Live Data Reports

- Live Data Reports, on page 1
- Live Data Failover, on page 1
- Agent, on page 2
- Agent Skill Group, on page 16
- Agent Summary Report, on page 21
- Precision Queue, on page 26
- Recent Call History, on page 35
- Recent State History, on page 39
- Skill Group, on page 42

Live Data Reports

The Live Data reports get data from a stream processing system that continuously pushes data to the reporting clients so reports can be updated as the events occur.

In the Live Data data flow, the peripheral gateway and router push agent and call events directly to the Live Data processing system which aggregates and processes the events in-stream and publishes the information. The reporting clients subscribe to the message stream and receive the events in real-time. As a result, the Live Data reports receive updates to individual report values as the changes occur and at much faster refresh rates than in the Real Time data flow.

Live Data Failover

Live Data reports can be viewed as gadgets in the Cisco Finesse desktop and on the report viewer in Unified Intelligence Center. Live Data failover occurs when any of the following fails:

- Live Data Socket.IO Service
- Network Connectivity
- Live Data Web Service
- Unified CCE Live Data NGINX Service

`"Live Data is not available after repeated attempts. Retrying"` message is displayed during failover when the gadget and the report viewer aren't able to connect to the primary and

secondary Live Data server. The gadget and Unified Intelligence Center continue to retry until it connects to one of the servers and regain updates to the reports.

The Live Data gadget fails to load if the Intelligence Center Reporting Service is unavailable when the Live Data gadget is being rendered. If the service is unavailable after the gadget is rendered, it has no effect. By configuring the **alternateHosts** attribute to have a fallback Cisco Unified Intelligence Center VM host name, you can achieve failover for the Intelligence Center Reporting Service. For more information, see the *alternateHosts Configuration* section in the *Cisco Finesse Administration Guide* at https://www.cisco.com/c/en/us/support/customer-collaboration/finesse/products-maintenance-guides-list.html.

Agent

This report presents a table of selected agents showing each agent's currently active skill group, state, and call direction within each Media Routing Domain into which the agent is logged.

Data Source: This report displays attributes published by the Live Data Reporting System, which continuously processes events from the Router and Agent Peripheral Gateway. The Live Data system updates the report's individual attributes as the events occur.

Views: This report has the following grid views:

- Agent
- Agent Names All Fields

Select the view you want to see from the report drop-down list that is located on the top left corner.

Grouping: Grouping is not supported in Live Data reports.

Agent View

Current Fields in the Agent View

Current fields are the fields that appear by default in a report that is generated from the stock template.

The default fields are listed in the table below in the order (left to right) in which they appear in the stock template.

Columns (Fields)	Description
Agent Name	The name of the agent. This field is composed of Last Name and First Name.

Columns (Fields)	Description
State	The current state of the agent: • Logged Out • Logged On • Not Ready • Ready • Talking • Work Not Ready • Work Ready • Busy Other • Reserved • Unknown • Hold • Active • Paused • Interrupted • Not Active
Reason	The reason code and text indicating the reason the agent entered the **Not Ready** state. **Note:** If an agent is Not Ready, the **Not Ready** reason code and text are only updated when the agent goes to **Ready** or to another **Not Ready** state with a different Reason code. If the Not Ready agent receives an internal call or makes an outbound call, Reason continues to show the current Not Ready code and text.
Duration	The time spent in the current agent state in HH:MM:SS (hours, minutes, seconds) format.
Domain	The media routing domain name.

Columns (Fields)	Description
Direction	The direction of the call that the agent is currently working on: • In • Out • Other In • Other Out • Out Reserve • Out Preview • Out Predictive • Not Applicable (if the logged in agent is not active in the skill group)
Precision Queue/Skill Group	The enterprise name of the precision queue or the skill group associated with the task on which the agent is currently working. If the agent is not involved in any task in the media routing domain, this field shows Not Applicable. Because an agent can be logged into multiple skill groups, this field is not filled until the agent is assigned a task. If not applicable, the column is left blank.
Attributes	The names of the attributes used in the precision queue definition. The report shows only those attributes that are used.
Reason Code	A code received from the peripheral that indicates the reason for the agent's last state change. If not defined, Reason is None.

Agent Name All Fields

Current Fields in the Agent Name All Fields View

Current fields are the fields that appear by default in a report that is generated from the stock template.

This view displays the default fields are the fields that are visible in the Agent Name All Fields view. You can use the column selection tool to add or remove fields from the report.

Columns (Fields)	Description
Agent Name	The name of the agent. This field is composed of Last Name and First Name.
Team	The enterprise name of the agent team.

Columns (Fields)	Description
State	The current state of the agent: • Logged Out • Logged On • Not Read • Ready • Talking • Work Not Ready • Work Ready • Busy Other • Reserved • Unknown • Hold • Active • Paused • Interrupted • Not Active
Reason	The reason code and text indicating the reason that the agent entered the **Not Ready** state. **Note:** If an agent is Not Ready, the **Not Ready** reason code and text are only updated when the agent goes to **Ready** or to another **Not Ready** state with a different Reason code. If the Not Ready agent receives an internal call or makes an outbound call, Reason continues to show the current Not Ready code and text.
Duration	The time spent in the current agent state in HH:MM:SS (hours, minutes, seconds) format. For this time to be accurate, ensure that time on the client machine is set correctly as per the timezone.
Precision Queue/Skill Group	The enterprise name of the precision queue or the skill group associated with the task on which the agent is currently working. If the agent is not involved in any task in the media routing domain, this field shows Not Applicable. Because an agent can be logged into multiple skill groups, this field is not filled until the agent is assigned a task.

Columns (Fields)	Description
Queued Now	The Queued Now field is a calculated field based on the Agent_Real_Time table in the database. The number in the field increments only if: • The ICM Script uses Queue to Agent Node. • The agent is not available to take the call. There is no other way for the router to queue a call at an agent.
Longest Queued	The longest call in queue as reported by the router.
Domain	The media routing domain name.
Direction	The direction of the call that the agent is currently working on: • In • Out • Other In • Other Out • Out Reserve • Out Preview • Out Predictive • Not Applicable (if the logged in agent is not active in the skill group)
Destination	The type of outbound task on which the agent is currently working: • 1 = ACD • 2 = Direct • 3 = Auto Out • 4 = Reserve • 5 = Preview • All other values = Not Applicable

Columns (Fields)	Description
Routable	Calls can be routed to the agent: • 1 = Yes • All other values = No
Tasks in Progress	The number of tasks currently queued for the skill group.
Max Tasks	The maximum number of tasks that may be assigned to an agent.
Device Type	The kind of phone being used: • 0 = Local agent; general ACD/Unified CCE phone or non-voice task. • 1 = Remote phone, call by call (Mobile agent's phone is connected for each incoming call). • 2 = Remote phone, nailed connection (Mobile agent calls and logs in once; line remains connected through multiple calls).

Columns (Fields)	Description
Available in MRD	Whether or not the agent is available to accept a task in this Media Routing Domain: • NO (Not available). • YES_ICM (Unified CCE available in media routing domain). • YES_APP (Application available in media routing domain). • All other values = No. An agent is available for a task in a media routing domain (MRD) if: • The agent's state in that MRD is a state other than the Not Ready state. • The agent is not at the agent's maximum task limit for the MRD. • The agent is not working on a non-interruptible task in another MRD. If an agent is Unified CCE-available, then the Unified CCE can assign tasks to the agent. If an agent is Application-available, then the application can assign tasks to the agent. In the former case, only the Unified CCE can assign tasks to the agent. In the latter, only the application can assign tasks to the agent.
Requested Supervisor Assist	Whether or not the agent requested supervisor assistance: • 1 = Yes. • All other values = No.
Attributes	The attributes used in the precision queue definition. The report shows only those attributes that are used.
Extension	The phone extension which the agent is logged on.
Remote Address	The remote address associated with this MRD (remote extension used for Mobile Agents).

Columns (Fields)	Description
Last Level Change	The date and time of the agent's last task level change in this MRD. The first Name of the agent. Chat agents have a maximum number of open slots. The task level changes when the number of open slots changes due to the number of calls in progress changing (the number of open slots = the maximum number of tasks - calls in progress). This applies to all other agents as well; however, the task level is always 0 or 1.
Last Mode Change	The date and time of the agent last mode change in this MRD. An agent has a mode for each Media Routing Domain the agent is logged in to. These modes are either routable or not routable. If the mode is routable, the Unified CCE controls the agent and assigns tasks to the agent. When an agent is routable for an MRD, an application instance (for example, Enterprise Chat and Email) will not allow the agent to work on a task unless Unified CCE assigns the task. If the mode is not routable, the application instance controls the agent and assigns tasks to the agent. The software tracks the agent activity by monitoring Offer Task, Start Task, and other messages from the application that describe the task the agent is working on. For Enterprise Chat and Email, an agent mode never changes. Each agent is always routable. An agent mode is always routable with respect to the voice MRD.
Last State Change	The date and time of the agent's last state change in this MRD.
Logged On	The date and time that the agent logged in. The format is MM/DD/YYYY (month, day, year) and HH:MM:SS (hours, minutes, seconds) format.
Reason Code	A code received from the peripheral that indicates the reason for the agent's last state change. If not defined, Reason is None.

Filter Fields

While generating the report, from the **Choose Filter** dialog box, you can filter your report based on your requirement. The available filter fields are listed below:

Report Field	Description
Address	The address of the media routing domain.
Attributes	The attributes used in the precision queue definition. The report shows only those attributes that are used.
Available in MRD	Whether or not the agent is available to accept a task in this Media Routing Domain: • NO (Not available). • YES_ICM (Unified CCE available in media routing domain). • YES_APP (Application available in media routing domain). • All other values = No. An agent is available for a task in a media routing domain (MRD) if the agent's state in that MRD is anything other than Not Ready; the agent is not at the agent's maximum task limit for the MRD; and the agent is not working on a non-interruptible task in another MRD. If an agent is Unified CCE-available, then the Unified CCE can assign tasks to the agent. If an agent is Application-available, then the application can assign tasks to the agent. In the former case, only the Unified CCE can assign tasks to the agent. In the latter, only the application can assign tasks to the agent.
Campaign ID	A unique identifier for the outbound call campaign.
Customer Account Number	The account number of the caller with whom the agent is speaking.
Customer Phone Number	The phone number of the caller with whom the agent is speaking.
Destination	The type of outbound task on which the agent is currently working: • 1 = ACD • 2 = Direct • 3 = Auto Out • 4 = Reserve • 5 = Preview • All other values = Not Applicable

Report Field	Description
Device Type	The kind of phone being used: • 0 = Local agent; general ACD/Unified CCE phone or non-voice task. • 1 = Remote phone, call by call (Mobile agent's phone is connected for each incoming call). • 2 = Remote phone, nailed connection (Mobile agent calls and logs in once; line remains connected through multiple calls).
Direction	The direction of the call that the agent is currently working on: • Not Applicable • In (inbound task - non-voice tasks are always inbound). • Out (outgoing external task) • Other (outgoing or incoming internal task). • Not Applicable (if the logged in agent is not active in the skill group).
Domain	The media routing domain name.
First Name	The first name of the agent.
Last Level Change	The date and time of the agent's last task level change in this MRD. e first Name of the agent. Chat agents have a maximum number of open slots. The task level changes when the number of open slots changes due to the number of calls in progress changing (the number of open slots = the maximum number of tasks - calls in progress). This applies to all other agents as well; however, the task level is always 0 or 1.

Report Field	Description
Last Mode Change	The date and time of the agent last mode change in this MRD. An agent has a mode for each Media Routing Domain the agent is logged in to. These modes are either routable or not routable. If the mode is routable, the Unified CCE controls the agent and assigns tasks to the agent. When an agent is routable for an MRD, an application instance (for example, Enterprise Chat and Email) will not allow the agent to work on a task unless Unified CCE assigns the task. If the mode is not routable, the application instance controls the agent and assigns tasks to the agent. The software tracks the agent activity by monitoring Offer Task, Start Task, and other messages from the application that describe the task that the agent is working on. For Enterprise Chat and Email, an agent mode never changes. Each agent is always routable. An agent mode is always routable for the voice MRD.
Last Name	The last name of the agent.
Last State Change	The date and time of the agent's last state change in this MRD.
Logged On	The date and time that the agent logged in. The format is MM/DD/YYYY (month, day, year) and HH:MM:SS (hours, minutes, seconds) format.
Max Tasks	The maximum number of tasks that may be assigned to an agent.
MR Domain ID	A unique identifier for the media routing domain.
Network Target	The peripheral target to which the call was delivered.
On Hold	The on hold status of the agent: • 0 = Call not on hold • 1 = Call on hold
Precision Queue	The precision queue for the call on which the agent is currently working.
Precision Queue ID	A unique identifier for the precision queue for the call on which the agent is currently working.

Report Field	Description
Query Rule ID	A unique identifier for the query rule that defines which customer contacts are required to be used for the campaign.
Queued Now	The Queued Now field is a calculated field based on Agent_Real_Time. The number in the field increments only if: • The ICM Script uses Queue to Agent Node. • The agent is not available to take the call. There is no other way for the router to queue a call at an agent.
Reason	The reason code and text indicating the reason the agent entered the Not Ready state. **Note**: If an agent is Not Ready, the Not Ready reason code and text are only updated when the agent goes to Ready or to another Not Ready state with a different Reason code. If the Not Ready agent receives an internal call or makes an outbound call, Reason continues to show the current Not Ready code and text.
Reason Code	A code received from the peripheral that indicates the reason for the agent's last state change. If not defined, Reason is None.
Remote Address	The remote address associated with this MRD (remote extension used for Mobile Agents).
Requested Supervisor Assist	Whether or not the agent requested supervisor assistance: • 1 = Yes • All other values = No
Routable	Calls can be routed to the agent: • 1 = Yes • All other values = No
Router Longest Call in Queue	The longest call in queue as reported by the router.
Skill Group	The enterprise name of the skill group.
Skill Group Name	The enterprise skill group's enterprise name.

Report Field	Description
State	The current state of the agent: • Logged Out • Logged On • Not Read • Ready • Talking • Work Not Ready • Work Ready • Busy Other • Reserved • Unknown • Hold • Active • Paused • Interrupted • Not Active
Tasks In Progress	The number of tasks currently queued for the skill group.
Team	The enterprise name of the agent team.
Team ID	A unique identifier for the team.

Available Fields in Agent Report

Available Fields in the Agent Report Views

Available fields for this report include the fields that appear by default and are listed as current fields for each view. Other Available fields in this report are:

Columns (Fields)	Description
Address	The address of the media routing domain.
Agent ID	The sign in ID of the Agent.

Columns (Fields)	Description
agentMRDs.routerLongestCallQ	The longest call in the queue as reported by the router. This field is displayed as *Router Longest Call in Queue*, in the report views.
Customer Phone Number	The time spent in the current agent state in the HH:MM:SS (hours, minutes, seconds) format.
MR Domain ID	A unique identifier for the media routing domain.
Network Target	The peripheral target to which the call was delivered.
Precision Queue	The precision queue for the call on which the agent is currently working.
Precision Queue ID	A unique identifier for the precision queue for the call on which the agent is currently working.
Query Rule ID	A unique identifier for the query rule that defines which customer contacts are required to be used for the campaign.
Reason	The reason code and text indicating the reason that the agent entered the Not Ready state. **Note**: If an agent is Not Ready, the Not Ready reason code and text are only updated when: • The agent goes to Ready state. • The agent goes to another Not Ready state with a different Reason code. If the Not Ready agent receives an internal call or makes an outbound call, Reason continues to show the current Not Ready code and text.
Requested Supervisor Assist	Whether or not the agent requested supervisor assistance: • 1 = Yes • All other values = No
Skill Group	The enterprise name of the skill group.
Skill Group Name	The enterprise name of the enterprise skill group.
Team	The enterprise name of the agent team.
Team ID	A unique identifier for the team.

Agent Skill Group

This report shows all skill group activity for the selected agents, showing each agent's skill group, state, and call direction within each skill group and Media Routing Domain into which the agent is logged.

Note For Avaya PG, only the base skill groups are displayed in the Live Data report. All the agent activities that are performed in the sub-skill groups are reported against the base skill group.

Data Source: This report displays attributes published by the Live Data Reporting System, which continuously processes events from the Router and Agent Peripheral Gateway. The Live Data system updates the report's individual attributes as the events occur.

Views: This report has the following grid views:

- Agent Skill Group
- Agent Skill Group All Fields

Select the view you want to see from the report drop-down list that is located on the top left corner.

Grouping:Grouping is not supported in Live Data reports.

Agent Skill Group View

Current Fields in the Agent Skill Group View

Current fields are the fields that appear by default in a report that is generated from the stock template.

The default fields are listed in the table below in the order (left to right) in which they appear in the stock template.

Columns (Fields)	Description
Precision Queue/Skill Group	The enterprise name of the precision queue or the skill group associated with the task on which the agent is currently working. If the agent is not involved in any task in the media routing domain, this field shows Not Applicable. Because an agent can be logged into multiple skill groups, this field is not filled until the agent is assigned a task. If not applicable, the column is left blank.
Agent Name	The name of the agent.
State	The current state of the agent.

Columns (Fields)	Description
Reason	The reason code and text indicating the reason the agent entered the Not Ready state. **Note:** If an agent is Not Ready, the Not Ready reason code and text are only updated when the agent goes to Ready or to another Not Ready state with a different Reason code. If the Not Ready agent receives an internal call or makes an outbound call, Reason continues to show the current Not Ready code and text.
Duration	The time spent in the current agent state in HH:MM:SS (hours, minutes, seconds) format. For this time to be accurate, ensure that time on the client machine is set correctly as per the timezone.
Domain	The media routing domain name.
Direction	The direction of the call that the agent is currently working on: • In • Out • Other In • Other Out • Out Reserve • Out Preview • Out Predictive • Not Applicable (if the logged in agent is not active in the skill group)
Logged On	The date and time the agent logged in with the given set of skills, measured in MM:DD:YYYY (month, day, year) and HH:MM:SS (hours, minutes, seconds) format.
Destination	The type of outbound task on which the agent is currently working: • 1 = ACD • 2 = Direct • 3 = Auto Out • 4 = Reserve • 5 = Preview • All other values = Not Applicable
Attributes	The names of the attributes used in the precision queue definition. The report shows only those attributes that are used.

Agent Skill Group All Fields

Current Fields in the Agent Skill Group All Fields View

Current fields are the fields that appear by default in a report that is generated from the stock template.

This view displays the default fields are the fields that are visible in the Agent Skill Group All Fields view. You can use the column selection tool to add or remove fields from the report.

Column (Field)	Description
Precision Queue/Skill Group	The enterprise name of the precision queue or the skill group associated with the task on which the agent is currently working. If the agent is not involved in any task in the media routing domain, this field shows Not Applicable. Because an agent can be logged into multiple skill groups, this field is not filled until the agent is assigned a task. If not applicable, the column is left blank.
Agent Name	The name of the agent. Composed of Last Name, First Name.
State	The current state of the agent.
Reason	The reason code and text indicating the reason the agent entered the Not Ready state. **Note:** If an agent is Not Ready, the Not Ready reason code and text are only updated when the agent goes to Ready or to another Not Ready state with a different Reason code. If the Not Ready agent receives an internal call or makes an outbound call, Reason continues to show the current Not Ready code and text.
Duration	The time spent in the current agent state in HH:MM:SS (hours, minutes, seconds) format.
Domain	The media routing domain name.
Direction	The direction of the call that the agent is currently working on: • In • Out • Other In • Other Out • Out Reserve • Out Preview • Out Predictive • Not Applicable (if the logged in agent is not active in the skill group)

Column (Field)	Description
Logged On	The date and time that the agent logged in. The format is MM/DD/YYYY (month, day, year) and HH:MM:SS (hours, minutes, seconds) format.
Destination	The type of outbound task on which the agent is currently working: • 1 = ACD • 2 = Direct • 3 = Auto Out • 4 = Reserve • 5 = Preview • All other values = Not Applicable
Extension	The phone extension into which the agent is logged.
Available in MRD	Whether or not the agent is available to accept a task in this Media Routing Domain: • NO (Not available) • YES_ICM (Unified CCE available in media routing domain) • YES_APP (Application available in media routing domain) • All other values = No An agent is available for a task in a media routing domain (MRD) if the agent's state in that MRD is anything other than Not Ready; the agent is not at the agent's maximum task limit for the MRD; and the agent is not working on a non-interruptible task in another MRD. If an agent is Unified CCE-available, then the Unified CCE can assign tasks to the agent. If an agent is Application-available, then the application can assign tasks to the agent. In the former case, only the Unified CCE can assign tasks to the agent. In the latter, only the application can assign tasks to the agent.
Device Type	The kind of phone being used: • 0 = Local agent; general ACD/Unified CCE phone or non-voice task. • 1 = Remote phone, call by call (Mobile agent's phone is connected for each incoming call). • 2 = Remote phone, nailed connection (Mobile agent calls and logs in once; line remains connected through multiple calls).
Team	The Enterprise Name of the Agent Team.

Column (Field)	Description
Attributes	The attributes used in the precision queue definition. The report shows only those attributes that are used.
Tasks in Progress	The number of tasks currently queued for the agent's skill group.
Max Tasks	The maximum number of tasks that may be assigned to an agent.
On Hold	Agent on hold: • 1 = Yes • All other values = No
Requested Supervisor Assist	Whether or not the agent requested supervisor assistance: • 1 = Yes • All other values = No
Routable	Calls can be routed to the agent: • 1 = Yes • All other values = No
Reason Code	A code received from the peripheral that indicates the reason for the agent's last state change. If not defined, Reason is None.

Available Fields in Agent Skill Group

Available Fields in the Agent Skill Group Report Views

Available fields for this report include the fields that appear by default and are listed as current fields for each view. Other Available fields in this report are:

Columns (Fields)	Description
Agent ID	The login ID of the Agent.
agentMRDs.routerLongestCallQ	The longest call in the queue as reported by the router. This field is displayed as *Router Longest Call in Queue*, in the report views.
Customer Phone Number	The time spent in the current agent state in the HH:MM:SS (hours, minutes, seconds) format.
First Name	The first name of the agent.
Last Name	The last name of the agent.
MR Domain ID	A unique identifier for the media routing domain.

Columns (Fields)	Description
Network Target	The peripheral target to which the call was delivered.
Precision Queue	The precision queue for the call on which the agent is currently working.
Precision Queue ID	A unique identifier for the precision queue for the call on which the agent is currently working.
Queued	Number of calls currently queued for the agent.
Query Rule ID	A unique identifier for the query rule that defines which customer contacts are required to be used for the campaign.
Reason	The reason code and text indicating the reason that the agent entered the Not Ready state. **Note**: If an agent is Not Ready, the Not Ready reason code and text are only updated when: • The agent goes to Ready state. • The agent goes to another Not Ready state with a different Reason code. If the Not Ready agent receives an internal call or makes an outbound call, Reason continues to show the current Not Ready code and text.
Remote Address	The remote address associated with this MRD (remote extension used for Mobile Agents).
Requested Supervisor Assist	Whether or not the agent requested supervisor assistance: • 1 = Yes • All other values = No
Skill Group	The enterprise name of the skill group.
Skill Group Name	The enterprise name of the enterprise skill group.
Skill Group Last State Change	The date and time of the agent's last state change in this MRD.
Tasks in Progress	The number of tasks currently queued for the agent's MRD.
Team	The enterprise name of the agent team.
Team ID	A unique identifier for the team.

Agent Summary Report

This report presents agent statistics for each Agent in real time.

Data Source: This report displays the attributes that are published by the Live Data Reporting System, which continuously processes events from the Agent Peripheral Gateway. The Live Data Reporting System updates the individual attributes of the report as and when the events occur.

Views: This report has the following grid views:

- Agent Summary
- Agent Summary All Fields

Grouping: Grouping is not supported in Live Data reports.

Agent Summary

Current Fields in the Agent Summary

Current fields are the fields that appear by default in a report that is generated from the stock template.

The default fields are listed in the table below in the order (left to right) in which they appear in the stock template.

Note The agent statistics that are displayed in this report resets during midnight at Peripheral Gateway.

This report displays the statistics on daily basis.

You can use the column selection tool to add or remove fields from the report.

Note For more information on the fields and desciptons see, **AgentState** section in Database Schema Handbook for Cisco Unified Contact Center Enterprise at https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-technical-reference-list.html

Columns (Fields)	Description
Agent	The name of the agent, which includes the first and the last name of the agent.
State	The state of the agent. For more information, see **AgentState** section in the *Database Schema Handbook for Cisco Unified Contact Center Enterprise* at. https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-technical-reference-list.html
Logged On Time	Total time, in seconds, the agent has been logged on. For this time to be accurate, ensure that time on the client machine is set correctly as per the timezone.
Not ReadyTime	The total time that the agent spent in Not Ready state. For this time to be accurate, ensure that time on the client machine is set correctly as per the timezone.

Columns (Fields)	Description
Ready Time	The total time that the agent spent in Ready state. For this time to be accurate, ensure that time on the client machine is set correctly as per the timezone.
% Not Ready Time	The percentage of time that the agent has spent in Not Ready state with respect to the total Logged On Time.
Handled Calls	The number of inbound calls that were answered and have completed wrap-up by the agent.
Avg Handled Calls Time	Average handle time in seconds, for inbound ACD calls counted as handled by the agent. The time that agent spent on the call to the time the agent wrap-up the work on the call. Includes hold time that is associated with the call.
Avg Handled Calls Talk Time	Average talk time, in seconds, for Inbound ACD calls counted as handled by the agent.
Avg Handled Calls Held Time	Average held time, in seconds, for Inbound ACD calls counted as handled by the agent.
Avg Wrap-UpTime	The average length of time the agents spent in wrap-up work.
Total Wrap-UpTime	The total number of seconds agents spent in wrap-up work.
%Wrap-UpTime	The percentage of time that agents spent in the wrap-up state.
Other On PhoneTime	Total time the agent spent on Other calls.

Agent Summary All Fields

Current Fields in the All Fields View

Current fields are the fields that appear by default in a report that is generated from the stock template.

The default fields are listed in the table below in the order (left to right) in which they appear in the stock template.

All Fields are the fields that are visible in the All Fields view. You can use the column selection tool to add or remove fields from the report.

Columns (Fields)	Description
Agent	The name of the agent, which includes the first and the last name of the agent.
MR Domain Name	The media routing domain name.

Columns (Fields)	Description
State	The state of the agent. For more information, see **AgentState** section in *Database Schema Handbook for Cisco Unified Contact Center Enterprise* at. https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-technical-reference-list.html.
Logged OnTime	Total time, in seconds, the agent has been logged on. For this time to be accurate, ensure that time on the client machine is set correctly as per the timezone.
Not Ready Time	The total time that the agent spent in Not Ready state. For this time to be accurate, ensure that time on the client machine is set correctly as per the timezone.
Ready Time	The total time that the agent spent in Ready state. For this time to be accurate, ensure that time on the client machine is set correctly as per the timezone.
Handled Calls	The number of inbound calls that were answered and have completed wrap-up by the agent.
Handled Calls Time	Total handle time, in seconds, for inbound ACD calls counted as handled by the agent. The time that is spent from the call being answered by the agent to the time the agent wrap-up time for the call. Includes hold time associated with the call.
Handled Calls Talk Time	Total talk time in seconds, for Inbound ACD calls counted as handled by the agent.
Handled Calls Held	The total number of completed inbound ACD call agent placed on hold at least once.
Handled Calls Held Time	Total number of seconds completed inbound ACD calls were placed on hold.
Wrap-UpTime	The length of time the agent spent in wrap-up work.
Auto Out Calls	Total number of AutoOut (predictive) calls completed by the agent.
Auto Out Calls Time	Total handle time, in seconds, for completed AutoOut (predictive) calls handled by the agent. The value includes the time that is spent from the call being initiated to the time the agent wrap-up time for the call. The time includes hold time associated with the call.
Auto Out Calls Talk Time	Total talk time, in seconds, for completed AutoOut (predictive) calls handled by the agent.
Auto Out Calls Held Time	Total time, in seconds, for AutoOut (predictive) calls were placed on hold by the agent.
Auto Out Calls Held	The total number of completed AutoOut (predictive) calls that the agent has placed on hold at least once.

Columns (Fields)	Description
Agent Out Calls	Total number of completed outbound ACD calls made by the agent.
Agent Out Calls Time	Total handle time, in seconds, for completed outbound ACD calls handled by the agent. The value includes the time that is spent from the call being initiated by the agent to the time the agent wrap-up time for the call. The time includes hold time associated with the call.
Agent Out Calls Talk Time	Total talk time, in seconds, for completed outbound ACD calls handled by the agent.
Agent Out Calls Held	The total number of completed outbound ACD calls that the agent has placed on hold at least once.
Agent Out Calls Held Time	Total time, in seconds, the calls were placed on hold by the agent.
Internal Calls	Number of internal calls initiated by the agent.
Internal Calls Time	Total time, in seconds, spent on internal calls initiated by the agent.
Internal Calls Rcvd	Number of internal calls received by the agent.
Internal Calls Rcvd Time	Total time, in seconds, spent on internal calls received by the agent.
Internal Calls Held	The total number of internal calls the agent placed on hold at least once.
Internal Calls Held Time	Total time, in seconds, the completed internal calls that were placed on hold.
Preview Calls	Total number of outbound Preview calls completed by the agent.
Preview Calls Time	Total handle time, in seconds, for outbound Preview calls completed by the agent. The value includes the time that is spent from the call being initiated to the time the agent wrap-up time for the call. The time includes hold time associated with the call.
Preview Calls Talk Time	Total talk time, in seconds, of outbound Preview calls completed by the agent.
Preview Calls Held	The total number of completed outbound Preview calls the agent has placed on hold at least once.
Preview Calls Held Time	Total time, in seconds, for which outbound Preview calls were placed on hold.
Reserve Calls	For Outbound Option, the number of reservation calls received by an agent in this skill group during the reporting interval.
Reserve Calls Time	For Outbound Option, the time during the reporting interval that an outbound agent in this skill group spent on reservation calls waiting for the Campaign customer call to be delivered. This includes preview time for Preview, Direct Preview, and Personal Callback calls.

Columns (Fields)	Description
Reserve Calls Talk Time	For Outbound Option, the talk time for an agent in this skill group on reservation calls during the reporting interval. This is calculated using Call State.
Reserve Calls Held	For Outbound Option, the number of reservation calls for an agent in this skill group placed on hold during the reporting interval.
Reserve Calls Held Time	For Outbound Option, the time that reservation calls for an agent in this skill group are on hold during the reporting interval.
Non-ACD Call in Count	Total number of incoming calls received by the agent on Non-ACD line.
Non-ACD Call in Time	Total time in seconds, spent by the agent on a Non-ACD call.
Non-ACD Call Out Count	Total number of out going calls by the agent on Non-ACD line.
Non-ACD Call OutTime	Total time, in seconds, spent by the agent on a Non-ACD outbound call.

Precision Queue

This report shows all precision queue activity for all agents logged in to the precision queue.

Data Source: This report displays attributes published by the Live Data Reporting System, which continuously processes events from the Router and Agent Peripheral Gateway. The Live Data system updates the report's individual attributes as the events occur.

Views: This report has the following grid views:

- Agent Utilization view
- All Fields view
- Default view

Grouping: Grouping is not supported in Live Data reports.

Precision Queue Default View

Current Fields in the Precision Queue Default View

Current fields are the fields that appear by default in a report that is generated from the stock template.

The default fields are listed in the table below in the order (left to right) in which they appear in the stock template.

Column (Fields)	Description
Precision Queue	The enterprise name of the precision queue.

Column (Fields)	Description
Domain	The enterprise name of the Media Routing Domain associated with the precision queue. **Domain** is derived from: Media_Routing_Domain.EnterpriseName.
Queued	The number of tasks currently queued for the precision queue.
Longest Queued	The longest time in hours, minutes, and seconds (HH:MM:SS) that a task has been waiting in the precision queue to be handled by an agent.
Logged On	The number of agents who are currently logged in to the precision queue. This count is updated each time an agent logs on and each time an agent logs off.
CURRENT STATE DISTRIBUTION	
Ready	The number of agents in the precision queue in the Ready state.
Reserved	The number of agents in the precision queue who are in Reserved state and awaiting incoming tasks.
Active In	The number of agents in the precision queue who are currently working on incoming tasks.
Active Out	The number of agents in the precision queue who are currently working on outbound tasks.
Active Other	The number of agents in the precision queue who are currently working on internal (neither inbound nor outbound) tasks.
Hold	The number of agents who have all active calls on hold or whose state to the precision queue is Paused. The agent is not in the Hold state with one call on hold and talking on another call (for example, a consultative call). The agent must have all active calls on hold.
Wrap Up	The number of agents in the precision queue who are in the Work Not Ready state and Work Ready state. The Work Not Ready state is a state in which an agent is involved in after task work and is assumed not to be ready to accept incoming tasks when done. The Work Ready state is a state in which an agent is involved in after a task work and is assumed to be ready to accept incoming tasks when done.

Column (Fields)	Description
Not Ready	The number of agents in the precision queue who are in the Not Ready state, a state in which agents are logged in but are neither involved in any task handling activity nor available to handle a task.
Busy Other	The number of agents currently in the BusyOther state. Busy Other is a state in which the agent is handling calls assigned to other precision queues during the interval. For example, an agent might be talking on an inbound call in one precision queue while simultaneously logged on to and ready to accept calls from other precision queues. The agent can be active (talking on or handling calls) in only one precision queue at a time. Therefore, while active in one precision queue, for the other precision queue the agent is considered to be in the Busy Other state.
TO INTERVAL	
Handled	The number of inbound calls that were answered and have completed wrap-up by agents in the precision queue during the current interval.
Average Handle Time	The average time spent by agents in the precision queue in handling a task during the current interval, measured in HH:MM:SS (hours, minutes, seconds).
% Ready	The percentage of Logged On time during which an agent was Ready during the current interval.
TODAY	
Handled	The number of inbound calls that were answered and have completed wrap-up by agents in the precision queue today.
Average Handle Time	The average time spent by agents in the precision queue in handling a task today, measured in HH:MM:SS (hours, minutes, seconds).
% Ready	The percentage of Logged On time during which an agent was Ready today.

Precision Queue Agent Utilization View

Current Fields in the Precision Queue Agent Utilization View

The Precision Queue Agent Utilization View contains fields that appear by default in a report generated from the stock template. The fields are listed below in the order (left to right) in which they appear by default in the stock template.

Column (Field)	Description
Precision Queue	The enterprise name of the precision queue.
Domain	The enterprise name of the Media Routing Domain associated with the skill group. **Domain** is derived from: Media_Routing_Domain.EnterpriseName.
Queued	The number of tasks currently queued for the precision queue.
Longest Queued	The longest call in queue as reported by the router.
Logged On	The number of agents who are currently logged in to the precision queue. This count is updated each time an agent logs on and each time an agent logs off.
CURRENT STATE DISTRIBUTION	
Ready	The number of agents in the precision queue in the Ready state.
Reserved	The number of agents in the precision queue who are in Reserved state and awaiting incoming tasks.
Active In	The number of agents in the precision queue who are currently working on incoming tasks.
Active Out	The number of agents in the precision queue who are currently working on outbound tasks.
Active Other	The number of agents in the precision queue who are currently working on internal (neither inbound nor outbound) tasks.
Hold	The number of agents who have all active calls on hold or whose state to the precision queue is Paused. The agent is not in the Hold state with one call on hold and talking on another call (for example, a consultative call). The agent must have all active calls on hold.

Column (Field)	Description
Wrap Up	The number of agents in the precision queue who are in the Work Not Ready state and Work Ready state. The Work Not Ready state is a state in which an agent is involved in after task work and is assumed not to be ready to accept incoming tasks when done. The Work Ready state is a state in which an agent is involved in after a task work and is assumed to be ready to accept incoming tasks when done.
Not Ready	The number of agents in the precision queue who are in the Not Ready state, a state in which agents are logged in but are neither involved in any task handling activity nor available to handle a task.
Busy Other	The number of agents currently in the BusyOther state. Busy Other is a state in which the agent is handling calls assigned to other precision queues during the interval. For example, an agent might be talking on an inbound call in one precision queue while simultaneously logged on to and ready to accept calls from other precision queues. The agent can be active (talking on or handling calls) in only one precision queue at a time. Therefore, while active in one precision queue, for the other precision queue the agent is considered to be in the Busy Other state.
TO INTERVAL	
Logged On	The total time in HH:MM:SS (hours, minutes, and seconds) that agents were logged into this precision queue during the current interval.
Ready	The total time in seconds an agent associated with this precision queue was in the Not_Active state with respect to this precision queue during the current interval. AvailTime is included in the calculation of LoggedOnTime.
Not Ready	The total time that the agents spent in Not Ready state for this skill for the current interval. This value is taken directly from the database.
% Ready	The percentage of Logged On time during which agents were Ready during the current interval.
TODAY	

Column (Field)	Description
Logged On	The total time in HH:MM:SS (hours, minutes, and seconds) that agents were logged into this precision queue today.
Ready	The total time in seconds an agent associated with this precision queue was in the Not_Active state with respect to this precision queue today. AvailTime is included in the calculation of LoggedOnTime.
Not Ready	The total time that the agents spent in Not Ready state for this skill today. This value is taken directly from the database.
% Ready	The percentage of Logged On time during which an agent was Ready today.

Precision Queue All Fields

Current Fields in the Precision Queue All Fields View

Current fields are the fields that appear by default in a report that is generated from the stock template.

This view displays the default fields that are visible in the All Fields view. You can use the column selection tool to add or remove fields from the report.

Column (Field)	Description
Precision Queue	The enterprise name of the precision queue.
Domain	The enterprise name of the Media Routing Domain associated with the precision queue. **Domain** is derived from: Media_Routing_Domain.EnterpriseName.
Queued	The number of tasks currently queued for the precision queue.
Longest Queued	The longest call in queue as reported by the router.
Logged On	The number of agents who are currently logged in to the precision queue. This count is updated each time an agent logs on and each time an agent logs off.
CURRENT STATE DISTRIBUTION	
Ready	The number of agents in this precision queue in the Ready state.
Reserved	The number of agents in this precision queue who are in Reserved state and awaiting incoming tasks.

Column (Field)	Description
Active In	The number of agents in this precision queue who are currently working on incoming tasks.
Active Out	The number of agents in this precision queue who are currently working on outbound tasks.
Active Other	The number of agents in this precision queue who are currently working on internal (neither inbound nor outbound) tasks.
Hold	The number of agents who have all active calls on hold or whose state to the precision queue is Paused. The agent is not in the Hold state with one call on hold and talking on another call (for example, a consultative call). The agent must have all active calls on hold.
Wrap Up	The number of agents in this precision queue who are in the Work Not Ready state and Work Ready state. The Wrap Up state is a state in which an agent is involved in after task work and is assumed not to be ready to accept incoming tasks when done. The Work Ready state is a state in which an agent is involved in after a task work and is assumed to be ready to accept incoming tasks when done.
Not Ready	The number of agents in this precision queue who are in the Not Ready state, a state in which agents are logged in but are neither involved in any task handling activity nor available to handle a task.
Busy Other	The number of agents currently in the BusyOther state. Busy Other is a state in which the agent is handling calls assigned to other precision queues during the interval. For example, an agent might be talking on an inbound call in one precision queue while simultaneously logged on to and ready to accept calls from other precision queues. The agent can be active (talking on or handling calls) in only one precision queue at a time. Therefore, while active in one precision queue, for the other precision queue the agent is considered to be in the Busy Other state.
OUTBOUND OPTION STATES	
Active Reserve	The number of agents in the precision queue currently talking on agent reservation calls.

Column (Field)	Description
Active Preview	The number of agents in the precision queue currently talking on outbound Preview calls.
Active Auto Out	The number of agents in the precision queue currently talking on AutoOut (predictive) calls.
(no header)	
ICM Available	The number of agents belonging to this precision queue who are currently *ICMAvailable* for the MRD associated with this precision queue. Agents are *ICMAvailable* if they are Routable and Available for the MRD. If an agent is *ICMAvailable*, the system software can assign tasks to the agent.
Eligible	The number of agents who are Routable for the MRD associated with this precision queue, and whose state in this precision queue is currently something other than NOT_READY or WORK_NOT_READY.
WRAPUP STATE DISTRIBUTION	
Work Ready	The agent is performing wrap-up work for a call or task in the precision queue. If the agent is handling a voice call, the agent enters Not Active state when wrap-up is complete. If the agent is handling a non-voice task, the agent might enter Not Active or Not Ready state when wrap-up is complete.
Wrap Up	The agent is performing wrap-up work for a call in the precision queue. The agent enters Not Ready state when wrap-up is complete.
(no header)	
Application Available	The number of agents belonging to this precision queue who are currently Application Available with respect to the MRD to which the precision queue belongs. An agent is available for a task in a media routing domain (MRD) if the agent's state in that MRD is anything other than Not Ready; the agent is not at the agent's maximum task limit for the MRD; and the agent is not working on a non-interruptible task in another MRD. If an agent is Application-available, then only an application in the MRD, for example chat, can assign tasks to the agent.
TO INTERVAL	

Column (Field)	Description
Handled	The number of inbound calls that were answered and have completed wrap-up by agents in the precision queue during the current interval.
Avg Handle Time	The average time spent by agents in handling a task during the current interval, measured in HH:MM:SS (hours, minutes, seconds).
Logged On	The total time in HH:MM:SS (hours, minutes, and seconds) that agents were logged into this precision queue during the current interval.
Ready	The total time in seconds an agent associated with this precision queue was in the Not_Active state with respect to this precision queue during the current interval. AvailTime is included in the calculation of LoggedOnTime.
Not Ready	The total time that the agents spent in Not Ready state for this skill for the current interval. This value is taken directly from the database.
% Ready	The percentage of Logged On time during which agents were Ready during the current interval.
TODAY	
Handled	The number of inbound calls that were answered and have completed wrap-up by agents in the precision queue today.
Avg Handle Time	The average time spent by agents in handling a task today, measured in HH:MM:SS (hours, minutes, seconds).
Logged On	The total time in HH:MM:SS (hours, minutes, and seconds) that agents were logged into this precision queue today.
Ready	The total time in seconds an agent associated with this precision queue was in the Not_Active state with respect to this precision queue today. AvailTime is included in the calculation of LoggedOnTime.
Not Ready	The total time that the agents spent in Not Ready state for this skill today. This value is taken directly from the database.
% Ready	The percentage of Logged On time during which an agent was Ready today.

Available Fields in Precision Queue Report

Available Fields in the Precision Queue Report Views

Available fields for this report include the fields that appear by default and are listed as current fields for each view. Other Available fields in this report are:

Column (Fields)	Description
Precision Queue ID	The ID of the precision queue of which the agent is a member.
Router Longest Task in Queue (routerLongestTaskQ)	The time when the longest call in queue was queued for the agent.

Recent Call History

This report presents tables that display the call history of selected agents. Details including the type of call, number, call disposition, wrap-up reason, queue, start time, and duration are displayed.

Data Source: This report displays the attributes published by the Live Data Reporting System, which continuously processes events from the Router and Agent Peripheral Gateway. The Live Data Reporting System updates the individual attributes of the report as and when the events occur.

Views: This report has the following grid views:

- Recent Call History
- Recent Call History All Fields
- Recent Call History for Agent

Grouping: Grouping is not supported in Live Data reports.

Note:

- In Recent Call History, the maximum number of entries for an agent login session is 300. If the maximum number of entries exceeds this limit, the latest 300 entries are retained.
- After the agent logs out, all the entries are cleared.

Recent Call History View

Current Fields in the Recent Call History View

Current fields are the fields that appear by default in a report that is generated from the stock template.

The default fields are listed in the table below in the order (left to right) in which they appear in the stock template.

The **Recent Call History** view provides live data feed that can be viewed on the Cisco Finesse desktop gadgets. This view is visible on the Unified Intelligence Center report viewer only for the users on Cisco Finesse.

Columns (Fields)	Description
Type	The call type: Inbound or outbound call. The value is Inbound or Outbound in the following scenarios: • If the agent receives a call, this field reports the call type as Inbound. • If the agent initiates a call, this field reports the call type as Outbound. • If Outbound Options feature initiates the call, this field reports the call type as Inbound.
Number	The number of the phone that made or received the call. If the call is an inbound call, the number is picked from the Source field. If the call is an outbound call, the number is picked from the Destination field. **Note** When agents have not logged in, this field will display UNKNOWN for local CUCM DN.
Disposition	The final disposition of the call. For more information on call disposition, see the *Database Schema Handbook for Cisco Unified Contact Center Enterprise* at https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-technical-reference-list.html.
Wrap-up Reason	The data entered by the agent during call wrap-up.
Queue	The skill group name on which the agent handled the call.
Start Time	The time when the call started.
Duration	The duration of the call in seconds.

Recent Call History All Fields

Current Fields in the Recent Call History All Fields View

Current fields are the fields that appear by default in a report that is generated from the stock template.

The default fields are listed in the table below in the order (left to right) in which they appear in the stock template.

The **Recent Call History All Fields** view provides live data feed that can be viewed on the Cisco Finesse desktop gadgets. This view is visible on the Unified Intelligence Center report viewer only for the users on Cisco Finesse.

Columns (Fields)	Description
Agent	The name of the agent who is in the call.

Columns (Fields)	Description
Type	The call type: Inbound or outbound call. The value is Inbound or Outbound in the following scenarios: • If the agent receives a call, this field reports the call type as Inbound. • If the agent initiates a call, this field reports the call type as Outbound. • If Outbound Options feature initiates the call, this field reports the call type as Inbound.
Number	The number of the phone that made or received the call. If the call is an inbound call, the number is picked from the Source field. If the call is an outbound call, the number is picked from the Destination field. **Note** When agents have not logged in, this field will display UNKNOWN for local CUCM DN.
Source	The peripheral number of the agent who initiated the call.
Destination	The DNIS value, provided by the ACD, that arrives with the call.
Disposition	The final disposition of the call. For more information on call disposition, see the *Database Schema Handbook for Cisco Unified Contact Center Enterprise* at https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-technical-reference-list.html.
Disposition Detail	The details of call disposition.
Wrap-up Reason	The data entered by the agent during call wrap-up.
Queue	The skill group name on which the agent handled the call.
Start Time	The time when the call started.
Talk Time	The cumulative time, in seconds, that the call was in a talking state on the destination device. Talk Time is a completed call time and not an agent state time.
Hold Time	The cumulative time, in seconds, for the call put on hold by an agent.
Duration	The duration of the call in seconds.
Ring Time	The number of seconds that the call spent ringing at the agent's phone before it was answered.
Delay Time	The time in seconds during which the call is active on the switch, but is not queued to a skill group or a trunk resource.
Answered	The status whether the call has been answered or not. It is true if the call is answered.
Peripheral Call Type	The type of the call reported by the peripheral.

Columns (Fields)	Description
Wrap-up Time	The cumulative number of seconds of the after-call work time associated with the call.

Recent Call History for Agent

Current Fields in the Recent Call History for Agent View

Current fields are the fields that appear by default in a report that is generated from the stock template.

The default fields are listed in the table below in the order (left to right) in which they appear in the stock template.

The **Recent Call History for Agent** view provides live data feed that can be viewed on the Cisco Finesse desktop gadgets. This view is visible on the Unified Intelligence Center report viewer only for the supervisors on Cisco Finesse.

Columns (Fields)	Description
Start Time	The time when the call started.
Duration	The duration of the call in seconds.
Type	The call type: Inbound or outbound call. The value is Inbound or Outbound in the following scenarios: • If the agent receives a call, this field reports the call type as Inbound. • If the agent initiates a call, this field reports the call type as Outbound. • If Outbound Options feature initiates the call, this field reports the call type as Inbound.
Number	The number of the phone that made or received the call. If the call is an inbound call, the number is picked from the Source field. If the call is an outbound call, the number is picked from the Destination field. **Note** When agents have not logged in, this field will display UNKNOWN for local CUCM DN.

Columns (Fields)	Description
Disposition	The final disposition of the call. For more information on call disposition, see the *Database Schema Handbook for Cisco Unified Contact Center Enterprise* at https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-technical-reference-list.html.
Queue	The skill group name on which the agent handled the call.
Wrap-up Reason	The data entered by the agent during call wrap-up.

Available Fields in Recent Call History

Available Fields in the Recent Call History Report Views

Available fields for this report include the fields that appear by default and are listed as current fields for each view. Other Available fields in this report are:

Columns (Fields)	Description
firstName	The first name of the agent.
lastName	The last name of the agent.
ID	The ID of the agent.
MR Domain Name	The name of the media routing domain.
Queue Type	The type of the queue, whether Skill Group or Precision Queue.
Record ID	The unique identifier for a record.

Recent State History

This report presents tables that display the historical state information for each Agent. Live Data stores and displays details for each agent including the state, reason code, start time, duration.

Data Source: This report displays the attributes published by the Live Data Reporting System, which continuously processes events from the Agent Peripheral Gateway. The Live Data Reporting System updates the individual attributes of the report as and when the events occur.

Views: This report has the following grid views:

- Recent State History
- Recent State History All Fields

Grouping: Grouping is not supported in Live Data reports.

Note:

- In Recent State History, the maximum number of entries for an agent login session is 1500. If the maximum number of entries exceeds this limit, the latest 1500 entries are retained.
- After the agent logs out, all the entries are cleared.

Recent State History View

Current Fields in the Recent State History View

Current fields are the fields that appear by default in a report that is generated from the stock template.

The default fields are listed in the table below in the order (left to right) in which they appear in the stock template.

The **Recent State History** view provides live data feed that can be viewed on the Cisco Finesse desktop gadgets. This view is visible on the Unified Intelligence Center report viewer only for the users on Cisco Finesse.

You can use the column selection tool to add or remove fields from the report.

Columns (Fields)	Description
Start Time	Time when the agent started being in this state.
State	The state of the agent. For more information on agent state, see the *Database Schema Handbook for Cisco Unified Contact Center Enterprise* at https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-technical-reference-list.html.
Reason	The reason why the agent entered the Not Ready state. **Note:** If an agent is Not Ready, the Not Ready reason is updated when the agent goes to Ready or to another Not Ready state with a different Reason. If the Not Ready agent receives an internal call or makes an outbound call, Reason continues to show the current Not Ready reason.
Duration	The time spent in the current agent state in HH:MM:SS (hours, minutes, seconds) format.

Recent State History All Fields

Current Fields in the Recent State History All Fields View

Current fields are the fields that appear by default in a report that is generated from the stock template.

The default fields are listed in the table below in the order (left to right) in which they appear in the stock template.

The **Recent State History All Fields** view provides live data feed that can be viewed on the Cisco Finesse desktop gadgets. This view is visible on the Unified Intelligence Center report viewer only for the users on Cisco Finesse.

You can use the column selection tool to add or remove fields from the report.

Columns (Fields)	Description
Agent Name	The name of the agent, which includes the Last Name and the First Name.
Start Time	Time when the agent started being in this state.
State	The state of the agent. For more information on agent state, see the *Database Schema Handbook for Cisco Unified Contact Center Enterprise* at https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-technical-reference-list.html.
Reason	The reason why the agent entered the Not Ready state. **Note:** If an agent is Not Ready, the Not Ready reason is updated when the agent goes to Ready or to another Not Ready state with a different Reason. If the Not Ready agent receives an internal call or makes an outbound call, Reason continues to show the current Not Ready reason.
Duration	The time spent in the current agent state in HH:MM:SS (hours, minutes, seconds) format.
Domain	The media routing domain name.

Available Fields in Recent State History

Available Fields in the Recent State History Report Views

Available fields for this report include the fields that appear by default and are listed as current fields for each view. Other Available fields in this report are:

Columns (Fields)	Description
Agent First Name	The first name of the agent.
Agent Last Name	The last name of the agent.
Agent Skill Target ID	The unique identifier of the skill target of the agent, among all skill targets in the enterprise.
Domain ID	The unique identifier of the MR Domain associated with the peripheral.
Peripheral ID	The unique identifier of the peripheral that the agent belongs to.
Reason Code	The Reason code used by agent.
Record ID	The unique identifier for a record.

Skill Group

This report shows all skill group activity for all agents logged in to the skill group.

Data Source: This report displays attributes published by the Live Data Reporting System, which continuously processes events from the Router and Agent Peripheral Gateway. The Live Data system updates the report's individual attributes as the events occur.

Views: This report has three views:

- Agent Utilization
- All Fields
- Default View

Grouping: Grouping is not supported in Live Data reports.

Skill Group Default View

Current Fields in the Default View

Current fields are the fields that appear by default in a report that is generated from the stock template.

The default fields are listed in the table below in the order (left to right) in which they appear in the stock template.

Columns (Fields)	Description
Skill Group	The enterprise name of the skill group.
Domain	The enterprise name of the Media Routing Domain associated with the skill group. **Domain** is derived from: Media_Routing_Domain.EnterpriseName.
Router	
Queued	The number of tasks currently queued for the skill group in the Router queue.
Longest in Queue	The longest call in queue as reported by the router.
Local	
Queued	The number of tasks currently queued for the skill group in the Router queue.
Longest Queued	The longest call in queue as reported by the router.
Logged On	The number of agents who are currently logged in to the skill group. This count is updated each time an agent logs on and each time an agent logs off.

Columns (Fields)	Description
Current State Distribution	
Ready	The number of agents in the skill group in the Ready state.
Reserved	The number of agents in the skill group who are in Reserved state and awaiting incoming tasks.
Active In	The number of agents in the skill group who are currently working on incoming tasks.
Active Out	The number of agents in the skill group who are currently working on outbound tasks.
Active Other	The number of agents in the skill group who are currently working on internal (neither inbound nor outbound) tasks.
Hold	The number of agents who have all active calls on hold or whose state to the skill group is Paused. The agent is not in the Hold state with one call on hold and talking on another call (for example, a consultative call). The agent must have all active calls on hold.
Wrap Up	The number of agents in the skill group who are in the Wrap Up state and Ready state. The Wrap Up state is a state in which an agent is involved in after task work and is assumed not to be ready to accept incoming tasks when done. The Ready state is a state in which an agent is involved in after a task work and is assumed to be ready to accept incoming tasks when done.
Not Ready	The number of agents in the skill group who are in the Not Ready state, a state in which agents are logged in but are neither involved in any task handling activity nor available to handle a task.
Busy Other	The number of agents currently in the BusyOther state. Busy Other is a state in which the agent is handling calls assigned to other skill groups during the interval. For example, an agent might be talking on an inbound call in one skill group while simultaneously logged on to and ready to accept calls from other skill groups. The agent can be active (talking on or handling calls) in only one skill group at a time. Therefore, while active in one skill group, for the other skill group the agent is considered to be in the Busy Other state.

Columns (Fields)	Description
To Interval	
Handled	The number of inbound calls that were answered and have completed wrap-up by agents in the skill group during the current interval.
Average Handle Time	The average time spent by agents in handling a task during the current interval, measured in HH:MM:SS (hours, minutes, seconds).
Today	
Handled	The number of inbound calls that were answered and have completed wrap-up by agents in the skill group today.
Average Handle Time	The average time spent by agents in handling a task today, measured in HH:MM:SS (hours, minutes, seconds).

Skill Group Agent Utilization View

Current Fields in the Agent Utilization View

Current fields are the fields that appear by default in a report that is generated from the stock template.

The default fields are listed in the table below in the order (left to right) in which they appear in the stock template.

The Agent Utilization View contains fields that appear by default in a report generated from the stock template.

Columns (Fields)	Description
Skill Group	The enterprise name of the skill group.
Domain	The enterprise name of the Media Routing Domain associated with the skill group. **Domain** is derived from: Media_Routing_Domain.EnterpriseName.
Router	
Queued	The number of tasks currently queued for the skill group in the Router queue.
Router Longest Task in Queue	The longest call in queue as reported by the router.
Local	
Queued	The number of tasks currently queued for the skill group in the Router queue.

Columns (Fields)	Description
Longest Queued	The longest call in queue as reported by the router.
(no header)	
Logged On	The number of agents who are currently logged in to the skill group. This count is updated each time an agent logs on and each time an agent logs off.
Current State Distribution	
Ready	The number of agents in the skill group in the Ready state.
Reserved	The number of agents in the skill group who are in Reserved state and awaiting incoming tasks.
Active In	The number of agents in the skill group who are currently working on incoming tasks.
Active Out	The number of agents in the skill group who are currently working on outbound tasks.
Active Other	The number of agents in the skill group who are currently working on internal (neither inbound nor outbound) tasks.
Hold	The number of agents who have all active calls on hold or whose state to the skill group is Paused. The agent is not in the Hold state with one call on hold and talking on another call (for example, a consultative call). The agent must have all active calls on hold.
Wrap Up	The number of agents in the skill group who are in the Wrap Up state and Work Ready state. The Wrap Up state is a state in which an agent is involved in after task work and is assumed not to be ready to accept incoming tasks when done. The Work Ready state is a state in which an agent is involved in after a task work and is assumed to be ready to accept incoming tasks when done.
Not Ready	The number of agents in the skill group who are in the Not Ready state, a state in which agents are logged in but are neither involved in any task handling activity nor available to handle a task.

Columns (Fields)	Description
Busy Other	The number of agents currently in the Busy Other state. Busy Other is a state in which the agent is handling calls assigned to other skill groups during the interval. For example, an agent might be talking on an inbound call in one skill group while simultaneously logged on to and ready to accept calls from other skill groups. The agent can be active (talking on or handling calls) in only one skill group at a time. Therefore, while active in one skill group, for the other skill group the agent is considered to be in the Busy Other state.
To Interval	
Logged On	The total time in HH:MM:SS (hours, minutes, and seconds) that agents were logged into this skill group during the current interval.
Ready	The total time in seconds an agent associated with this skill group was in the Not_Active state with respect to this skill group during the current interval. AvailTime is included in the calculation of LoggedOnTime.
Not Ready	The total time that the agents spent in Not Ready state for this skill for the current interval. This value is taken directly from the database.
% Ready	The percentage of Logged On time during which agents were Ready during the current interval.
Today	
Logged On	The total time in HH:MM:SS (hours, minutes, and seconds) that agents were logged into this skill group today.
Ready	The total time in seconds an agent associated with this skill group was in the Not_Active state with respect to this skill group today. AvailTime is included in the calculation of LoggedOnTime.
Not Ready	The total time that the agents spent in Not Ready state for this skill today. This value is taken directly from the database.
% Ready	The percentage of Logged On time during which an agent was Ready today.

Skill Group All Fields

Current Fields in the All Fields View

Current fields are the fields that appear by default in a report that is generated from the stock template.

The default fields are listed in the table below in the order (left to right) in which they appear in the stock template.

All Fields are the fields that are visible in the All Fields view. You can use the column selection tool to add or remove fields from the report.

Columns (Fields)	Description
Skill Group	The enterprise name of the skill group.
Domain	The enterprise name of the Media Routing Domain associated with the skill group. **Domain** is derived from: Media_Routing_Domain.EnterpriseName.
Router	
Queued	The number of tasks currently queued for the skill group in the Router queue.
Longest in Queue	The longest call in queue as reported by the router.
Local	
Queued	The number of tasks currently queued for the skill group in the Router queue.
Longest Queued	The longest call in queue as reported by the router.
(no header)	
Logged On	The number of agents who are currently logged in to the skill group. This count is updated each time an agent logs on and each time an agent logs off.
Current State Distribution	
Ready	The number of agents in the skill group in the Ready state.
Reserved	The number of agents in the skill group who are in Reserved state and awaiting incoming tasks.
Active In	The number of agents in the skill group who are currently working on incoming tasks.
Active Out	The number of agents in the skill group who are currently working on outbound tasks.

Columns (Fields)	Description
Active Other	The number of agents in the skill group who are currently working on internal (neither inbound nor outbound) tasks.
Hold	The number of agents who have all active calls on hold or whose state to the skill group is Paused. The agent is not in the Hold state with one call on hold and talking on another call (for example, a consultative call). The agent must have all active calls on hold.
Wrap Up	The number of agents in the skill group who are in the Wrap Up state and Work Ready state. The Wrap Up state is a state in which an agent is involved in after task work and is assumed not to be ready to accept incoming tasks when done. The Work Ready state is a state in which an agent is involved in after a task work and is assumed to be ready to accept incoming tasks when done.
Not Ready	The number of agents in the skill group who are in the Not Ready state, a state in which agents are logged in but are neither involved in any task handling activity nor available to handle a task.
Busy Other	The number of agents currently in the BusyOther state. Busy Other is a state in which the agent is handling calls assigned to other skill groups during the interval. For example, an agent might be talking on an inbound call in one skill group while simultaneously logged on to and ready to accept calls from other skill groups. The agent can be active (talking on or handling calls) in only one skill group at a time. Therefore, while active in one skill group, for the other skill group the agent is considered to be in the Busy Other state.
Outbound Option States	
Active Reserve	The number of agents in the skill group currently talking on agent reservation calls.
Active Preview	The number of agents in the skill group currently talking on outbound Preview calls.
Active Auto Out	The number of agents in the skill group currently talking on AutoOut (predictive) calls.
(no header)	

Columns (Fields)	Description
ICM Available	The number of agents belonging to this skill group who are currently *ICMAvailable* for the MRD associated with this skill group. Agents are *ICMAvailable* if they are Routable and Available for the MRD. If an agent is *ICMAvailable*, the system software can assign tasks to the agent.
Eligible	The number of agents who are Routable for the MRD associated with this skill group, and whose agent state in this skill group is currently something other than NOT_READY or WORK_NOT_READY.
Wrap Up State Distribution	
Ready	The agent is performing wrap-up work for a call or task in the skill group. If the agent is handling a voice call, the agent enters Not Active state when wrap-up is complete. If the agent is handling a non-voice task, the agent might enter Not Active or Not Ready state when wrap-up is complete.
Wrap Up	The agent is performing wrap-up work for a call in the skill group. The agent enters Not Ready state when wrap-up is complete.
(no header)	
Application Available	The number of agents belonging to this skill group who are currently Application Available with respect to the MRD to which the skill group belongs. An agent is Application available if the agent is Not Routable and Available for the MRD.
To Interval	
Logged On	The total time in HH:MM:SS (hours, minutes, and seconds) that agents were logged into this skill group during the current interval.
Ready	The total time in seconds an agent associated with this skill group was in the Not_Active state with respect to this skill group during the current interval. AvailTime is included in the calculation of LoggedOnTime.
Not Ready	The total time that the agents spent in Not Ready state for this skill for the current interval. This value is taken directly from the database.

Columns (Fields)	Description
Handled	The number of inbound calls that were answered and have completed wrap-up by agents in the skill group during the current interval.
Avg Handle Time	The average time spent by agents in handling a task during the current interval, measured in HH:MM:SS (hours, minutes, seconds).
% Ready	The percentage of Logged On time during which agents were Ready during the current interval.
Today	
Logged On	The total time in HH:MM:SS (hours, minutes, and seconds) that agents were logged into this skill group today.
Ready	The total time in seconds an agent associated with this skill group was in the Not_Active state with respect to this skill group today. AvailTime is included in the calculation of LoggedOnTime.
Not Ready	The total time that the agents spent in Not Ready state for this skill today. This value is taken directly from the database.
Handled	The number of inbound calls that were answered and have completed wrap-up by agents in the skill group today.
Avg Handle Time	The average time spent by agents in handling a task today, measured in HH:MM:SS (hours, minutes, seconds).
% Ready	The percentage of Logged On time during which an agent was Ready today.

Available Fields in Skill Group

Available Fields in the Skill Group Report Views

Available fields for this report include the fields that appear by default and are listed as current fields for each view. Other Available fields in this report is:

Skill Group ID—The unique identifier of the Skill Group.