



## Live Data Report Templates

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## Live Data Report Templates

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

Live Data continuously processes agent and call events from the peripheral gateway and the router, and publishes data directly to Unified Intelligence Center. Live Data continuously pushes only changed data to the reporting clients without the delay of writing to, and reading from the database. Individual state values, such as agent states, refresh as they happen. Other values, such as calls in queue, refresh approximately every 3 seconds.

The Live Data reports are also presented in an enhanced report viewer that provides additional features for using the reports, such as:

- Add or remove columns from the grid view using a checkbox UI
- Disable and enable auto-refresh to view a snapshot of the system activity without updates
- Enable and disable Show Thresholds Only. When enabled, only data configured with threshold values are displayed in the report.

## Live Data Failover

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

- Live Data Socket.IO Service
- Network Connectivity

- Live Data Web Service
- Intelligence Center Reporting Service
- CCE Live Data NGINX Service

"Live Data is not available after repeated attempts. Retrying" message is displayed during failover when the gadget and the report viewer are not able to connect to the primary and secondary Live Data server. The gadget and Unified Intelligence Center continue to retry until it connects to one of the servers and regain updates to the reports.

## Agent

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

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

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

**Grouping:** Grouping is not supported in Live Data reports.

## Agent View

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

Report Field	Description
Agent Name	The name of the agent. Composed of Last Name, First Name.
State	The current state of the agent: <ul style="list-style-type: none"> <li>• Logged Out</li> <li>• Logged On</li> <li>• Not Ready</li> <li>• Ready</li> <li>• Talking</li> <li>• Work Not Ready</li> <li>• Work Ready</li> <li>• Busy Other</li> <li>• Reserved</li> <li>• Unknown</li> <li>• Hold</li> <li>• Active</li> <li>• Paused</li> <li>• Interrupted</li> <li>• Not Active</li> </ul>

Report Field	Description
Reason	<p>The reason code and text indicating the reason the agent entered the Not Ready state.</p> <p><b>Note:</b> If an agent is Not Ready, the Not Ready reason code and text are only updated when the agent goes to Ready or to another Not Ready state with a different Reason code. If the Not Ready agent receives an internal call or makes an outbound call, Reason continues to show the current Not Ready code and text.</p>
Duration	The time spent in the current agent state in HH:MM:SS (hours, minutes, seconds) format.
Domain	The media routing domain name.
Direction	<p>The direction of the call that the agent is currently working on:</p> <ul style="list-style-type: none"> <li>• 1 = In</li> <li>• 2 = Out</li> <li>• 3 = Other</li> <li>• 4 = Other Out</li> <li>• 5 = Out Reserve</li> <li>• 6 = Out Preview</li> <li>• 7 = Outbound Predictive</li> <li>• All other values = Not Applicable</li> </ul>
Precision Queue/Skill Group	<p>The enterprise name of the precision queue or the skill group associated with the task on which the agent is currently working. If the agent is not involved in any task in the media routing domain, this field shows Not Applicable. Because an agent can be logged into multiple skill groups, this field is not filled until the agent is assigned a task.</p> <p>If not applicable, the column is left blank.</p>
Attributes	The names of the attributes used in the precision queue definition. The report shows only those attributes that are used.

## Agent Live Data Available Fields

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

Report Field	Description
Agent Name	The name of the agent. Composed of Last Name, First Name.

Report Field	Description
Team Name	The Enterprise Name of the Agent Team.
State	<p>The current state of the agent:</p> <ul style="list-style-type: none"> <li>• Logged Out</li> <li>• Logged On</li> <li>• Not Ready</li> <li>• Ready</li> <li>• Talking</li> <li>• Work Not Ready</li> <li>• Work Ready</li> <li>• Busy Other</li> <li>• Reserved</li> <li>• Unknown</li> <li>• Hold</li> <li>• Active</li> <li>• Paused</li> <li>• Interrupted</li> <li>• Not Active</li> </ul>
Reason	<p>The reason code and text indicating the reason the agent entered the Not Ready state.</p> <p><b>Note:</b> If an agent is Not Ready, the Not Ready reason code and text are only updated when the agent goes to Ready or to another Not Ready state with a different Reason code. If the Not Ready agent receives an internal call or makes an outbound call, Reason continues to show the current Not Ready code and text.</p>
Duration	The time spent in the current agent state in HH:MM:SS (hours, minutes, seconds) format.
Precision Queue/Skill Group	The enterprise name of the precision queue or the skill group associated with the task on which the agent is currently working. If the agent is not involved in any task in the media routing domain, this field shows Not Applicable. Because an agent can be logged into multiple skill groups, this field is not filled until the agent is assigned a task.
Router Calls Queued Now	The number of calls currently queued at the router.
Longest Call in Queue	The length of time the longest queued call on the routing media has been queued, measured in HH:MM:SS (hours, minutes, seconds) format.
Domain	The media routing domain name.

Report Field	Description
Direction	<p>The direction of the call that the agent is currently working on:</p> <ul style="list-style-type: none"> <li>• Not Applicable</li> <li>• In (inbound task - non voice tasks are always inbound).</li> <li>• Out (outgoing external task).</li> <li>• Other (outgoing or incoming internal task).</li> <li>• Not Applicable (if the logged in agent is not active in the skill group).</li> </ul>
Destination	<p>The type of outbound task on which the agent is currently working:</p> <ul style="list-style-type: none"> <li>• 1 = ACD</li> <li>• 2 = Direct</li> <li>• 3 = Auto Out</li> <li>• 4 = Reserve</li> <li>• 5 = Preview</li> <li>• All other values = Not Applicable</li> </ul>
Routable	<p>Calls can be routed to the agent:</p> <ul style="list-style-type: none"> <li>• 1 = Yes</li> <li>• All other values = No</li> </ul>
Tasks in Progress	<p>The number of tasks currently queued for the skill group.</p>
Max Tasks	<p>The maximum number of tasks that may be assigned to an agent.</p>
Device Type	<p>The kind of phone being used:</p> <ul style="list-style-type: none"> <li>• 0 = Local agent; normal ACD/Unified CCE phone or non-voice task.</li> <li>• 1 = Remote phone, call by call (Mobile agent's phone is connected for each incoming call).</li> <li>• 2 = Remote phone, nailed connection (Mobile agent calls and logs in once; line remains connected through multiple calls).</li> </ul>

Report Field	Description
Available in MRD	<p>Whether or not the agent is available to accept a task in this Media Routing Domain:</p> <ul style="list-style-type: none"> <li>• NO (Not available)</li> <li>• YES_ICM (Unified ICM available in media routing domain)</li> <li>• YES_APP (Application available in media routing domain)</li> <li>• All other values = No</li> </ul> <p>An agent is available for a task in a media routing domain (MRD) if the agent's state in that MRD is anything other than Not Ready; the agent is not at the agent's maximum task limit for the MRD; and the agent is not working on a non-interruptible task in another MRD. If an agent is Unified ICM-available, then the Unified ICM can assign tasks to the agent. If an agent is Application-available, then the application can assign tasks to the agent. In the former case, only the Unified ICM can assign tasks to the agent. In the latter, only the application can assign tasks to the agent.</p>
Request Supervisor Assist	<p>Whether or not the agent requested supervisor assistance:</p> <ul style="list-style-type: none"> <li>• 1 = Yes</li> <li>• All other values = No</li> </ul>
Precision Queue Attributes	<p>The attributes used in the precision queue definition. The report shows only those attributes that are used.</p>
Extension	<p>The phone extension into which the agent is logged.</p>
Remote Address	<p>The remote address associated with this MRD (remote extension used for Mobile Agents).</p>
Last Level Change	<p>The date and time of the agent's last task level change in this MRD.</p> <p>Chat agents have a maximum number of open slots. The task level changes when the number of open slots changes as a result of the number of calls in progress changing (the number of open slots = the maximum number of tasks - calls in progress).</p> <p>This applies to all other agents as well; however, the task level is always 0 or 1.</p>

Report Field	Description
Last Mode Change	<p>The date and time of the agent last mode change in this MRD.</p> <p>An agent has a mode with respect to each Media Routing Domain the agent is logged in to. These modes are either routable or not routable.</p> <p>If the mode is routable, the Unified ICM controls the agent and assigns tasks to the agent. When an agent is routable for an MRD, an application instance (for example, Enterprise Chat and Email) will not allow the agent to work on a task unless Unified ICM assigns the task.</p> <p>If the mode is not routable, the application instance controls the agent and assigns tasks to the agent. The software tracks the agent activity by monitoring Offer Task, Start Task, and other messages from the application that describe the task the agent is working on.</p> <p>For Enterprise Chat and Email, an agent mode never changes. Each agent is always routable.</p> <p>An agent mode is always routable with respect to the voice MRD.</p>
Last State Change	The date and time of the agent's last state change in this MRD.
Login	The date and time that the agent logged in. The format is MM/DD/YYYY (month, day, year) and HH:MM:SS (hours, minutes, seconds) format.
Reason Code	A code received from the peripheral that indicates the reason for the agent's last state change. If not defined, Reason is None.

## Recent Call History

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

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

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

**Grouping:** Grouping is not supported in Live Data reports.

**Note:**

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

## Recent Call History View

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

Report Field	Description
Type	<p>The call type: Inbound or outbound call.</p> <p>The value is Inbound or Outbound in the following scenarios:</p> <ul style="list-style-type: none"> <li>• If the agent receives a call, this field reports the call type as Inbound.</li> <li>• If the agent initiates a call, this field reports the call type as Outbound.</li> <li>• If Outbound Options feature initiates the call, this field reports the call type as Inbound.</li> </ul>
Number	<p>The number of the phone that made or received the call. If the call is an inbound call, the number is picked from the Source field. If the call is an outbound call, the number is picked from the Destination field.</p>
Disposition	<p>The final disposition of the call. For more information on call disposition, see the <i>Database Schema Handbook for Cisco Unified Contact Center Enterprise</i> at <a href="https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-technical-reference-list.html">https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-technical-reference-list.html</a>.</p>
Wrap-up Reason	<p>The data entered by the agent during call wrap-up.</p>
Queue	<p>The skill group name on which the agent handled the call.</p>
Start Time	<p>The time when the call started.</p>
Duration	<p>The duration of the call in seconds.</p>
Make Call	<p>The Make Call icon. When you click Make Call, a dial pad is displayed. The dial pad is populated with the contact number of the customer from the number field. On the dial pad, when you click Call, the call is initiated.</p> <p><b>Note:</b> The call is connected to the customer only if your system has the required outbound call settings.</p>

## Recent Call History All Fields

The **Recent Call History All Fields** view displays the fields that appear by default in a report generated from the stock template. The default fields are listed below in the order (left to right) in which they appear in the stock template.



Report Field	Description
Agent	The name of the agent who is in the call.
Type	The call type: Inbound or outbound call. The value is Inbound or Outbound in the following scenarios: <ul style="list-style-type: none"> <li>• If the agent receives a call, this field reports the call type as Inbound.</li> <li>• If the agent initiates a call, this field reports the call type as Outbound.</li> <li>• If Outbound Options feature initiates the call, this field reports the call type as Inbound.</li> </ul>
Number	The number of the phone that made or received the call. If the call is an inbound call, the number is picked from the Source field. If the call is an outbound call, the number is picked from the Destination field.
Source	The peripheral number of the agent who initiated the call.
Destination	The DNIS value, provided by the ACD, that arrives with the call.
Disposition	The final disposition of the call. For more information on call disposition, see the <i>Database Schema Handbook for Cisco Unified Contact Center Enterprise</i> at <a href="https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-technical-reference-list.html">https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-technical-reference-list.html</a> .
Disposition Detail	The details of call disposition.
Wrap-up Reason	The data entered by the agent during call wrap-up.
Queue	The skill group name on which the agent handled the call.
Start Time	The time when the call started.
Talk Time	The cumulative time, in seconds, that the call was in a talking state on the destination device. Talk Time is a completed call time and not an agent state time.
Hold Time	The cumulative time, in seconds, for the call put on hold by an agent.
Duration	The duration of the call in seconds.
Ring Time	The number of seconds that the call spent ringing at the agent's phone before it was answered.
Delay Time	The time in seconds during which the call is active on the switch, but is not queued to a skill group or a trunk resource.
Answered	The status whether the call has been answered or not. It is true if the call is answered.
Peripheral Call Type	The type of the call reported by the peripheral.

Report Field	Description
Wrap-up Time	The cumulative number of seconds of the after-call work time associated with the call.

## Recent Call History for Agent

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

Report Field	Description
Start Time	The time when the call started.
Duration	The duration of the call in seconds.
Type	<p>The call type: Inbound or outbound call.</p> <p>The value is Inbound or Outbound in the following scenarios:</p> <ul style="list-style-type: none"> <li>• If the agent receives a call, this field reports the call type as Inbound.</li> <li>• If the agent initiates a call, this field reports the call type as Outbound.</li> <li>• If Outbound Options feature initiates the call, this field reports the call type as Inbound.</li> </ul>
Number	The number of the phone that made or received the call. If the call is an inbound call, the number is picked from the Source field. If the call is an outbound call, the number is picked from the Destination field.
Disposition	The final disposition of the call. For more information on call disposition, see the <i>Database Schema Handbook for Cisco Unified Contact Center Enterprise</i> at <a href="https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-technical-reference-list.html">https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-technical-reference-list.html</a> .
Queue	The skill group name on which the agent handled the call.
Wrap-up Reason	The data entered by the agent during call wrap-up.

## Recent State History

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

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

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

**Grouping:** Grouping is not supported in Live Data reports.

**Note:**

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

## Recent State History View

The **Recent State History** view provides live data feed that can be viewed on the Cisco Finesse desktop gadgets. This view is visible on the Unified Intelligence Center report viewer, however is applicable only for the users on Cisco Finesse. The fields listed below are in the order (left to right) as they appear in the stock template.

**Table 1:**

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

## Recent State History All Fields

The **Recent State History All Fields** view displays the fields that appear by default in a report generated from the stock template. The default fields are listed below in the order (left to right) in which they appear in the stock template. You can use the column selection tool to add or remove fields from the report.

Table 2:

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

## Agent Skill Group

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



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

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

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

**Grouping:** Grouping is not supported in Live Data reports.

## Agent Skill Group Default View

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

Report Field	Description
Precision Queue/Skill Group	<p>The enterprise name of the precision queue or the skill group associated with the task on which the agent is currently working. If the agent is not involved in any task in the media routing domain, this field shows Not Applicable. Because an agent can be logged into multiple skill groups, this field is not filled until the agent is assigned a task.</p> <p>If not applicable, the column is left blank.</p>
Agent Name	The name of the agent.
State	The current state of the agent.
Reason	<p>The reason code and text indicating the reason the agent entered the Not Ready state.</p> <p><b>Note:</b> If an agent is Not Ready, the Not Ready reason code and text are only updated when the agent goes to Ready or to another Not Ready state with a different Reason code. If the Not Ready agent receives an internal call or makes an outbound call, Reason continues to show the current Not Ready code and text.</p>
Duration	The time spent in the current agent state in HH:MM:SS (hours, minutes, seconds) format.
Domain	The media routing domain name.
Direction	<p>The direction of the call that the agent is currently working on:</p> <ul style="list-style-type: none"> <li>• 1 = In</li> <li>• 2 = Out</li> <li>• 3 = Other</li> <li>• 4 = Other Out</li> <li>• 5 = Out Reserve</li> <li>• 6 = Out Preview</li> <li>• 7 = Outbound Predictive</li> <li>• All other values = Not Applicable</li> </ul>
Login	The date and time the agent logged in with the given set of skills, measured in MM:DD:YYYY (month, day, year) and HH:MM:SS (hours, minutes, seconds) format.

Report Field	Description
Destination	The type of outbound task on which the agent is currently working: <ul style="list-style-type: none"> <li>• 1 = ACD</li> <li>• 2 = Direct</li> <li>• 3 = Auto Out</li> <li>• 4 = Reserve</li> <li>• 5 = Preview</li> <li>• All other values = Not Applicable</li> </ul>
Precision Queue Attributes	The names of the attributes used in the precision queue definition. The report shows only those attributes that are used.

## Agent Skill Group Available Fields

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

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

Report Field	Description
Direction	<p>The direction of the call that the agent is currently working on:</p> <ul style="list-style-type: none"> <li>• Not Applicable</li> <li>• In (inbound task - non voice tasks are always inbound).</li> <li>• Out (outgoing external task).</li> <li>• Other (outgoing or incoming internal task).</li> <li>• Not Applicable (if the logged in agent is not active in the skill group).</li> </ul>
Login	<p>The date and time that the agent logged in. The format is MM/DD/YYYY (month, day, year) and HH:MM:SS (hours, minutes, seconds) format.</p>
Destination	<p>The type of outbound task on which the agent is currently working:</p> <ul style="list-style-type: none"> <li>• 1 = ACD</li> <li>• 2 = Direct</li> <li>• 3 = Auto Out</li> <li>• 4 = Reserve</li> <li>• 5 = Preview</li> <li>• All other values = Not Applicable</li> </ul>
Extension	<p>The phone extension into which the agent is logged.</p>
Available in MRD	<p>Whether or not the agent is available to accept a task in this Media Routing Domain:</p> <ul style="list-style-type: none"> <li>• NO (Not available)</li> <li>• YES_ICM (Unified ICM available in media routing domain)</li> <li>• YES_APP (Application available in media routing domain)</li> <li>• All other values = No</li> </ul> <p>An agent is available for a task in a media routing domain (MRD) if the agent's state in that MRD is anything other than Not Ready; the agent is not at the agent's maximum task limit for the MRD; and the agent is not working on a non-interruptible task in another MRD. If an agent is Unified ICM-available, then the Unified ICM can assign tasks to the agent. If an agent is Application-available, then the application can assign tasks to the agent. In the former case, only the Unified ICM can assign tasks to the agent. In the latter, only the application can assign tasks to the agent.</p>

Report Field	Description
Device Type	The kind of phone being used: <ul style="list-style-type: none"> <li>• 0 = Local agent; normal ACD/Unified CCE phone or non-voice task.</li> <li>• 1 = Remote phone, call by call (Mobile agent's phone is connected for each incoming call).</li> <li>• 2 = Remote phone, nailed connection (Mobile agent calls and logs in once; line remains connected through multiple calls).</li> </ul>
Team Name	The Enterprise Name of the Agent Team.
Precision Queue Attributes	The attributes used in the precision queue definition. The report shows only those attributes that are used.
Tasks in Progress	The number of tasks currently queued for the skill group.
Max Tasks	The maximum number of tasks that may be assigned to an agent.
On Hold	Agent on hold: <ul style="list-style-type: none"> <li>• 1 = Yes</li> <li>• All other values = No</li> </ul>
Request Supervisor Assist	Whether or not the agent requested supervisor assistance: <ul style="list-style-type: none"> <li>• 1 = Yes</li> <li>• All other values = No</li> </ul>
Routable	Calls can be routed to the agent: <ul style="list-style-type: none"> <li>• 1 = Yes</li> <li>• All other values = No</li> </ul>
Reason Code	A code received from the peripheral that indicates the reason for the agent's last state change. If not defined, Reason is None.

## Precision Queue

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

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

**Views:** This report has a Default view, an Agent Utilization view, and an All Fields view.

**Grouping:** Grouping is not supported in Live Data reports.



## Precision Queue Default View

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

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

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

## Precision Queue Agent Utilization View

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

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

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

Column (Field)	Description
Ready	The total time in seconds an agent associated with this precision queue was in the Not_Active state with respect to this precision queue today. AvailTime is included in the calculation of LoggedOnTime.
Not Ready	The total time that the agents spent in Not Ready state for this skill today. This value is taken directly from the database.

## Precision Queue Available Fields

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

Column (Field)	Description
Precision Queue	The enterprise name of the precision queue.
Media	The enterprise name of the Media Routing Domain associated with the precision queue.  <b>Media</b> is derived from: Media_Routing_Domain.EnterpriseName.
Longest Queued	The longest call in queue as reported by the router.
Longest in Queue	
Logged On	The number of agents who are currently logged in to the precision queue. This count is updated each time an agent logs on and each time an agent logs off.
<b>CURRENT STATE DISTRIBUTION</b>	
Ready	The number of agents in this precision queue in the Ready state.
Reserved	The number of agents in this precision queue who are in Reserved state and awaiting incoming tasks.
Active In	The number of agents in this precision queue who are currently working on incoming tasks.
Active Out	The number of agents in this precision queue who are currently working on outbound tasks.
Active Other	The number of agents in this precision queue who are currently working on internal (neither inbound nor outbound) tasks.

Column (Field)	Description
Hold	<p>The number of agents who have all active calls on hold or whose state to the precision queue is Paused.</p> <p>The agent is not in the Hold state with one call on hold and talking on another call (for example, a consultative call). The agent must have all active calls on hold.</p>
Work Not Ready	<p>The number of agents in this precision queue who are in the Work Not Ready state and Work Ready state.</p> <p>The Work Not Ready state is a state in which an agent is involved in after task work and is assumed not to be ready to accept incoming tasks when done. The Work Ready state is a state in which an agent is involved in after a task work and is assumed to be ready to accept incoming tasks when done.</p>
Not Ready	<p>The number of agents in this precision queue who are in the Not Ready state, a state in which agents are logged in but are neither involved in any task handling activity nor available to handle a task.</p>
Busy Other	<p>The number of agents currently in the BusyOther state. Busy Other is a state in which the agent is handling calls assigned to other precision queues during the interval.</p> <p>For example, an agent might be talking on an inbound call in one precision queue while simultaneously logged on to and ready to accept calls from other precision queues. The agent can be active (talking on or handling calls) in only one precision queue at a time. Therefore, while active in one precision queue, for the other precision queue the agent is considered to be in the Busy Other state.</p>
<b>OUTBOUND OPTION STATES</b>	
Active Reserve	<p>The number of agents in the precision queue currently talking on agent reservation calls.</p>
Active Preview	<p>The number of agents in the precision queue currently talking on outbound Preview calls.</p>
Active Auto Out	<p>The number of agents in the precision queue currently talking on AutoOut (predictive) calls.</p>
<i>(no header)</i>	

Column (Field)	Description
ICM Available	<p>The number of agents belonging to this precision queue who are currently <i>ICMAvailable</i> for the MRD associated with this precision queue.</p> <p>Agents are <i>ICMAvailable</i> if they are Routable and Available for the MRD. If an agent is <i>ICMAvailable</i>, the system software can assign tasks to the agent.</p>
Eligible	<p>The number of agents who are Routable for the MRD associated with this precision queue, and whose state in this precision queue is currently something other than NOT_READY or WORK_NOT_READY.</p>
<b>WRAPUP STATE DISTRIBUTION</b>	
Work Ready	<p>The agent is performing wrap-up work for a call or task in the precision queue.</p> <p>If the agent is handling a voice call, the agent enters Not Active state when wrap-up is complete. If the agent is handling a non-voice task, the agent might enter Not Active or Not Ready state when wrap-up is complete.</p>
Work Not Ready	<p>The agent is performing wrap-up work for a call in the precision queue. The agent enters Not Ready state when wrap-up is complete.</p>
<i>(no header)</i>	
Application Available	<p>The number of agents belonging to this precision queue who are currently Application Available with respect to the MRD to which the precision queue belongs.</p> <p>An agent is available for a task in a media routing domain (MRD) if the agent's state in that MRD is anything other than Not Ready; the agent is not at the agent's maximum task limit for the MRD; and the agent is not working on a non-interruptible task in another MRD. If an agent is Application-available, then only an application in the MRD, for example chat, can assign tasks to the agent.</p>
<b>TO INTERVAL</b>	
Handled	<p>The number of inbound calls that were answered and have completed wrap-up by agents in the precision queue during the current interval.</p>
Avg Handle Time	<p>The average time spent by agents in handling a task during the current interval, measured in HH:MM:SS (hours, minutes, seconds).</p>

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

## Skill Group

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

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



**Views:** This report has three views: Default, Agent Utilization, and All Fields.

**Grouping:** Grouping is not supported in Live Data reports.

## Skill Group Default View

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

Column (Field)	Description
Skill Group	The enterprise name of the skill group.
Media	The enterprise name of the Media Routing Domain associated with the skill group.  <b>Media</b> is derived from: Media_Routing_Domain.EnterpriseName.
Queued	The number of tasks currently queued for the skill group in the Router queue.
Longest in Queue	The longest time in hours, minutes, and seconds (HH:MM:SS) that a task has been waiting in the skill group to be handled by an agent.
Queued	The number of tasks currently queued for the skill group in the Router queue.
Longest in Queue	The longest time in hours, minutes, and seconds (HH:MM:SS) that a task has been waiting in the skill group to be handled by an agent.
Logged On	The number of agents who are currently logged in to the skill group. This count is updated each time an agent logs on and each time an agent logs off.
<b>CURRENT STATE DISTRIBUTION</b>	
Ready	The number of agents in the skill group in the Ready state.
Reserved	The number of agents in the skill group who are in Reserved state and awaiting incoming tasks.
Active In	The number of agents in the skill group who are currently working on incoming tasks.
Active Out	The number of agents in the skill group who are currently working on outbound tasks.
Active Other	The number of agents in the skill group who are currently working on internal (neither inbound nor outbound) tasks.

<b>Column (Field)</b>	<b>Description</b>
Hold	<p>The number of agents who have all active calls on hold or whose state to the skill group is Paused.</p> <p>The agent is not in the Hold state with one call on hold and talking on another call (for example, a consultative call). The agent must have all active calls on hold.</p>
Wrap Up	<p>The number of agents in the skill group who are in the Work Not Ready state and Work Ready state.</p> <p>The Work Not Ready state is a state in which an agent is involved in after task work and is assumed not to be ready to accept incoming tasks when done. The Work Ready state is a state in which an agent is involved in after a task work and is assumed to be ready to accept incoming tasks when done.</p>
Not Ready	<p>The number of agents in the skill group who are in the Not Ready state, a state in which agents are logged in but are neither involved in any task handling activity nor available to handle a task.</p>
Busy Other	<p>The number of agents currently in the BusyOther state. Busy Other is a state in which the agent is handling calls assigned to other skill groups during the interval.</p> <p>For example, an agent might be talking on an inbound call in one skill group while simultaneously logged on to and ready to accept calls from other skill groups. The agent can be active (talking on or handling calls) in only one skill group at a time. Therefore, while active in one skill group, for the other skill group the agent is considered to be in the Busy Other state.</p>
<b>TO INTERVAL</b>	
Handled	<p>The number of inbound calls that were answered and have completed wrap-up by agents in the skill group during the current interval.</p>
Average Handle Time	<p>The average time spent by agents in handling a task during the current interval, measured in HH:MM:SS (hours, minutes, seconds).</p>
<b>TODAY</b>	
Handled	<p>The number of inbound calls that were answered and have completed wrap-up by agents in the skill group today.</p>

Column (Field)	Description
Average Handle Time	The average time spent by agents in handling a task today, measured in HH:MM:SS (hours, minutes, seconds).
<i>(no header)</i>	
Longest Task In Queue	The longest time in hours, minutes, and seconds (HH:MM:SS) that a task has been waiting to be handled by an agent.
Tasks Queued	The number of tasks queued to this Skill Group.

## Skill Group Agent Utilization View

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

Column (Field)	Description
Skill Group	The enterprise name of the skill group.
Media	The enterprise name of the Media Routing Domain associated with the skill group. <b>Media</b> is derived from: Media_Routing_Domain.EnterpriseName.
Queued	The number of tasks currently queued for the skill group in the Router queue.
Longest in Queue	The longest time in hours, minutes, and seconds (HH:MM:SS) that a task has been waiting in the skill group to be handled by an agent.
Queued	The number of tasks currently queued for the skill group in the Router queue.
Longest in Queue	The longest time in hours, minutes, and seconds (HH:MM:SS) that a task has been waiting in the skill group to be handled by an agent.
Logged On	The number of agents who are currently logged in to the skill group. This count is updated each time an agent logs on and each time an agent logs off.
<b>CURRENT STATE DISTRIBUTION</b>	
Ready	The number of agents in the skill group in the Ready state.

Column (Field)	Description
Reserved	The number of agents in the skill group who are in Reserved state and awaiting incoming tasks.
Active In	The number of agents in the skill group who are currently working on incoming tasks.
Active Out	The number of agents in the skill group who are currently working on outbound tasks.
Active Other	The number of agents in the skill group who are currently working on internal (neither inbound nor outbound) tasks.
Hold	The number of agents who have all active calls on hold or whose state to the skill group is Paused.  The agent is not in the Hold state with one call on hold and talking on another call (for example, a consultative call). The agent must have all active calls on hold.
Wrap Up	The number of agents in the skill group who are in the Work Not Ready state and Work Ready state.  The Work Not Ready state is a state in which an agent is involved in after task work and is assumed not to be ready to accept incoming tasks when done. The Work Ready state is a state in which an agent is involved in after a task work and is assumed to be ready to accept incoming tasks when done.
Not Ready	The number of agents in the skill group who are in the Not Ready state, a state in which agents are logged in but are neither involved in any task handling activity nor available to handle a task.
Busy Other	The number of agents currently in the BusyOther state. Busy Other is a state in which the agent is handling calls assigned to other skill groups during the interval.  For example, an agent might be talking on an inbound call in one skill group while simultaneously logged on to and ready to accept calls from other skill groups. The agent can be active (talking on or handling calls) in only one skill group at a time. Therefore, while active in one skill group, for the other skill group the agent is considered to be in the Busy Other state.
<b>TO INTERVAL</b>	
Logged On	The total time in HH:MM:SS (hours, minutes, and seconds) that agents were logged into this skill group during the current interval.

Column (Field)	Description
Ready	The total time in seconds an agent associated with this skill group was in the Not_Active state with respect to this skill group during the current interval. AvailTime is included in the calculation of LoggedOnTime.
Not Ready	The total time that the agents spent in Not Ready state for this skill for the current interval. This value is taken directly from the database.
% Ready	The percentage of Logged On time during which agents were Ready during the current interval.
<b>TODAY</b>	
Logged On	The total time in HH:MM:SS (hours, minutes, and seconds) that agents were logged into this skill group today.
Ready	The total time in seconds an agent associated with this skill group was in the Not_Active state with respect to this skill group today. AvailTime is included in the calculation of LoggedOnTime.
Not Ready	The total time that the agents spent in Not Ready state for this skill today. This value is taken directly from the database.
% Ready	The percentage of Logged On time during which an agent was Ready today.
<i>(no header)</i>	
Longest Task In Queue	The longest time in hours, minutes, and seconds (HH:MM:SS) that a task has been waiting to be handled by an agent.
Tasks Queued	The number of tasks queued to this Skill Group.

## Skill Group Available Fields

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

Column (Field)	Description
Skill Group	The enterprise name of the skill group.

Column (Field)	Description
Media	The enterprise name of the Media Routing Domain associated with the skill group.  <b>Media</b> is derived from: Media_Routing_Domain.EnterpriseName.
Queued	The number of tasks currently queued for the skill group in the Router queue.
Longest in Queue	The longest time in hours, minutes, and seconds (HH:MM:SS) that a task has been waiting in the skill group to be handled by an agent.
Queued	The number of tasks currently queued for the skill group in the Router queue.
Longest in Queue	The longest time in hours, minutes, and seconds (HH:MM:SS) that a task has been waiting in the skill group to be handled by an agent.
<i>(no header)</i>	
Logged On	The number of agents who are currently logged in to the skill group. This count is updated each time an agent logs on and each time an agent logs off.
<b>CURRENT STATE DISTRIBUTION</b>	
Ready	The number of agents in the skill group in the Ready state.
Reserved	The number of agents in the skill group who are in Reserved state and awaiting incoming tasks.
Active In	The number of agents in the skill group who are currently working on incoming tasks.
Active Out	The number of agents in the skill group who are currently working on outbound tasks.
Active Other	The number of agents in the skill group who are currently working on internal (neither inbound nor outbound) tasks.
Hold	The number of agents who have all active calls on hold or whose state to the skill group is Paused.  The agent is not in the Hold state with one call on hold and talking on another call (for example, a consultative call). The agent must have all active calls on hold.

Column (Field)	Description
Work Not Ready	<p>The number of agents in the skill group who are in the Work Not Ready state and Work Ready state.</p> <p>The Work Not Ready state is a state in which an agent is involved in after task work and is assumed not to be ready to accept incoming tasks when done. The Work Ready state is a state in which an agent is involved in after a task work and is assumed to be ready to accept incoming tasks when done.</p>
Not Ready	The number of agents in the skill group who are in the Not Ready state, a state in which agents are logged in but are neither involved in any task handling activity nor available to handle a task.
Busy Other	<p>The number of agents currently in the BusyOther state. Busy Other is a state in which the agent is handling calls assigned to other skill groups during the interval.</p> <p>For example, an agent might be talking on an inbound call in one skill group while simultaneously logged on to and ready to accept calls from other skill groups. The agent can be active (talking on or handling calls) in only one skill group at a time. Therefore, while active in one skill group, for the other skill group the agent is considered to be in the Busy Other state.</p>
<b>OUTBOUND OPTION STATES</b>	
Active Reserve	The number of agents in the skill group currently talking on agent reservation calls.
Active Preview	The number of agents in the skill group currently talking on outbound Preview calls.
Active Auto Out	The number of agents in the skill group currently talking on AutoOut (predictive) calls.
<i>(no header)</i>	
ICM Available	<p>The number of agents belonging to this skill group who are currently <i>ICMAvailable</i> for the MRD associated with this skill group.</p> <p>Agents are <i>ICMAvailable</i> if they are Routable and Available for the MRD. If an agent is <i>ICMAvailable</i>, the system software can assign tasks to the agent.</p>
Eligible	The number of agents who are Routable for the MRD associated with this skill group, and whose agent state in this skill group is currently something other than NOT_READY or WORK_NOT_READY.

Column (Field)	Description
<b>WRAPUP STATE DISTRIBUTION</b>	
Work Ready	The agent is performing wrap-up work for a call or task in the skill group.  If the agent is handling a voice call, the agent enters Not Active state when wrap-up is complete. If the agent is handling a non-voice task, the agent might enter Not Active or Not Ready state when wrap-up is complete.
Work Not Ready	The agent is performing wrap-up work for a call in the skill group. The agent enters Not Ready state when wrap-up is complete.
<i>(no header)</i>	
App Available	The number of agents belonging to this skill group who are currently Application Available with respect to the MRD to which the skill group belongs. An agent is Application available if the agent is Not Routable and Available for the MRD.
<b>TO INTERVAL</b>	
Logged On	The total time in HH:MM:SS (hours, minutes, and seconds) that agents were logged into this skill group during the current interval.
Ready	The total time in seconds an agent associated with this skill group was in the Not_Active state with respect to this skill group during the current interval. AvailTime is included in the calculation of LoggedOnTime.
Not Ready	The total time that the agents spent in Not Ready state for this skill for the current interval. This value is taken directly from the database.
Handled	The number of inbound calls that were answered and have completed wrap-up by agents in the skill group during the current interval.
Avg Handle Time	The average time spent by agents in handling a task during the current interval, measured in HH:MM:SS (hours, minutes, seconds).
% Ready	The percentage of Logged On time during which agents were Ready during the current interval.
<b>TODAY</b>	



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

