



## Historical All Fields Report Templates

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## Agent Historical All Fields

The Agent Historical All Fields report presents a historical view of the activity of selected agents, showing each agent's skill groups, completed tasks, and agent state times.

**Query:** This report data is built from an Anonymous Block type query.

**Views:** This report has only a grid view.

**Grouping:** This report is grouped and sorted by agent name and then by skill group.

**Value List:** Agents

**Database Schema Tables** from which data is retrieved:

- Agent

- Agent\_Skill\_Group\_Interval
- Skill\_Group
- Person
- Media\_Routing\_Domain
- Agent\_Interval
- Precision\_Queue

## Available Fields in the Agent Historical All Fields Grid View

Available fields for this report include the fields that appear by default as Current.

In addition to the fields that appear by default as Current, most Available fields in this report are derived from the Agent\_Interval and Agent\_Skill\_Group\_Interval tables.

The **Handled** field is derived from CallsHandled in the Agent\_Skill\_Group\_Interval table.

Handled is the number of inbound calls that were answered and have completed wrap-up by agents in the skill group during the interval.

The **Wrap Time** field is a calculated field derived from Agent\_Skill\_Group\_Interval.WorkNotReadyTime + Agent\_Skill\_Group\_Interval.WorkReadyTime.

Wrap Time is the total time in HH:MM:SS (hours, minutes, seconds) that the agent spent in wrap-up on incoming and outgoing tasks in the interval.

## Current Fields in the Agent Historical All Fields Grid View

Current fields are those fields that appear by default in a report generated from the stock template. You can change them.

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

Column (Field)	Description
Agent	The last name and first name of the agent. This field is a calculated field, derived from Person.LastName + ", " + Person.FirstName.
Skill Group	The agent skill group's enterprise name. Derived from Skill_Group.EnterpriseName.
DateTime	The date and time of the selected row's data in MM/DD/YYYY (month, day, year) and HH:MM:SS (hours, minutes, seconds) format. Derived from Agent_Interval.DateTime.
<b>COMPLETED TASKS</b>	
Handled	The number of inbound calls that were answered and have completed wrap-up by agents during the interval. Derived from Agent_Skill_Group_Interval.CallsHandled.

Column (Field)	Description
Avg Handle Time	<p>The average time spent by the agent in handling a task in the interval, measured in HH:MM:SS (hours, minutes, seconds).</p> <p>This field is a calculated field, derived from  <code>Agent_Skill_Group_Interval.HandledCallsTime/Agent_Skill_Group_Interval.CallsHandled</code>.</p>
Held	<p>The number of incoming calls to this agent that were placed on hold in the interval.</p> <p>Derived from <code>Agent_Skill_Group_Interval.IncomingCallsOnHold</code>.</p>
Avg Hold	<p>The average time in HH:MM:SS (hours, minutes, seconds) that calls were put on hold in the interval, for all incoming calls that included hold time.</p> <p>This field is a calculated field, derived from  <code>Agent_Skill_Group_Interval.IncomingCallsOnHoldTime/Agent_Skill_Group_Interval.IncomingCallsOnHold</code>.</p>
Aban Rings	<p>For voice: the total number of calls that were abandoned while the agent's phone was ringing.</p> <p>For non-voice: the total number of tasks that were abandoned while being offered to an agent.</p> <p>Derived from <code>Agent_Skill_Group_Interval.AbandonRingCalls</code>.</p>
RONA	<p>The number of tasks that left the agent's phone or terminal that were redirected to another dialed number because of no answer in the interval.</p> <p>Derived from <code>Agent_Skill_Group_Interval.RedirectNoAnsCalls</code>.</p>
Aban Hold	<p>The number of calls to the agent that were abandoned while the call was on hold and the number of paused tasks that the agent ended in the interval.</p> <p>Derived from <code>Agent_Skill_Group_Interval.AbandonHoldCalls</code>.</p>
Trans In	<p>The number of incoming calls that were transferred to this agent from other agents within the same peripheral that did not go to IVR for queuing in the interval. This value is updated when the agent completes the call.</p> <p>For blind transfers in the Unified CCE with a Unified CCE System PG, this field updates when the call that was blind transferred to an IVR is subsequently transferred to another agent and the agent answers the call. For this call scenario, this field is not updated in the Unified CCE without a Unified CCE System PG.</p> <p>Derived from <code>Agent_Skill_Group_Interval.TransferredInCalls</code>.</p>
Trans Out	<p>The number of calls this agent transferred to another agent, precision queue, or skill group in the interval. This includes Consultative Calls if this transfer was consultative-not blind. The value is updated at the time the agent completes the transfer of the call.</p> <p>This field is a calculated field, derived from <code>Agent_Skill_Group_Interval.TransferredOutCalls + Agent_Skill_Group_Interval.NetTransferredOutCalls</code>.</p>
Ext Out	<p>The number of outgoing external calls that this agent made in the interval.</p> <p>Derived from <code>Agent_Skill_Group_Interval.AgentOutCalls</code>.</p>
<b>AGENT STATE TIMES</b>	

Column (Field)	Description
Logged On Time	<p>The total time during the interval the agent was logged in, measured in HH:MM:SS (hours, minutes, seconds) format.</p> <p>Derived from Agent_Interval.LoggedOnTime.</p>
%Active	<p>The percentage of time that the agent spent talking on calls in relation to the agent's LoggedOnTime.</p> <p>This field is a calculated field, derived from: <math>(\text{Agent\_Skill\_Group\_Interval.TalkInTime} + \text{Agent\_Skill\_Group\_Interval.TalkOutTime} + \text{Agent\_Skill\_Group\_Interval.TalkOtherTime} + \text{Agent\_Skill\_Group\_Interval.TalkAutoOutTime} + \text{Agent\_Skill\_Group\_Interval.TalkPreviewTime} + \text{Agent\_Skill\_Group\_Interval.TalkReserveTime}) / \text{Agent\_Interval.LoggedOnTime}</math>.</p>
%Hold	<p>The percentage of time that the agent put a call on hold or paused a task in relation to LoggedOnTime or the interval, whichever is less.</p> <p>This field is a calculated field, derived from <math>\text{Agent\_Skill\_Group\_Interval.HoldTime} / \text{Agent\_Interval.LoggedOnTime}</math>.</p>
%Not Active	<p>The percentage of time that the agent spent in the Not Active or Available state in relation to LoggedOnTime. Applies to all skill groups and precision queues.</p> <p>This field is a calculated field derived from <math>\text{Agent\_Interval.AvailTime} / \text{Agent\_Interval.LoggedOnTime}</math>.</p>
%Not Ready	<p>The percentage of time that the agent spent in the Not Ready state in relation to LoggedOnTime or the interval, whichever is less. Applies to all skill groups and precision queues.</p> <p>This field is a calculated field, derived from <math>\text{Agent\_Interval.NotReadyTime} / \text{Agent\_Interval.LoggedOnTime}</math>.</p>
%Reserved	<p>The percentage of time that the agent spent in Reserved state waiting for task from this skill group or precision queue in relation to LoggedOnTime.</p> <p>This field is a calculated field, derived from <math>\text{Agent\_Skill\_Group\_Interval.ReservedStateTime} / \text{Agent\_Interval.LoggedOnTime}</math>.</p>
%Wrap Up	<p>The percentage of time that the agent spent in Wrap-up state after an incoming or outgoing call to or from this skill group or precision queue in relation to LoggedOnTime.</p> <p>The agent state time percentages in the Report Summary row add up to 100 percent only after you select all the skill groups or precision queues for an agent. When viewing a subset of an agent's skill groups or precision queues, the percentages may not balance.</p> <p>This field is a calculated field, derived from <math>(\text{Agent\_Skill\_Group\_Interval.WorkReadyTime} + \text{Agent\_Skill\_Group\_Interval.WorkNotReadyTime}) / \text{Agent\_Interval.LoggedOnTime}</math>.</p>

**Report Summary:** This report has a report summary for all data.

## Agent Not Ready Detail

Use this report to identify how agents spend their time when they are not handling contacts. Not Ready reason codes can be used for agents to identify this time by using numeric codes to identify Break, Training, or Follow

up for example. You can use this report to identify which Not Ready states agents use and how much time agents spend in each of them.

**Query:** This report data is built from an Anonymous Block.

**Views:** This report only has a grid view.

**Grouping:** This report is grouped and sorted by Agent and then by Logon Date Time.

**Value List:** Agent

**Database Schema Tables** from which data is retrieved:

- Agent
- Agent\_Event\_Detail
- Media\_Routing\_Domain
- Person
- Reason\_Code

The report summarizes states by login date time. You might see one row for an agent's entire login session rather than individual rows for each state change.



**Note**

To report on Agent Not Ready reason codes, configure the Not Ready Reason codes on the agent desktop software and in either the ICM Configuration manager (for Unified CCE) or Unified CCE Administration (for Packaged CCE).

In a Unified CCE environment, ensure that agent event detail is enabled on the peripheral. It is enabled by default in the ICM Configuration Manager only for the Unified CCE peripheral.

## Available Fields in the Agent Not Ready Detail Grid View

Available fields for this report include the fields that appear by default as Current. Additional Available fields in this report are:

- **EndDate** This field is a calculated field derived from the SQL query.
- **Reason Code** Derived from Reason\_Code.ReasonCodeName (if reason code text is configured) and Agent\_Event\_Detail.ReasonCode.
- **Skill Target ID** Derived from: Agent\_Event\_Detail.skilltargetid.
- **StartDate** This field is a calculated field derived from the SQL query.
- **Total Time Not Ready** This field is a calculated field derived from the SQL query.

## Current Fields in the Agent Not Ready Detail Grid View

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

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

Column (Field)	Description
Agent	The first and last name of the agent.  Derived from: Person.LastName ", " Person.FirstName
Log On Date Time	The date and time the agent logged in, measured in MM/DD/YYYY (month, day, year) and HH:MM:SS (hours, minutes, seconds) format.  This field is a calculated field derived from Agent_Event_Detail.LoginDateTime.
Log On Duration	The amount of time the agent was logged in, measured in HH:MM:SS (hours, minutes, seconds) format.  This field is a calculated field derived from ( Agent_Event_Detail.LoginDuration).
Reason Code	A code and text (if configured) from the peripheral that indicates the reason for the agent's last state change. If it is not defined, the reason code displays 0.  This field is a calculated field derived from Reason_Code.ReasonCodeName (if reason code text is configured) and Agent_Event_Detail.ReasonCode.
Duration	The amount of time in HH:MM:SS (hours, minutes, seconds) that the agent spent in the Not Ready state for the given reason.  Derived from Agent_Event_Detail.Duration.
% Log On Duration	The percent of the agent's total login session that the agent spent in the Not Ready state for the given reason.  Derived from Agent_Event_Detail.Duration / Agent_Event_Detail.LoginDuration.
% Not Ready	The percentage of time an agent spent in each Not Ready state relative to the other Not Ready states.  This field is a calculated field derived from (Agent_Event_Detail.Duration / (sum of Agent_Event_Detail.Duration for all not ready reason codes)).

**Report Summary:** This report has a summary row for Agent and a report summary for all data. For more information, see [Report Summary Rows](#).

## Agent Precision Queue Historical All Fields

Use this report to review the outcome of calls by Precision Queue and agent state percentages per Precision Queue. This report is comparable to the Agent Skill Group Historical report.

**Views:** This report has a grid view only.

**Grouping:** This report is grouped and sorted by Precision Queue and then by Agent.

**Value Lists:** Precision Queue, Media Routing Domain

**Database Schema Tables** from which data is retrieved:

- Agent
- Agent\_Interval
- Agent\_Skill\_Group\_Interval
- Attribute
- Media\_Routing\_Domain
- Person
- Precision\_Queue

## Available Fields in the Agent Precision Queue Historical All Fields Grid View

Available fields for this report include the fields that display by default as Current.

In addition to the fields that display by default as Current, most Available fields in this report are derived from the Agent\_Interval and Agent\_Skill\_Group\_Interval tables.

**Handled** is derived from CallsHandled in the Agent\_Skill\_Group\_Interval table.

Handled is the number of inbound calls for which agents in the precision queue during the interval answered and completed wrap-up.

All fields, excluding one, take their value directly from the database.

## Current Fields in the Agent Precision Queue Historical All Fields Grid View

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

Current fields are listed here 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 Agent Precision Queue. Derived from Precision_Queue.EnterpriseName
Agent	The first and last name of the agent. This field is a calculated field, derived from Person.LastName+", "+Person.Firstname.
Media	The enterprise name of the Media Routing Domain associated with the agent.  <b>Media</b> is derived from: Media_Routing_Domain.EnterpriseName.

Column (Field)	Description
DateTime	The date and time of the data for a selected row. Derived from Agent_Skill_Group_Interval.DateTime.
Attributes	The attributes used in the precision queue definition. The report shows only those attributes that are used.
<b>COMPLETED TASKS</b>	
Handled	The number of inbound calls for which agents in the precision queue during the interval answered and completed.  Derived from Agent_Skill_Group_Interval.CallsHandled
Avg Handle Time	This is a calculated field, derived from: Agent_Skill_Group_Interval.HandledCallsTime / Agent_Skill_Group_Interval.CallsHandled  The average time spent by the agent in handling a task in the interval, measured in HH:MM:SS (hours, minutes, seconds).
Held	The number of incoming calls to this agent that are placed on hold in the interval.  Derived from Agent_Skill_Group_Interval.IncomingCallsOnHold
Avg Hold Time	The average time in HH:MM:SS (hours, minutes, seconds) for calls placed on hold in the interval, for all incoming calls which include hold time.  This field is a calculated field, derived from (Agent_Skill_Group_Interval.IncomingCallsOnHoldTime / Agent_Skill_Group_Interval.IncomingCallsOnHold)
Abandon Ring	For voice: The total number of calls that are abandoned while the agent phone is ringing.  For non-voice: The total number of tasks that are abandoned when offered to an agent.  Derived from Agent_Skill_Group_Interval.AbandonRingCalls
RONA	The number of tasks that left the agent phone or terminal that are redirected to another dialed number because of no answer in the interval.  Derived from Agent_Skill_Group_Interval.RedirectNoAnsCalls



Column (Field)	Description
Abandon Hold	<p>The number of calls to the agent that are abandoned while the call is on hold and the number of paused tasks that the agent ended in the interval.</p> <p>Derived from Agent_Skill_Group_Interval.AbandonHoldCalls</p>
Transfer In	<p>The number of incoming calls that are transferred to this agent from other agents within the same peripheral that do not go to VRU for queuing in the interval. This value is updated when the agent completes the call.</p> <p>For blind transfers in Unified CCE with a Unified CCE System PG, this field is updated when the call that is blind transferred to a VRU is later transferred to another agent and the agent answers the call. For this call scenario this field is not updated in Unified CCE without a Unified CCE System PG.</p> <p>Derived from Agent_Skill_Group_Interval.TransferredInCalls</p>
Transfer Out	<p>The number of calls this agent transferred to another agent or precision queue in the interval. This number includes consultative calls if this transfer was consultative-not blind. The value is updated at the time the agent completes the transfer of the call.</p> <p>This field is a calculated field, derived from Agent_Skill_Group_Interval.TransferredOutCalls + Agent_Skill_Group_Interval.NetTransferredOutCalls</p>
External Out	<p>The number of outgoing external calls that this agent made in the interval.</p> <p>Derived from Agent_Skill_Group_Interval.AgentOutCalls</p>
<b>Agent State Times</b>	
Logged On Time	<p>The total time during the interval the agent was logged in, measured in HH:MM:SS (hours, minutes, seconds) format.</p> <p>Derived from Agent_Interval.LoggedOnTime</p>

Column (Field)	Description
% Active	<p>The percentage of time that the agent spent talking on calls in this precision queue in relation to LoggedOnTime.</p> <p>This field is a calculated field, derived from  <math>(\text{Agent\_Skill\_Group\_Interval.TalkInTime} + \text{Agent\_Skill\_Group\_Interval.TalkOutTime} + \text{Agent\_Skill\_Group\_Interval.TalkOtherTime} + \text{Agent\_Skill\_Group\_Interval.TalkAutoOutTime} + \text{Agent\_Skill\_Group\_Interval.TalkPreviewTime} + \text{Agent\_Skill\_Group\_Interval.TalkReserveTime}) / \text{Agent\_Interval.LoggedOnTime}</math></p>
% Hold	<p>The percentage of time that the agent put a call on hold or paused a task in relation to LoggedOnTime or the interval, whichever is less.</p> <p>This field is a calculated field, derived from  <math>\text{Agent\_Skill\_Group\_Interval.HoldTime} / \text{Agent\_Interval.LoggedOnTime}</math></p>
% Not Active	<p>The percentage of time that the agent spent in the NotActive or Available state in relation to LoggedOnTime. This field applies to all precision queues.</p> <p>This field is a calculated field derived from  <math>\text{Agent\_Interval.AvailTime} / \text{Agent\_Interval.LoggedOnTime}</math></p>
% Not Ready	<p>The percentage of time that the agent spent in the NotReady state in relation to LoggedOnTime or the interval, whichever is less. This field applies to all precision queues.</p> <p>This field is a calculated field, derived from  <math>\text{Agent\_Interval.NotReadyTime} / \text{Agent\_Interval.LoggedOnTime}</math></p>
% Reserved	<p>The percentage of time that the agent spent in the Reserved state waiting for a task from this precision queue in relation to LoggedOnTime.</p> <p>This field is a calculated field, derived from  <math>\text{Agent\_Skill\_Group\_Interval.ReservedStateTime} / \text{Agent\_Interval.LoggedOnTime}</math></p>

Column (Field)	Description
% Wrap Up	<p>The percentage of time that the agent spent in the Wrap-up state after an incoming or outgoing call to or from this precision queue in relation to LoggedOnTime.</p> <p>The agent state time percentages in the Report Summary row add up to 100 percent only when you select all the precision queues for an agent. When you view a subset of precision queues for an agent, the percentages may not balance.</p> <p>This field is a calculated field, derived from <math>(\text{Agent\_Skill\_Group\_Interval}.\text{WorkReadyTime} + \text{Agent\_Skill\_Group\_Interval}.\text{WorkNotReadyTime}) / \text{Agent\_Interval}.\text{LoggedOnTime}</math></p>

**Report Summary:** There is a summary for Precision Queue Name and a report summary for all data. See [Report Summary Rows](#).

## Agent Queue Interval

Use this report to show call dispositions and state time percentages for agents who have been assigned both skills and precision queues.

**Query:** This report data is built from an Anonymous Block.

**Views:** This report only has a grid view.

**Grouping:** This template is grouped by agent name and then by Skill Group or Precision Queue.

**Value List:** Agent

**Database Schema Tables** from which data is retrieved:

- Agent
- Agent\_Interval
- Agent\_Skill\_Group\_Interval
- Attribute
- Media\_Routing\_Domain
- Person
- Precision Queue
- Skill\_Group

## Current Fields in the Agent Queue Interval Grid View

Current fields are those fields that appear by default in a grid view generated from the stock template.

Current fields are listed here in the order (left to right) in which they appear by default in the stock template.

Column (Field)	Description
Agent	The first and last name of the agent.  This field is a calculated field, derived from Person.LastName+ ", "+Person.FirstName.
Precision Queue / Skill Group	The enterprise name for the skill group or agent precision queue. You can identify a precision queue by the presence of Attributes next to the queue name.  Derived from Skill_Group.EnterpriseName or Precision_Queue.EnterpriseName
Attributes	The attributes used in the precision queue definition. The report shows only those attributes that are used.
DateTime	The date and time of the selected row's data in MM/DD/YYYY (month, day, year) and HH:MM:SS (hour, minute, second) format.  Derived from Agent_Skill_Group_Interval.DateTime.
<b>COMPLETED TASKS</b>	
Handled	The number of inbound calls that were answered and have completed wrap-up by agents in the skill group during the interval.  Derived from CallsHandled in the Agent_Skill_Group_Interval table.
Avg Handle Time	The average time spent by the agent in handling a task in the interval, measured in HH:MM:SS (hours, minutes, seconds).  This field is a calculated field, derived from (Agent_Skill_Group_Interval.HandledCallsTime / Agent_Skill_Group_Interval.CallsHandled).
Held	The number of incoming calls to this agent that were placed on hold in the interval.  Derived from Agent_Skill_Group_Interval.IncomingCallsOnHold.
Avg Hold Time	The average time in HH:MM:SS (hours, minutes, seconds) that calls were put on hold in the interval, for all incoming calls which included hold time.  This field is a calculated field, derived from (Agent_Skill_Group_Interval.IncomingCallsOnHoldTime / Agent_Skill_Group_Interval.IncomingCallsOnHold).
Abandon Rings	For voice: the total number of calls that were abandoned while the agent's phone was ringing.  For non-voice: the total number of tasks that were abandoned while being offered to an agent.  Derived from: Agent_Skill_Group_Interval.AbandonRingCalls.

Column (Field)	Description
RONA	The number of tasks that left the agent's phone or terminal that were redirected to another dialed number because of no answer in the interval.  Derived from Agent_Skill_Group_Interval.RedirectNoAnsCalls.
Abandon Hold	The number of calls to the agent that were abandoned while the call was on hold and the number of paused tasks that the agent ended in the interval.  Derived from Agent_Skill_Group_Interval.AbandonHoldCalls.
Transfer In	The number of incoming calls that were transferred to this agent from other agents within the same peripheral that did not go to IVR for queuing in the interval. This value is updated when the agent completes the call.  For blind transfers in the Unified CCE with a Unified CCE System PG, this field is updated when the call that was blind transferred to an Interactive Voice Response (IVR) is later transferred to another agent and the agent answers the call. For this call scenario, this field is not updated in Unified CCE without a Unified CCE System PG.  Derived from Agent_Skill_Group_Interval.TransferredInCalls.
Transfer Out	The number of calls this agent transferred to another agent or skill group in the interval. This includes Consultative Calls if this transfer was consultative-not blind. The value is updated at the time the agent completes the transfer of the call.  This field is a calculated field, derived from Agent_Skill_Group_Interval.TransferredOutCalls + Agent_Skill_Group_Interval.NetTransferredOutCalls.
External Out	The number of outgoing external calls that this agent made in the interval.  Derived from Agent_Skill_Group_Interval.AgentOutCalls.
<b>AGENT STATE TIMES</b>	
Logged On Time	The total time during the interval the agent was logged in, measured in HH:MM:SS (hours, minutes, seconds) format.  Derived from Agent_Interval.LoggedOnTime.

Column (Field)	Description
% Active	<p>The percentage of time that the agent spent talking on calls in this skill group in relation to the agent's LoggedOnTime.</p> <p>This field is a calculated field, derived from  <math>(\text{Agent\_Skill\_Group\_Interval.TalkInTime} + \text{Agent\_Skill\_Group\_Interval.TalkOutTime} + \text{Agent\_Skill\_Group\_Interval.TalkOtherTime} + \text{Agent\_Skill\_Group\_Interval.TalkAutoOutTime} + \text{Agent\_Skill\_Group\_Interval.TalkPreviewTime} + \text{Agent\_Skill\_Group\_Interval.TalkReserveTime}) / \text{Agent\_Interval.LoggedOnTime}</math>.</p>
% Hold	<p>The percentage of time that the agent has put a call on hold or paused a task in relation to LoggedOnTime or the interval, whichever is less.</p> <p>This field is a calculated field, derived from  <math>\text{Agent\_Skill\_Group\_Interval.HoldTime} / \text{Agent\_Interval.LoggedOnTime}</math>.</p>
% Not Active	<p>The percentage of time that the agent spent in the Not Active or Available state in relation to LoggedOnTime. Applies to all skill groups.</p> <p>This field is a calculated field derived from <math>(\text{Agent\_Interval.AvailTime} / \text{Agent\_Interval.LoggedOnTime})</math>.</p>
% Not Ready	<p>The percentage of time that the agent spent in the Not Ready state in relation to LoggedOnTime or the interval, whichever is less. Applies to all skill groups.</p> <p>This field is a calculated field, derived from:  <math>(\text{Agent\_Interval.NotReadyTime} / \text{Agent\_Interval.LoggedOnTime})</math>.</p>
% Reserved	<p>The percentage of time that the agent spent in Reserved state waiting for a task from this skill group in relation to LoggedOnTime.</p> <p>This field is a calculated field, derived from  <math>(\text{Agent\_Skill\_Group\_Interval.ReservedStateTime} / \text{Agent\_Interval.LoggedOnTime})</math>.</p>
% Wrap Up	<p>The percentage of time that the agent spent in Wrap-up state after an incoming or outgoing call to or from this skill group in relation to LoggedOnTime.</p> <p>The agent state time percentages in the Report Summary row add up to 100 percent only after you select all the skill groups for an agent. When viewing a subset of an agent's skill groups, the percentages may not balance.</p> <p>This field is a calculated field, derived from  <math>(\text{Agent\_Skill\_Group\_Interval.WorkReadyTime} + \text{Agent\_Skill\_Group\_Interval.WorkNotReadyTime}) / \text{Agent\_Interval.LoggedOnTime}</math>.</p>

**Report Summary:** There is a summary for all data. See [Report Summary Rows](#).

# Agent Queue Hourly

Use this report to show call dispositions and state time percentages for agents who have been assigned both skills and precision queues.

**Query:** This report data is built from an Anonymous Block.

**Views:** This report only has a grid view.

**Grouping:** This template does not support grouping.

**Value List:** Agent

**Database Schema Tables** from which data is retrieved:

- Agent
- Agent\_Interval
- Agent\_Skill\_Group\_Interval
- Attribute
- Media\_Routing\_Domain
- Person
- Precision Queue
- Skill\_Group

**Note:** The data is summarized to hourly boundaries instead of 15 or 30-minutes interval boundaries.

## Current Fields in the Agent Queue Hourly Grid View

Current fields are those fields that appear by default in a grid view generated from the stock template.

Current fields are listed here in the order (left to right) in which they appear by default in the stock template.

Column (Field)	Description
Agent	The first and last name of the agent.  This field is a calculated field, derived from <code>Person.LastName+ "," +Person.FirstName</code> .
Precision Queue / Skill Group	The enterprise name for the skill group or agent precision queue. You can identify a precision queue by the presence of Attributes next to the queue name.  Derived from <code>Skill_Group.EnterpriseName</code> or <code>Precision_Queue.EnterpriseName</code>

Column (Field)	Description
DateTime	The date and time of the selected row's data in MM/DD/YYYY (month, day, year) and HH:MM:SS (hour, minute, second) format.  Derived from Agent_Skill_Group_Interval.DateTime.
<b>COMPLETED TASKS</b>	
Handled	The number of inbound calls that were answered and have completed wrap-up by agents in the skill group during the interval.  Derived from CallsHandled in the Agent_Skill_Group_Interval table.
Avg Handle Time	The average time spent by the agent in handling a task in the interval, measured in HH:MM:SS (hours, minutes, seconds).  This field is a calculated field, derived from (Agent_Skill_Group_Interval.HandledCallsTime / Agent_Skill_Group_Interval.CallsHandled).
Held	The number of incoming calls to this agent that were placed on hold in the interval.  Derived from Agent_Skill_Group_Interval.IncomingCallsOnHold.
Avg Hold Time	The average time in HH:MM:SS (hours, minutes, seconds) during which the calls were put on hold in the interval, for all incoming calls that included hold time.  This field is a calculated field, derived from (Agent_Skill_Group_Interval.IncomingCallsOnHoldTime / Agent_Skill_Group_Interval.IncomingCallsOnHold).
Abandon Rings	For voice: the total number of calls that were abandoned while the agent's phone was ringing.  For non-voice: the total number of tasks that were abandoned while being offered to an agent.  Derived from: Agent_Skill_Group_Interval.AbandonRingCalls.
RONA	The number of tasks that left the agent's phone or terminal that were redirected to another dialed number because of no answer in the interval.  Derived from Agent_Skill_Group_Interval.RedirectNoAnsCalls.



Column (Field)	Description
Abandon Hold	<p>The number of calls to the agent that were abandoned while the call was on hold and the number of paused tasks that the agent ended in the interval.</p> <p>Derived from Agent_Skill_Group_Interval.AbandonHoldCalls.</p>
Transfer In	<p>The number of incoming calls that were transferred to this agent from other agents within the same peripheral that did not go to IVR for queuing in the interval. This value is updated when the agent completes the call.</p> <p>For blind transfers in the Unified CCE with a Unified CCE System PG, this field is updated when the call that was blind transferred to an IVR is later transferred to another agent and the agent answers the call. For this call scenario, this field is not updated in Unified CCE without a Unified CCE System PG.</p> <p>Derived from Agent_Skill_Group_Interval.TransferredInCalls.</p>
Transfer Out	<p>The number of calls this agent transferred to another agent or skill group in the interval. This includes Consultative Calls if this transfer was consultative-not blind. The value is updated at the time the agent completes the transfer of the call.</p> <p>This field is a calculated field, derived from Agent_Skill_Group_Interval.TransferredOutCalls + Agent_Skill_Group_Interval.NetTransferredOutCalls.</p>
External Out	<p>The number of outgoing external calls that this agent made in the interval.</p> <p>Derived from Agent_Skill_Group_Interval.AgentOutCalls.</p>
<b>Agent State Times</b>	
Logged On Time	<p>The total time during the interval the agent was logged in, measured in HH:MM:SS (hours, minutes, seconds) format.</p> <p>Derived from Agent_Interval.LoggedOnTime.</p>

Column (Field)	Description
% Active	<p>The percentage of time that the agent spent talking on calls in this skill group in relation to the agent's LoggedOnTime.</p> <p>This field is a calculated field, derived from  <math display="block">\frac{(\text{Agent\_Skill\_Group\_Interval.TalkInTime} + \text{Agent\_Skill\_Group\_Interval.TalkOutTime} + \text{Agent\_Skill\_Group\_Interval.TalkOtherTime} + \text{Agent\_Skill\_Group\_Interval.TalkAutoOutTime} + \text{Agent\_Skill\_Group\_Interval.TalkPreviewTime} + \text{Agent\_Skill\_Group\_Interval.TalkReserveTime})}{\text{Agent\_Interval.LoggedOnTime}}</math> </p>
% Hold	<p>The percentage of time that the agent has put a call on hold or paused a task in relation to LoggedOnTime or the interval, whichever is less.</p> <p>This field is a calculated field, derived from  <math display="block">\frac{\text{Agent\_Skill\_Group\_Interval.HoldTime}}{\text{Agent\_Interval.LoggedOnTime}}</math> </p>
% Not Active	<p>The percentage of time that the agent spent in the Not Active or Available state in relation to LoggedOnTime. Applies to all skill groups.</p> <p>This field is a calculated field derived from  <math display="block">\frac{\text{Agent\_Interval.AvailTime}}{\text{Agent\_Interval.LoggedOnTime}}</math> </p>
% Not Ready	<p>The percentage of time that the agent spent in the Not Ready state in relation to LoggedOnTime or the interval, whichever is less. Applies to all skill groups.</p> <p>This field is a calculated field, derived from:  <math display="block">\frac{\text{Agent\_Interval.NotReadyTime}}{\text{Agent\_Interval.LoggedOnTime}}</math> </p>
% Reserved	<p>The percentage of time that the agent spent in Reserved state waiting for a task from this skill group in relation to LoggedOnTime.</p> <p>This field is a calculated field, derived from  <math display="block">\frac{\text{Agent\_Skill\_Group\_Interval.ReservedStateTime}}{\text{Agent\_Interval.LoggedOnTime}}</math> </p>

Column (Field)	Description
% Wrap Up	<p>The percentage of time that the agent spent in Wrap-up state after an incoming or outgoing call to or from this skill group in relation to LoggedOnTime.</p> <p>The agent state time percentages in the Report Summary row add up to 100 percent only after you select all the skill groups for an agent. When viewing a subset of an agent's skill groups, the percentages may not balance.</p> <p>This field is a calculated field, derived from <math>(\text{Agent\_Skill\_Group\_Interval}.\text{WorkReadyTime} + \text{Agent\_Skill\_Group\_Interval}.\text{WorkNotReadyTime}) / \text{Agent\_Interval}.\text{LoggedOnTime}</math>.</p>
Attributes	The attributes used in the precision queue definition. The report shows only those attributes that are used.

There is a summary for all data. See [Report Summary Rows](#).

## Agent Skill Group Historical All Fields

Agent Skill Group Historical All Fields shows call dispositions and agent state percentages grouped by skill group and then agent.

**Query:** This report data is built from an Anonymous Block type query.

**Views:** This report only has a grid view.

**Grouping:** This report is grouped and sorted by Skill Group and then by Agent .

**Value Lists:** Skill Group, Media Routing Domain

**Database Schema Tables** from which data is retrieved:

- Agent
- Agent\_Interval
- Agent\_Skill\_Group\_Interval
- Media\_Routing\_Domain
- Skill\_Group
- Person

## Available Fields in the Agent Skill Group Historical All Fields Grid View

Available fields for this report include the fields that appear by default as Current.

In addition to the fields that appear by default as Current, most Available fields in this report are derived from the Agent\_Interval and Agent\_Skill\_Group\_Interval tables.

**Handled** is derived from CallsHandled in the Agent\_Skill\_Group table.

Handled is the number of inbound calls that were answered and have completed wrap-up by agents in the skill group during the interval.

All fields but one take their value directly from the database.

The one exception is **Wrap Time**, which is a calculated field derived from:

(Agent\_Skill\_Group\_Interval.WorkNotReadyTime + Agent\_Skill\_Group\_Interval.WorkReadyTime).

Wrap Time is the total time in HH:MM:SS (hours, minutes, seconds) that the agent spent in wrap-up on incoming and outgoing tasks in the interval.

## Current Fields in the Agent Skill Group Historical All Fields Grid View

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

Current fields are listed here in the order (left to right) in which they appear by default in the stock template.

Column (Field)	Description
Skill Group	The agent skill group's enterprise name. Derived from Skill_Group.EnterpriseName.
Agent	The first and last name of the agent. This is a calculated field, derived from Person.LastName + ", " + Person.FirstName.
Media	The enterprise name of the Media Routing Domain associated with the agent.  <b>Media</b> is derived from: Media_Routing_Domain.EnterpriseName.
DateTime	The date and time of the selected row's data in MM/DD/YYYY (month, day, year) and HH:MM:SS (hour, minute, second) format.  Derived from Agent_Skill_Group_Interval.DateTime.
<b>COMPLETED TASKS</b>	
Handled	The number of inbound calls that were answered and have completed wrap-up by agents in the skill group during the interval.  Derived from Agent_Skill_Group_Interval.CallsHandled.
Avg Handle Time	The average time spent by the agent in handling a task in the interval, measured in HH:MM:SS (hours, minutes, seconds).  This is a calculated field, derived from (Agent_Skill_Group_Interval.HandledCallsTime / Agent_Skill_Group_Interval.CallsHandled).

Column (Field)	Description
Held	<p>The number of incoming calls to this agent that were placed on hold in the interval.</p> <p>Derived from Agent_Skill_Group_Interval.IncomingCallsOnHold.</p>
Avg Hold Time	<p>The average time in HH:MM:SS (hours, minutes, seconds) that calls were put on hold in the interval, for all incoming calls that included hold time.</p> <p>This field is a calculated field, derived from (Agent_Skill_Group_Interval.IncomingCallsOnHoldTime / Agent_Skill_Group_Interval.IncomingCallsOnHold).</p>
Abandon Rings	<p>For voice: the total number of calls that were abandoned while the agent's phone was ringing.</p> <p>For non-voice: the total number of tasks that were abandoned while being offered to an agent.</p> <p>Derived from Agent_Skill_Group_Interval.AbandonRingCalls.</p>
RONA	<p>The number of tasks that left the agent's phone or terminal that were redirected to another dialed number because of no answer in the interval.</p> <p>Derived from Agent_Skill_Group_Interval.RedirectNoAnsCalls.</p>
Abandon Hold	<p>The number of calls to the agent that were abandoned while the call was on hold and the number of paused tasks that the agent ended in the interval.</p> <p>Derived from Agent_Skill_Group_Interval.AbandonHoldCalls.</p>
Transfer In	<p>The number of incoming calls that were transferred to this agent from other agents within the same peripheral that did not go to IVR for queuing in the interval. This value is updated when the agent completes the call.</p> <p>For blind transfers in the Unified CCE with a Unified CCE System PG, this field updates when the call that was blind transferred to an IVR is later transferred to another agent and the agent answers the call. For this call scenario, this field is not updated in the Unified CCE without a Unified CCE System PG.</p> <p>Derived from Agent_Skill_Group_Interval.TransferredInCalls.</p>

Column (Field)	Description
Transfer Out	<p>The number of calls this agent transferred to another agent or skill group in the interval. This number includes Consultative Calls if this transfer was consultative-not blind. The value is updated at the time the agent completes the transfer of the call.</p> <p>This field is a calculated field, derived from:  <math>\text{Agent\_Skill\_Group\_Interval.TransferredOutCalls} + \text{Agent\_Skill\_Group\_Interval.NetTransferredOutCalls}</math>.</p>
External Out	<p>The number of outgoing external calls that this agent made in the interval.</p> <p>Derived from  <math>\text{Agent\_Skill\_Group\_Interval.AgentOutCalls}</math>.</p>
<b>AGENT STATE TIMES</b>	
Logged On Time	<p>The total time during the interval the agent was logged in, measured in HH:MM:SS (hours, minutes, seconds) format.</p> <p>Derived from <math>\text{Agent\_Interval.LoggedOnTime}</math>.</p>
% Active	<p>The percentage of time that the agent spent talking on calls in this skill group in relation to the agent's LoggedOnTime.</p> <p>This field is a calculated field, derived from  <math>(\text{Agent\_Skill\_Group\_Interval.TalkInTime} + \text{Agent\_Skill\_Group\_Interval.TalkOutTime} + \text{Agent\_Skill\_Group\_Interval.TalkOtherTime} + \text{Agent\_Skill\_Group\_Interval.TalkAutoOutTime} + \text{Agent\_Skill\_Group\_Interval.TalkPreviewTime} + \text{Agent\_Skill\_Group\_Interval.TalkReserveTime}) / \text{Agent\_Interval.LoggedOnTime}</math>.</p>
% Hold	<p>The percentage of time that the agent put a call on hold or paused a task in relation to LoggedOnTime or the interval, whichever is less.</p> <p>This field is a calculated field, derived from  <math>\text{Agent\_Skill\_Group\_Interval.HoldTime} / \text{Agent\_Interval.LoggedOnTimeTime}</math>.</p>
% Not Active	<p>The percentage of time that the agent spent in the Not Active or Available state in relation to LoggedOnTime. Applies to all skill groups.</p> <p>This field is a calculated field derived from  <math>(\text{Agent\_Interval.AvailTime} / \text{Agent\_Interval.LoggedOnTime})</math>.</p>

Column (Field)	Description
% Not Ready	<p>The percentage of time that the agent spent in the Not Ready state in relation to LoggedOnTime or the interval, whichever is less. Applies to all skill groups.</p> <p>This field is a calculated field, derived from <math>(\text{Agent\_Interval.NotReadyTime} / \text{Agent\_Interval.LoggedOnTime})</math>.</p>
% Reserved	<p>The percentage of time that the agent spent in Reserved state waiting for task from this skill group in relation to LoggedOnTime.</p> <p>This field is a calculated field, derived from <math>(\text{Agent\_Skill\_Group\_Interval.ReservedStateTime} / \text{Agent\_Interval.LoggedOnTime})</math>.</p>
% Wrap Up	<p>The percentage of time that the agent spent in Wrap-up state after an incoming or outgoing call to/from this skill group in relation to LoggedOnTime.</p> <p>The agent state time percentages in the Report Summary row add up to 100 percent only after you select all the skill groups for an agent. When you view a subset of an agent's skill groups, you might notice that the percentages may not balance.</p> <p>This field is a calculated field, derived from <math>(\text{Agent\_Skill\_Group\_Interval.WorkReadyTime} + \text{Agent\_Skill\_Group\_Interval.WorkNotReadyTime} / \text{Agent\_Interval.LoggedOnTime})</math>.</p>

**Report Summary:** There is a summary for Skill Group and a report summary for all data. For more information, see [Report Summary Rows](#).

## Agent Team Historical All Fields

Use the Agent Team Historical report to view call distribution and agent state percentages by team.

**Views:** This report only has a grid view.

**Query:** This report data is built from an Anonymous Block.

**Grouping:** This template is grouped and sorted by Agent Team, and then by Supervisor, and then by Agent.

**Value List:** Agent Team

**Database Schema Tables** from which data is retrieved:

- Agent
- Agent\_Interval
- Agent\_Skill\_Group\_Interval

- Agent\_Team
- Agent\_Team\_Member
- Media\_Routing\_Domain
- Person
- Precision\_Queue
- Skill\_Group

## Available Fields in the Agent Team Historical All Fields Grid View

Available fields for this report include the fields that appear by default as Current. Additional Available fields in this report are populated directly from the Agent\_Skill\_Group\_Interval table. For example, **Aban Calls Ring Time** is derived from Agent\_Skill\_Group\_Interval.AbandRingTime.

An exception is **Wrap Time**, which is a calculated field derived from:

(Agent\_Skill\_Group\_Interval.WorkNotReadyTime + Agent\_Skill\_Group\_Interval.WorkReadyTime)

Other tables used for Available fields in this report are:

- **Agent\_Team**
  - Agent\_Team.AgentTeamID
- **Agent\_Interval**
  - Avail Time - Derived from: Agent\_Interval.AvailTime
- **Media\_Routing\_Domain**
  - The Media field is derived from Media\_Routing\_Domain.EnterpriseName

## Current Fields in the Agent Team Historical All Fields Grid View

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

Current fields are listed here in the order (left to right) in which they appear by default in the stock template.

Column (Field)	Description
Agent Team	The Enterprise Name of the Agent Team. Derived from Agent_Team.EnterpriseName.
Supervisor	The agent teams' primary supervisor. Derived from Person.LastName + ' ' + Person.FirstName.
Agent	The last and first name of the agent. Derived from Person.LastName ", " Person.FirstName.



Column (Field)	Description
DateTime	The date and time of the selected row's data in MM/DD/YYYY (month, day, year) and HH:MM:SS (hour, minute, second) format. Derived from Agent_Skill_Group_Interval.DateTime.
<b>COMPLETED TASKS</b>	
Handled	The number of tasks this agent handled. Derived from Agent_Skill_Group_Interval.CallsHandled.
Avg Handle Time	The average time spent by the agent in handling a task, measured in HH:MM:SS (hours, minutes, seconds). This field is a calculated field derived from (Agent_Skill_Group_Interval.HandledCallsTime / Agent_Skill_Group_Interval.CallsHandled).
Held	The number of incoming calls to this agent that were placed on hold. Derived from Agent_Skill_Group_Interval.IncomingCallsOnHold.
Avg Hold Time	The average time in HH:MM:SS (hours, minutes, seconds) that calls were put on hold, for all incoming calls that included hold time. This field is a calculated field derived from (Agent_Skill_Group_Interval.IncomingCallsOnHoldTime / Agent_Skill_Group_Interval.IncomingCallsOnHold).
Abandon Rings	For voice: The total number of calls that were abandoned while the agent's phone was ringing. For non-voice: The total number of tasks that were abandoned while being offered to an agent. Derived from Agent_Skill_Group_Interval.AbandonRingCalls.
RONA	The number of tasks that left the agent's phone or terminal that were redirected to another dialed number because of no answer. Derived from Agent_Skill_Group_Interval.RedirectNoAnsCalls.
Abandon Hold	The number of calls to the agent that were abandoned while the call was on hold and the number of paused tasks that the agent ended in the interval. Derived from Agent_Skill_Group_Interval.AbandonHoldCalls.
Transfer In	The number of incoming calls that were transferred to this agent from other agents within the same peripheral that did not go to IVR for queuing. This value is updated when the agent completes the call. Derived from Agent_Skill_Group_Interval.TransferredInCalls.

Column (Field)	Description
Transfer Out	<p>The number of calls this agent transferred to another agent or skill group. This number includes Consultative Calls if this transfer was consultative-not blind. This value is updated when the agent completes the transfer.</p> <p>This is a calculated field derived from  <math>\text{Agent\_Skill\_Group\_Interval.TransferredOutCalls} + \text{Agent\_Skill\_Group\_Interval.NetTransferredOutCalls}</math>.</p>
External Out	<p>The number of Outgoing external calls that this agent made in the interval.</p> <p>Derived from <math>\text{Agent\_Skill\_Group\_Interval.AgentOutCalls}</math>.</p>
<b>AGENT STATE TIMES</b>	
Logged On Time	<p>The total time in the interval the agent was logged in, measured in HH:MM:SS (hours, minutes, seconds) format.</p> <p>Derived from <math>\text{Agent\_Interval.LoggedOnTime}</math>.</p>
% Active	<p>The percentage of time that the agent spent talking on calls in this skill group in relation to LoggedOnTime.</p> <p>This field is a calculated field derived from  <math>(\text{Agent\_Skill\_Group\_Interval.TalkInTime} + \text{Agent\_Skill\_Group\_Interval.TalkOutTime} + \text{Agent\_Skill\_Group\_Interval.TalkOtherTime} + \text{Agent\_Skill\_Group\_Interval.TalkAutoOutTime} + \text{Agent\_Skill\_Group\_Interval.TalkPreviewTime} + \text{Agent\_Skill\_Group\_Interval.TalkReserveTime}) / \text{Agent\_Interval.LoggedOnTime}</math>.</p>
% Hold	<p>The percentage of time that the agent has put a call on hold or paused a task in relation to LoggedOnTime or the interval, whichever is less.</p> <p>This field is a calculated field derived from  <math>\text{Agent\_Skill\_Group\_Interval.HoldTime} / \text{Agent\_Interval.LoggedOnTime}</math>.</p>
% Not Active	<p>The percentage of time that the agent spent in the Not Active or Available state in relation to LoggedOnTime. Applies to all skill groups.</p> <p>This field is a calculated field derived from <math>(\text{Agent\_Interval.AvailTime} / \text{Agent\_Interval.LoggedOnTime})</math>.</p>
% Not Ready	<p>The percentage of time that the agent spent in the Not Ready state in relation to LoggedOnTime or the interval, whichever is less. Applies to all skill groups.</p> <p>This field is a calculated field derived from <math>(\text{Agent\_Interval.NotReadyTime} / \text{Agent\_Interval.LoggedOnTime})</math>.</p>
% Reserved	<p>The percentage of time that the agent spent in Reserved state waiting for a task from this skill group in relation to LoggedOnTime.</p> <p>This field is a calculated field derived from  <math>(\text{Agent\_Skill\_Group\_Interval.ReservedStateTime} / \text{Agent\_Interval.LoggedOnTime})</math>.</p>

Column (Field)	Description
% Wrap Up	<p>The percentage of time that the agent spent in Wrap-up state after an incoming or outgoing call to or from this skill group in relation to LoggedOnTime.</p> <p>The agent state time percentages in the Report Summary row add up to 100 percent only when you select all the precision queues for an agent. When you view a subset of precision queues for an agent, the percentages may not balance.</p> <p>This field is a calculated field derived from  <math display="block">((\text{Agent\_Skill\_Group\_Interval.WorkReadyTime} + \text{Agent\_Skill\_Group\_Interval.WorkNotReadyTime}) / \text{Agent\_Interval.LoggedOnTime}).</math></p>

**Report Summary:** There is a summary row for Agent Team and a report summary for all data. For more information, see [Report Summary Rows](#).

## Call Type Abandon/Answer Distribution Historical

Use Call Type Abandon Answer Distribution to identify where in the routing, callers are abandoning and to identify the typical wait times for callers.

**Query:** This report data is built from a Database Query.

**Views:** This report only has a grid view.

**Grouping:** This report is grouped and sorted by Call Type.

**Value List:** Call Type

**Database Schema Tables from which data is retrieved:**

- Bucket\_Intervals
- Call\_Type
- Call\_Type\_Interval

## Available Fields in the Call Type Abandon/Answer Distribution Historical Grid View

Available fields for this report include the fields that appear by default as Current. Additional Available fields in this report are populated from the following tables.

These Available fields are from the Call\_Type\_Interval table:

- **Ans Wait Time** Derived from: Call\_Type\_Interval.AnswerWaitTime.
- **BucketIntervalID** Derived from: Call\_Type\_Interval.BucketIntervalID.
- **Calls Handled** Derived from: Call\_Type\_Interval.CallsHandled.
- **CallTypeID** Derived from: Call\_Type\_Interval.CallsTypeID.

- **DelayQAban** Derived from: Call\_Type\_Interval.CallDelayAbandTime.
- **Router Calls Aban**: Derived from: Call\_Type\_Interval.TotalCallsAband.

These fields are derived from the Bucket\_Intervals table, as documented 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>:

**int1 - int 9**: Derived from: Bucket\_Intervals.IntervalUpperBound1 - IntervalUpperBound9.

## Current Fields in the Call Type Abandon/Answer Distribution Historical Grid View

**Current** fields are those fields that appear by default in a report grid view generated from the stock template. Current fields are listed here in the order (left to right) in which they appear by default in the stock template. The headings for the Interval fields are dynamic headers; they show the intervals you defined.

Column (Field)	Description
Call Type	The enterprise name for the call type. Derived from Call_Type.EnterpriseName.
Date Time	The date and time when the call type interval data was generated in MM/DD/YYYY (month, day, year) and HH:MM:SS (hours, minutes, seconds) format.  For every interval in the selected time period, there is summary row for each selected call type.  Derived from: Call_Type_Interval.DateTime.
Avg Speed of Answer	Average Speed of Answer. The average answer wait time from when first queue to skill group or LAA select node was executed for this call to when this call was answered. This value is an important measure of service quality because the time can vary, even over the course of one day, due to call volumes and staff levels.  This field is a calculated field, derived from: Call_Type_Interval.AnswerWaitTime/ Call_Type_Interval.CallsHandled.

Column (Field)	Description
Avg Abandon Delay	<p>The average delay time of all abandoned calls that ended in this call type during the current interval. This value includes calls that were abandoned in queue, calls that were abandoned while at the IVR (prompting or self service) and calls that were abandoned while ringing at the agent's phone or en route to the agent's phone.</p> <p>This field is a calculated field, derived from:  <math>\text{Call\_Type\_Interval.CallDelayAbandTime} / \text{Call\_Type\_Interval.TotalCallsAband}</math>.</p>
Int 1 Ans and Aban	<p>The number of calls answered/abandoned between the time set to begin measuring and interval 1. The system default interval 1 is 8 seconds. For example: 00:00 - 00:08.</p> <p>Derived from: <math>\text{Call\_Type\_Interval.AnsInterval}(1)</math> and <math>\text{Call\_Type\_Interval.AbandInterval}(1)</math>.</p>
Int 2 Ans and Aban	<p>The number of calls answered/abandoned between interval 1 and interval 2. The system default interval 2 is 30 seconds. For example: 00:08 - 00:38.</p> <p>Derived from: <math>\text{Call\_Type\_Interval.AnsInterval}(2)</math> and <math>\text{Call\_Type\_Interval.AbandInterval}(2)</math>.</p>
Int 3 Ans and Aban	<p>The number of calls answered/abandoned between interval 2 and interval 3. The system default interval 3 is 60 seconds (1 minute). For example: 00:38 - 01:38.</p> <p>Derived from: <math>\text{Call\_Type\_Interval.AnsInterval}(3)</math> and <math>\text{Call\_Type\_Interval.AbandInterval}(3)</math>.</p>
Int 4 Ans and Aban	<p>The number of calls answered/abandoned between interval 3 and interval 4. The system default interval 4 is 90 seconds. For example: 01:38 - 03:08.</p> <p>Derived from: <math>\text{Call\_Type\_Interval.AnsInterval}(4)</math> and <math>\text{Call\_Type\_Interval.AbandInterval}(4)</math>.</p>
Int 5 Ans and Aban	<p>The number of calls answered/abandoned between interval 4 and interval 5. The system default interval 5 is 120 seconds (2 minutes). For example: 03:08 - 05:08.</p> <p>Derived from: <math>\text{Call\_Type\_Interval.AnsInterval}(5)</math> and <math>\text{Call\_Type\_Interval.AbandInterval}(5)</math>.</p>

Column (Field)	Description
Int 6 Ans and Aban	<p>The number of calls answered/abandoned between interval 5 and interval 6. The system default interval 6 is 180 seconds (3 minutes). For example: 05:08 - 08:08.</p> <p>Derived from: Call_Type_Interval.AnsInterval(6) and Call_Type_Interval.AbandInterval(6).</p>
Int 7 Ans and Aban	<p>The number of calls answered/abandoned between interval 6 and interval 7. The system default interval 7 is 300 seconds (5 minutes). For example: 08:08 - 13:08.</p> <p>Derived from: Call_Type_Interval.AnsInterval(7) and Call_Type_Interval.AbandInterval(7).</p>
Int 8 Ans and Aban	<p>The number of calls answered/abandoned between interval 7 and interval 8. The system default interval 8 is 600 seconds (10 minutes). For example: 13:08 - 23:08.</p> <p>Derived from: Call_Type_Interval.AnsInterval(8) and Call_Type_Interval.AbandInterval(8).</p>
Int 9 Ans and Aban	<p>The number of calls answered/abandoned between interval 8 and interval 9. The system default interval 9 is 1200 seconds (20 minutes). For example: 23:08 - 43:08.</p> <p>Derived from: Call_Type_Interval.AnsInterval(9) and Call_Type_Interval.AbandInterval(9).</p>
> Int 9 Ans and Aban	<p>The number of calls answered/abandoned within the remaining time in the report time period measured in minutes and seconds. For example: &gt; 43:08.</p> <p>Derived from: Call_Type_Interval.AnsInterval(10) and Call_Type_Interval.AbandInterval(10).</p>
MaxQueued	<p>The maximum number of calls in queue for this call type during this interval.</p> <p>Derived from: Call_Type_Interval.MaxCallsQueued.</p>
Longest Queued	<p>The longest time a call had to wait before it was dispositioned (abandoned or answered) in this interval.</p> <p>Derived from: Call_Type_Interval.MaxCallWaitTime.</p>

**Report Summary:** The summary line shows an average for the Avg Speed of Answer and Avg Abandon Delay columns, totals for the interval columns, and Max for MaxQueued and Longest Queued columns. For more information, see [Report Summary Rows](#).

# Call Type Historical All Fields

Use Call Type Historical All Fields to view incoming calls/contacts, key statistics like Average Speed of Answer and Service Level, and call disposition information.

**Query:** This report data is built from a Database Query.

**Views:** This report has Daily, Weekly, and Monthly grid views and a pie chart view. The pie chart shows the percentage of calls answered in each call type.

**Grouping:** This report is grouped by call type and then by date and time.

**Value List:** Call Type

**Database Schema Tables from which data is retrieved:**

- Call\_Type
- Call\_Type\_Interval

## Available Fields in the Call Type Historical All Fields Grid View

Available fields for the grid view for this report include the fields that appear by default as Current. Additional Available fields in this report are taken directly from the Call\_Type\_Interval table.

## Current Fields for the Call Type Historical All Fields Grid View

**Current** fields are those fields that appear by default in the grid view for this report.

Current fields are listed here in the order (left to right) in which they appear by default in the stock template.

Column (Field)	Description
Call Type	The enterprise name for the call type. Derived from: Call_Type.EnterpriseName.
DateTime	The date and time when the record was generated in MM/DD/YYYY (month, day, year) and HH:MM:SS (hours, minutes, seconds) format. Derived from: Call_Type_Interval.DateTime.
Service Level	Service Level Type used to calculate Service level for the interval. Derived from: Call_Type_Interval.ServiceLevel.
Abandon Within Service Level	The total number of calls of this call type abandoned within the service level threshold during the interval. Valid for both Unified CCE and standard ACD targets that use translation routes. Derived from: Call_Type_Interval.ServiceLevelAband.

Column (Field)	Description
Avg Speed of Answer	<p>Average Speed of Answer. The average answer wait time from when first queue to skill group or LAA select node was executed for this call to when this call was answered. This value is an important measure of service quality because the time can vary, even over the course of one day, due to call volumes and staff levels.</p> <p>This field is a calculated field, derived from:  <math>\text{Call\_Type\_Interval.AnswerWaitTime} / \text{Call\_Type\_Interval.CallsAnswered}</math>.</p>
<b>TASKS</b>	
Offered	<p>Tasks that were offered to this call type during the interval.</p> <p>Derived from: <math>\text{Call\_Type\_Interval.CallsOffered}</math>.</p>
Assigned from Q	<p>The number of tasks of the call type assigned from the queue to be routed in the interval.</p> <p>Derived from: <math>\text{Call\_Type\_Interval.RouterQueueCalls}</math>.</p>
Answered	<p>The total number of calls of this call type answered by agents in the interval.</p> <p>Derived from: <math>\text{Call\_Type\_Interval.CallsAnswered}</math>.</p>
Answer Wait Time	<p>Answer Wait Time. The sum of answer wait time in seconds for all calls that were answered for the call type during the reporting interval.</p> <p>Derived from: <math>\text{Call\_Type\_Interval.AnswerWaitTime}</math>.</p>
<b>COMPLETED TASKS</b>	
Handled	<p>The total number of tasks handled to completion for the call type in the interval.</p> <p>Derived from: <math>\text{Call\_Type\_Interval.CallsHandled}</math>.</p>



Column (Field)	Description
Abandon	<p>The total number of calls abandoned while in VRU (that is, while undergoing prompting or listening to voice menus options), calls abandoned while queued to skill group, and calls abandoned at agent desktop. This value also includes abandons for calls that are not in the queue; for example, when the caller hangs up while listening to a VRU prompt. Therefore, the number of calls abandoned at a VRU before being queued is TotalCallsAband minus RouterCallsAbandToAgent and RouterCallsAbandQ. Does not include short calls.</p> <p>Derived from: Call_Type_Interval.TotalCallsAband.</p>
Return	<p>The number of tasks of the call type that routed to Return nodes in the interval.</p> <p>This field is a calculated field, derived from:  Call_Type_Interval.ReturnBusy +  Call_Type_Interval.ReturnRing +  Call_Type_Interval.ReturnRelease.</p>
Default Treatment	<p>The number of tasks of the call type that were given default treatment or end nodes in the interval.</p> <p>Derived from: Call_Type_Interval.ICRDefaultRouted.</p>
Network Routed	<p>The number of tasks of the call type that were routed by the carrier in the interval. For prerouted calls, the carrier decides where to route the call.</p> <p>Derived from:  Call_Type_Interval.NetworkDefaultRouted.</p>
Flow Out	<p>The number of tasks of the call type that flowed out of the call type to another call type in the interval.</p> <p>Derived from: Call_Type_Interval.OverflowOut.</p>
Calls Error	<p>The number of calls for this call type that had errors or were incomplete in the interval.</p> <p>This field is a calculated field, derived from:  Call_Type_Interval.ErrorCount +  Call_Type_Interval.IncompleteCalls +  Call_Type_Interval.AgentErrorCount.</p>

Column (Field)	Description
Other	<p>The number of tasks of the call type that are Short, were routed to non-Agent targets, or were redirected in the interval.</p> <p>This field is a calculated field, derived from:  <math>\text{Call\_Type\_Interval.CallsRONA} +</math>  <math>\text{Call\_Type\_Interval.CallsRoutedNonAgent} +</math>  <math>\text{Call\_Type\_Interval.ShortCalls}.</math></p>
% Queued	<p>The percentage of all handled tasks of the call type that were queued in the interval.</p> <p>This field is a calculated field, derived from:  <math>(\text{Call\_Type\_Interval.CallsQHandled} /</math>  <math>\text{Call\_Type\_Interval.CallsHandled}).</math></p>
% Aban	<p>The percentage of all the tasks that came in to the call type in the interval that were abandoned.</p> <p>This field is a calculated field, derived from:  <math>(\text{Call\_Type\_Interval.TotalCallsAband} /</math>  <math>(\text{Call\_Type\_Interval.CallsHandled} +</math>  <math>\text{Call\_Type\_Interval.TotalCallsAband} +</math>  <math>\text{Call\_Type\_Interval.IncompleteCalls} +</math>  <math>\text{Call\_Type\_Interval.ReturnBusy} +</math>  <math>\text{Call\_Type\_Interval.ReturnRing} +</math>  <math>\text{Call\_Type\_Interval.ICRDefaultRouted} +</math>  <math>\text{Call\_Type\_Interval.NetworkDefaultRouted} +</math>  <math>\text{Call\_Type\_Interval.OverflowOut} +</math>  <math>\text{Call\_Type\_Interval.CallsRONA} +</math>  <math>\text{Call\_Type\_Interval.ReturnRelease} +</math>  <math>\text{Call\_Type\_Interval.CallsRoutedNonAgent} +</math>  <math>\text{Call\_Type\_Interval.ShortCalls} +</math>  <math>\text{Call\_Type\_Interval.ErrorCount} +</math>  <math>\text{Call\_Type\_Interval.AgentErrorCount}).</math></p>
Avg Aban Delay	<p>The average delay time of all abandoned calls that ended in this call type during the current interval. This includes calls that were abandoned in queue, calls that were abandoned while at the IVR (prompting or self service) and calls that were abandoned while ringing at the agent's phone or en route to the agent's phone.</p> <p>This field is a calculated field. Derived from:  <math>\text{Call\_Type\_Interval.CallDelayAbandTime} /</math>  <math>\text{Call\_Type\_Interval.TotalCallsAband}.</math></p>

Column (Field)	Description
Short Calls	The number of calls abandoned during the Call_Type Abandon Call Wait Time. Calls abandoned after this time period are counted as Abandoned, not Short Calls.  Derived from: Call_Type_Interval.ShortCalls.
MaxQueued	The maximum number of calls in queue for this call type during this interval.  Derived from: Call_Type_Interval. MaxCallsQueued.
Longest Queued	The longest time a call had to wait before it was dispositioned (abandoned or answered) in this interval.  Derived from: Call_Type_Interval. MaxCallWaitTime.

#### Report Summaries

- **Call Type Summary**

Field totals, except the Service Level field, for each call type in the report. The Service Level fields have percentage values.

- **Report Summary**

Field totals, except the Service Level field, for all call types in the report. The Service Level fields have percentage values. The summary also displays the Max for MaxQueued and Longest Queued.

## Call Type Queue Interval All Fields

Reports generated from this template show the summary statistics for Skill Groups and Precision Queues within Call Type ID. This information is useful for tying queues to resources and for forecasting and scheduling.

**Note:** For Unified CCE, the presence of certain data depends on the use of Enterprise Queuing and on whether Translation Routing is implemented.

**Query:** This report data is built from an Anonymous Block type query.

**Views:** This report only has a grid view.

**Grouping:** This report is grouped by call type and then by date and time.

**Value List:** Call Type

**Database Schema Tables from which data is retrieved:**

- Call\_Type
- Precision\_Queue
- Call\_Type\_SG\_Interval
- Attribute

- Router\_Queue\_Interval
- Skill\_Group
- Media\_Routing\_Domain

## Available Fields in the Call Type Queue Interval All Fields Grid View

Available fields for this report include the fields that appear by default as Current.

Additional Available fields in this report are taken directly from the Call\_Type\_SG\_Interval table.

## Current Fields in the Call Type Queue Interval All Fields Grid View

**Current** fields are those fields that appear by default in a report grid view generated from the stock template.

Current fields are listed here in the order (left to right) in which they appear by default in the stock template.

Column (Field)	Description
Call Type	The enterprise name for the call type. Derived from Call_Type.EnterpriseName.
Precision Queue / Skill Group	The enterprise name for the skill group or agent precision queue. You can identify a precision queue by the presence of Attributes next to the queue name.  Derived from: Skill_Group.Enterprise or Precision_Queue.EnterpriseName
DateTime	The date and time for the data of a selected row. Derived from: Call_Type_SG_Interval.DateTime.
Attributes	The attributes used in the precision queue definition. The report shows only those attributes that are used.
Handled	The total number of tasks handled to completion for the call type in the interval.  Derived from: Call_Type_SG_Interval.CallsHandled.
Avg Handle Time	The average time spent by the agent in handling a task in the interval, measured in HH:MM:SS (hours, minutes, seconds).  This field is a calculated field, derived from: Call_Type_SG_Interval.Handle Time / Call_Type_SG_Interval.CallsHandled.

Column (Field)	Description
%Queued	<p>The percentage of all handled tasks of the call type that were queued in the interval.</p> <p>This field is a calculated field, derived from <code>Call_Type_SG_Interval.CallsQHandled / Call_Type_SG_Interval.CallsHandled</code>.</p>
Service Level	<p>Service Level Type used to calculate Service level for the interval.</p> <p>Derived from: <code>Call_Type_SG_Interval.ServiceLevel</code>.</p>
Avg Speed of Answer	<p>Average Speed of Answer. The average answer wait time from when first queue to skill group or LAA select node was executed for this call to when this call was answered. This value is an important measure of service quality because the time can vary, even over the course of one day, due to call volumes and staff levels.</p> <p>This field is a calculated field, derived from: <code>Call_Type_SG_Interval.AnswerWaitTime / Call_Type_SG_Interval.CallsAnswered</code>.</p>
Abandon Within Service Level	<p>The total number of calls of this call type abandoned within the service level threshold during the interval. Valid for both Unified CCE and standard ACD targets that use translation routes.</p> <p>Derived from: <code>Call_Type_Interval.ServiceLevelAband</code>.</p>
Abandon in Queue	<p>The number of calls to the call type that were abandoned in the Router queue during the interval.</p> <p>Derived from: <code>Call_Type_SG_Interval.RouterCallsAbandQ</code>.</p>
Longest Queued	<p>The longest a task had to wait before being answered, abandoned, or otherwise ended. This value includes time in the network queue, local queue, and ringing at the agent, if applicable.</p> <p>Derived from: <code>Router_Queue_Interval.MaxCallWaitTime</code></p>
MaxQueued	<p>The maximum number of tasks queued for this skill group during this interval. Calls queued against multiple skill groups are included in the count for each skill group to which the calls are queued.</p> <p>Derived from: <code>Router_Queue_Interval.MaxCallsQueued</code></p>

**Report Summaries**

The summary line displays the maximum for MaxQueued and Longest Queued.

# Call Type Skill Group Historical All Fields

The Call Type Skill Group Historical All Fields report shows the summary statistics for Call Types and Skill Groups within each Call Type during the interval.

**Query:** This report data is built from a Database Query.

**Views:** This report has only a grid view.

**Grouping:** This report is grouped by Call Type Name, and then by Skill Group Name, and then by date and time.

**Value List:** Call Type

**Database Schema Tables from which data is retrieved:**

- Call\_Type\_SG\_Interval
- Call\_Type
- Skill\_Group

## Available Fields in the Call Type Skill Group Historical All Fields Grid View

Available fields for this report include the fields that appear by default as Current.

Additional Available fields in this report are taken directly from the Call\_Type\_SG\_Interval table.

## Current Fields in the Call Type Skill Group Historical All Fields Grid View

**Current** fields are those fields that appear by default in a report grid view generated from the stock template. You can change them.

Current fields are listed here in the order (left to right) in which they appear by default in the stock template.

Column (Field)	Description
Call Type	The enterprise name for the call type. Derived from: Call_Type_SG_Interval.EnterpriseName.
Skill Group	The enterprise name for the skill group. Derived from: Skill_Group.Enterprise
DateTime	The date and time for the data of a selected row. Derived from: Call_Type_SG_Interval.DateTime.

Column (Field)	Description
Handled	The total number of tasks handled to completion for the call type in the interval.  Derived from: Call_Type_SG_Interval.CallsHandled.
Avg Handle Time	The average time spent by the agent in handling a task in the interval, measured in HH:MM:SS (hours, minutes, seconds).  This field is a calculated field, derived from: Call_Type_SG_Interval.Handle Time/Call_Type_SG_Interval.CallsHandled.
%Queued	The percentage of all handled tasks of the call type that were queued in the interval.  This field is a calculated field, derived from: Call_Type_SG_Interval.CallsQHandled /Call_Type_SG_Interval.CallsHandled.
Service Level	Service Level Type used to calculate Service level for the interval.  Derived from: Call_Type_SG_Interval.ServiceLevel.
Avg Speed of Answer	Average Speed of Answer. The average answer wait time from when first queue to skill group or LAA select node was executed for this call to when this call was answered. This value is an important measure of service quality because the time can vary, even over the course of one day, due to call volumes and staff levels.  This field is a calculated field, derived from: Call_Type_SG_Interval.AnswerWaitTime/Call_Type_SG_Interval.CallsAnswered.
Aban within SL	The total number of calls of this call type abandoned within the service level threshold during the interval. Valid for both Unified CCE and standard ACD targets that use translation routes.  Derived from: Call_Type_SG_Interval.ServiceLevelAband.
Aban in Queue	The number of calls to the call type that were abandoned in the Router queue during the interval.  Derived from: Call_Type_SG_Interval.RouterCallsAbandQ.
MaxQueued	The maximum number of calls queued for this skill group during this interval. Calls queued against multiple skill groups are included in the count for each skill group to which the calls are queued.  Derived from: Call_Type_SG_Interval.MaxCallsQueued
Longest Queued	The longest a call had to wait before being answered, abandoned, or otherwise ended. This value includes time in the network queue, local queue, and ringing at the agent if applicable.  Derived from: Call_Type_SG_Interval.MaxCallWaitTime

**Report Summaries:** The summary line displays the averages from Avg Handle Time, Avg Speed of Answer, and %Queued; and totals for Handled, Aban within SL, and Aban in Queue.

## IVR Ports Performance Historical

Use this report to determine the business of the Cisco IVR and to evaluate information like percentage busy to help with IVR capacity planning.

**Query:** This report data is built from a Database Query.

**Views:** This report only has a grid view.

**Grouping:** This report is grouped by IVR Ports.

**Value List:** Trunk

**Database Schema Tables from which data is retrieved:** Trunk Group and Trunk\_Group\_Half\_Hour.

## Available Fields in the IVR Ports Performance Historical Grid View

Additional Available fields for this template are populated from the Trunk Group and Trunk\_Group\_Half\_Hour tables as documented in the *Database Schema Handbook for Cisco Unified Contact Center Enterprise* at <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-intelligence-center/products-user-guide-list.html>.

## Current Fields in the IVR Ports Performance Historical Grid View

**Current** fields are those fields that appear by default in a grid view report generated from the stock template.

Column (Field)	Description
IVR Ports	The name of the IVR port used by the trunk group. Derived from: Trunk_Group.EnterpriseName.
DateTime	The date and time of the selected row's data in MM/DD/YYYY (month, day, year) and HH:MM:SS (hour, minute, second) format. Derived from: Trunk_Group_Half_Hour.DateTime.
Ports	The number of ports in the group in service at the end of the interval. Derived from: Trunk_Group_Half_Hour.TrunksInService.
% Busy	The percentage of time that the trunk groups in service were in use in the interval (for Inbound Only). Derived from: Trunk_Group_Half_Hour.InUseInboundTime / Trunk_Group_Half_Hour.InServiceTime.



Column (Field)	Description
All Ports Busy	The total time, in HH:MM:SS (hours, minutes, seconds), in the interval, that all ports in the group were busy.  Derived from: Trunk_Group_Half_Hour.AllTrunksBusy.

### Report Summary

This report has a Group Summary for each IVR Port for each interval. It also has a Report Summary showing all fields for all IVR Ports. For more information, see [Report Summary Rows](#).

## License Consumption Report

The License Consumption report displays the following for a specific interval:

- The total of the maximum agents logged in.
- The maximum number of the Enterprise agents logged in.
- The maximum number of the ICM agents logged in.
- The maximum numbers of the Dialer ports and VRU ports consumed.

You can use the License Consumption report to view this data in a daily, hourly, monthly, quarterly, and weekly format.

**Query:** This report data is built from a Store Procedure.

**Views:** This report has a grid view and a line chart view. The line chart view displays license usage for all the licensable items over time against a common scale.



#### Note

The License Consumption report provides the Suppress Spike feature that enables you to suppress the steep spikes in the report. This report uses the standard 95 percentile algorithm to ensure that the unusually high spikes, which are beyond the 95 percentile range, are excluded. The report generated using the Suppress Spike feature is indicative only and should not be considered for determining the peak license consumption, for agent licensing purposes.

**Grouping:** There is no grouping supported for this report. It is sorted by date and time.

**Value List:** Frequency

**Database Schema Tables from which Data is Retrieved:** System\_Capacity\_Interval



#### Note

While importing the License Consumption report, do the following:

- In the **Data Source for ReportDefinition** field, select **UCCE Historical**.
- In the **Datasource for ValueList** field, select **CUIC**.

## Current Fields in License Consumption Grid View

The **Current** fields are the fields that appear by default in the grid view for this report.

The current fields are listed in the following table in the order (left to right) in which they appear by default in the report.

Column (Field)	Description
System Date Time	The date and time of the record of the selected row in MM/DD/YYYY (month, day, year) and HH:MM:SS (hour, minute, second) format.
<b>Max Agents Logged In</b>	
Total Agents	The total of maximum Enterprise and ICM agents logged in at the specified interval. Derived from: system_capacity_interval.maxagentsloggedin
Enterprise Agents	The maximum number of the Enterprise agents logged in at the specified interval. Derived from the formula: (system_capacity_interval.maxagentsloggedin) - (system_capacity_interval.FutureUseInt1)
ICM Agents	The maximum number of the ICM agents logged in at the specified interval. Derived from: system_capacity_interval.FutureUseInt1
<b>Column (Field)</b>	<b>Description</b>
Max VRU Ports Consumed	The maximum number of the VRU ports used at the specified interval. Derived from: system_capacity_interval.maxvruports
Max Dialer Ports Consumed	The maximum number of the Dialer ports used at the specified interval. Derived from: system_capacity_interval.FutureUseInt2

**Report Summary:** The summary line displays the maximum value in the corresponding column for each licensable item.

## Peripheral Skill Group Historical All Fields

Peripheral Skill Group reports show key statistics per skill group such as average speed of answer and calls handled, as well as agent state times per skill group. Use this report to evaluate skill group performance.

**Note:** Completed tasks are all the tasks that completed during the time shown (that is, on the row in the report). This includes any tasks which began before the time frame shown. However, this does not include tasks where the caller abandoned in the local ACD queue.

This report displays the same data as the Enterprise Skill Group Historical report except that this report is organized by media rather than by skill group.

**Query:** This report data is built from a Database Query.

**Views:** This report has a grid view and a stacked bar chart view.

**Grouping:** This report is grouped by Skill Group.

**Value Lists:** Skill Group, Media Routing Domain

**Database Schema Tables from which data is retrieved:**

- Media\_Routing\_Domain
- Skill\_Group
- Skill\_Group\_Interval

## Available Fields in the Peripheral Skill Group Historical Grid View

Available fields for this report include the fields that appear by default as Current. In addition, most Available fields in this report are derived from the Skill\_Group\_Interval table as documented 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>.

One exception is **Enterprise Skill Group**, which is derived from: Enterprise\_Skill\_Group.EnterpriseName.

Most fields but one take their value directly from the database.

Exceptions are the FTE Agent State fields. These are calculated based on how you have configured interval reporting. For example, **FTE Agents Active** is derived from: (Skill\_Group\_Interval.TalkTime / 1800) or from (Skill\_Group\_Interval.TalkTime / 900).

## Current Fields in the Peripheral Skill Group Historical Grid View

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

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

Column (Field)	Description
Skill Group	The skill group's enterprise name and ID. Derived from: Skill_Group.EnterpriseName (Skill_Group.SkillTargetID).
Media	The enterprise name of the Media Routing Domain associated with the skill group. <b>Media</b> is derived from: Media_Routing_Domain.EnterpriseName.
DateTime	The date and time of the selected row's data in MM/DD/YYYY (month, day, year) and HH:MM:SS (hour, minute, second) format. Derived from: Skill_Group_Interval.DateTime.
Ent Queued	The number of tasks queued to this Skill Group in the interval. Derived from: Skill_Group_Interval.RouterQueueCalls + Skill_Group_Interval.CallsQueued.

Column (Field)	Description
Avg Speed of Answer	<p>The skill group's average speed of answer in HH:MM:SS (hour, minutes, seconds) calculated from the time spent by callers when placed in queue and ringing at the agent's desktop before the task is answered divided by the number of tasks answered.</p> <p>Derived from: Skill_Group_Interval.AnswerWaitTime / Skill_Group_Interval.CallsAnswered.</p>
<b>SERVICE LEVEL</b>	
Service Level Answer	<p>The count of calls that are routed to the skill group or queued to the skill group in the last interval.</p> <p>Derived from: Skill_Group_Interval.ServiceLevelCalls.</p>
Service Level Abandon	<p>The count of calls that are abandoned within the skill group service level threshold in the last interval.</p> <p>Derived from: Skill_Group_Interval.ServiceLevelCallsAband.</p>
<b>COMPLETED TASKS</b>	
Total	<p>The total number of tasks completed by this skill group in the interval.</p> <p>Derived from: (Skill_Group_Interval.CallsHandled + Skill_Group_Interval.RouterCallsAbandQ + Skill_Group_Interval.AbandonRingCalls + Skill_Group_Interval.RedirectNoAnswer).</p>
Abandoned	<p>For voice: the total number of calls that were abandoned while the agent's phone was ringing. For non-voice: the total number of tasks that were abandoned while being offered to an agent.</p> <p>Derived from: (Skill_Group_Interval.RouterCallsAbandQ + Skill_Group_Interval.AbandonCallsRing).</p>
RONA	<p>The count of calls that are redirected with no answer within the skill group service level threshold in the last interval.</p> <p>Derived from: Skill_Group_Interval.RedirectNoAnsCalls.</p>
Handled	<p>The number of Routed tasks handled within this skill group in the interval.</p> <p>Derived from: Skill_Group_Interval.CallsHandled.</p>

Column (Field)	Description
Avg Handle Time	The Average Handle Time in HH:MM:SS (hours, minutes, seconds) for tasks sent to the skill group.  Derived from: Skill_Group_Interval.HandledCallsTime / Skill_Group_Interval.CallsHandled.
Avg Active Time	The Average Active Time in HH:MM:SS (hours, minutes, seconds) for tasks sent to the skill group.  Derived from: Skill_Group_Interval.HandledCallsTalkTime / Skill_Group_Interval.CallsHandled.
Abandon Hold	The number of tasks offered to the skill group that abandoned while being held or paused by the agent. The value is incremented at the time the call disconnects.  Derived from: Skill_Group_Interval.AbandonHoldCalls.
<b>End of Completed Tasks Grouping</b>	
Transfer In	The number of tasks transferred into the skill group in the interval. The value is updated in the database when the call is completed.  Derived from: Skill_Group_Interval.TransferInCalls.
Transfer Out	The number of tasks this agent transferred to another agent or skill group in the interval. This includes Consultative Calls. The value is updated in the database when the transfer of the call is completed.  Derived from: Skill_Group_Interval.TransferredOutCalls + Skill_Group_Interval.NetTransferredOutCalls.
Ext Out	For default skill groups: the number of times an agent initiated an outgoing external call in the interval. For routing skill groups: the number of times an agent initiated a transfer or conference to an external device in the interval.  Derived from: Skill_Group_Interval.AgentOutCalls.
<b>AGENT STATE TIME</b>	
Active Time	The time in HH:MM:SS (hours, minutes, seconds) that agents in the skill group were in the Active state in the interval.  Derived from: Skill_Group_Interval.TalkTime.

Column (Field)	Description
Hold Time	<p>The total time agents spent in the Hold/Paused state in this skill group, measured in HH:MM:SS (hours, minutes, seconds) format. Includes Incoming Direct and Outgoing Internal, although call counts are not shown in this report.</p> <p>Derived from: Skill_Group_Interval.HoldTime.</p>
Logged On Duration	<p>The total duration in HH:MM:SS (hours, minutes, and seconds) during the period that agents were logged into this skill group.</p> <p>Derived from: Skill_Group_Interval.LoggedOnTime</p>
% Not Active	<p>The percentage of agents in the skill group who are NOT currently involved in tasks and who are ready to accept calls or tasks.</p> <p>Derived from: Skill_Group_Interval.AvailTime / Skill_Group_Interval.LoggedOnTime.</p>
% Not Ready	<p>The percentage of time that agents spent in the Not Ready state in relation to LoggedOnTime or the interval, whichever is less.</p> <p>Derived from: (Skill_Group_Interval.NotReadyTime / Skill_Group_Interval.LoggedOnTime).</p>
% Active	<p>The percentage of agents in the skill group who are working on incoming tasks or who are in one of the talking states.</p> <p>Derived from:</p> $\frac{\text{Skill\_Group\_Skill\_Group\_Interval.TalkingInTime} + \text{Skill\_Group\_Skill\_Group\_Interval.TalkingOutTime} + \text{Skill\_Group\_Skill\_Group\_Interval.TalkingOtherTime} + \text{Skill\_Group.Skill\_Group\_Interval.TalkingAutoOutTime} + \text{Skill\_Group.Skill\_Group\_Interval.TalkingPreviewTime} + \text{Skill\_Group.Skill\_Group\_Interval.TalkingReserveTime}}{\text{Skill\_Group\_Skill\_Group\_Interval.LoggedOnTime}}$
% Hold	<p>The percentage of time that agents spent in the Hold/Paused state in relation to LoggedOnTime or interval, whichever is less.</p> <p>Derived from: (Skill_Group_Interval.HoldTime / Skill_Group_Interval.LoggedOnTime).</p>

Column (Field)	Description
% Reserved	<p>The percentage of time that agents spent working on Reserved time in relation to LoggedOnTime or interval, whichever is less.</p> <p>Derived from: <math>(\text{Skill\_Group\_Interval.ReservedStateTime} / \text{Skill\_Group\_Interval.LoggedOnTime})</math>.</p>
% Wrap Up	<p>The percentage of time that agents have spent in Wrap-up state after incoming or outgoing calls in relation to LoggedOnTime or interval, whichever is less.</p> <p>Derived from: <math>((\text{Skill\_Group\_Interval.WorkReadyTime} + \text{Skill\_Group\_Interval.WorkNotReadyTime}) / \text{Skill\_Group\_Interval.LoggedOnTime})</math>.</p>
Max Queued	<p>The maximum number of calls in queue for this call type during this interval.</p> <p>Derived from: <math>\text{Skill\_Group\_Interval.RouterMaxCallsQueued}</math>.</p>
Longest Queued	<p>The longest time a call had to wait before it was dispositioned (abandoned, answered, and so on) in this interval.</p> <p>Derived from: <math>\text{Skill\_Group\_Interval.RouterMaxCallWaitTime}</math>.</p>
Abandon Rings	<p>The total number of ACD calls to the skill group that were abandoned while ringing at an agent's position. The value is incremented at the time the call disconnects.</p> <p>Derived from: <math>\text{Skill\_Group\_Interval.AbandonRingCalls}</math>.</p>
Answered	<p>The number of calls answered by agents associated with a skill group during the reporting interval. This value is set by the PG. The number of calls answered includes only handled calls and internal calls received. The value is incremented at the time the call is answered.</p> <p>Derived from: <math>\text{Skill\_Group\_Interval.CallsAnswered}</math>.</p>

**Report Summary:** There is a summary for each Skill Group and a total report summary. The summary line displays the Max for MaxQueued and RouterQueueCalls. For more information, see [Report Summary Rows](#).

# Precision Queue Abandon Answer Distribution Historical

Precision Queue Abandon Answer Distribution is used to identify where (in the routing) callers are abandoning and to identify the typical wait times and caller tolerance. For each precision queue, reports generated from this template display the number of answered and abandoned calls for separate intervals for the report time period, broken out into interval summaries.

**Query:** This report data is built from a Database Query.

**Views:** This report has a grid view only.

**Value Lists:** Precision Queue, Media Routing Domain

**Database Schema Tables from which data is retrieved:**

- Attribute
- Bucket\_Intervals
- Precision\_Queue
- Media\_Routing\_Domain
- Router\_Queue\_Interval
- Skill\_Group\_Interval

## Available Fields in the Precision Queue Abandon-Answer Distribution Historical Grid View

Available fields for this report include the fields that display by default as Current. Additional Available fields for this template are populated from the Skill\_Group\_Interval and Bucket\_Intervals tables as documented 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>.

The following fields are from the Skill\_Group\_Interval table:

- **Ans Wait Time:** Derived from Skill\_Group\_Interval.AnswerWaitTime
- **BucketIntervalID:** Derived from Skill\_Group\_Interval.BucketIntervalID
- **Calls Handled:** Derived from Skill\_Group\_Interval.CallsHandled
- **SkillTargetID:** Derived from Skill\_Group\_Interval.SkillTargetID
- **DelayQAban:** Derived from Skill\_Group\_Interval.RouterDelayQAbandTime
- **Router Calls Aban:** Derived from Skill\_Group\_Interval.RouterCallsAbandToAgent + Skill\_Group\_Interval.RouterCallsAbandQ

The following Available fields are from the Bucket\_Intervals table:

**Interval 1 - Interval 10:** Derived from Bucket\_Intervals.IntervalUpperBound1 - IntervalUpperBound9 where the tenth interval is everything greater than UpperBound9.



## Current Fields in the Precision Queue Abandon-Answer Distribution Historical Grid View

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

Current 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 and its precision queue ID.  Derived from: Precision_Queue.EnterpriseName and Precision_Queue.PrecisionQueueID
Media	The enterprise name of the Media Routing Domain associated with the precision queue.  <b>Media</b> is derived from: Media_Routing_Domain.EnterpriseName.
Attributes	The attributes used in the precision queue definition. The report shows only those attributes that are used.
DateTime	The date and time at the start of the reporting interval.  Derived from: Router_Queue_Interval.DateTime
Avg Speed of Answer	The precision queue average speed of answer in HH:MM:SS (hour, minutes, seconds) based on the time spent by callers in the queue and ringing at an agent desktop before the task is answered divided by the number of answered tasks.  Derived from: Skill_Group_Interval.AnswerWaitTime / Skill_Group_Interval.CallsAnswered
<b>Interval 1 - Interval 10</b>	
Interval	The amount of time that a call should be handled by.  Derived from: Bucket_Interval.UpperBound1(through 9)

Column (Field)	Description
Answered	<p>The number of calls answered in this interval.</p> <p>Derived from: RouterQueueInterval.AnsInterval1 (through10)</p> <p><b>Note:</b> AnsInterval1 is the number of calls answered within Interval 1. For Call Type Interval, AnsInterval is calculated from the time the call is queued to a skill group or a precision queue, to the time the call is answered. This includes any requery time. This field is applicable to both Unified ICM and Unified CCE with the following exception:</p> <p>The field is not incremented if the call is answered by an agent on a standard ACD unless the call was translation routed.</p>
Abandoned	<p>The number of calls abandoned in this interval.</p> <p>Derived from: RouterQueueInterval.AbandInterval1 (through10)</p> <p><b>Note:</b> AbandInterval1 is the number of calls abandoned within Interval 1. For Call Type Interval, AbandInterval is calculated from the time the call is queued to a skill group or a precision queue, to the time the call is abandoned. This includes any requery time. This field is applicable to both Unified ICM and Unified CCE with the following exception:</p> <p>The field is not incremented if the call is answered by an agent on a standard ACD unless the call was translation routed.</p>
MaxQueued	<p>The maximum number of calls in queue for this Skill Group during this interval.</p> <p>Derived from: Skill_Group_Interval.RouterMaxCallsQueued</p>
Longest Queued	<p>The longest time a call elapsed before it was abandoned or answered in this interval.</p> <p>Derived from: Skill_Group_Interval.RouterMaxCallWaitTime</p>

## Precision Queue Efficiency

Precision Queue Efficiency reports the efficiency and effectiveness of the Precision Queue logic by identifying the disposition of contacts per step.

Precision Queue Efficiency is an interval report.

The Precision Queue Efficiency report reflects trends across intervals and is not intended for reconciling the numbers within an interval.

It is possible for a call to span intervals, therefore, a call may be offered in one time interval and answered in a second.

**Query:** This report data is built from a Database Query.

**Views:** This report only has a grid view.

**Grouping:** This report is grouped by Precision Queue Name.

**Value List:** Precision Queue

**Database Schema Tables from which data is retrieved:**

- Attribute
- Precision\_Queue
- Router\_Queue\_Interval

## Available Fields in the Precision Queue Efficiency All Fields Grid View

Available fields for this report include the fields that appear by default as Current. Additional available fields in this report are derived from the Router\_Queue\_Interval table as documented 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>.

## Current Fields in the Precision Queue Efficiency All Fields Grid View

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

The following current fields are listed in the order (left to right) in which they appear by default in the stock template.

As **Overflow** and **Skipped** relate to following steps, they are inapplicable in step 10 (which has no following step) and, therefore, do not appear in step 10 in the report.

Column (Field)	Description
Precision Queue	The enterprise name of the precision queue and its precision queue ID.  Derived from: Precision_Queue.EnterpriseName and Precision_Queue.PrecisionQueueID.
Attributes	The attributes used in the precision queue definition. The report shows only those attributes that are used.
DateTime	The date and time at the start of the reporting interval.  Derived from: Router_Queue_Interval.DateTime
<b>Step 1 - Step 10</b>	

Column (Field)	Description
Offered	The number of calls offered in this step. Derived from: Router_Queue_Interval.OfferedStep(n)
Answered	The total of all calls offered in this precision queue that were answered in this step. Derived from: Router_Queue_Interval.AnsStep(n)
Chart	This is a link to a Precision Queue Efficiency Drill Down report. For more information, see <a href="#">Precision Queue Efficiency Drill Down, on page 52</a> .

## Precision Queue Efficiency Drill Down

The Precision Queue Efficiency Drill Down report is filtered by the Precision Queue name and an absolute Date Time range. For each 15- or 30-minute interval in a time span, the percentage of calls that are answered for each step of the Precision Queue are displayed on a stacked bar.

The Y axis is percentage answered, and the X axis is time.

It is possible to have more than 100% answered in a step because it is an interval based metric; a call might have been offered in one time interval and answered in another.

If you select multiple Precision Queues, the percent answered can grow to 200%.

The Precision Queue Efficiency Drill Down report reflects trends across intervals and is not intended for reconciling the numbers within an interval.

**Query:** This report data is built from a Database Query.

**Views:** This report has a stacked bar chart view only.

**Value List:** Precision Queue

**Database Schema Tables from which data is retrieved:**

- Precision\_Queue
- Router\_Queue\_Interval

## Precision Queue Interval All Fields

Use this report to evaluate Precision Queue performance and staffing. Precision Queue Interval provides key statistics per Precision Queue such as average speed of answer and contacts handled, as well as agent state times. The Precision Queue interval report is comparable to Peripheral Skill Group Historical.

**Query:** This report data is built from a Database Query.

**Views:** This report only has a grid view.

**Grouping:** This report is grouped by Precision Queue.

**Value Lists:** Precision Queue, Media Routing Domain

**Database Schema Tables from which data is retrieved:**

- Attribute
- Media\_Routing\_Domain
- Precision\_Queue
- Router\_Queue\_Interval
- Skill\_Group\_Interval

## Current Fields in the Precision Queue Interval All Fields Grid View

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

The following current fields are listed 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 Agent Precision Queue. Derived from: Precision_Queue.EnterpriseName.
Media	The enterprise name of the Media Routing Domain associated with the precision queue.  <b>Media</b> is derived from: Media_Routing_Domain.EnterpriseName.
Attributes	The attributes used in the precision queue definition. The report shows only those attributes that are used.
DateTime	The date and time of the data for a selected row. Derived from: Router_Queue_Interval.DateTime.
Queued	Derived from: Router_Queue_Interval.QueueCalls.
Avg Speed of Answer	The precision queue average speed of answer in HH:MM:SS(hour, minutes, seconds) based on the time spent by callers in the queue and ringing at an agent desktop before the task is answered divided by the number of answered tasks.  Derived from: Skill_Group_Interval.AnswerWaitTime /Skill_Group_Interval.CallsAnswered.
<b>Service Level</b>	
Service Level	Service Level Type used to calculate Service level for the interval.  Derived from: Router_Queue_Interval.ServiceLevel.

Column (Field)	Description
Service Level Answer	The number of calls that are routed to the precision queue or queued to the precision queue in the last interval.  Derived from: Router_Queue_Interval.ServiceLevelCalls
Service Level Abandon	The number of calls that are abandoned within the precision queue service level threshold in the last interval.  Derived from: Router_Queue_Interval.ServiceLevelCallsAband.
<b>Completed Tasks</b>	
Total	The total number of tasks completed by this precision queue in the interval.  Derived from: (Skill_Group_Interval.CallsHandled + Skill_Group_Interval.RouterCallsAbandQ + Skill_Group_Interval.AbandonRingCalls + Skill_Group_Interval.RedirectNoAnswer)
Abandoned	The sum of: <ul style="list-style-type: none"> <li>• The number of calls to the call type that are abandoned in the Router queue during the reporting interval.</li> <li>• The number of calls associated with this skillgroup that are abandoned at the agent desktop before being answered during the reporting interval. Termination_Call_Detail records generated by agent PG with a Call Disposition Flag of 2 are also counted for this field. This does not include short calls and the calls that were abandoned in the VRU.</li> </ul> Derived from: Router_Queue_Interval.CallsAbandQ + Router_Queue_Interval.CallsAbandToAgent.
RONA	The count of calls that are redirected with no answer within the Precision Queue service level threshold in the last interval.  Derived from: Skill_Group_Interval.RedirectNoAnsCalls.
Handled	The number of inbound calls for which agents in the precision queue during the interval answered and completed.  Derived from: Skill_Group_Interval.CallsHandled.
Avg Handle Time	The average time spent by agents in this precision queue handling a task in the interval.  This field is a calculated field, derived from: (Skill_Group_Interval.HandledCallsTime / Skill_Group_Interval.CallsHandled)

Column (Field)	Description
Avg Active Time	<p>The Average Active Time in HH:MM:SS (hours, minutes, seconds) for tasks sent to the precision queue.</p> <p>Derived from: Skill_Group_Interval.HandledCallsTalkTime / Skill_Group_Interval.CallsHandled</p>
Abandon Hold	<p>The number of tasks offered to the precision queue that are abandoned while being held or paused by the agent. The value is incremented at the time the call disconnects.</p> <p>Derived from: Skill_Group_Interval.AbandonHoldCalls</p>
Transfer In	<p>The number of tasks transferred into the precision queue in the interval.</p> <p>Derived from: Skill_Group_Interval.TransferInCalls</p>
Transfer Out	<p>The number of tasks this agent transferred to another agent or precision queue in the interval. This includes Consultative Calls. The value is updated in the database when the transfer of the call is completed.</p> <p>Derived from: Skill_Group_Interval.TransferredOutCalls + Skill_Group_Interval.NetTransferredOutCalls</p>
External Out	<p>For default precision queues: the number of times an agent initiated an outgoing external call in the interval. For routing precision queues: the number of times an agent initiated a transfer or conference to an external device in the interval.</p> <p>Derived from: Skill_Group_Interval.AgentOutCalls</p>
<b>Agent State Time</b>	
Active Time	<p>The time in HH:MM:SS (hours, minutes, seconds) that agents in the precision queue were in the Active state in the interval.</p> <p>Derived from: Skill_Group_Interval.TalkTime</p>
Hold Time	<p>The total time agents spent in the Hold/Paused state in this precision queue, measured in HH:MM:SS (hours, minutes, seconds) format. Includes Incoming Direct and Outgoing Internal, although call counts are not shown in this report.</p> <p>Derived from: Skill_Group_Interval.HoldTime</p>
Logged On Time	<p>The total duration in HH:MM:SS (hours, minutes, and seconds) during the period that agents were logged into this skill group.</p> <p>Derived from: Skill_Group_Interval.LoggedOnTime</p>

Column (Field)	Description
%Not Active	<p>The percentage of time that agents spent in the Not Active or Available state in relation to LoggedOnTime. This field applies to all precision queues.</p> <p>This field is a calculated field derived from:  <math>\text{Skill\_Group\_Interval.AvailTime} / \text{Skill\_Group\_Interval.LoggedOnTime}</math></p>
%Not Ready	<p>The percentage of time that agents spent in the Not Ready state in relation to LoggedOnTime or the interval, whichever is less. This field applies to all precision queues.</p> <p>This field is a calculated field, derived from:  <math>\text{Skill\_Group\_Interval.NotReadyTime} / \text{Skill\_Group\_Interval.LoggedOnTime}</math></p>
% Active	<p>The percentage of time that agents spent talking on calls in this precision queue in relation to LoggedOnTime.</p> <p>This field is a calculated field, derived from:  <math>(\text{Skill\_Group\_Interval.TalkInTime} + \text{Skill\_Group\_Interval.TalkOutTime} + \text{Skill\_Group\_Interval.TalkOtherTime} + \text{Skill\_Group\_Interval.TalkAutoOutTime} + \text{Skill\_Group\_Interval.TalkPreviewTime} + \text{Skill\_Group\_Interval.TalkReserveTime}) / \text{Skill\_Group\_Interval.LoggedOnTime}</math></p>
% Hold	<p>The percentage of time that agents put a call on hold or paused a task in relation to LoggedOnTime or the interval, whichever is less.</p> <p>This field is a calculated field, derived from:  <math>\text{Skill\_Group\_Interval.HoldTime} / \text{Skill\_Group\_Interval.LoggedOnTime}</math></p>
% Reserved	<p>The percentage of time that agents spent in the Reserved state waiting for a task from this precision queue in relation to LoggedOnTime.</p> <p>This field is a calculated field, derived from:  <math>\text{Skill\_Group\_Interval.ReservedStateTime} / \text{Skill\_Group\_Interval.LoggedOnTime}</math></p>
% Wrap Up	<p>The percentage of time that agents spent in the Wrap-upstate after incoming or outgoing calls to/from this precision queue in relation to LoggedOnTime.</p> <p>This field is a calculated field, derived from:  <math>(\text{Skill\_Group\_Interval.WorkReadyTime} + \text{Skill\_Group\_Interval.WorkNotReadyTime}) / \text{Skill\_Group\_Interval.LoggedOnTime}</math></p>



Column (Field)	Description
% Utilization	<p>The percentage of Ready time that agents in the precision queue spent talking or doing call work during the current five-minute interval. This is the percentage of time agents spend working on calls versus the time agents were ready.</p> <p>Derived from: Skill_Group_Real_Time.PercentUtilizationTo5</p>
Answered	<p>The number of routed calls answered by agents associated with this skillgroup during the given interval. CallsAnswered is incremented in the interval where the call is answered, as opposed to CallsHandled which is incremented in the interval where the call ends.</p> <p>This is derived from skill_group_interval.CallsAnswered.</p>
Abandon ring	<p>For voice: the total number of calls that are abandoned while the agent phone is ringing.</p> <p>For non-voice: the total number of tasks that are abandoned when offered to an agent.</p> <p>Derived from: Skill_Group_Interval.AbandonRingCalls</p>
Longest Queued	<p>The longest a call had to wait before being answered, abandoned, or otherwise ended. This includes time in the network queue, local queue, and ringing at the agent if applicable.</p> <p>Derived from: Router_Queue_Interval.MaxCallWaitTime</p>
MaxQueued	<p>The maximum number of calls queued for this precision queue during this interval. Calls queued against multiple precision queues are included in the count for each precision queue to which the calls are queued.</p> <p>Derived from: Router_Queue_Interval.MaxCallsQueued</p>

## Available Fields in the Precision Queue Interval All Fields Grid View

Available fields for this report include the fields that appear by default as Current. In addition, most Available fields in this report are derived from the Router\_Queue\_Interval and Skill\_Group\_Interval table as documented 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>.

## Skill Group Abandon-Answer Distribution Historical

The Skill Group Abandon-Answer Distribution Historical report identifies where in the skill group callers are abandoning and the typical wait times for callers.

**Query:** This report data is built from a Database Query.

**Views:** This report only has a grid view.

**Grouping:** This report is grouped and sorted by Skill Group.

**Value Lists:** Skill Groups, Media Routing Domain

**Database Schema Tables from which data is retrieved:**

- Bucket\_Intervals
- Media\_Routing\_Domain
- Skill\_Group
- Skill\_Group\_Interval

## Available Fields in the Skill Group Abandoned-Answer Distribution Historical Grid View

Available fields for this report include the fields that appear by default as Current. Additional Available fields in this report are populated from the following tables.

These Available fields are from the Skill\_Group\_Interval table:

- **Ans Wait Time** Derived from: Skill\_Group\_Interval.AnswerWaitTime.
- **BucketIntervalID** Derived from: Skill\_Group\_Interval.BucketIntervalID.
- **Calls Handled** Derived from: Skill\_Group\_Interval.CallsHandled.
- **SkillTargetID** Derived from: Skill\_Group\_Interval.SkillTargetID.
- **DelayQAban** Derived from: Skill\_Group\_Interval.CallDelayAbandTime.
- **Router Calls Aban:** Derived from: Skill\_Group\_Interval.TotalCallsAband.

These fields are derived from the Bucket\_Intervals table, as documented in the *Database Schema Guide for Cisco Unified Contact Center Enterprise* at [https://www.cisco.com/en/US/products/sw/custcosw/ps1844/tsd\\_products\\_support\\_series\\_home.html](https://www.cisco.com/en/US/products/sw/custcosw/ps1844/tsd_products_support_series_home.html):

**int1 - int 9:** Derived from: Bucket\_Intervals.IntervalUpperBound1 - IntervalUpperBound9.

## Current Fields in the Skill Group Abandoned-Answer Distribution Historical Grid View

**Current** fields are those fields that appear by default in a report grid view generated from the stock template. You can change them.

Current fields are listed here in the order (left to right) in which they appear by default in the stock template.

The headings for the Interval fields are dynamic headers; they show the intervals you defined.

Column (Field)	Description
Skill Group	The enterprise name of the Skill Group. Derived from: Skill_Group.EnterpriseName.
Media	The enterprise name of the Media Routing Domain associated with the skill group. <b>Media</b> is derived from: Media_Routing_Domain.EnterpriseName.
DateTime	The date and time when the call type interval data was generated in MM/DD/YYYY (month, day, year) and HH:MM:SS (hours, minutes, seconds) format.  For every interval in the selected time period, there is summary row for each selected call type.  Derived from: Skill_Group_Interval.DateTime.
Avg Speed of Answer	Average Speed of Answer. The average answer wait time from when first queue to skill group or LAA select node was executed for this call to when this call was answered. This is an important measure of service quality because the time can vary, even over the course of one day, due to call volumes and staff levels.  This is a calculated field, derived from: Skill_Group_Interval.AnswerWaitTime/Skill_Group_Interval.CallsAnswered.
Int 1 Ans and Aban	The number of calls answered/abandoned between the time set to begin measuring and interval 1. The system default interval 1 is 8 seconds. For example: 00:00 - 00:08.  Derived from: Skill_Group_Interval.AnsInterval(1) and Skill_Group_Interval.AbandInterval(1).
Int 2 Ans and Aban	The number of calls answered/abandoned between interval 1 and interval 2. The system default interval 2 is 30 seconds. For example: 00:08 - 00:38.  Derived from: Skill_Group_Interval.AnsInterval(2) and Skill_Group_Interval.AbandInterval(2).
Int 3 Ans and Aban	The number of calls answered/abandoned between interval 2 and interval 3. The system default interval 3 is 60 seconds (1 minute). For example: 00:38 - 01:38.  Derived from: Skill_Group_Interval.AnsInterval(3) and Skill_Group_Interval.AbandInterval(3).

Column (Field)	Description
Int 4 Ans and Aban	<p>The number of calls answered/abandoned between interval 3 and interval 4. The system default interval 4 is 90 seconds. For example: 01:38 - 03:08.</p> <p>Derived from:Skill_Group_Interval.AnsInterval(4) and Skill_Group_Interval.AbandInterval(4).</p>
Int 5 Ans and Aban	<p>The number of calls answered/abandoned between interval 4 and interval 5. The system default interval 5 is 120 seconds (2 minutes). For example: 03:08 - 05:08.</p> <p>Derived from:Skill_Group_Interval.AnsInterval(5) and Skill_Group_Interval.AbandInterval(5).</p>
Int 6 Ans and Aban	<p>The number of calls answered/abandoned between interval 5 and interval 6. The system default interval 6 is 180 seconds (3 minutes). For example: 05:08 - 08:08.</p> <p>Derived from:Skill_Group_Interval.AnsInterval(6) and Skill_Group_Interval.AbandInterval(6).</p>
Int 7 Ans and Aban	<p>The number of calls answered/abandoned between interval 6 and interval 7. The system default interval 7 is 300 seconds (5 minutes). For example: 08:08 - 13:08.</p> <p>Derived from:Skill_Group_Interval.AnsInterval(7) and Skill_Group_Interval.AbandInterval(7).</p>
Int 8 Ans and Aban	<p>The number of calls answered/abandoned between interval 7 and interval 8. The system default interval 8 is 600 seconds (10 minutes). For example: 13:08 - 23:08.</p> <p>Derived from:Skill_Group_Interval.AnsInterval(8) and Skill_Group_Interval.AbandInterval(8).</p>
Int 9 Ans and Aban	<p>The number of calls answered/abandoned between interval 8 and interval 9. The system default interval 9 is 1200 seconds (20 minutes). For example: 23:08 - 43:08.</p> <p>Derived from:Skill_Group_Interval.AnsInterval(9) and Skill_Group_Interval.AbandInterval(9).</p>
> Int 9 Ans and Aban	<p>The number of calls answered/abandoned within the remaining time in the report time period measured in minutes and seconds. For example: &gt; 43:08.</p> <p>Derived from:Skill_Group_Interval.AnsInterval(10) and Skill_Group_Interval.AbandInterval(10).</p>

Column (Field)	Description
Max Queued	The maximum number of calls in queue for this call type during this interval.  Derived from : Skill_Group_Interval. MaxCallsQueued.
Longest Queued	The longest time a call had to wait before it was dispositioned (abandoned or answered) in this interval.  Derived from:Skill_Group_Interval. MaxCallWaitTime.

**Report Summary:** The summary line shows an average for the Avg Speed of Answer and Avg Aban Delay columns, totals for the interval columns, and Max for MaxQueued and Longest Queued columns.

