Statistical Information

Available Statistical Information

Click **Statistics** in the **CTI Toolkit Supervisor Desktop Tools** section to display the **CTI Toolkit Statistics** window.

Agent Statistics

The Agent Statistics section provides statistical information about the current agent on a device. The information updates periodically and at the end of a call. For details about the different methods to poll for agent statistics, refer to the *CTI OS System Manager Guide for Cisco Unified ICM* at http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-installation-guides-list.html.

The following table lists all the statistical information that is visible on the **Agent Statistics** display.

Note In agent statistic names, *Today* is defined as the time since midnight. *Session* is defined as the time since the agent logged in.

Agent Statistics Values

Table 1: Agent Statistics Values

Statistic	Definition
AvailTimeSession	The total time, in seconds, that the agent was in the Available state for any skill group.
LoggedOnTimeSession	The total time, in seconds, that the agent has been logged on.
NotReadyTimeSession	The total time, in seconds, that the agent was in the Not Ready state for all skill groups.
ICMAvailableTimeSession	The total time, in seconds, that the agent was in the Unified ICM Available state.
RoutableTimeSession	The total time, in seconds, that the agent was in the Routable state for all skill groups.
AgentOutCallsSession	The total number of completed outbound ACD calls made by agent.
AgentOutCallsTalkTimeSession	The total talk time, in seconds, for completed outbound ACD calls that the agent handled. The value includes the time spent from when the agent begins the call to when the agent begins after-call work for the call. The time includes hold time for the call.
AgentOutCallsTimeSession	The total handle time, in seconds, for completed outbound ACD calls that the agent handled. The value includes the time spent from when the agent starting the call to when the agent completes after-call work for the call. The time includes hold time for the call.
AgentOutCallsHeldSession	The total number of completed outbound ACD calls that the agent placed on hold at least once.
AgentOutCallsHeldTimeSession	The total number of seconds that outbound ACD calls were placed on hold.
HandledCallsSession	The total number of inbound ACD calls that the agent handled.
HandledCallsTalkTimeSession	The total talk time in seconds for inbound ACD calls counted as handled by the agent.
HandledCallsAfterCallTimeSession	The total after-call work time in seconds for inbound ACD calls counted as handled by the agent.
HandledCallsTimeSession	The total handle time, in seconds, for inbound ACD calls counted as handled by the agent. Includes the time spent from when the agent answers the call to when the agent completes the call. Includes hold time for the call.
IncomingCallsHeldSession	The total number of completed inbound ACD calls that the agent placed on hold at least once.

Statistic	Definition
IncomingCallsHeldTimeSession	The total number of seconds that completed inbound ACD calls were placed on hold.
InternalCallsSession	The number of internal calls that the agent began.
InternalCallsTimeSession	The number of seconds spent on internal calls that the agent began.
InternalCallsRcvdSession	The number of internal calls that the agent received.
InternalCallsRcvdTimeSession	The number of seconds spent on internal calls that the agent received.
InternalCallsHeldSession	The total number of internal calls that the agent placed on hold at least once.
InternalCallsHeldTimeSession	The total number of seconds completed internal calls were placed on hold.
AutoOutCallsSession	The total number of AutoOut (predictive) calls that the agent completed.
AutoOutCallsTalkTimeSession	The total talk time, in seconds, of AutoOut (predictive) calls that the agent completed. The value includes the time spent from when the agent begins the call to when the agent begins after-call work. The time includes hold time for the call.
AutoOutCallsTimeSession	The total handle time, in seconds, for AutoOut (predictive) calls that the agent completed. The value includes the time spent from when the agent begins the call to when the agent completes the call. The time includes hold time for the call.
AutoOutCallsHeldSession	The total number of completed AutoOut (predictive) calls that the agent placed on hold at least once.
AutoOutCallsHeldTimeSession	The total number of seconds that AutoOut (predictive) calls were placed on hold.
PreviewCallsSession	The total number of outbound Preview calls that the agent completed.
PreviewCallsTalkTimeSession	The total talk time, in seconds, of outbound Preview calls that the agent completed. The value includes the time spent from when the agent begins the call to when the agent begins after-call work. The time includes hold time for the call.
PreviewCallsTimeSession	The total handle time, in seconds, for outbound Preview calls that the agent completed. The value includes the time spent from when the agent begins the call to when the agent completes the call. The time includes hold time for the call.
PreviewCallsHeldSession	The total number of completed outbound Preview calls that the agent placed on hold at least once.
PreviewCallsHeldTimeSession	The total number of seconds that outbound Preview calls were placed on hold.

Statistic	Definition
ReservationCallsSession	The total number of agent reservation calls that the agent completed.
ReservationCallsTalkTimeSession	The total talk time, in seconds, of agent reservation calls that the agent completed. The value includes the time spent from when the agent begins the call to when the agent begins after-call work. The time includes hold time for the call.
ReservationCallsTimeSession	The total handle time, in seconds, for agent reservation calls that the agent completed. The value includes the time spent from when the agent begins the call to when the agent completes the call. The time includes hold time for the call.
ReservationCallsHeldSession	The total number of completed agent reservation calls that the agent placed on hold at least once.
ReservationCallsHeldTimeSession	The total number of seconds that agent reservation calls were placed on hold.
BargeInCallsSession	The total number of supervisor call barge-ins completed.
InterceptCallsSession	The total number of supervisor call intercepts completed.
MonitorCallsSession	The total number of supervisor call monitors completed.
WhisperCallsSession	The total number of supervisor whisper calls completed.
EmergencyCallsSession	The total number of emergency calls.
AvailTimeToday	The total time, in seconds, that the agent was in the Available state for any skill group.
LoggedOnTimeToday	The total time, in seconds, that the agent has been logged on.
NotReadyTimeToday	The total time, in seconds, that the agent was in the Not Ready state for all skill groups.
ICMAvailableTimeToday	The total time, in seconds, that the agent was in the Unified ICM Available state.
RoutableTimeToday	The total time, in seconds, that the agent was in the Routable state for all skill groups.
AgentOutCallsToday	The total number of completed outbound ACD calls that the agent made.
AgentOutCallsTalkTimeToday	The total talk time, in seconds, for completed outbound ACD calls that the agent handled. The value includes the time spent from when the agent begins the call to when the agent begins after-call work. The time includes hold time for the call.
AgentOutCallsTimeToday	The total handle time, in seconds, for completed outbound ACD calls that the agent handled. The value includes the time spent from when the agent begins the call to when the agent completes for the call. The time includes hold time for the call.

Statistic	Definition
AgentOutCallsHeldToday	The total number of completed outbound ACD calls that the agent placed on hold at least once.
AgentOutCallsHeldTimeToday	The total number of seconds that outbound ACD calls were placed on hold.
HandledCallsToday	The number of inbound ACD calls that the agent handled.
	Note If the agent transfers the call, HandledCallsToday (in the AgentStatistics) does not update immediately. Instead, this statistic updates as part of next call end. If that agent also transfers the next call, the count increments by 1 (the count is missed for the second transferred call). If that agent handles the next call personally, then the count increments by 2 (which adjusts the count correctly).
HandledCallsTalkTimeToday	The total talk time in seconds for inbound ACD calls counted as handled by the agent.
HandledCallsAfterCallTimeToday	The total after-call work time in seconds for inbound ACD calls counted as handled by the agent.
HandledCallsTimeToday	The total handle time, in seconds, for inbound ACD calls counted as handled by the agent. The value includes the time spent from when the agent answers the call to when the agent completes the call. Includes hold time for the call.
IncomingCallsHeldToday	The total number of completed inbound ACD calls that the agent placed on hold at least once.
IncomingCallsHeldTimeToday	The total number of seconds that completed inbound ACD calls were placed on hold.
InternalCallsToday	The number of internal calls that the agent placed.
InternalCallsTimeToday	The number of seconds spent on internal calls that the agent placed.
InternalCallsRcvdToday	The number of internal calls that the agent received.
InternalCallsRcvdTimeToday	The number of seconds spent on internal calls that the agent received.
InternalCallsHeldToday	The total number of internal calls that the agent placed on hold at least once.
InternalCallsHeldTimeToday	The total number of seconds that completed internal calls were placed on hold.
AutoOutCallsToday	The total number of AutoOut (predictive) calls that the agent completed.

Statistic	Definition
AutoOutCallsTalkTimeToday	The total talk time, in seconds, of AutoOut (predictive) calls that the agent completed. The value includes the time spent from when the agent begins the call to when the agent begins after-call work. The time includes hold time for the call.
AutoOutCallsTimeToday	The total handle time, in seconds, for AutoOut (predictive) calls that the agent completed. The value includes the time spent from when the agent begins the call to when the agent completes after-call work. The time includes hold time for the call.
AutoOutCallsHeldToday	The total number of completed AutoOut (predictive) calls that the agent placed on hold at least once.
AutoOutCallsHeldTimeToday	The total number of seconds that AutoOut (predictive) calls were placed on hold.
PreviewCallsToday	The total number of outbound Preview calls that the agent completed.
PreviewCallsTalkTimeToday	The total talk time, in seconds, of outbound Preview calls that the agent completed. The value includes the time spent from when the agent begins the call to when the agent begins after-call work. The time includes hold time for the call.
PreviewCallsTimeToday	The total handle time, in seconds, of outbound Preview calls that the agent completed. The value includes the time spent from when the agent begins the call to when the agent completes the call. The time includes hold time for the call.
PreviewCallsHeldToday	The total number of completed outbound Preview calls that the agent placed on hold at least once.
PreviewCallsHeldTimeToday	The total number of seconds that outbound Preview calls were placed on hold.
ReservationCallsToday	The total number of agent reservation calls that the agent completed.
ReservationCallsTalkTimeToday	The total talk time, in seconds, of agent reservation calls that the agent completed. The value includes the time spent from when the agent begins the call to when the agent begins after-call work. The time includes hold time for the call.
ReservationCallsTimeToday	The total handle time, in seconds, for agent reservation calls that the agent completed. The value includes the time spent from when the agent begins the call to when the agent completes the call. The time includes hold time for the call.
ReservationCallsHeldToday	The total number of completed agent reservation calls that the agent placed on hold at least once.
ReservationCallsHeldTimeToday	The total number of seconds that agent reservation calls were placed on hold.

Statistic	Definition
BargeInCallsToday	The total number of supervisor call barge-ins completed.
InterceptCallsToday	The total number of supervisor call intercepts completed.
MonitorCallsToday	The total number of supervisor call monitors completed.
WhisperCallsToday	The total number of completed supervisor whisper calls.
EmergencyCallsToday	The total number of emergency calls.

Queues Statistics

The **Queues Statistics** display provides a feed of skill group statistics and queue-level statistics. The following lists all the statistics that appear in the display.

Note
Skill group statistics behave differently if the logged-in agent is configured as a supervisor. For a supervisor, the **Queues Statistics** displays rows for each skill group to which the supervisor belongs or to which the supervisor's team members belong.

For example, suppose that a supervisor belongs to skill groups 1 and 2 and their team members belong to skill groups 2 and 3. The **Queues Statistics** for that supervisor displays three rows corresponding to skill groups 1, 2, and 3.

Note
In skill group statistic names: *To5* refers to the current five-minute interval. *ToHalf* refers to the current half-hour interval. *Today* is defined as the time since midnight. *Session* is defined as the time since the agent logged in.

Default Skill Group

Certain calls do not belong to any configured skill group—for example, a direct call to an agent's phone. For reporting purposes, however, Unified CCE assigns every call to a skill group. To cover these miscellaneous calls, Unified CCE creates a default skill group. Unified CCE numbers and names the default skill group with a random string of digits. This random string avoids conflicts with skill groups that users create.

The default skill group must appear in the CTI OS Skill Group Statistics. You cannot renumber or rename it.

For more information on the default skill group, see the *Cisco Unified Contact Center Enterprise Installation and Upgrade Guide* at http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-feature-guides-list.html.

Queues Statistics Values

Table 2: Queues Statistics Values

Statistic	Definition
AgentsLoggedOn	The number of agents that are currently logged on to the skill group.
AgentsAvail	The number of agents for the skill group in Available state.
AgentsNotReady	The number of agents in the Not Ready state for the skill group.
AgentsReady	The number of agents that are in a work state (TALKING, HELD, WORK_READY, AVAILABLE, or RESERVED). The router uses this statistic to determine the number of working agents in the skill group when estimating the expected delay. It is the difference between AgentsLoggedOn and AgentsNotReady. Reference AgentsAvail to get the number of agents that are available to take calls right now.
AgentsTalkingIn	The number of agents in the skill group who are currently talking on inbound calls.
AgentsTalkingOut	The number of agents in the skill group who are currently talking on outbound calls.
AgentsTalkingOther	The number of agents in the skill group who are currently talking on internal (not inbound or outbound) calls.
AgentsWorkNotReady	The number of agents in the skill group in the Work Not Ready state.
AgentsWorkReady	The number of agents in the skill group in the Work Ready state.
AgentsBusyOther	The number of agents in the skill group who are currently busy with calls assigned to other skill groups.
AgentsReserved	The number of agents in the skill group who are currently in the Reserved state.
AgentsHold	The number of calls to the skill group that are currently on hold.
AgentsICMAvailable	The number of agents in the skill group who are currently in the Unified ICM Available state.
AgentsApplicationAvailable	The number of agents in the skill group who are currently in the ApplicationAvailable state.
AgentsTalkingAutoOut	The number of calls to the skill group that are currently talking on AutoOut (predictive) calls.
AgentsTalkingPreview	The number of calls to the skill group that are currently talking on outbound Preview calls.
AgentsTalkingReservation	The number of calls to the skill group that are currently talking on agent reservation calls.

Statistic	Definition
RouterCallsQNow	The number of calls that are currently queued by the Unified ICM call router for this skill group. This field is set to –1 when this value is unknown or unavailable.
LongestRouterCallQNow	The queue time, in seconds, of the Unified ICM call router queued call that currently has been queued to the skill group for the longest time. This field is set to –1 when this value is unknown or unavailable.
AvailTimeTo5	The total seconds that agents in the skill group were in the Available state.
LoggedOnTimeTo5	The total time, in seconds, that agents in the skill group were logged on.
NotReadyTimeTo5	The total seconds that agents in the skill group were in the Not Ready state.
AgentOutCallsTo5	The total number of completed outbound ACD calls that the agents made in the skill group.
AgentOutCallsTalkTimeTo5	The total talk time, in seconds, for completed outbound ACD calls that agents handled in the skill group. The value includes the time spent from when the agent began the call to when the agent begins after-call work. The time includes hold time for the call.
AgentOutCallsTimeTo5	The total handle time, in seconds, for completed outbound ACD calls that agents handled in the skill group. The value includes the time spent from when the agent began the call to when the agent completes after-call work. The time includes hold time for the call.
AgentOutCallsHeldTo5	The total number of completed outbound ACD calls that agents in the skill group placed on hold at least once.
AgentOutCallsHeldTimeTo5	The total number of seconds that outbound ACD calls were placed on hold by agents in the skill group.
HandledCallsTo5	The number of inbound ACD calls that agents handled in the skill group.
HandledCallsTalkTimeTo5	The total talk time in seconds for inbound ACD calls counted as handled by agents in the skill group.
HandledCallsAfterCallTimeTo5	The total after-call work time in seconds for inbound ACD calls counted as handled by agents in the skill group.
HandledCallsTimeTo5	The total handle time, in seconds, for inbound ACD calls counted as handled by agents in the skill group. The time spent from when the agent answered the call to when the agent completed the call. Includes hold time for the call.
IncomingCallsHeldTo5	The total number of completed inbound ACD calls that agents in the skill group placed on hold at least once.

Statistic	Definition
IncomingCallsHeldTimeTo5	The total number of seconds that agents placed completed inbound ACD calls in the skill group on hold.
InternalCallsRcvdTo5	The number of internal calls that agents received in the skill group.
InternalCallsRcvdTimeTo5	The number of seconds spent on internal calls that agents received in the skill group.
InternalCallsHeldTo5	The total number of internal calls that agents in the skill group placed on hold at least once.
InternalCallsHeldTimeTo5	The total number of seconds that agents placed completed internal calls on hold in the skill group.
AutoOutCallsTo5	The total number of AutoOut (predictive) calls that agents in the skill group completed.
AutoOutCallsTalkTimeTo5	The total talk time, in seconds, for completed AutoOut (predictive) calls that agents handled in the skill group. The value includes the time spent from when the call began to when the agent begins after-call work. The time includes hold time for the call.
AutoOutCallsTimeTo5	The total handle time, in seconds, for completed AutoOut (predictive) calls that agents handled in the skill group. The value includes the time spent from when the call began to when the agent completes after-call work. The time includes hold time for the call.
AutoOutCallsHeldTo5	The total number of completed AutoOut (predictive) calls that agents in the skill group placed on hold at least once.
AutoOutCallsHeldTimeTo5	The total number of seconds that agents in the skill group placed AutoOut (predictive) calls on hold.
PreviewCallsTo5	The total number of outbound Preview calls that agents in the skill group completed.
PreviewCallsTalkTimeTo5	The total talk time, in seconds, for completed outbound Preview calls that agents handled in the skill group. The value includes the time spent from when the call began to when the agent begins after-call work. The time includes hold time for the call.
PreviewCallsTimeTo5	The total handle time, in seconds, for completed outbound Preview calls that agents handled in the skill group. The value includes the time spent from when the call began to when the agent completes the call. The time includes hold time for the call.
PreviewCallsHeldTo5	The total number of completed outbound Preview calls that agents in the skill group placed on hold at least once.
PreviewCallsHeldTimeTo5	The total number of seconds that agents in the skill group placed outbound Preview calls on hold.

Statistic	Definition
ReservationCallsTo5	The total number of agent reservation calls that agents in the skill group completed.
ReservationCallsTalkTimeTo5	The total talk time, in seconds, for completed agent reservation calls that agents handled in the skill group. The value includes the time spent from when the call began to when the agent begins after-call work. The time includes hold time for the call.
ReservationCallsTimeTo5	The total handle time, in seconds, for completed agent reservation calls that agents handled in the skill group. The value includes the time spent from when the call began to when the agent completes the call. The time includes hold time for the call.
ReservationCallsHeldTo5	The total number of agent reservation calls that agents in the skill group placed on hold at least once.
ReservationCallsHeldTimeTo5	The total number of seconds that agents in the skill group placed agent reservation calls on hold.
BargeInCallsTo5	The total number of supervisor call barge-ins completed in the skill group.
InterceptCallsTo5	The total number of supervisor call intercepts completed in the skill group.
MonitorCallsTo5	The total number of supervisor call monitors completed in the skill group.
WhisperCallsTo5	The total number of supervisor call whispers completed by agents in the skill group.
EmergencyCallsTo5	The total number of emergency calls that agents in the skill group completed.
AvailTimeToHalf	The total seconds that agents in the skill group were in the Available state.
LoggedOnTimeToHalf	The total time, in seconds, that agents in the skill group were logged on.
NotReadyTimeToHalf	The total seconds that agents in the skill group were in the Not Ready state.
AgentOutCallsToHalf	The total number of completed outbound ACD calls that the agents in the skill group made.
AgentOutCallsTalkTimeToHalf	The total talk time, in seconds, for completed outbound ACD calls that agents handled in the skill group. The value includes the time spent from when the agent began the call to when the agent begins after-call work. The time includes hold time for the call.

Statistic	Definition
AgentOutCallsTimeToHalf	The total handle time, in seconds, for completed outbound ACD calls that agents handled in the skill group. The value includes the time spent from when the agent began the call to when the agent completes after-call work. The time includes hold time for the call.
AgentOutCallsHeldToHalf	The total number of completed outbound ACD calls that agents in the skill group placed on hold at least once.
AgentOutCallsHeldTimeToHalf	The total number of seconds that agents in the skill group placed outbound ACD calls on hold.
HandledCallsToHalf	The number of inbound ACD calls that agents handled in the skill group.
HandledCallsTalkTimeToHalf	The total talk time in seconds for inbound ACD calls counted as handled by agents in the skill group.
HandledCallsAfterCallTimeToHalf	The total after-call work time in seconds for inbound ACD calls counted as handled by agents in the skill group.
HandledCallsTimeToHalf	The total handle time, in seconds, for inbound ACD calls counted as handled by agents in the skill group. The time spent from when the agent answered the call to when the agent completed the call. Includes hold time for the call.
IncomingCallsHeldToHalf	The total number of completed inbound ACD calls that agents in the skill group placed on hold at least once.
IncomingCallsHeldTimeToHalf	The total number of seconds that agents in the skill group placed completed inbound ACD calls on hold.
InternalCallsRcvdToHalf	The number of internal calls that agents received in the skill group.
InternalCallsRcvdTimeToHalf	The number of seconds spent on internal calls that agents in the skill group received.
InternalCallsHeldToHalf	The total number of internal calls that agents in the skill group placed on hold at least once.
InternalCallsHeldTimeToHalf	The total number of seconds that agents in the skill group placed completed internal calls on hold.
AutoOutCallsToHalf	The total number of AutoOut (predictive) calls that agents in the skill group completed.
AutoOutCallsTalkTimeToHalf	The total talk time, in seconds, for completed AutoOut (predictive) calls that agents handled in the skill group. The value includes the time spent from when the call began to when the agent begins after-call work. The time includes hold time for the call.

Statistic	Definition
AutoOutCallsTimeToHalf	The total handle time, in seconds, for completed AutoOut (predictive) calls that agents handled in the skill group. The value includes the time spent from when the call began to when the agent completes the call. The time includes hold time for the call.
AutoOutCallsHeldToHalf	The total number of completed AutoOut (predictive) calls that agents in the skill group placed on hold at least once.
AutoOutCallsHeldTimeToHalf	The total number of seconds that agents in the skill group placed AutoOut (predictive) calls on hold.
PreviewCallsToHalf	The total number of outbound Preview calls that agents in the skill group completed.
PreviewCallsTalkTimeToHalf	The total talk time, in seconds, for completed outbound Preview calls that agents handled in the skill group. The value includes the time spent from when the call began to when the agent begins after-call work. The time includes hold time for the call.
PreviewCallsTimeToHalf	The total handle time, in seconds, for completed outbound Preview calls that agents handled in the skill group. The value includes the time spent from when the call began to when the agent completes the call. The time includes hold time for the call.
PreviewCallsHeldToHalf	The total number of completed outbound Preview calls that agents in the skill group placed on hold at least once.
PreviewCallsHeldTimeToHalf	The total number of seconds that agents in the skill group placed outbound Preview calls on hold.
ReservationCallsToHalf	The total number of agent reservation calls that agents in the skill group completed.
ReservationCallsTalkTimeToHalf	The total talk time, in seconds, for completed agent reservation calls that agents handled in the skill group. The value includes the time spent from when the call began to when the agent begins after-call work. The time includes hold time for the call.
ReservationCallsTimeToHalf	The total handle time, in seconds, for completed agent reservation calls that agents in the skill group handled. The value includes the time spent from when the call began to when the agent completes the call. The time includes hold time for the call.
ReservationCallsHeldToHalf	The total number of agent reservation calls that agents in the skill group placed on hold at least once.
ReservationCallsHeldTimeToHalf	The total number of seconds that agents in the skill group placed agent reservation calls on hold.
BargeInCallsToHalf	The total number of supervisor call barge-ins completed in the skill group.

Statistic	Definition
InterceptCallsToHalf	The total number of supervisor call intercepts completed in the skill group.
MonitorCallsToHalf	The total number of supervisor call monitors completed in the skill group.
WhisperCallsToHalf	The total number of supervisor call whispers completed by agents in the skill group.
EmergencyCallsToHalf	The total number of emergency calls that agents in the skill group completed.
AvailTimeToday	The total seconds that agents in the skill group were in the Available state.
LoggedOnTimeToday	The total time, in seconds, that agents in the skill group were logged on.
NotReadyTimeToday	The total seconds that agents in the skill group were in the Not Ready state.
AgentOutCallsToday	The total number of completed outbound ACD calls that the agents in the skill group made.
AgentOutCallsTalkTimeToday	The total talk time, in seconds, for completed outbound ACD calls that agents in the skill group handled. The value includes the time spent from when the agent began the call to when the agent begins after-call work. The time includes hold time for the call.
AgentOutCallsTimeToday	The total handle time, in seconds, for completed outbound ACD calls that agents in the skill group handled. The value includes the time spent from when the agent began the call to when the agent completes the call. The time includes hold time for the call.
AgentOutCallsHeldToday	The total number of completed outbound ACD calls that agents in the skill group placed on hold at least once.
AgentOutCallsHeldTimeToday	The total number of seconds that agents in the skill group placed outbound ACD calls on hold.
HandledCallsToday	The number of inbound ACD calls that agents in the skill group handled.
HandledCallsTalkTimeToday	The total talk time in seconds for inbound ACD calls counted as handled by agents in the skill group.
HandledCallsAfterCallTimeToday	The total after-call work time in seconds for inbound ACD calls counted as handled by agents in the skill group.
HandledCallsTimeToday	The total handle time, in seconds, for inbound ACD calls counted as handled by agents in the skill group. The time spent from when the agent answered the call to when the agent completed the call. Includes hold time for the call.

Statistic	Definition
IncomingCallsHeldToday	The total number of completed inbound ACD calls that agents in the skill group placed on hold at least once.
IncomingCallsHeldTimeToday	The total number of seconds that agents in the skill group placed completed inbound ACD calls on hold.
InternalCallsRcvdToday	The number of internal calls that agents in the skill group received.
InternalCallsRcvdTimeToday	The number of seconds spent on internal calls that agents in the skill group received.
InternalCallsHeldToday	The total number of internal calls that agents in the skill group placed on hold at least once.
InternalCallsHeldTimeToday	The total number of seconds that agents in the skill group placed completed internal calls on hold.
AutoOutCallsToday	The total number of AutoOut (predictive) calls that agents in the skill group completed.
AutoOutCallsTalkTimeToday	The total talk time, in seconds, for completed AutoOut (predictive) calls that agents in the skill group handled. The value includes the time spent from when the call began to when the agent begins after-call work. The time includes hold time for the call.
AutoOutCallsTimeToday	The total handle time, in seconds, for completed AutoOut (predictive) calls that agents in the skill group handled. The value includes the time spent from when the call began to when the agent completes after-call work. The time includes hold time for the call.
AutoOutCallsHeldToday	The total number of completed AutoOut (predictive) calls that agents in the skill group placed on hold at least once.
AutoOutCallsHeldTimeToday	The total number of seconds that agents in the skill group placed AutoOut (predictive) calls on hold.
PreviewCallsToday	The total number of outbound Preview calls that agents in the skill group completed.
PreviewCallsTalkTimeToday	The total talk time, in seconds, for completed outbound Preview calls that agents in the skill group handled. The value includes the time spent from when the call began to when the agent begins after-call work. The time includes hold time for the call.
PreviewCallsTimeToday	The total handle time, in seconds, for completed outbound Preview calls that agents in the skill group handled. The value includes the time spent from when the call began to when the agent completes the call. The time includes hold time for the call.
PreviewCallsHeldToday	The total number of completed outbound Preview calls that agents in the skill group placed on hold at least once.

Statistic	Definition
PreviewCallsHeldTimeToday	The total number of seconds that agents in the skill group placed outbound Preview calls on hold.
ReservationCallsToday	The total number of agent reservation calls that agents in the skill group completed.
ReservationCallsTalkTimeToday	The total talk time, in seconds, for completed agent reservation calls that agents in the skill group handled. The value includes the time spent from when the call began to when the agent begins after-call work. The time includes hold time for the call.
ReservationCallsTimeToday	The total handle time, in seconds, for completed agent reservation calls that agents in the skill group handled. The value includes the time spent from when the call began to when the agent completes the call. The time includes hold time for the call.
ReservationCallsHeldToday	The total number of agent reservation calls that agents in the skill group placed on hold at least once.
ReservationCallsHeldTimeToday	The total number of seconds that agents in the skill group placed agent reservation calls on hold.
BargeInCallsToday	The total number of supervisor call barge-ins completed in the skill group.
InterceptCallsToday	The total number of supervisor call intercepts completed in the skill group.
MonitorCallsToday	The total number of supervisor call monitors completed in the skill group.
WhisperCallsToday	The total number of supervisor call whispers completed by agents in the skill group.
EmergencyCallsToday	The total number of emergency calls that agents in the skill group completed.