00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>01/13/05</td>
<td>6</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>00:00:00</td>
<td>00:00:00</td>
<td>00:00:00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>01/14/05</td>
<td>6</td>
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<td>0</td>
<td>0</td>
<td>00:00:00</td>
<td>00:00:00</td>
<td>00:00:00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>01/15/05</td>
<td>100.00%</td>
<td>100.00%</td>
<td>100.00%</td>
<td>4</td>
<td>4</td>
<td>0</td>
<td>0</td>
<td>00:10:19</td>
<td>00:00:00</td>
<td>00:00:00</td>
</tr>
<tr>
<td>01/16/05</td>
<td>6</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>00:00:00</td>
<td>00:00:00</td>
<td>00:00:00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>01/17/05</td>
<td>6</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>00:00:00</td>
<td>00:00:00</td>
<td>00:00:00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>01/18/05</td>
<td>6</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>00:00:00</td>
<td>00:00:00</td>
<td>00:00:00</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Service Summary | 338 | 348 | 1 | 1 | 00:00:11 | 00:00:15 | 00:00:15 |

Report Summary | 338 | 348 | 1 | 1 | 00:00:11 | 00:00:15 | 00:00:15 |
Skill Group Reports

Peripheral Skill Group Reports

Perskg01

See perskg01: Peripheral Skill Group Status real-time Report, page 5-84 for field descriptions of this report.

Figure 10-70 perskg01: Peripheral Skill Group Status real-time
Chapter 10      Sample Reports

Skill Group Reports

Perskg03

See perskg03: Peripheral Skill Group Agent State Status Report, page 5-87 for field descriptions of this report.

Figure 10-71   perskg03: Peripheral Skill Group Agent State Status

Perskg05

See perskg05: Peripheral Skill Group % Utilization of Ready Agents Report, page 5-88 for field descriptions of this report.

Figure 10-72   perskg05: Peripheral Skill Group % Utilization of Ready Agents

Perskg08

See perskg08: FTE for Peripheral Skill Groups Half Hour Report, page 5-111 for field descriptions of this report.
Perskg14

See perskg14: IPCC Rolling 5-minute Peripheral Skill Group Status Report, page 5-90 for field descriptions of this report.
Perskg29

See perskg29: Peripheral Skill Group Logout real-time Report, page 5-105 for field descriptions of this report.

Figure 10-75 perskg29: Peripheral Skill Group Logout real-time

Perskg30

See perskg30: IPCC Peripheral Skill Group Status real-time Report, page 5-106 for field descriptions of this report.

Figure 10-76 perskg30: IPCC Peripheral Skill Group Status real-time

WebView Template Reference Guide for Cisco Unified Contact Center Enterprise & Hosted, Release 8.0(1)
Perskg31

See perskg31: IPCC Peripheral Skill Group Task Summary Half Hour Report, page 5-133 for field descriptions of this report.

Figure 10-77 perskg31: IPCC Peripheral Skill Group Task Summary Half Hour

IPCC Peripheral Skill Group Task Summary Half Hour Report
From: 24/02/05 16:00:00 To: 24/02/05 18:30:00

<table>
<thead>
<tr>
<th>Skill Group</th>
<th>Total</th>
<th>Aban in Queue</th>
<th>Aban in Queue</th>
<th>Handled</th>
<th>% Aban</th>
<th>% Handled</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Total</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Cisco_Voice
SPCC_PG_PIM_Voice&Support (5939):
E00405 15:00:00 0 0 0 0 0 0 0.00% 0.00% 0 0 0 0 0 0
E00405 15:00:00 0 1 0 0 0 0 0.00% 100.00% 0 0 0 0 0 0
E00405 15:00:00 0 0 0 0 0 0 0.00% 0.00% 0 0 0 0 0 0
E00405 15:30:00 0 20 0 0 0 0 20.92% 79.08% 0 0 6 0 0 0
E00405 15:30:00 0 4 0 0 0 0 4.00% 100.00% 0 0 3 0 1 2
E00405 15:30:00 0 6 0 0 0 0 6.00% 100.00% 0 0 3 0 3 0
E00405 15:30:00 0 22 0 0 0 0 22.00% 78.00% 0 0 6 8 5 0
E00405 15:30:00 0 28 0 0 0 0 28.00% 72.00% 1 0 21 0 0 16 18 0
E00405 15:30:00 0 0 0 0 0 0 0.00% 0.00% 0 0 0 0 0 0
E00405 16:00:00 0 6 0 0 0 0 6.00% 100.00% 0 0 2 0 0 1 1 0
E00405 16:00:00 1 48 0 11 0 37 12.22% 87.78% 0 0 25 12 12 7 7 0
E00405 16:30:00 0 1 0 0 0 0 100.00% 0.00% 0 0 0 0 0 0
E00405 16:30:00 0 2 0 0 0 0 2.00% 98.00% 0 0 0 0 0 0
E00405 16:30:00 5 5 3 0 0 2 60.00% 40.00% 0 0 0 0 0 0
E00405 17:00:00 0 0 0 0 0 0 0.00% 0.00% 0 0 0 0 0 0
E00405 17:00:00 0 6 0 2 0 4 33.33% 66.67% 0 0 3 0 0 1 1 0
E00405 17:00:00 0 54 0 0 0 0 54.00% 46.00% 0 0 40 10 11 22 0
E00405 18:00:00 0 30 0 0 0 0 30.00% 70.00% 0 0 27 14 13 6 0 2

Skill Group Summary: 6 257 3 21 0 233 9.34% 90.66% 1 0 158 36 33 69 79 0
Media Summary: 6 257 3 21 0 233 9.34% 90.66% 1 0 158 36 33 69 79 0
Report Summary: 6 257 3 21 0 233 9.34% 90.66% 1 0 158 36 33 69 79 0

WebView Template Reference Guide for Cisco Unified Contact Center Enterprise & Hosted, Release 8.0(1)
Perskg35

See perskg35: IPCC Peripheral Skill Group Consolidated Half Hour Report, page 5-150 for field descriptions of this report.

Figure 10-78 perskg35: IPCC Peripheral Skill Group Consolidated Half Hour
## Enterprise Skill Group Reports

### Entskg06

See entskg06: Enterprise Skill Group Performance Half Hour Report, page 5-34 for field descriptions of this report.

**Figure 10-79 entskg06: Enterprise Skill Group Performance Half Hour**

<table>
<thead>
<tr>
<th>Enterprise Skill Group</th>
<th>Date/Time</th>
<th>Handling</th>
<th>Avg Wrap Time</th>
<th>Avg Agent Time</th>
<th>Hold Tasks</th>
<th>Avg Hold Time</th>
<th>External Out</th>
<th>FTE # Agents</th>
</tr>
</thead>
<tbody>
<tr>
<td>entskg06</td>
<td>08/08/05 10:30:00</td>
<td>1</td>
<td>00:00:00</td>
<td>00:00:25</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1.50</td>
</tr>
<tr>
<td></td>
<td>08/08/05 11:00:00</td>
<td>0</td>
<td>00:00:00</td>
<td>00:00:25</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1.50</td>
</tr>
<tr>
<td></td>
<td>08/08/05 11:30:00</td>
<td>19</td>
<td>00:00:00</td>
<td>00:00:25</td>
<td>15</td>
<td>00:00:11</td>
<td>0</td>
<td>10.75</td>
</tr>
<tr>
<td></td>
<td>08/08/05 12:00:00</td>
<td>4</td>
<td>00:00:00</td>
<td>00:00:25</td>
<td>2</td>
<td>00:00:20</td>
<td>0</td>
<td>10.75</td>
</tr>
<tr>
<td></td>
<td>08/08/05 12:30:00</td>
<td>5</td>
<td>00:00:00</td>
<td>00:00:25</td>
<td>2</td>
<td>00:00:20</td>
<td>0</td>
<td>10.75</td>
</tr>
<tr>
<td></td>
<td>08/08/05 13:00:00</td>
<td>22</td>
<td>00:00:00</td>
<td>00:00:25</td>
<td>0</td>
<td>00:00:20</td>
<td>0</td>
<td>10.75</td>
</tr>
<tr>
<td></td>
<td>08/08/05 13:30:00</td>
<td>26</td>
<td>00:00:00</td>
<td>00:00:25</td>
<td>6</td>
<td>00:00:20</td>
<td>0</td>
<td>11.45</td>
</tr>
<tr>
<td></td>
<td>08/08/05 14:00:00</td>
<td>4</td>
<td>00:00:00</td>
<td>00:00:25</td>
<td>0</td>
<td>00:00:20</td>
<td>0</td>
<td>11.45</td>
</tr>
<tr>
<td></td>
<td>08/08/05 14:30:00</td>
<td>5</td>
<td>00:00:00</td>
<td>00:00:25</td>
<td>3</td>
<td>00:00:20</td>
<td>0</td>
<td>11.45</td>
</tr>
<tr>
<td></td>
<td>08/08/05 15:00:00</td>
<td>37</td>
<td>00:00:00</td>
<td>00:00:25</td>
<td>11</td>
<td>00:00:20</td>
<td>0</td>
<td>11.45</td>
</tr>
<tr>
<td></td>
<td>08/08/05 15:30:00</td>
<td>0</td>
<td>00:00:00</td>
<td>00:00:25</td>
<td>0</td>
<td>00:00:20</td>
<td>0</td>
<td>11.45</td>
</tr>
<tr>
<td></td>
<td>08/08/05 16:00:00</td>
<td>2</td>
<td>00:00:00</td>
<td>00:00:25</td>
<td>0</td>
<td>00:00:20</td>
<td>0</td>
<td>11.45</td>
</tr>
<tr>
<td></td>
<td>08/08/05 16:30:00</td>
<td>2</td>
<td>00:00:00</td>
<td>00:00:25</td>
<td>0</td>
<td>00:00:20</td>
<td>0</td>
<td>11.45</td>
</tr>
<tr>
<td></td>
<td>08/08/05 17:00:00</td>
<td>0</td>
<td>00:00:00</td>
<td>00:00:25</td>
<td>0</td>
<td>00:00:20</td>
<td>0</td>
<td>11.45</td>
</tr>
<tr>
<td></td>
<td>08/08/05 17:30:00</td>
<td>4</td>
<td>00:00:00</td>
<td>00:00:25</td>
<td>2</td>
<td>00:00:20</td>
<td>0</td>
<td>11.45</td>
</tr>
<tr>
<td></td>
<td>08/08/05 18:00:00</td>
<td>94</td>
<td>00:00:00</td>
<td>00:00:25</td>
<td>10</td>
<td>00:00:20</td>
<td>0</td>
<td>12.00</td>
</tr>
<tr>
<td></td>
<td>08/08/05 18:30:00</td>
<td>35</td>
<td>00:00:00</td>
<td>00:00:25</td>
<td>25</td>
<td>00:00:20</td>
<td>0</td>
<td>12.00</td>
</tr>
</tbody>
</table>

**Daily Summary:**
- 233
- 00:00:00
- 00:00:25
- 00:00:25
- 00:00:25
- 00:00:25
- 0
- 0

**Enterprise Skill Group Summary:**
- 233
- 00:00:00
- 00:00:25
- 00:00:25
- 00:00:25
- 00:00:25
- 0
- 0

**Report Summary:**
- 233
- 00:00:00
- 00:00:25
- 00:00:25
- 00:00:25
- 00:00:25
- 0
- 0
Entskg08

See entskg08: Full Time Equivalent for Enterprise Skill Groups Half Hour Report, page 5-38 for field descriptions of this report.

Figure 10-80        entskg08: FTE for Enterprise Skill Groups Half Hour

### Full Time Equivalent for Enterprise Skill Groups Half Hour Report

<table>
<thead>
<tr>
<th>Enterprise Skill Group</th>
<th>Number of Full Time Equivalent (FTE) Agents</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>8:00 AM to 9:00 AM</td>
</tr>
<tr>
<td></td>
<td>9:00 AM to 10:00 AM</td>
</tr>
<tr>
<td></td>
<td>10:00 AM to 11:00 AM</td>
</tr>
<tr>
<td></td>
<td>11:00 AM to 12:00 PM</td>
</tr>
<tr>
<td></td>
<td>12:00 PM to 1:00 PM</td>
</tr>
<tr>
<td></td>
<td>1:00 PM to 2:00 PM</td>
</tr>
<tr>
<td></td>
<td>2:00 PM to 3:00 PM</td>
</tr>
</tbody>
</table>

#### Daily Total (8hr Shift):

<table>
<thead>
<tr>
<th></th>
<th>8:00 AM</th>
<th>9:00 AM</th>
<th>10:00 AM</th>
<th>11:00 AM</th>
<th>12:00 PM</th>
<th>1:00 PM</th>
<th>2:00 PM</th>
<th>3:00 PM</th>
<th>Total FTE</th>
</tr>
</thead>
<tbody>
<tr>
<td>8:00 AM</td>
<td>8.18</td>
<td>5.28</td>
<td>1.38</td>
<td>0.32</td>
<td>0.60</td>
<td>0.80</td>
<td>0.00</td>
<td>0.00</td>
<td>8.18</td>
</tr>
<tr>
<td>9:00 AM</td>
<td>5.28</td>
<td>1.38</td>
<td>0.32</td>
<td>0.60</td>
<td>0.80</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>5.28</td>
</tr>
<tr>
<td>10:00 AM</td>
<td>1.38</td>
<td>0.32</td>
<td>0.60</td>
<td>0.80</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>1.38</td>
</tr>
<tr>
<td>11:00 AM</td>
<td>0.32</td>
<td>0.60</td>
<td>0.80</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.32</td>
</tr>
<tr>
<td>12:00 PM</td>
<td>0.60</td>
<td>0.80</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.60</td>
</tr>
<tr>
<td>1:00 PM</td>
<td>0.80</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.80</td>
</tr>
<tr>
<td>2:00 PM</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>3:00 PM</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
</tbody>
</table>

#### Report Total (8hr Shift):

<table>
<thead>
<tr>
<th></th>
<th>8:00 AM</th>
<th>9:00 AM</th>
<th>10:00 AM</th>
<th>11:00 AM</th>
<th>12:00 PM</th>
<th>1:00 PM</th>
<th>2:00 PM</th>
<th>3:00 PM</th>
<th>Total FTE</th>
</tr>
</thead>
<tbody>
<tr>
<td>8:00 AM</td>
<td>8.18</td>
<td>5.28</td>
<td>1.38</td>
<td>0.32</td>
<td>0.60</td>
<td>0.80</td>
<td>0.00</td>
<td>0.00</td>
<td>8.18</td>
</tr>
<tr>
<td>9:00 AM</td>
<td>5.28</td>
<td>1.38</td>
<td>0.32</td>
<td>0.60</td>
<td>0.80</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>5.28</td>
</tr>
<tr>
<td>10:00 AM</td>
<td>1.38</td>
<td>0.32</td>
<td>0.60</td>
<td>0.80</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>1.38</td>
</tr>
<tr>
<td>11:00 AM</td>
<td>0.32</td>
<td>0.60</td>
<td>0.80</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.32</td>
</tr>
<tr>
<td>12:00 PM</td>
<td>0.60</td>
<td>0.80</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.60</td>
</tr>
<tr>
<td>1:00 PM</td>
<td>0.80</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.80</td>
</tr>
<tr>
<td>2:00 PM</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>3:00 PM</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
</tbody>
</table>

### Notes

- Field descriptions for entskg08 report are available on page 5-38.
- The table shows the number of full-time equivalent (FTE) agents for different enterprise skill groups over a half-hour period from 8:00 AM to 3:00 PM.
Entskg09

See **entskg09: Enterprise Skill Group Normalized Agent State Report**, page 5-40 for field descriptions of this report.

**Figure 10-81**  **entskg09: Enterprise Skill Group Normalized Agent State**

![Enterprise Skill Group Normalized Agent State Report](image)

Entskg14

See **entskg14: IPCC Rolling 5-Minute Enterprise Skill Group Status Report**, page 5-14 for field descriptions of this report.

**Figure 10-82**  **entskg14: IPCC Rolling 5-minute Enterprise Skill Group Status**

| Skill Group | Log In | Log Out | Not Ready | Not Active | Not Ready | Not Active | Wrap Up | Wrap Up
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>entskg1</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
</tbody>
</table>
### Entskg30

See [entskg30: IPCC Enterprise Skill Group Status real-time Report, page 5-30](#) for field descriptions of this report.

**Figure 10-83** entskg30: IPCC Enterprise Skill Group Status real-time

<table>
<thead>
<tr>
<th>Enterprise Skill Group</th>
<th>Queued</th>
<th>Location Task Queued</th>
<th>ESOL Handled</th>
<th>AHF</th>
<th>Log On</th>
<th>Net Results</th>
<th>Not Active</th>
<th>Action In</th>
<th>Action Out</th>
<th>Action Auto Out</th>
<th>Action Preview</th>
<th>Action Reservation</th>
<th>AVG Agency Time</th>
<th>Wrap Up</th>
<th>Hold</th>
<th>Reserved</th>
<th>Busy</th>
<th>Idle</th>
</tr>
</thead>
<tbody>
<tr>
<td>entskg (5000)</td>
<td>9</td>
<td>00:00:00 00:00:00</td>
<td>00:00:00</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>9</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>
</tr>
</tbody>
</table>

**Report Summary:**

<table>
<thead>
<tr>
<th>Enterprise Skill Group</th>
<th>Queued</th>
<th>Location Task Queued</th>
<th>ESOL Handled</th>
<th>AHF</th>
<th>Log On</th>
<th>Net Results</th>
<th>Not Active</th>
<th>Action In</th>
<th>Action Out</th>
<th>Action Auto Out</th>
<th>Action Preview</th>
<th>Action Reservation</th>
<th>AVG Agency Time</th>
<th>Wrap Up</th>
<th>Hold</th>
<th>Reserved</th>
<th>Busy</th>
<th>Idle</th>
</tr>
</thead>
<tbody>
<tr>
<td>Report Summary</td>
<td>0</td>
<td>00:00:00 00:00:00</td>
<td>00:00:00</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</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

### Entskg31

See [entskg31: IPCC Enterprise Skill Group Task Summary Half Hour Report, page 5-57](#) for field descriptions of this report.

**Figure 10-84** entskg31: IPCC Enterprise Skill Group Task Summary Half Hour

<table>
<thead>
<tr>
<th>Enterprise Skill Group</th>
<th>Queued</th>
<th>Location Task Queued</th>
<th>ESOL Handled</th>
<th>AHF</th>
<th>Log On</th>
<th>Net Results</th>
<th>Not Active</th>
<th>Action In</th>
<th>Action Out</th>
<th>Action Auto Out</th>
<th>Action Preview</th>
<th>Action Reservation</th>
<th>AVG Agency Time</th>
<th>Wrap Up</th>
<th>Hold</th>
<th>Reserved</th>
<th>Busy</th>
<th>Idle</th>
</tr>
</thead>
<tbody>
<tr>
<td>entskg (5000)</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</td>
<td>0</td>
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<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

**Report Summary:**

<table>
<thead>
<tr>
<th>Enterprise Skill Group</th>
<th>Queued</th>
<th>Location Task Queued</th>
<th>ESOL Handled</th>
<th>AHF</th>
<th>Log On</th>
<th>Net Results</th>
<th>Not Active</th>
<th>Action In</th>
<th>Action Out</th>
<th>Action Auto Out</th>
<th>Action Preview</th>
<th>Action Reservation</th>
<th>AVG Agency Time</th>
<th>Wrap Up</th>
<th>Hold</th>
<th>Reserved</th>
<th>Busy</th>
<th>Idle</th>
</tr>
</thead>
<tbody>
<tr>
<td>Report Summary</td>
<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</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

---

**Entskg30**

**Figure 10-83** entskg30: IPCC Enterprise Skill Group Status real-time

**Entskg31**

**Figure 10-84** entskg31: IPCC Enterprise Skill Group Task Summary Half Hour Report
### Entskg35

See entskg35: IPCC Enterprise Skill Group Consolidated Half Hour Report, page 5-73 for field descriptions of this report.

#### Figure 10-85  entskg35: IPCC Enterprise Skill Group Consolidated Half Hour

The following table presents the data for the Enterprise Skill Group **Entskg35** for the specified time period.

<table>
<thead>
<tr>
<th>Enterprise Skill Group</th>
<th>Completed Tasks</th>
<th>Agent State Times</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Entskg35</strong>(^{(**)})</td>
<td></td>
<td></td>
</tr>
<tr>
<td>030405 16:30:00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>050401 00:00:00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>050401 02:00:00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>060401 03:00:00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>070401 04:00:00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>080401 05:00:00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>090401 06:00:00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>100401 07:00:00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>110401 08:00:00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>120401 09:00:00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>130401 10:00:00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>140401 11:00:00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>150401 12:00:00</td>
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</tr>
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<td>160401 13:00:00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>170401 14:00:00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>180401 15:00:00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>190401 16:00:00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>200401 17:00:00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>210401 18:00:00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>220401 19:00:00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>230401 20:00:00</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

---

**Notes:**
- \(^{(**)}\)技能组的描述，请参见Page 5-73。
Trunk Group Reports

Trkgrp23

See trkgrp23: IVR Ports Performance Half Hour Report, page 6-9 for field descriptions of this report.

Figure 10-86     trkgrp23: IVR Ports Performance Half Hour

<table>
<thead>
<tr>
<th>IVR Ports Performance Half Hour Report</th>
<th>From: 1/20/2004 00:00:00 To: 1/20/2004 05:59:00</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Trkgrp23</td>
</tr>
<tr>
<td>Boston, Root 1/201</td>
<td>01/02/04 00:00:00</td>
</tr>
<tr>
<td></td>
<td>01/02/04 01:00:00</td>
</tr>
<tr>
<td></td>
<td>01/02/04 02:00:00</td>
</tr>
<tr>
<td></td>
<td>01/02/04 03:00:00</td>
</tr>
<tr>
<td></td>
<td>01/02/04 04:00:00</td>
</tr>
<tr>
<td></td>
<td>01/02/04 05:00:00</td>
</tr>
<tr>
<td></td>
<td>01/02/04 06:00:00</td>
</tr>
<tr>
<td></td>
<td>01/02/04 07:00:00</td>
</tr>
<tr>
<td></td>
<td>01/02/04 08:00:00</td>
</tr>
<tr>
<td></td>
<td>01/02/04 09:00:00</td>
</tr>
<tr>
<td></td>
<td>01/02/04 10:00:00</td>
</tr>
<tr>
<td></td>
<td>Group Summary</td>
</tr>
<tr>
<td>Boston, Root 2/201</td>
<td>01/02/04 00:00:00</td>
</tr>
<tr>
<td></td>
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<td></td>
<td>01/02/04 02:00:00</td>
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<tr>
<td></td>
<td>01/02/04 03:00:00</td>
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<td></td>
<td>01/02/04 05:00:00</td>
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<td>01/02/04 08:00:00</td>
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<td>01/02/04 09:00:00</td>
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<tr>
<td></td>
<td>01/02/04 10:00:00</td>
</tr>
<tr>
<td></td>
<td>Group Summary</td>
</tr>
</tbody>
</table>
## Translation Route Reports

**trrout11**


**Figure 10-87  trrout11: Translation Route Counts Half Hour Report**

<table>
<thead>
<tr>
<th>Translation Route</th>
<th>Date/Time</th>
<th>Routing Client</th>
<th>Translation Route Statistics</th>
<th>Times Out</th>
<th>Route in Use</th>
<th>Route Time</th>
<th>Config Errors</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>Used</td>
<td>Not Avail</td>
<td>Routed</td>
<td>Router</td>
<td>PG</td>
</tr>
<tr>
<td>TR1</td>
<td></td>
<td></td>
<td>05/05/06 00:00:00</td>
<td>22</td>
<td>22</td>
<td>22</td>
<td>22</td>
</tr>
<tr>
<td>P2_001</td>
<td></td>
<td></td>
<td>05/05/06 00:30:00</td>
<td>22</td>
<td>22</td>
<td>22</td>
<td>22</td>
</tr>
<tr>
<td>P2_001</td>
<td></td>
<td></td>
<td>05/05/08 00:00:00</td>
<td>22</td>
<td>22</td>
<td>22</td>
<td>22</td>
</tr>
<tr>
<td>P2_001</td>
<td></td>
<td></td>
<td>05/05/08 00:00:00</td>
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<td>22</td>
<td>22</td>
<td>22</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Translation Route Summary</td>
<td>66</td>
<td>66</td>
<td>66</td>
<td>66</td>
</tr>
<tr>
<td>TR2</td>
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<td>05/05/06 00:00:00</td>
<td>22</td>
<td>22</td>
<td>22</td>
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<tr>
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<td></td>
<td></td>
<td>05/05/08 00:00:00</td>
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</tr>
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<td></td>
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<td>Report Summary</td>
<td>110</td>
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</tr>
</tbody>
</table>
**trrout12**


*Figure 10-88  trrout12: Translation Route Counts Daily Report*

<table>
<thead>
<tr>
<th>Translation Route</th>
<th>Date</th>
<th>Translation Route Statistics</th>
<th>Times Out</th>
<th>Route In Use</th>
<th>Route Time</th>
<th>Config Errors</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Routing Client</td>
<td>Used</td>
<td>Not Avail</td>
<td>Total</td>
<td>Avg</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>TR1</td>
<td>02/05/08</td>
<td>PG_001</td>
<td>66</td>
<td>66</td>
<td>96</td>
<td>66</td>
</tr>
<tr>
<td></td>
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</tr>
<tr>
<td></td>
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<td>66</td>
<td>66</td>
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</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>TR2</td>
<td>02/05/08</td>
<td>Pgroute</td>
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<td>44</td>
<td>44</td>
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</tr>
<tr>
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<td>Report Summary</td>
<td>110</td>
<td>110</td>
<td>110</td>
<td>110</td>
</tr>
</tbody>
</table>
INDEX

A
agent03
  Agent Media Logout Status Report  4-12
agent04
  Agent Task Detail Activity Report  4-15
agent05
  Agent Task Detail Performance Report  4-18
agent06
  Agent State Trace Detail By Events Report  4-21
agent20
  Agent Real Time Report  4-4
agent21
  Agent Task Summary Half Hour Report  4-24
agent22
  Agent Task Summary Daily Report  4-28
agent23
  Agent Performance Summary Half Hour Report  4-32
agent24
  Agent Performance Summary Daily Report  4-36
agent25
  Agent Consolidated Half Hour Report  4-40
agent26
  Agent Consolidated Daily Report  4-45
agent27
  Agent Historical All Fields Report  4-49
agent28
  Agent Real Time All Fields Report  4-7
agent30
  Agent Not Ready Summary Report  4-63
agent31
  Agent Not Ready Detail Report  4-65
agent02
  Agent Team Status Report  4-195
agent03
  Agent Team Media Logout Status Report  4-212
agent04
  Agent Task Detail Activity Report  4-214
agent05
  Agent Task Detail Performance Report  4-217
agent20
  Agent Team Real Time  4-197
agent21
  Agent Team Task Summary Half Hour Report  4-220
agent22
  Agent Team Task Summary Daily Report  4-225
agent23
  Agent Team Performance Summary Half Hour Report  4-229
agent24
  Agent Team Performance Summary Daily Report  4-233
agent25
  Agent Team Consolidated Half Hour Report  4-237
agent26
  Agent Team Consolidated Daily Report  4-241
agent27
  Agent Team Historical All Fields Report  4-245
agent28
  Agent Team Real Time All Fields Report  4-201
agent29
  Agent SkillGroup Assignments Real-Time  4-206
agent32
  Agent Team State Counts Real Time Report  4-208
<table>
<thead>
<tr>
<th>Index</th>
</tr>
</thead>
<tbody>
<tr>
<td>Agent Team Incoming/Outgoing Task Durations With Agent Detail Half Hour</td>
</tr>
<tr>
<td>agteam34</td>
</tr>
<tr>
<td>Agent Team Incoming/Outgoing Task Durations With Agent Detail Daily</td>
</tr>
<tr>
<td>agteam35</td>
</tr>
<tr>
<td>Agent Team Incoming/Outgoing Task Durations Half Hour</td>
</tr>
<tr>
<td>agteam36</td>
</tr>
<tr>
<td>Agent Team Incoming/Outgoing Task Durations Daily</td>
</tr>
<tr>
<td>agtper03</td>
</tr>
<tr>
<td>Agent Peripheral Media Logout Status Report</td>
</tr>
<tr>
<td>agtper04</td>
</tr>
<tr>
<td>Agent Peripheral Task Detail Activity Report</td>
</tr>
<tr>
<td>agtper05</td>
</tr>
<tr>
<td>Agent Peripheral Task Detail Performance Report</td>
</tr>
<tr>
<td>agtper20</td>
</tr>
<tr>
<td>Agent Peripheral Real Time Report</td>
</tr>
<tr>
<td>agtper21</td>
</tr>
<tr>
<td>Agent Peripheral Task Summary Half Hour Report</td>
</tr>
<tr>
<td>agtper22</td>
</tr>
<tr>
<td>Agent Peripheral Task Summary Daily Report</td>
</tr>
<tr>
<td>agtper23</td>
</tr>
<tr>
<td>Agent Peripheral Performance Summary Half Hour Report</td>
</tr>
<tr>
<td>agtper24</td>
</tr>
<tr>
<td>Agent Peripheral Performance Summary Daily Report</td>
</tr>
<tr>
<td>agtper25</td>
</tr>
<tr>
<td>Agent Peripheral Consolidated Half Hour Report Template</td>
</tr>
<tr>
<td>agtper26</td>
</tr>
<tr>
<td>Agent Peripheral Consolidated Daily Report</td>
</tr>
<tr>
<td>agtper27</td>
</tr>
<tr>
<td>Agent Peripheral Historical All Fields Report</td>
</tr>
<tr>
<td>agtper28</td>
</tr>
<tr>
<td>Agent Peripheral Real Time All Fields Report</td>
</tr>
<tr>
<td>agtskg03</td>
</tr>
<tr>
<td>Agent Skill Group Logout Status Report</td>
</tr>
<tr>
<td>agtskg04</td>
</tr>
<tr>
<td>Agent Task Detail Activity Report</td>
</tr>
<tr>
<td>agtskg05</td>
</tr>
<tr>
<td>Agent Task Detail Performance Report</td>
</tr>
<tr>
<td>agtskg06</td>
</tr>
<tr>
<td>Outbound Option (Blended Agent) Status Report</td>
</tr>
<tr>
<td>agtskg07</td>
</tr>
<tr>
<td>Agent Skill Group Task Analysis Report</td>
</tr>
<tr>
<td>agtskg10</td>
</tr>
<tr>
<td>Outbound Option (Blended Agent) Predictive and Progressive Tasks Detail Performance Report</td>
</tr>
<tr>
<td>agtskg11</td>
</tr>
<tr>
<td>Outbound Option (Blended Agent) Preview Task Detail Performance Report</td>
</tr>
<tr>
<td>agtskg12</td>
</tr>
<tr>
<td>Outbound Option (Blended Agent) Reservation Task Detail Performance Report</td>
</tr>
<tr>
<td>agtskg21</td>
</tr>
<tr>
<td>Agent Skill Group Task Summary Half Hour Report</td>
</tr>
<tr>
<td>agtskg22</td>
</tr>
<tr>
<td>Agent Skill Group Task Summary Daily Report</td>
</tr>
<tr>
<td>agtskg23</td>
</tr>
<tr>
<td>Agent Skill Group Performance Summary Half Hour Report</td>
</tr>
<tr>
<td>agtskg24</td>
</tr>
<tr>
<td>Agent Skill Group Performance Summary Daily Report</td>
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<tr>
<td>agtskg25</td>
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<tr>
<td>Agent Skill Group Consolidated Half Hour Report</td>
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<td>Agent Skill Group Consolidated Daily Report</td>
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<td>agtskg27</td>
</tr>
<tr>
<td>Agent Skill Group Historical All Fields Report</td>
</tr>
<tr>
<td>agtskg28</td>
</tr>
<tr>
<td>Agent Skill Group Real Time All Fields Report</td>
</tr>
<tr>
<td>apgate11</td>
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<tr>
<td>Report</td>
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<tr>
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<tr>
<td>Application Gateway Status Half Hour Report</td>
</tr>
<tr>
<td>Application Path Real Time Report</td>
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<tr>
<td>Enterprise Skill Group Agent Status Report</td>
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<tr>
<td>caltyp04</td>
</tr>
<tr>
<td>Task Type Service Level Real Time Report</td>
</tr>
<tr>
<td>caltyp05</td>
</tr>
<tr>
<td>Analysis of Calls Half Hour Report</td>
</tr>
<tr>
<td>caltyp20</td>
</tr>
<tr>
<td>Call Type Real Time Report</td>
</tr>
<tr>
<td>caltyp21</td>
</tr>
<tr>
<td>Call Type Half Hour Report</td>
</tr>
<tr>
<td>caltyp22</td>
</tr>
<tr>
<td>Call Type Daily Report</td>
</tr>
<tr>
<td>caltyp23</td>
</tr>
<tr>
<td>Call Type Historical All Fields Report</td>
</tr>
<tr>
<td>caltyp24</td>
</tr>
<tr>
<td>Call Type Real Time All Fields Report</td>
</tr>
<tr>
<td>caltyp25</td>
</tr>
<tr>
<td>Call Type Queue Status Real Time Report</td>
</tr>
<tr>
<td>caltyp26</td>
</tr>
<tr>
<td>Call Type Tasks Offered Over Half Hour</td>
</tr>
<tr>
<td>caltyp27</td>
</tr>
<tr>
<td>Call Type Queue Delay Status Real Time Report</td>
</tr>
<tr>
<td>caltyp28</td>
</tr>
<tr>
<td>Call Type Task Status Now Real Time Report</td>
</tr>
<tr>
<td>caltyp31</td>
</tr>
<tr>
<td>Call Type Abandon/Answer Distribution by Half Hour Report</td>
</tr>
<tr>
<td>caltyp32</td>
</tr>
<tr>
<td>Call Type Abandon/Answer Distribution Report</td>
</tr>
<tr>
<td>caltyp33</td>
</tr>
<tr>
<td>Call Type Service Level Abandons Daily Report</td>
</tr>
<tr>
<td>camqry02</td>
</tr>
<tr>
<td>Call Counts of Query Rule within Campaigns Real Time Report</td>
</tr>
<tr>
<td>camqry03</td>
</tr>
<tr>
<td>Valid Campaign Dialing Times Real Time Report</td>
</tr>
<tr>
<td>camqry04</td>
</tr>
<tr>
<td>Query Rule Dialing Times Real Time Report</td>
</tr>
<tr>
<td>camqry05</td>
</tr>
<tr>
<td>Call Summary Count Of Query Rule Within Campaign Real Time Report</td>
</tr>
<tr>
<td>camqry06</td>
</tr>
<tr>
<td>Call Summary Count per Campaign Real Time</td>
</tr>
<tr>
<td>camqry10</td>
</tr>
<tr>
<td>Call Counts of Query Rule within Campaign Half Hour Report</td>
</tr>
<tr>
<td>camqry11</td>
</tr>
<tr>
<td>Summary of Call Counts perl Campaign Half Hour Report</td>
</tr>
<tr>
<td>D</td>
</tr>
<tr>
<td>dialer01</td>
</tr>
<tr>
<td>Dialer Real Time Report</td>
</tr>
<tr>
<td>dialer10</td>
</tr>
<tr>
<td>Dialer Call Result Summary Half Hour Report</td>
</tr>
<tr>
<td>dialpt01</td>
</tr>
<tr>
<td>Dialer Port Status Real Time Report</td>
</tr>
</tbody>
</table>
### E

**enterprise skill group reports** 5-5

**entskg01**  
Enterprise Skill Group Status Real Time Report 5-10

**entskg03**  
Enterprise Skill Group Agent Status Report 5-11  
Enterprise Skill Group Agent Status Report MERGEFORMAT 5-10

**entskg05**  
Enterprise Skill Group % Utilization of Ready Agents Report 5-13

**entskg06**  
Enterprise Skill Group Performance Half Hour Report 5-34

**entskg07**  
Enterprise Skill Group Performance Daily 5-36

**entskg08**  
FTE for Enterprise Skill Group Half Hour Report 5-38

**entskg09**  
Enterprise Skill Group Normalized Agent State Report 5-40

**entskg14**  
IPCC Rolling 5-Minute Enterprise Skill Group Status Report 5-14

**entskg27**  
Enterprise Skill Group Historical All Fields Report 5-42

**entskg28**  
Enterprise Skill Group Real Time All Fields Report 5-16

**entskg29**  
Enterprise Skill Group Logout Real Time Report 5-28

**entskg30**  
IPCC Enterprise Skill Group Status Real Time Report 5-29

**entskg31**  
IPCC Enterprise Skill Group Task Summary Half Hour Report 5-57

**entskg32**  
IPCC Enterprise Skill Group Task Summary Daily Report 5-61

**entskg33**  
IPCC Enterprise Skill Group Performance Summary Half Hour Report 5-65

**entskg34**  
IPCC Enterprise Skill Group Performance Summary Daily Report 5-69

**entskg35**  
IPCC Enterprise Skill Group Consolidated Half Hour Report 5-73

**entskg36**  
IPCC Enterprise Skill Group Consolidated Daily Report 5-77

### I

**imprule01**  
Import Status Real Time Report 8-21

**imprule10**  
Import Rule Report 8-75

**IPCC reports**  
service IPCC reports 3-5

### P

**perskg01**  
Peripheral Skill Group Status Real Time Report 5-84

**perskg03**  
Peripheral Skill Group Agent State Status Report 5-87

**perskg05**  
Peripheral Skill Group % Utilization of Ready 5-88

**perskg08**  
FTE for Peripheral Skill Groups Half Hour Report 5-110

**perskg09**  
Peripheral Skill Group Normalized Agent State Report 5-112

**perskg11**
Index

Outbound Option (Blended Agent) Statistics by Skill Group Report  5-89

perskg12
Outbound Option (Blended Agent) Task Detail Performance In Skill Groups Half Hour Report  5-114

perskg14
IPCC Rolling 5-minute Peripheral Skill Group Status Report  5-90

perskg27
Peripheral Skill Group Historical All Fields Report  5-117

perskg28
Peripheral Skill Group Real Time All Fields Report  5-92

perskg29
Peripheral Skill Group Logout Real Time Report  5-104

perskg30
IPCC Peripheral Skill Group Status Real Time Report  5-106

perskg31
IPCC Peripheral Skill Group Task Summary Half Hour Report  5-132

perskg32
IPCC Peripheral Skill Group Task Summary Daily Report  5-136

perskg33
IPCC Peripheral Skill Group Performance Summary Half Hour Report  5-141

perskg34
IPCC Peripheral Skill Group Performance Summary Daily Report  5-145

perskg35
IPCC Peripheral Skill Group Consolidated Half Hour Report  5-149

perskg36
IPCC Peripheral Skill Group Consolidated Daily Report  5-154

persvc20
Peripheral Service for IVR Queue Half Hour Report  3-7

persvc21
Peripheral Service IVR Queue Daily Report  3-10

persvc22
Peripheral Service IVR Self-Service Half Hour Report  3-13

persvc23
Peripheral Service IVR Self-Service Daily Report  3-16

persvc24
Peripheral Service Agent Half Hour Report  3-18

persvc25
Peripheral Service Agent Daily Report  3-21

persvc26
Peripheral Service Historical All Fields Report  3-24

persvc27
Peripheral Service Real Time All Fields Report  3-31

S

scrque01
Script Queue Node Real Time Report  7-4

skill group reports  5-5

T

trkgrp04
Trunks Real Time All Fields Report  6-2

trkgrp12
Trunks Historical All Fields Report  6-4

trkgrp20
All Ports Busy Real Time Report  6-7

trkgrp21
IVR Ports Idle & In Service Real Time Report  6-7

trkgrp22
IVR Ports Status Real Time Report  6-8

trkgrp23
IVR Ports Performance Half Hour Report  6-9