



# Glossary

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## A

### Abandoned call

- For an agent-based call (Unified CCX call), a call is considered abandoned if it is not answered by an agent or the caller hangs up or the call is disconnected.
- For Unified IP IVR call, a call is considered abandoned if it does not reach the workflow step that sets the Handled flag.
- If a call has more than one leg that is abandoned, for example, a Unified IP IVR call that is processed by different applications, each abandoned leg is counted as an abandoned call.

### Abandoned chat

An abandoned chat is a chat that is routed to the CSQ but not accepted by an agent, because the chat submitter ended the chat before an agent accepted.

### Abandoned IVR call

The system abandons a call when a customer answers the phone if an IVR port is not available to play the prompts to the customer. So, Unified CCX fails to transfer the call to the IVR port.

### Aborted call

A call is aborted if an exception occurs in the workflow that is processing a call, for example, `UndefinedPromptException` or `ApplicationMaxSessionsException`. In such cases, Unified CCX sets up media and plays the error message to the caller.

### Accepted outbound call

A call is considered accepted if the agent clicks `Accept` when presented with the call. A call that is routed to an agent, skipped or rejected by that agent, routed to another agent, and then accepted by that agent is counted once.

### ACD or ICD call

Automatic Call Distribution (ACD) or Incoming Call Distribution (ICD) calls are calls that are processed through a workflow and queued to the agent. Calls are dialed to an ICD route point number.

### Agent-initiated reason codes

Agent enters reason codes when moving to `Logout` or `Not Ready` state. For more information, see the *Cisco Finesse Administration Guide*, located at:

<https://www.cisco.com/c/en/us/support/customer-collaboration/finesse/products-user-guide-list.html>.

### **Attempted IVR contact**

A contact is considered attempted if the contact is dialed out by the IVR dialer. If the same contact is retried, the attempt does not fall under the Attempted category. Even though a contact is retried multiple times, the attempted contact is counted only once.

### **Attempted outbound call**

- A contact is considered attempted when an outbound call is placed to the customer, regardless of the outcome. A call record is considered attempted if an agent clicks Accept for this contact.
- A contact that is routed to and accepted by an agent is considered attempted by the system. If the contact is marked for callback and later called by the same or another agent, this call record is still attempted once.

## **C**

### **Closed outbound call**

A call is considered closed if the agent clicks either Skip-Close or Reject-Close. These contacts are not dialed again.

## **D**

### **Dequeued call**

A call is dequeued from a particular CSQ for the following reasons:

- The call is dequeued by a Dequeue step in a workflow.
- The call is marked as handled by a workflow.
- The call is queued for more than one CSQ and is handled by an agent in another CSQ.

## **F**

### **Failed IVR call**

- Dialer asks the gateway to cancel a call that is not yet placed.
- Gateway declined the call.
- Gateway is down or Gateway timed out while the call is being placed.
- Gateway failure or configuration issues at the Gateway.

## **H**

### **Handled call**

A call is considered handled:

- When the call state is one of these—Voice, Answering Machine, Invalid Number, or Fax/Modem.
- Call reaches the workflow step that defines the call as handled.
- Call is handled by an agent.

**Handled chat**

A chat is considered handled if an agent accepts the chat that is presented by the chat submitter while the chat submitter is queued for this CSQ.

**I****IP Phone Agent (IPPA)**

IP Phone Agent is an agent who has access to only a phone and not Cisco Finesse Agent Desktop.

**N****Non-ACD or non-ICD call**

A call that is not dialed to an ICD route point number. For example, an internal call between agents or an outbound call.

**Non-Unified CCX call**

A call that is dialed to the agent's non-Unified CCX extension.

**O****Offered call**

Outbound calls that are offered to the agent, including accepted, rejected, and closed calls.

A contact that is offered to an agent multiple times, possibly because the agent skipped the call and the call is looped back to the same agent, is counted once for each time the contact is presented.

**P****Presented call**

Calls sent to the agent irrespective of whether the agent answers the call. If a call is connected to an agent, transferred to another agent, and then transferred back to the original agent, the value for the original agent increases by two (once for each time the call was presented)

**R****Rejected call**

A call is considered as rejected when Unified Communications Manager or Unified CCX resources are not sufficient for accepting incoming calls as system resources reach their maximum capacity, for example, insufficient number of CTI ports.

**Rejected outbound call**

A call is considered rejected if the agent clicks either Reject or Skip or Cancel Reservation. These contacts are dialed again. If a contact is rejected by multiple agents, then the field is incremented each time the contact is rejected.

**S****Service Level Agreement (SLA)**

The percentage of calls answered within the amount of time that is specified in the service level threshold for a CSQ.

**Successful outbound call**

The agent accepts the call, and selects a classification of Voice for this contact. The calls that are marked with this classification are a subset of accepted calls.

**System-generated reason codes**

Built-in reason codes are generated when the Unified CCX server moves an agent to Logout state or Not Ready state. The Agent State Detail table includes a valid reason code for these two states. Reason code for other states is zero.

**T****Talk time**

Talk time is the elapsed time between the time that an agent connects to a call and the time the call is disconnected or transferred, not including hold time.

**U****Unified CCX call**

A call that is dialed to the agent's Unified CCX extension.

**W****Wait time**

Wait time is the time that elapsed between the time a call entered the queue and the time the call was answered by an agent or was disconnected.