



Chat Reports

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Chat Agent Detail Report

The Chat Agent Detail Report presents information about each chat contact that is handled by the chat agent.

Charts

The following chart is available:

Chart name	Description
Total Active, Accept Time by Agent	Displays the active time and accept time that an agent spends on all the chat contacts.

Fields

The report includes a table that displays the following information:

Field	Description
Agent Name	First name and last name of the agent.
Agent ID	Login ID of the agent.
Chat Start Time	Time at which the agent accepts the chat.
Chat End Time	Time at which the agent ends the chat.
Duration	Elapsed time between the chat start time and the chat end time.
Contact ID	Unique contact ID that identifies the chat contact.
Chat Routed CSQ	Contact Service Queue (CSQ) that routed the chat contact to the agent.

Field	Description
Chat Skills	Skills that are associated with the agent for handling a chat contact.
Active Time	Time the agent spends chatting with the chat contact. Summary info —Sum of the records in this column.
Accept Time	Time taken by the agent to accept the chat contact after it is allocated to the desktop. Summary info —Sum of the records in this column.
Chat Type	Type of chat contact. There are two types-Incoming and Group Chat.

Filter Criteria

You can filter using any one of the following parameters:

Filter parameter	Result
Agent Names	Displays information for the specified agents.
Skill Names	Displays information for the agents who possess the specified skills.
Team Names	Displays information for the agents who belong to the specified teams.
Chat Type	Displays information for the specified incoming chat type.

Grouping Criteria

None

Chat Agent Summary Report

The Chat Agent Summary Report presents a summary of the activities of chat agents, including chat and agent state activities.

Charts

The following charts are available:

Chart name	Description
Average Accept and Active Chat Time for Agents	Displays the average time an agent takes to accept chat contact requests, and the average time the agent spends in Busy state.
Total Presented vs Handled Chats by Agent	Displays the number of chat contacts that are presented to an agent and the number of chat contacts that are handled by the agent.

Fields

The report includes a table that displays the following information:

Field	Description
Agent Name	First name and last name of the agent.
Agent ID	Login ID of the agent.
Total Presented	Number of chats that are presented to the agent.
Total Handled	Number of chats that the agent accepted.
Active Time—Avg	Average chat time of the chats that the agent handled.
Active Time—Max	Longest chat time of a chat that the agent handled.
Accept Time—Avg	Average accept time of the chats that the agent accepted.
Accept Time—Max	Longest accept time of any chat that the agent accepted.

Filter Criteria

You can filter using any one of the following parameters:

Filter parameter	Result
Agent Names	Displays information for the specified agents.
Skill Names	Displays information for the agents who possess the specified skills.
Team Names	Displays information for the agents who belong to the specified teams.

Grouping Criteria

None

Chat CSQ Activity Report

The Chat CSQ Activity Report presents a summary of presented, handled, and abandoned chats for each Contact Service Queue (CSQ). It also displays the average and maximum time for chats that are handled and queued.

Charts

The following charts are available:

Chart name	Description
Average Handle Time by CSQ	Displays the average handle time for chats that are handled in a CSQ.

Chart name	Description
Max Queue Time for Chats Presented by CSQ	Displays the chat with the longest queue time in a CSQ.

Fields

The report includes a table that displays the following information:

Field	Description
CSQ Name	Name of the CSQ.
CSQ ID	Unique ID of the CSQ.
Chats Presented	Number of chats that are routed to the CSQ regardless of whether an agent accepts the chat.
Queue Time—Avg	Average queue time for all chats that are routed to the CSQ.
Queue Time—Max	Longest queue time of any chat that is routed to the CSQ.
Chats Handled	Number of chats that are routed to agents through this CSQ and are accepted and handled by the agents.
Handle Time—Avg	Average handle time for all chats that the CSQ handled. Handle time is active chat time.
Handle Time—Max	Longest handle time of any chat that the CSQ handled.
Chats Abandoned	Number of chats that are routed to the CSQ and not accepted by an agent as either the chat submitter ended the chat before the agent accepted or was disconnected.

Filter Criteria

You can filter using the following parameter:

Filter parameter	Result
CSQ Names	Displays information for the specified CSQs.

Grouping Criteria

None

Chat CSQ Agent Summary Report

The Chat CSQ Agent Summary Report presents information about the chats that are handled in a Contact Service Queue (CSQ) by a chat agent. An agent can handle chat contacts for multiple CSQs. The report

includes the average chat time, average accept time for handled chats, number of received chats, number of handled chats, and number of unanswered chats for each agent.

Charts

The following chart is available:

Chart name	Description
Chats Handled by CSQ and Agent	Displays the number of chats handled by each agent for a CSQ.

Fields

The report includes a table that displays the following information:

Field	Description
CSQ Name	Name of the CSQ.
CSQ ID	Unique ID of the CSQ.
Agent Name	First name and last name of the agent who handles chats for this CSQ.
Chat Received	Number of chats that are queued for this CSQ and are assigned to the agent.
Chat Handled	Number of chats that are queued for this CSQ and answered by the agent.
Average Active Chat Time	Average chat time for all the chats that the agent handled for this CSQ. Chat time is the elapsed time between the time an agent answers a chat and ends the chat. Average chat time = Total chat time / Number of chats handled
Chat No Answer	Number of chats that are connected to the agent, but not answered.
Average Acceptance Time	Elapsed time between the time that a chat alert is presented on the desktop and the time that the chat is answered by an agent or disconnected. This field is blank if the chat was not presented to an agent.

Filter Criteria

You can filter using the following parameter:

Filter parameter	Result
CSQ Names	Displays information for the specified CSQs.

Grouping Criteria

None

Chat Traffic Analysis Report

The Chat Traffic Analysis Report presents information about incoming chat contacts to the Unified CCX system. The information is presented for each day, and includes information about the peak hour for that day.

Charts

The following charts are available:

Chart name	Description
Average Chat Duration by Date	Displays the average chat duration for a day.
Peak Chats by Date	Displays the hour that received the highest number of chats in a day.
Total Incoming Chats by Date	Displays the number of chats that are received by Unified CCX for a day.

Fields

The report includes a table that displays the following information:

Field	Description
Date	Date for which the information is displayed.
Total Incoming Chats	Number of chat contacts that are received daily by Unified CCX. Summary info —Sum of the records in this column.
Avg Chats (per Hour)	Average number of chat contacts that are received in an hour. Summary info —Maximum value in this column.
Peak Chats (per Hour)	Number of chat contacts that are received during the peak hour. Summary info —Maximum value in this column.
Peak Hour Time—Start	Start time of the peak hour (the hour when the largest number of chat contacts are received).
Peak Hour Time—End	End time of the peak hour (the hour when the largest number of chat contacts are received).
Chat Duration—Avg	Average chat duration for the day. Summary info —Maximum value in this column.
Chat Duration—Min	Duration of the shortest chat for the day. Summary info —Minimum value in this column.
Chat Duration—Max	Duration of the longest chat for the day. Summary info —Maximum value in this column.

Filter Criteria

None

Grouping Criteria

None

