



## Agent Reports

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## Agent CSQ Statistics Report

The Agent CSQ Statistics Report presents the current day's call queue statistics, since midnight, of the Contact Service Queues (CSQ) to which the agent is associated.

### Charts

None

### Fields

The report includes a table that displays the following information:

| Field                 | Description  |
|-----------------------|--|
| Agent ID              | Login ID of the agent.                             |
| CSQ Name              | Name of the CSQ.                                   |
| Calls Waiting         | Number of calls in queue for a CSQ.                |
| Longest Call in Queue | Elapsed wait time of the oldest call in the queue. |

### Filter Criteria

You can filter using the following parameter:

| Filter parameter | Result  |
|------------------|---|
| Team Name        | Displays information for the CSQs that belong to the specified teams. |



**Note** Filter parameters are applicable only for CUIC based reports and not Finesse live data.

### Grouping Criteria

None

## Agent State Log Report

The Agent State Log Report presents the agent state and duration in that state, wrap-up data, and the reason code (where applicable) for the current day, since midnight.

### Charts

None

### Fields

The report includes a table that displays the following information:

| Field        | Description  |
|--------------|--|
| Agent ID     | Login ID of the agent.   |
| Start Time   | Time the agent state is initiated.   |
| Agent State  | State of the agent—Login, Logout, Not Ready, Ready, Reserved, Talking, or Work.  |
| Wrap-up Data | Wrap-up data entered by the agent in Work state.   |
| Reason Code  | Reason code for the agent moving to Logout state or Not Ready state. Zero indicates that no logout reason code is configured or that the agent was unable to enter a reason code. It is also zero for other states.<br><br>To view a list of reason codes and their descriptions, see the “Predefined” reason codes section below. |
| Duration     | Time that the agent spent in a state.  |

### Filter Criteria

You can filter using the following parameter:

| Filter parameter | Result   |
|------------------|--|
| Team Name        | Displays information for the agents who belong to the specified teams. |



**Note** Filter parameters are applicable only for CUIC based reports and not Finesse live data.

### Grouping Criteria

None

### Predefined Reason Codes

| Reason Code | State               | Event   | Event Description  |
|-------------|---------------------|---|--|
| 22          | Logout              | SUP_AGT_TO_LOGOUT                                   | Supervisor changes an agent's state to Logout.   |
| 33          | Ready/<br>Not Ready | SUP_AGT_TO_READY/<br>SUP_AGT_TO_NOT READY           | Supervisor changes an agent's state to either Ready or Not Ready.  |
| 32745       | QUIBOUND            | QUIBOUNDWORKREASONCODE                              | This reason code is set when an agent goes into the Work state to select a wrap up code after ending an outbound call.   |
| 32746       | QUIBOUND            | <del>AGENT_RESERVED_DIRECT_PREVIEW</del>            | This reason code is set when an agent goes into a Reserved state for a direct preview outbound call.   |
| 32747       | QUIBOUND            | <del>AGENT_RESERVED_PROGRESSIVE_OR_PREDICTIVE</del> | This reason code is set when an agent goes into a Reserved state for an agent progressive or predictive outbound call.   |
| 32748       | Logout              | AGENT_DELETED                                       | Agent is logged out from Unified CCX as the agent is deleted from Unified Communications Manager. This event is triggered when Unified CCX synchronizes the agent information with Unified Communications Manager.   |
| 32749       | Not Ready           | CANCEL_FEATURE                                      | Agent's state changes from Talking to Not Ready because the Cancel feature is triggered during an Interactive Call Distribution (ICD) consult call between two agents.<br><br>When the consulting agent presses the <b>Cancel</b> softkey on the phone, the consulted agent is no longer associated with the ICD call, and the consulted agent's state changes to Not Ready. This feature is available only on some of the newer phones. |
| 32750       | Logout              | AGT_IPCC_EXT_CHANGED                                | Agent is logged out from Unified CCX because the agent's Unified CCX extension changes in Unified Communications Manager.  |
| 32751       | Ready               | AGENT_SKIPS   | Agent receives a preview outbound call and skips the call.   |
| 32752       | Ready               | CANCEL_RESERVATION                                  | Agent receives a preview outbound call, decides to cancel the reservation, and presses the <b>Cancel Reservation</b> button on the desktop.  |

| Reason Code | State     | Event             | Event Description   |
|-------------|-----------|-------------------|---|
| 32753       | Not Ready | LINE_RESTRICTED   | <p>Agent's phone line is flagged as a restricted device by the administrator of Unified Communications Manager.</p> <p><b>Attention</b> If an agent's line is added to the restricted list, it affects the function of RmCm subsystem.</p> <p>If <b>Allow Control of Device from CTI</b> is not checked in the <b>Default Device Profile Configuration</b> window in Unified Communications Manager, the line remains restricted and cannot be controlled. You can modify this setting for devices that register with Unified Communications Manager. See the <i>Cisco Unified Communications Manager Administration Guide</i>, located at:<br/> <a href="http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_maintenance_guides_list.html">http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_maintenance_guides_list.html</a>.</p> |
| 32754       | Not Ready | DEVICE_RESTRICTED | <p>Agent's device is flagged as a restricted device by the administrator of Unified Communications Manager.</p> <p><b>Attention</b> If an agent's device is added to the Restricted list, it affects the function of RmCm subsystem.</p> <p>If <b>Allow Control of Device from CTI</b> is not checked in the <b>Default Device Profile Configuration</b> window in Unified Communications Manager, the device remains restricted and cannot be controlled. You can modify this setting for devices that register with Unified Communications Manager. See the <i>Cisco Unified Communications Manager Administration Guide</i>, located at:<br/> <a href="http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_maintenance_guides_list.html">http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_maintenance_guides_list.html</a>.</p> |
| 32755       | Not Ready | CALL_ENDED        | <p>Agent moves to Not Ready state after handling a Unified CCX call. This event occurs in the following cases:</p> <ul style="list-style-type: none"> <li>• Agent 1 is in Not Ready state and gets a consult call from Agent 2. After handling the call, Agent 1 moves back to Not Ready state.</li> <li>• The <b>Automatic Available</b> option is disabled for the agent. After handling a call, agent moves to Not Ready state.</li> </ul>   |
| 32756       | Not Ready | PHONE_UP          | Agent's phone becomes active after it was in Phone Down state.  |
| 32757       | Not Ready | CM_FAILOVER       | Unified Communications Manager fails over, and the agent is moved to Not Ready state.   |
| 32758       | Not Ready | WORK_TIMER_EXP    | Agent's state changes from Work to Not Ready. This change occurs if the Work state for that agent's CSQ is associated with an expired wrap-up timer.  |

| Reason Code | State     | Event                 | Event Description   |
|-------------|-----------|-----------------------|---|
| 32759       | Not Ready | PHONE_DOWN            | Agent's phone stops functioning and the agent is placed in the Unavailable state.   |
| 32760       | Not Ready | AGT_LOGON             | Agent logs in and is automatically placed in the Not Ready state.   |
| 32761       | Not Ready | AGT_RCV_NON_ICD       | Agent is logged in to the desktop or IP phone and receives a call that is not queued on the Unified CCX platform.   |
| 32762       | Not Ready | AGT_OFFHOOK           | Agent goes off hook to place a call. If the agent enters a reason code, that reason code is displayed. If the agent does not enter a reason code, the system issues this reason code. |
| 32763       | Not Ready | AGT_RNA               | Agent fails to answer a Unified CCX call within the specified timeout period.   |
| 32764       | Logout    | CRS_FAILURE           | Active server becomes the standby server, and the agent loses connection to the Unified CCX platform.   |
| 32765       | Logout    | CONNECTION_DOWN       | IP Phone Agent or desktop stops functioning, or connection is disrupted.  |
| 32766       | Logout    | CLOSE_FINESSE_DESKTOP | Agent manually logs out from the Finesse Desktop using the default Logout (without any custom reason label) option.   |
| 32767       | Logout    | AGT_RELOGIN           | Agent is logged in to one device (computer or phone) and tries to log in to a second device.  |

## Agent Statistics Report

The Agent Statistics Report presents performance statistics of the agents for the current day, since midnight.

### Charts

None

### Fields

The report includes a table that display the following information:

| Field         | Description   |
|---------------|---|
| Agent ID      | Login ID of the agent.  |
| Calls Offered | Calls sent to the agent, regardless of whether the agent picks up the call. |
| Calls Handled | Calls connected to the agent.   |

| Field                 | Description   |
|-----------------------|---|
| Talk Time—Avg         | Average time the agent spent in Talking state.<br>Average talk time = Total time in Talking state / Calls handled   |
| Talk Time—Max         | Longest time the agent spent in Talking state.  |
| Talk Time—Total       | Total time the agent spent in Talking state.  |
| Hold Time—Avg         | Average time the agent put the calls on hold.<br>Average hold time = Total time the calls were on hold / Calls handled  |
| Hold Time—Max         | Longest time the agent put a call on hold.  |
| Hold Time—Total       | Total time the agent put the calls on hold.   |
| Ready—Avg             | Average time the agent spent in Ready state.<br>Average ready time = Total time the agent spent in Ready state / Number of times the agent moved to Ready state                 |
| Ready—Max             | Longest time the agent spent in Ready state.  |
| Ready—Total           | Total time the agent spent in Ready state.  |
| Not Ready—Avg         | Average time the agent spent in Not Ready state.<br>Average not ready time = Total time the agent spent in Not Ready state / Number of times the agent moved to Not Ready state |
| Not Ready—Max         | Longest time the agent spent in Not Ready state.  |
| Not Ready—Total       | Total time the agent spent in Not Ready state.  |
| After Call Work—Avg   | Average time the agent spent in Work state.<br>Average work time = Total time in Work state / Calls completed   |
| After Call Work—Max   | Longest time the agent spent in Work state.   |
| After Call Work—Total | Total time the agent spent in Work state.   |

### Filter Criteria

You can filter using the following parameter:

| Filter parameter | Result   |
|------------------|--|
| Team Name        | Displays information for the agents who belong to the specified teams. |



**Note** Filter parameters are applicable only for CUIC based reports and not Finesse live data.

**Grouping Criteria**

None

# Agent Team Summary Report

The Agent Team Summary Report presents the agent state and the reason code (where applicable). An agent can view details of all the agents in the team.

**Charts**

None

**Fields**

The report includes a table that displays the following information:

| Field       | Description   |
|-------------|---|
| Agent Name  | First name and last name of the agent.  |
| State       | State of the agent—Logged-In, Logout, Not Ready, Ready, Reserved, Talking, or Work.   |
| Reason Code | Reason code for the agent moving to Logout state or Not Ready state. It is zero for other states. Zero indicates that no logout reason code is configured or that the agent was unable to enter a reason code. It is also zero for other states.<br><br>To view a list of reason codes and their descriptions, see the “Predefined” reason codes section below. |

**Filter Criteria**

You can filter using the following parameter:

| Filter parameter | Result   |
|------------------|--|
| Team Name        | Displays information for the agents who belong to the specified teams. |



**Note** Filter parameters are applicable only for CUIC based reports and not Finesse live data.

**Grouping Criteria**

None

## Predefined Reason Codes

| Reason Code | State                  | Event  | Event Description   |
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| 22          | Logout                 | SUP_AGT_TO_LOGOUT                            | Supervisor changes an agent's state to Logout.  |
| 33          | Ready/<br>Not<br>Ready | SUP_AGT_TO_READY/<br>SUP_AGT_TO_NOT<br>READY | Supervisor changes an agent's state to either Ready or Not Ready.   |
| 32745       | OUTBOUND               | OUTBOUND_WORK_REASON_CODE                    | This reason code is set when an agent goes into the Work state to select a wrap up code after ending an outbound call.  |
| 32746       | OUTBOUND               | AGENT_RESERVED_OUTBOUND_PREVIEW              | This reason code is set when an agent goes into a Reserved state for a direct preview outbound call.  |
| 32747       | OUTBOUND               | AGENT_RESERVED_OUTBOUND                      | This reason code is set when an agent goes into a Reserved state for an agent progressive or predictive outbound call.  |
| 32748       | Logout                 | AGENT_DELETED                                | Agent is logged out from Unified CCX as the agent is deleted from Unified Communications Manager. This event is triggered when Unified CCX synchronizes the agent information with Unified Communications Manager.  |
| 32749       | Not<br>Ready           | CANCEL_FEATURE                               | <p>Agent's state changes from Talking to Not Ready because the Cancel feature is triggered during an Interactive Call Distribution (ICD) consult call between two agents.</p> <p>When the consulting agent presses the <b>Cancel</b> softkey on the phone, the consulted agent is no longer associated with the ICD call, and the consulted agent's state changes to Not Ready. This feature is available only on some of the newer phones.</p> |
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