Chat - Customer Experience

This appendix descibes the experience of the customer who uses the chat functionality.

- Bubble Chat Experience, on page 1
- Agent Reports, on page 2
- Supervisor Reports, on page 15

Bubble Chat Experience

Bubble chat can be launched on any device and the display adapts to the screen size of the device used. For example, if you launch the bubble chat using a desktop, a small chat pop-over appears on the right-side bottom of the web page. If you use a mobile device, the bubble chat launches in the full-screen mode.

To use Bubble chat, ensure that:

- The browser cookies and third-party cookies are enabled.
- The Tracking Protection option in the browser is disabled.
- The Customer Collaboration Platform server and customer website are in the same domain so that the bubble chat works on various browsers.

Note For more information about cookies and Tracking Protection option, see your browser-specific documentation.

The chat process is as follows:

1. The customer initiates the chat by clicking a text link, button, or icon.

   The chat form attempts to collect the details of the customer, such as, name, email, phone number etc. The form also presents a list of problem statements - from which the customer has to mandatorily select one.

2. The customer provides details in the chat form and submits it.
3. The chat pop-over opens with a welcome message, such as 'Thanks for contacting. We will be with you shortly'. If all the agents are busy, an appropriate message appears.

When the agent joins the chat, the customer is notified by a message, and the pop-over divides into a conversation area (where messages appear) and a typing area (where the customer can type messages for the agent).

4. The customer and agent chat - more than one agent can join the chat to create a group chat. While chatting, the agent's messages are displayed on the left of the conversation area and the customer's messages are displayed on the right. All messages are displayed with the timestamp below the message (in the 24-hour format); the agent's message will additionally have the agent's name before the timestamp.

   The chat pop-over can be minimized or maximized.

   The following indicators appear on the chat pop-over at appropriate times:

   - Agent typing indicator: This indicator, represented by three squiggly dots, appears above the typing area whenever the agent types.
   - New messages indicator: The pop-over blinks in a minimized stated whenever a new event occurs during the chat, such as the receipt of a new message, joining of another agent, connection problems etc.
   - Agent left/joined indicator: The customer is informed when an agent leaves or joins the chat.

5. When the customer completes the chat and attempts to exit the chat, the following pop-ups are displayed in a sequence:
   a. A chat closure confirmation box.
   b. A chat transcript download box. The customer can choose to download the chat transcript.
   c. A chat rating box, if rating is enabled for the chat. The customer can choose to rate or skip rating by closing this box.

Note Any connectivity or technical problems that are encountered during the chat session are notified as banner messages at the top of the conversation area.

Agent Reports

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

Recent State History Report

The Recent State History Report presents the agent state and duration in that state and the reason (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. **Note** This field is not listed in Gadget View.
Start Time	Time the agent state is initiated.
State	State of the agent—Login, Logout, Not Ready, Ready, Reserved, Talking, or Work.

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Field	Description
Reason	The reason selected by the agent moving to Logout state or Not Ready state. This displays the reason code if the reason label is unavailable. A blank is due to any one of the following: • No logout reason code is configured. • Agent was unable to enter a reason. • Reason codes for all other states except Not Ready and Logout. To view a list of reason codes and their descriptions, see the "Predefined" reason codes section below.
Duration	Time duration that the agent was in that state. **Note** Finesse Desktop client machines should be time synchronized with a reliable NTP server for the correct updates to the Duration fields within Live Data reports.

Filter Criteria

You can filter using the following parameter:

Filter parameter	Result
Agent ID	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/Not Ready	SUP_AGT_TO_READY/SUP_AGT_TO_NOT READY	Supervisor changes an agent's state to either Ready or Not Ready.
255	Logout	—	The system issues this reason code when the agent is forcibly logged out when there is a connection failure between the Cisco Finesse Desktop and the Cisco Finesse Server.

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Reason Code	State	Event	Event Description
32741	Logout	ICD_EXTENSION_CONFLICT	If an agent has already logged in and another agent tries to login with the same extension number, then the previously logged in agent will be logged out by the system.
32742	Not Ready	AGT_SEC_LINE_OFFHOOK	Agent's state is changed from Ready state to Not Ready state when the monitored Non ICD lines are used for Incoming or Outgoing calls.
32745	OUTBOUND	OUTBOUND_WORK_REASONCODE	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_DIRECTPREVIEW	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 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. When the consulting agent presses the **Cancel** 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	Not Ready	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 **Cancel Reservation** button on the desktop.

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Reason Code	State	Event	Event Description
32753	Not Ready	LINE_RESTRICTED	Agent's phone line is flagged as a restricted device by the administrator of Unified Communications Manager. **Attention** If an agent's line is added to the restricted list, it affects the function of RmCm subsystem. If **Allow Control of Device from CTI** is not checked in the **Default Device Profile Configuration** 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 *Cisco Unified Communications Manager Administration Guide*, located at: https://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_maintenance_guides_list.html.
32754	Not Ready	DEVICE_RESTRICTED	Agent's device is flagged as a restricted device by the administrator of Unified Communications Manager. **Attention** If an agent's device is added to the Restricted list, it affects the function of RmCm subsystem. If **Allow Control of Device from CTI** is not checked in the **Default Device Profile Configuration** 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 *Cisco Unified Communications Manager Administration Guide*, located at: https://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_maintenance_guides_list.html.

Reason Code	State	Event	Event Description
32755	Not Ready	CALL_ENDED	Agent moves to Not Ready state after handling a Unified CCX call. This event occurs in the following cases: • 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. • The **Automatic Available** option is disabled for the agent. After handling a call, agent moves to Not Ready state.
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.
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, that reason is displayed. If the agent does not select any reason, 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.

Reason Code	State	Event	Event Description
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.

Recent Call History Report

The Recent call History Report presents the recent call history details like the start time, duration of the call, type of call, phone number, contact disposition, queue and Wrap-Up reasons for the current day, since midnight.

The following call based scenarios are not reported:

- Consult calls between any two agents.
- Outbound campaign calls and any such type of calls that were transferred or conferenced.

Charts

None

Fields

The report includes a table that displays the following information:

Field	Description
Agent ID	Login ID of the agent.
Type	Type of the call. For example, Inbound or Outbound.
Number	Phone number of the call. To view a list of reason codes and their descriptions, see the “Predefined” reason codes section below.
Disposition	Contact disposition type of the call.
Wrap-Up Reason	Wrap-Up Reasons entered by the agent.
Queue	Queue details that the call was routed to.
Start Time	Start time of the call.
Duration	Time duration of the call. **Note** Finesse Desktop client machines should be time synchronized with a reliable NTP server for the correct updates to the Duration fields within Live Data reports.

Filter Criteria

You can filter using the following parameter:

Filter parameter	Result
Agent ID	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 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.
Talk Time—Avg	Average time the agent spent in Talking state. 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. 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.

Field	Description
Ready—Avg	Average time the agent spent in Ready state. 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. 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. 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
Agent ID	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 (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	The reason selected by the agent when moving to Logout state or Not Ready state. This displays the reason code if the reason is unavailable. A blank is due to one of the following: • No logout reason code is configured. • Agent was unable to select a reason. • Reason codes for all other states except Not Ready and Logout. 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
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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/Not Ready	SUP_AGT_TO_READY/SUP_AGT_TO_NOT READY	Supervisor changes an agent's state to either Ready or Not Ready.
255	Logout	—	The system issues this reason code when the agent is forcibly logged out when there is a connection failure between the Cisco Finesse Desktop and the Cisco Finesse Server.

Reason Code	State	Event	Event Description
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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 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. When the consulting agent presses the **Cancel** 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	Not Ready	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 **Cancel Reservation** button on the desktop.

Reason Code	State	Event	Event Description
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32754	Not Ready	DEVICE_RESTRICTED	Agent's device is flagged as a restricted device by the administrator of Unified Communications Manager. **Attention** If an agent's device is added to the Restricted list, it affects the function of RmCm subsystem. If **Allow Control of Device from CTI** is not checked in the **Default Device Profile Configuration** 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 *Cisco Unified Communications Manager Administration Guide*, located at: https://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_maintenance_guides_list.html.

Reason Code	State	Event	Event Description
32755	Not Ready	CALL_ENDED	Agent moves to Not Ready state after handling a Unified CCX call. This event occurs in the following cases: • 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. • The **Automatic Available** option is disabled for the agent. After handling a call, agent moves to Not Ready state.
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.
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, that reason is displayed. If the agent does not select any reason, 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.

Reason Code	State	Event	Event Description
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.

Supervisor Reports

Agent Outbound Team Summary Report

The Agent Outbound Team Summary Report provides performance statistics of the agents in the team for direct preview, progressive, and predictive outbound campaigns. The following two views are available for this report:

- **Short and Long Term Average**—Provides the performance statistics of the agents who handle outbound calls for the current day based on short term and long term values.
- **Since Midnight**—Provides the performance statistics of the agents in the team who handle outbound calls for the current day, beginning at midnight.

Note

- Your administrator can set the short term value to 5, 10, or 15 minutes.
- Long term value is set to 30 minutes.

Charts

None

Fields

The following view-wise tables are included in the report.

Table 1: Short and Long Term Average

Field	Description
Agent Name	First name and last name of the agent.
Agent ID	Login ID of the agent.
Average Talk Time—Short Term	Average time the agent spent in Talking state for outbound calls in the last 5, 10, or 15 minutes.

Field	Description
Average Talk Time—Long Term	Average time the agent spent in Talking state for outbound calls in the last 30 minutes.
Average Hold Time—Short Term	Average time the agent put the outbound calls on hold in the last 5, 10, or 15 minutes.
Average Hold Time—Long Term	Average time the agent put the outbound calls on hold in the last 30 minutes.

Table 2: Since Midnight

Field	Description
Agent Name	First name and last name of the agent.
Agent ID	Login ID of the agent.
Talk Time—Avg	Average time the agent spent in Talking state for outbound calls. Average talk time = Total time in Talking state / calls handled
Talk Time—Max	Longest time the agent spent in Talking state for outbound calls.
Talk Time—Total	Total time the agent spent in Talking state for outbound calls.
Hold Time—Avg	Average time the agent put the outbound calls on hold. Average hold time = Total time calls were put on hold / calls handled
Hold Time—Max	Longest time the agent put an outbound call on hold.
Hold Time—Total	Total time the agent put the outbound calls on hold.
After Call Work Time—Avg	Average time the agent spent in Work state for outbound calls. Average work time = Total time in Work state / calls completed
After Call Work Time—Max	Longest time the agent spent in Work state for outbound calls.
After Call Work Time—Total	Total time the agent spent in Work state for outbound calls.

Filter Criteria

You can filter using the following parameter:

Filter Parameter	Result
Agent ID	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

Chat Agent Statistics Report

The Chat Agent Statistics Report provides agent statistics.

Charts

None

Fields

The report includes a table that displays the following information:

- Visible fields—These fields are displayed in the report.
- Hidden fields—These fields are not displayed in the report. You can customize the report to display these fields. For more information, see the *Cisco Unified Contact Center Express Report User Guide*, located at:

  https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-user-guide-list.html.

Table 3: Visible Fields in Chat Agent Statistics Report

Field	Description
Agent Name	First name and last name of the agent.
Agent ID	Login ID of the agent.
Current State	State of the agent—Logged-In, Logout, Not Ready, Ready, Partial Busy, Busy, Reserved.
Duration	Time that the agent spent in the current state. **Note** Finesse Desktop client machines should be time synchronized with a reliable NTP server for the correct updates to the Duration fields within Live Data reports.
Current Active Contacts	Number of contacts that the agent is handling.
Contacts Presented	Number of contacts that are offered to the agent since midnight.
Contacts Handled	Number of contacts that are handled by the agent since midnight. A contact is marked handled if a contact is connected to an agent.

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Field	Description
Contacts Abandoned	Number of contacts that are routed to the CSQ since midnight but are not answered by an agent, because the customer ends the chat or the customer is disconnected. This also includes the number of group chats that were abandoned when these were routed to a CSQ. They are abandoned when the group chat is not accepted by the second agent. This can be due to, either the chat submitter or the first agent ended the chat before the second agent accepted or was disconnected.
Contacts RNA	Number of contacts that the agent did not answer since midnight. Ring-no-answer (RNA).
Contacts Declined	Number of group chat contacts that are declined by the agent since midnight.

Table 4: Hidden Fields in Chat Agent Statistics Report

Field	Description
Login Duration	Elapsed time between the login time and the logout time since midnight.
CSQs Serving	List of CSQs that the agent is serving.
Agent Utilization—Not Ready	Percentage of time that the agent spent in Not Ready state since midnight. It is calculated every minute and is one of the components that add up to the agent's total login duration.
Agent Utilization—Ready	Percentage of time that the agent spent in Ready state since midnight. It is calculated every minute and is one of the components that add up to the agent's total login duration.
Agent Utilization—Partial Busy	Percentage of time that the agent spent in Partial Busy state since midnight. It is calculated every minute and is one of the components that add up to the agent's total login duration.
Agent Utilization—Busy	Percentage of time that the agent spent in Busy state since midnight. It is calculated every minute and is one of the components that add up to the agent's total login duration.

Filter Criteria

You can filter using the following parameter:

Filter Parameter	Result
Agent ID	Displays information for the agents who belong to the specified teams.

Grouping Criteria

None

Chat CSQ Summary Report

The Chat CSQ Summary Report provides agent statistics and contact statistics for a Contact Service Queue (CSQ).

Charts

None

Fields

The report includes a table that displays the following information:

- Visible fields—These fields are displayed in the report.
- Hidden fields—These fields are not displayed in the report. You can customize the report to display these fields. For more information, see the *Cisco Unified Contact Center Express Report User Guide*, located at:

  http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-user-guide-list.html.

Table 5: Visible Fields in Chat CSQ Summary Report

Field	Description
CSQ Name	Name of the CSQ.
Contacts Waiting	Number of contacts in queue for a CSQ.
Agents—Logged-In	Number of agents in Logged-In state.
Agents—Not Ready	Number of agents in Not Ready state.
Agents—Ready	Number of agents in Ready state.
Agents—Partial Busy	Number of agents in Partial Busy state. An agent is set to Partial Busy state when the agent has not reached the maximum number of chat sessions that is set by the administrator.
Agents—Busy	Number of agents in Busy state. An agent is set to Busy state when the agent reaches the maximum number of chat sessions that is set by the administrator.
Agents—Reserved	Number of agents in Reserved state.

Table 6: Hidden Fields in Chat CSQ Summary Report

Field	Description
Contacts Total	Number of contacts routed to the CSQ since midnight.
Contacts Handled	Number of contacts that are handled by the CSQ since midnight. A contact is marked handled if a contact is connected to an agent while queued for this CSQ.

Field	Description
Contacts Abandoned	Number of contacts that are routed to the CSQ since midnight but are not answered by an agent, because the customer ends the chat or the customer is disconnected.

Filter Criteria

You can filter using the following parameter:

Filter Parameter	Result
Queue Name	Displays information for the CSQs that belong to the specified queues.

Grouping Criteria

None

Email Agent Statistics Report

The Email Agent Statistics Report provides the email statistics of the agents.

Charts

None

Fields

The report includes a table that displays the following information:

- Visible fields—These fields are displayed in the report.
- Hidden fields—These fields are not displayed in the report. You can customize the report to display these fields. For more information, see the *Cisco Unified Contact Center Express Report User Guide*, located at:

  https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-user-guide-list.html.

Table 7: Visible Fields in Email Agent Statistics Report

Field	Description
Agent Name	First name and last name of the agent.
Agent ID	Login ID of the agent.
State	State of the agent—Not Ready, Ready, Partial Busy, Busy, Reserved.

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Field	Description
Duration	Time that the agent spent in the current state. **Note** Finesse Desktop client machines should be time synchronized with a reliable NTP server for the correct updates to the Duration fields within Live Data reports.
Active Emails	Number of email messages that the agent is handling.
Emails Presented	Number of email messages that are presented to the agent since midnight. **Note** The number of emails that are presented include new and requeued emails.
Emails Handled	Number of email messages that are handled by the agent since midnight.
Emails Discarded	Number of email messages discarded by the agent or by the system during service disruption. The system discarded emails would be reinjected into the system when the service is restored.
Emails Requeued	Number of email messages that the agent requeued since midnight.

Table 8: Hidden Fields in Email Agent Statistics Report

Field	Description
Login Duration	Elapsed time between the login time and the logout time since midnight.
CSQs Serving	List of CSQs that the agent is serving.
Agent Utilization—Not Ready	Percentage of time that the agent spent in Not Ready state since midnight. It is calculated every minute and is one of the components that add up to the agent's total login duration.
Agent Utilization—Ready	Percentage of time that the agent spent in Ready state since midnight. It is calculated every minute and is one of the components that add up to the agent's total login duration.
Agent Utilization—Partial Busy	Percentage of time that the agent spent in Partial Busy state since midnight. It is calculated every minute and is one of the components that add up to the agent's total login duration.
Agent Utilization—Busy	Percentage of time that the agent spent in Busy state since midnight. It is calculated every minute and is one of the components that add up to the agent's total login duration.
Agent Utilization—Reserved	Percentage of time that the agent spent in Reserved state since midnight. It is calculated every minute and is one of the components that add up to the agent's total login duration.

Filter Criteria

You can filter using the following parameter:

Filter Parameter	Result
Agent ID	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

Email CSQ Summary Report

The Email CSQ Summary Report presents the email activity summary of agents in a Contact Service Queue (CSQ).

Charts

None

Fields

The report includes a table that displays the following information:

- Visible fields—These fields are displayed in the report.
- Hidden fields—These fields are not displayed in the report. You can customize the report to display these fields. For more information, see the *Cisco Unified Contact Center Express Report User Guide*, located at:

  https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-user-guide-list.html.

Table 9: Visible Fields in Email CSQ Summary Report

Field	Description
CSQ Name	Name of the Email CSQ.
Emails in Queue	Number of email messages in queue. (This includes the emails requeued by the agent.) **Note** System requeues email messages that are in agents desktop when agents sign off or loose connectivity.
Emails in Process	Number of email messages that are assigned to agents.
Emails Discarded	Number of email messages that have been discarded, both by agents and due to service disruptions.

Field	Description
Agents-Logged In	Number of agents in Logged-In state.
Agents-Not Ready	Number of agents in Not Ready state.
Agents-Ready	Number of agents in Ready state.
Agents-Partial Busy	Number of agents in Partial Busy state. Agents are set to Partial Busy state as soon as an email is assigned to them. They will continue to be in this state until they clear all the emails assigned to them or the state changes to Busy.
Agents-Busy	Number of agents in Busy state. Agents are set to Busy state when the number of emails reach the maximum limit set. Agents state is changed to Partial Busy as soon as the number of assigned email messages is one less than the maximum limit set.

Table 10: Hidden Fields in Email CSQ Summary Report

Field	Description
Emails Total	Number of email messages routed to the CSQ since midnight.
Emails Handled	Number of email messages that are handled by the CSQ since midnight. An email is marked handled if it is responded by an agent while queued for this CSQ.

Filter Criteria

You can filter using the following parameter:

Filter Parameter	Result
Queue Name	Displays information for the CSQs that belong to the specified queues.

Grouping Criteria

None

Team State Report

The Team State Report presents each agent state and the time spent in a state. The supervisor can see agents of all the assigned teams.

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.
Agent ID	Login ID of the agent.
Login Duration (since midnight)	Time the agent logged in since midnight.
Current State	State of the agent—Logged-In, Logout, Not Ready, Ready, Reserved, Talking, or Work.
Duration	Time that the agent spent in the current state. **Note** Finesse Desktop client machines should be time synchronized with a reliable NTP server for the correct updates to the Duration fields within Live Data reports.

Filter Criteria

You can filter using the following parameter:

Filter parameter	Result
Agent ID	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

Team Summary Report

The Team Summary Report presents performance statistics of all the agents in the team. The following two views are available for this report:

- **Short and Long Term Average**—Presents the performance statistics of the team members for the current day based on short term and long term values.
- **Since Midnight**—Presents the performance statistics for the current day, since midnight.

Note

- Your administrator can set the short term value to 5, 10 or 15 minutes.
- Long term value is set to 30 minutes.

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Charts

None

Fields

The following are the view-wise tables that are part of the report:

Table 11: Short and Long Term Average

Field	Description
Agent Name	First name and last name of the agent.
Agent ID	Login ID of the agent.
Login Duration (since midnight)	Total login duration of the agent, since midnight.
Average Talk Time—Short Term	Average time the agent spent in Talking state in the last 5, 10 or 15 minutes.
Average Talk Time—Long Term	Average time the agent spent in Talking state in the last 30 minutes.
Average Hold Time—Short Term	Average time the agent put the calls on hold in the last 5, 10 or 15 minutes.
Average Hold Time—Long Term	Average time the agent put the calls on hold in the last 30 minutes.

Table 12: Since Midnight

Field	Description
Agent Name	First name and last name of the agent.
Agent ID	Login ID of the agent.
Login Duration	Total login duration of the agent.
Calls Offered	Number of calls that are sent to the agent, regardless of whether the agent answered the call.
Calls Handled	Number of calls that are answered by the agent.
Average Ring Time	Average ring time of calls before the calls were answered. Average ring time = Total ring time / Calls handled
Talk Time—Avg	Average time the agent spent in Talking state. Average talk time = Total time in Talking state / Calls handled
Talk Time—Max	Longest time the agent spent in Talking state.

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

Filter Criteria

You can filter using the following parameter:

Filter parameter	Result
Agent ID	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

Voice CSQ Agent Detail Report

The Voice CSQ Agent Detail Report presents the agent current state, duration in the state and the reason code where applicable.

Note If an agent is configured in two or more CSQs, the Supervisor is able to view on which CSQ the agent is in Talking state.

Charts

None

Fields

The report includes a table that displays the following information:

Field	Description
CSQ	Name of the Contact Service Queue (CSQ).
Agent Name	First name and last name of the agent.
Agent ID	Login ID of the agent.
Current State	State of the agent—Logged-In, Logout, Not Ready, Ready, Reserved, Talking (from CSQ: <CSQ Name>), or Work.
Duration	Time that the agent spent in the current state. **Note** Finesse Desktop client machines should be time synchronized with a reliable NTP server for the correct updates to the Duration fields within Live Data reports.
Reason	The reason selected by the agent when moving to Logout state or Not Ready state. This displays the reason code if the reason is unavailable. A blank is due to any one of the following: • No logout reason code is configured. • Agent was unable to enter a reason. • Reason codes for all other states except Not Ready and Logout. 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
Agent ID	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/Not Ready	SUP_AGT_TO_READY/SUP_AGT_TO_NOT READY	Supervisor changes an agent's state to either Ready or Not Ready.
255	Logout	—	The system issues this reason code when the agent is forcibly logged out when there is a connection failure between the Cisco Finesse Desktop and the Cisco Finesse Server.
32741	Logout	ICD_EXTENSION_CONFLICT	If an agent has already logged in and another agent tries to login with the same extension number, then the previously logged in agent will be logged out by the system.
32742	Not Ready	AGT_SEC_LINE_OFFHOOK	Agent's state is changed from Ready state to Not Ready state when the monitored Non ICD lines are used for Incoming or Outgoing calls.
32745	OUTBOUND	OUTBOUND_WORK_REASONCODE	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_DIRECTPREVIEW	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.

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Reason Code	State	Event	Event Description
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. When the consulting agent presses the **Cancel** 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	Not Ready	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 **Cancel Reservation** button on the desktop.
32753	Not Ready	LINE_RESTRICTED	Agent's phone line is flagged as a restricted device by the administrator of Unified Communications Manager. **Attention** If an agent's line is added to the restricted list, it affects the function of RmCm subsystem. If **Allow Control of Device from CTI** is not checked in the **Default Device Profile Configuration** 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 *Cisco Unified Communications Manager Administration Guide*, located at: https://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_maintenance_guides_list.html.

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Reason Code	State	Event	Event Description
32754	Not Ready	DEVICE_RESTRICTED	Agent's device is flagged as a restricted device by the administrator of Unified Communications Manager. **Attention** If an agent's device is added to the Restricted list, it affects the function of RmCm subsystem. If **Allow Control of Device from CTI** is not checked in the **Default Device Profile Configuration** 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 *Cisco Unified Communications Manager Administration Guide*, located at: https://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_maintenance_guides_list.html.
32755	Not Ready	CALL_ENDED	Agent moves to Not Ready state after handling a Unified CCX call. This event occurs in the following cases: • 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. • The **Automatic Available** option is disabled for the agent. After handling a call, agent moves to Not Ready state.
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.
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.

Reason Code	State	Event	Event Description
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, that reason is displayed. If the agent does not select any reason, 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.

Voice CSQ Summary Report

The Voice CSQ Summary Report presents agent statistics and call statistics for a Contact Service Queue (CSQ). The following three views are available for this report:

- **Snapshot**—Presents the performance statistics of the agents that are associated with the specified CSQs.
- **Short and Long Term Average**—Presents the call statistics of the CSQ for the current day based on short term and long term values.
- **Since Midnight**—Presents the call statistics of the CSQ, since midnight.

Note

- Your administrator can set the short term value to 5, 10 or 15 minutes.
- Long term value is set to 30 minutes.

Charts

None

Fields

The following are the view-wise tables that are part of the report:

Table 13: Snapshot

Field	Description
CSQ Name	Name of the CSQ.
Waiting Calls	Number of calls in queue for a CSQ.
Longest Call in Queue	Elapsed wait time of the oldest call in the queue.
Agents Logged In	Number of agents in Logged-In state.
Agents Talking	Number of agents in Talking state.
Agents Ready	Number of agents in Ready state.
Agents Not Ready	Number of agents in Not Ready state.
Agents in After Call Work	Number of agents in Work state.
Agents Reserved	Number of agents in Reserved state.

Table 14: Short and Long Term Average

Field	Description
CSQ Name	Name of the CSQ.
Calls Abandoned—Short Term	Number of abandoned calls in the last 5, 10 or 15 minutes.
Calls Abandoned—Long Term	Number of abandoned calls in the last 30 minutes.
Calls Dequeued—Short Term	Number of dequeued calls in the last 5, 10 or 15 minutes.
Calls Dequeued—Long Term	Number of dequeued calls in the last 30 minutes.
Average Contact Handling Time—Short Term	Average handle time of the calls that are routed to the CSQ in the last 5, 10 or 15 minutes.
Average Contact Handling Time—Long Term	Average handle time of the calls that are routed to the CSQ in the last 30 minutes.
Average Waiting Duration—Short Term	Average wait time of the calls that are routed to the CSQ in the last 5, 10 or 15 minutes.
Average Waiting Duration—Long Term	Average wait time of the calls that are routed to the CSQ in the last 30 minutes.
Service Level—Short Term	Service level is measured in the last 5, 10 or 15 minutes. The most recent service level is displayed in case there are no calls in the measurement window.

Field	Description
Service Level—Long Term	Service level in the last 30 minutes.

Table 15: Since Midnight

Field	Description
CSQ Name	Name of the CSQ.
Waiting Calls	Number of calls in queue for a CSQ.
Abandoned Calls	Number of calls that are abandoned for a CSQ.
Handled Calls	Number of calls that are answered by the agents in the CSQ.
Total Calls	Number of calls that are presented to the CSQ.
Longest Call in Queue	Longest wait time of any call before it is answered.
Longest Handle Time	Longest talk time of any call that the agent handled.

Filter Criteria

You can filter using the following parameter:

Filter parameter	Result
CSQ Name	Displays information for the CSQs that belong to the specified queues.

Grouping Criteria

None

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