



## Email Reports

- [Email Agent Activity Report, on page 1](#)
- [Email Contact Detail Report, on page 3](#)
- [Email CSQ Activity Report, on page 4](#)
- [Email Traffic Analysis Report, on page 6](#)

## Email Agent Activity Report

The Email Agent Activity Report presents email statistics of the email-enabled agents for a day.

### Charts

The following charts are available:

Chart Name	Description
Email Agent Activity by Agent State	Displays the time that agents spend in an agent state.
Email Agent Activity by Email	Displays the email statistics of an agent.

### Fields

The report includes a table that displays the following information:

Field	Description
Agent Name	Name of the agent to whom the email messages are routed.
Agent Id	Login user ID of the agent.
Login Date	Date the agent logged in.
Logged-In	Total time the agent logged in. <b>Summary info</b> —Sum of the records in this column.
Not Ready	Total time the agent spent in the E-Mail Not Ready state. <b>Summary info</b> —Sum of the records in this column.

Field	Description
Ready	Total time the agent spent in the E-Mail Ready state. <b>Summary info</b> —Sum of the records in this column.
Time Spent On Desk	Total Time the agent spent in the E-Mail Processing state. <b>Summary info</b> —Sum of the records in this column. <b>Note</b> This is a hidden field.
Presented	Number of email messages that are presented to the agent. <b>Summary info</b> —Sum of the records in this column.
Requeued	Number of email messages that the agent requeued. The requeue date and time determines whether the email message falls within the interval. <b>Summary info</b> —Sum of the records in this column.
Sent	Number of response email messages that the agent sent. The send date and time determines whether the email message falls within the interval. <b>Summary info</b> —Sum of the records in this column.
Discarded	Number of email messages that the agent discarded. The discarded date and time determines whether the email message falls within the interval. <b>Summary info</b> —Sum of the records in this column.
Avg On Desk	Average on-desk time = Total time spent on handling email contacts/Number of emails sent, requeued and discarded.

### Filter Criteria

You can filter using the following parameters:

Filter Parameter	Result
Time Offset	Displays the list of time zones. Select the one matching your timezone. If multiple values are selected, the first one takes effect.
Agent Name	Displays information for the specified agents.

### Grouping Criteria

Data is grouped by the following fields:

Field	Result
Agent Name	Sorts data by agent name.
Login Date	Groups information by login date.

# Email Contact Detail Report

The Email Contact Detail Report presents information about each email contact that is handled by the agent.

## Charts

None

## Fields

The report includes a table that displays the following information:

Field	Description
Contact ID	Unique social contact ID that identifies the email contact.
Sequence No	Number that the system assigns to each contact leg. The sequence number starts with 0 and increases by 1 for each leg of a contact, such as requeue.
CSQ Name	Name of the Contact Service Queue (CSQ) that routed the email contact to the agent.
Agent Name	First name and last name of the agent who responded to the email message.
Received	Date and time that the contact center received the email contact.  There might be a mismatch in the presented timestamp of the email received from the end user. This might be due to a different time zone or a different time configured in the exchange server from where the email was sent.
Retrieved	Date and time that the agent retrieved the email contact.
Replied	Date and time that the agent responded to the email message.
Discarded	Date and time that the agent discarded the email message.
From	Email address of the customer who sent the email message.
Reply-To	Email address of the customer to whom the response is sent.
To	Email address of the contact center to which the email message was sent.
Subject	Subject line of the received email message.
Contact Type	Contact type of the email contact. <ul style="list-style-type: none"> <li>• <b>1 = Incoming.</b> Outside contact that is received by Unified CCX.</li> <li>• <b>2 = Transfer.</b> Queued leg of contact.</li> </ul>

Field	Description
Contact Disposition	Disposition of the email contact. <ul style="list-style-type: none"> <li>• 2—Handled, Requeued, or Forwarded</li> <li>• 4—Discarded or Aborted</li> </ul> <p>The contact disposition for the system aborted emails will also be 4. These emails will not be considered as agent discarded emails.</p>

### Filter Criteria

You can filter using any one of the following parameters:

Filter Parameter	Result
CSQ Name	Displays information for the specified CSQs.
Agent Name	Displays information for the specified agents.
Subject	Displays information for the specified subject or part of the subject. This parameter is case sensitive.

### Grouping Criteria

None

## Email CSQ Activity Report

The Email CSQ Activity Report presents email activity statistics of agents in a Contact Service Queue (CSQ) for each day.



**Note** Due to system errors, few of the emails presented to the agent may not display the contents in it. In such cases, agent has to close the email tab. These contacts are not accounted for the agent, and there will be a mismatch between the Retrieved, Sent, Requeued, and Discarded columns in the report.

### Charts

The following charts are available:

Chart Name	Description
Email CSQ Agent Activity by Agent State	Displays the number of email messages that are handled in a category by the agents.
Email CSQ Agent Activity by CSQ	Displays the number of email messages that are handled in a category by the CSQs.

Chart Name	Description
Email CSQ Agent Activity by Date	Displays the number of email messages that are handled in a category for a day.

## Fields

**Table 1: Visible Fields in Email CSQ Activity Report**

Field	Description
CSQ Name	Name of the CSQ through which the email messages are routed.
Date	Date of each day in the interval.
Agent Name	Name of the agent to whom the email messages are routed.
Retrieved	Number of email messages that are routed through the CSQ to the agent and then retrieved by the agent. The retrieved date time determines whether the email message falls within the interval. <b>Summary info</b> —Sum of the records in this column.
Requeued	Number of email messages that are requeued to the agent. The requeue date and time determines whether the email message falls within the interval. <b>Summary info</b> —Sum of the records in this column.
Sent	Number of response email messages that the agent sent. The send date and time determines whether the email message falls within the interval. <b>Summary info</b> —Sum of the records in this column.
Discarded	Number of email messages that the agent discarded. The discarded date and time determines whether the email message falls within the interval. <b>Summary info</b> —Sum of the records in this column.
Avg On Desk	Average on-desk time = On-desk time / Number of emails sent, requeued and discarded.  On-desk time = Time the agent processed the email - Time the agent received the email. (This includes the emails sent, requeued and discarded by the agent.)

## Filter Criteria

You can filter using the following parameters:

Filter Parameter	Result
Time Offset	Displays the list of time zones.  Select the one matching your time zone. If multiple values are selected, the first one takes effect.

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

### Grouping Criteria

Data is grouped by the following fields:

Field	Result
CSQ Name	Sorts data by CSQ name.
Date	Sorts data by the dates within the CSQ.

## Email Traffic Analysis Report

The Email Traffic Analysis Report gives the count of email messages received for the specified date or date range.

### Chart

The following charts are available:

Chart name	Description
Email Inbox Traffic Analysis by Date Chart	Displays the number of email messages received for the specified date or date range.
Email Inbox Traffic Analysis by Email Address Chart	Displays the number of email messages received by an email address.

### Fields

The report includes a table that displays the following information:

Field	Description
Email Address	Email address to which the email messages are addressed.
Received Date	Date on which the email was received.
Email Count	Number of email messages that are received by an email address for the specified date or date range.  <b>Summary info</b> —Sum of the records in this column. This gives the count of email messages that are received for each Contact Service Queue.

### Filter Criteria

You can filter using the following parameter:

<b>Filter parameter</b>	<b>Result</b>
Time Offset	Displays the list of time zones. Select your time zone. If you select multiple values, the first selected value takes effect.
Email Addresses	Displays list of valid email addresses.

### Grouping Criteria

Data is grouped by the following field:

<b>Filter parameter</b>	<b>Result</b>
Displays a list of valid email addresses	Groups data by email address.
Date	Displays information by date.

