Cisco Packaged Contact Center Enterprise Reporting User Guide, Release 12.5(1)

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Preface

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Change History

Change	See	Date
Edge Chromium updates	Browser Support and Self-Signed Certificates	December 2020
Initial Release of Document for Release 12.5		February 2020
New reports have been added	Enterprise Service Historical All Fields	
	Enterprise SkillGroup Historical All Fields	
	Peripheral Service Historical All Fields	
	Peripheral Service Real Time	
	Enterprise Skill Group Real Time	
	Agent Summary Report	

About This Guide

This guide describes how to generate and interpret Cisco Unified Intelligence Center reports for Packaged Contact Center Enterprise (Packaged CCE) deployments. This guide also provides descriptions of report templates used in Packaged CCE deployments.

Audience

This guide is intended for users who use Cisco Unified Intelligence Center to run reports. The user can generate reports, filter data in a report, and schedule a report.

This guide is written with the understanding that your system has been deployed by a partner or service provider who has validated the deployment type, virtual machines, and database and has verified that your contact center can receive and send calls.

Related Documents

Table 2: Packaged CCE Documents and Resources

Document or resource	Link
Cisco Packaged Contact Center Enterprise Documentation Guide	https://www.cisco.com/en/US/products/ps12586/tsd_products_support_series_home.html
Cisco.com site for Packaged CCE documentation	https://www.cisco.com/en/US/products/ps12586/tsd_products_support_series_home.html

Table 3: Cisco Unified Intelligence Center Documents and Resources

Document or resource	Link
Cisco.com site for Cisco Unified Intelligence Center	https://www.cisco.com/en/US/products/ps9755/tsd_products_support_series_home.html

Communications, Services, and Additional Information

- To receive timely, relevant information from Cisco, sign up at Cisco Profile Manager.
- To get the business results you're looking for with the technologies that matter, visit Cisco Services.
- To submit a service request, visit Cisco Support.
- To discover and browse secure, validated enterprise-class apps, products, solutions and services, visit Cisco DevNet.
- To obtain general networking, training, and certification titles, visit Cisco Press.
- To find warranty information for a specific product or product family, access Cisco Warranty Finder.

Cisco Bug Search Tool

Cisco Bug Search Tool (BST) is a web-based tool that acts as a gateway to the Cisco bug tracking system that maintains a comprehensive list of defects and vulnerabilities in Cisco products and software. BST provides you with detailed defect information about your products and software.

Field Notice

Cisco publishes Field Notices to notify customers and partners about significant issues in Cisco products that typically require an upgrade, workaround, or other user action. For more information, see *Product Field Notice Summary* at https://www.cisco.com/c/en/us/support/web/tsd-products-field-notice-summary.html.

You can create custom subscriptions for Cisco products, series, or software to receive email alerts or consume RSS feeds when new announcements are released for the following notices:

- Cisco Security Advisories
- Field Notices
- End-of-Sale or Support Announcements
- Software Updates
- Updates to Known Bugs

For more information on creating custom subscriptions, see *My Notifications* at https://cway.cisco.com/mynotifications.

Documentation Feedback

To provide comments about this document, send an email message to the following address: contactcenterproducts_docfeedback@cisco.com

We appreciate your comments.

Conventions

This document uses the following conventions:

Table 4: Conventions

Convention	Description
boldface font	Boldface font is used to indicate commands, such as user entries, keys, buttons, folder names, and submenu names. For example: • Choose **Edit** > **Find**. • Click **Finish**.

Convention	Description
italic font	Italic font is used to indicate the following: • To introduce a new term. Example: A *skill group* is a collection of agents who share similar skills. • A syntax value that the user must replace. Example: IF (*condition, true-value, false-value*) • A book title. Example: See the *Cisco Unified Contact Center Enterprise Installation and Upgrade Guide*.
`window font`	Window font, such as Courier, is used for the following: • Text as it appears in code or that the window displays. Example: `<html><title>Cisco Systems, Inc. </title></html>`
`< >`	Angle brackets are used to indicate the following: • For arguments where the context does not allow italic, such as ASCII output. • A character string that the user enters but that does not appear on the window such as a password.

PART I

Cisco Unified Intelligence Center

- Introduction to Cisco Unified Intelligence Center, on page 1
- Custom and Stock Report Templates, on page 7
- Dashboards, on page 9
- Reports, on page 19
- Permalinks, on page 45
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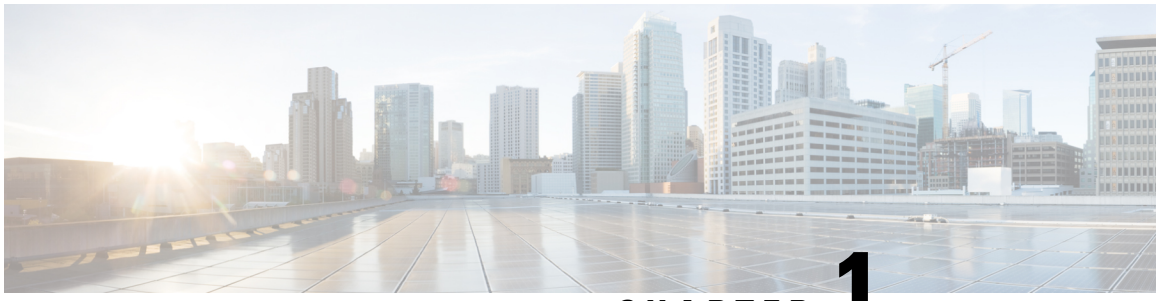


CHAPTER 1

Introduction to Cisco Unified Intelligence Center

- Overview, on page 1
- Access Unified Intelligence Center, on page 2
- Default Locale in Unified Intelligence Center, on page 2
- Synchronize Cluster, on page 3
- Browser Support and Self-Signed Certificates, on page 3

Overview

Cisco Unified Intelligence Center is a reporting platform for users of Cisco Contact Center products. It is a web-based application that provides Historical, Real-time, and Live Data reporting and dashboards.

Unified Intelligence Center serves the following primary purposes:

- Obtains data from the base solution's database. The base solution can be any of the Contact Center products.
- Allows you to create custom queries to obtain specific data.
- Customizes the visual presentation of the reports.
- Customizes the report data.
- Allows different groups of people to view specific data based on their roles.

Customer Journey Analyzer

Unified Intelligence Center users can use the reporting platform to launch Customer Journey Analyzer using **Analyzer** from the left navigation pane.

You can customize the default Analyzer URL using the CLI **set cuic analyzer url <urlname>**.

For more information on the CLI, see *Cisco Unified Intelligence Center Administration Guide* at https://www.cisco.com/c/en/us/support/customer-collaboration/unified-intelligence-center/products-maintenance-guides-list.html.

The Customer Journey Analyzer mines historical data from multiple data sources and systems to generate specific business views of data. The Analyzer visually displays trends to help you identify patterns and gain insight for continuous improvement.

Note You must have completed the on boarding process for Cloud Connect to access Customer Journey Analyzer. Cloud Connect allows Cisco Contact Center on premises customers to connect to cloud services, such as Customer Journey Analyzer to use Business Metrics.

For more information, see *Business Metrics* related information in *Cisco Unified Contact Center Enterprise Features Guide* at https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-feature-guides-list.html.

For more information, see *Business Metrics* related information in *Cisco Packaged Contact Center Enterprise Features Guide* at https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/pcce/pcce_12_5_1/maintenance/guide/pcce_b_features_guide_12_5.html.

Access Unified Intelligence Center

The URL for logging in to the Unified Intelligence Center reporting application is:

HTTPS

https://<HOST>:8444/cuicui/Main.jsp

Where HOST is the DNS name of a Unified Intelligence Center node.

Note Cisco Unified Intelligence Center does not support HTTP.

Default Locale in Unified Intelligence Center

Note To specify a locale, install the language pack.

First time access to Cisco Unified Intelligence Center displays the sign in page in the browser locale. To change the locale, click the username on the top-right corner of your screen and select the required locale from the drop-down list.

When you select a locale, the browser retains the locale information even after you sign out and sign in back to Cisco Unified Intelligence Center within the same browser.

Table 5: Supported Languages

Brazilian Portuguese	Chinese (Simplified)	Chinese (Traditional)	Danish	Dutch
English (U.S.)	French (France)	German	Italian	Japanese
Korean	Russian	Spanish (Spain)	Swedish	Polish
Turkish	Finnish	Norwegian	Čeština (Czech)	Bulgarian

Català (Catalan)	Hrvatski (Croatian)	Magyar (Hungarian)	Slovenčina (Slovak)	Slovenščina (Slovenian)
Српски (Serbian)	Română (Romanian)			

Synchronize Cluster

System Configuration Administrator can use the Synchronize Cluster feature (link below the username on the top-right corner of your user interface screen) to notify all nodes in the cluster to clear their local cache. This action synchronizes and empties all caches in the cluster. Clearing the locale cache forces each node to go directly to the database for the requested information.

Each node gets fresh data from the database. The data is automatically put into the local cache and accessed during future requests. Data remains consistent in the database and hence there is no loss of information.

For more information, see *Unified Intelligence Center Cache* section in the *Administration Console User Guide for Cisco Unified Intelligence Center* at https://www.cisco.com/c/en/us/support/customer-collaboration/unified-intelligence-center/products-maintenance-guides-list.html.

Browser Support and Self-Signed Certificates

Unified Intelligence Center supports:

- Internet Explorer 11 (Native mode with Windows 10)
- Firefox ESR 68 and higher ESRs
- Edge Chromium (Microsoft Edge V79 and later)
- Chrome 76.0.3809 and higher

Note In the above mentioned browsers, ensure to manually close the certificate acceptance window to load the Live Data reports.

Self-Signed Certificates

Ensure that the pop-ups are enabled for Cisco Unified Intelligence Center.

After you enter the Cisco Unified Intelligence Center URL in your browser, the procedure to add a certificate is as follows:

Install certificates on Windows operating system:

The procedure to add a certificate varies for each browser. The procedure for each browser is as follows:

Internet Explorer

Note If you are using a Windows client, signed in as a Windows user, you must run Internet Explorer as an administrator to install the security certificates. In your Start menu, right-click Internet Explorer and select Run as administrator.

Contact your administrator if you do not have the required permissions to install the security certificates.

1. A page appears with the warning that there is a problem with the website's security certificate. Click **Continue to this website (not recommended)** link to open the Cisco Unified Intelligence Center sign in page. The sign in screen appears with a certificate error in the address bar.
2. Click on the certificate error that appears in the address bar and then click **View Certificates**.
3. In the **Certificate** dialog box, click **Install Certificate** to open the **Certificate Import Wizard**.
4. On the **Certificate Import Wizard**, click **Next**.
5. Select **Place all certificates in the following store** and click **Browse**.
6. Select **Trusted Root Certification Authorities** and click **OK**.
7. Click **Next** and then click **Finish**. A **Security Warning** dialog box appears.
8. Click **Yes** to install the certificate. The **Certificate Import** dialog box appears.
9. Click **OK** and close the **Certificate Import** dialog box.
10. Enter your credentials and click **Sign In**.

Note To remove the certificate error from the desktop, you must close and reopen your browser.

Firefox

1. A page appears with the warning that states this connection is untrusted.
2. On the browser tab, click **I Understand the Risks** > **Add Exception**.
3. On the **Add Exception** dialog box, ensure that **Permanently store this exception** box is checked.
4. Click **Confirm Security Exception**.

   The warning page closes automatically.
5. Enter your credentials and click **Sign In**.

Repeat the preceding steps for all the certificate links. After you accept all the certificates, the sign-in process is complete.

Chrome and Edge Chromium (Microsoft Edge)

1. A page appears with the warning that states that there is a problem with your website's security certificate.

   In Chrome, click **Advanced** > **Proceed to <Hostname> (unsafe)**.

   In Microsoft Edge, click **Advanced** > **Continue to <Hostname> (unsafe)**.

The sign in page opens and a certificate error appears in the address bar of your browser.

2. Click on the **Certificate Error**, and then,

   In Chrome, click **Certificate (Invalid)**.

   In Microsoft Edge, click **Certificate (not valid)**.

   The **Certificate** dialog box appears.

3. In the **Details** tab, click **Copy to File**.

   The **Certificate Export Wizard** dialog box appears.

4. Click **Next**.

5. Keep the default selection **DER encoded binary X.509 (.CER)** and click **Next**.

6. Click **Browse** and select the folder in which you want to save the certificate.

7. Enter a recognizable **File name** and click **Save**.

8. Click **Next**.

9. Click **Finish**.

   A successful export message appears.

10. Click **OK** and close the **Certificate Export Wizard**.

11. Browse to the folder where you have saved the certificate file (.cer file), right click on the file, and click **Install Certificate**.

    The **Certificate Import Wizard** dialog box appears.

12. Keep the default selection **Current User** and click **Next**.

13. Select **Place all certificates in the following store** and click **Browse**.

    The **Select Certificate Store** dialog box appears.

14. Select **Trusted Root Certification Authorities** and click **OK**.

15. Click **Next**.

16. Click **Finish**.

    A **Security Warning** dialog box appears asking if you want to install the certificate.

17. Click **Yes**. A **Certificate Import** dialog box states that the import was successful appears.

18. Click **OK**.

19. Enter your credentials and click **Sign In**.

Close the browser and sign in to Cisco Unified Intelligence Center. The security error does not appear in the address bar.

Install certificates on macOS:

The procedure to download a certificate varies for each browser. The procedure for each browser is as follows:

Chrome and Edge Chromium (Microsoft Edge)

1. A warning page appears which states that your connection is not private. To open the Cisco Unified Intelligence Center sign in page,

   In Chrome, click **Advanced** > **Proceed to <Hostname> (unsafe)**.

   In Microsoft Edge, click **Advanced** > **Continue to <Hostname> (unsafe)**.
2. Click on the certificate error that appears in the address bar and then,

   In Chrome, select **Certificate (Invalid)**.

   In Microsoft Edge, select **Certificate (Not Valid)**.

   A certificate dialog box appears with the certificate details.
3. Drag the **Certificate** icon to the desktop.
4. Double-click the certificate. The **Keychain Access** application opens.
5. In the right pane of Keychains dialog, browse to the certificate, right-click on the certificate, and select **Get Info** from the options that are listed. A dialog appears with more information about the certificate.
6. Expand **Trust**. From the **When using this certificate** drop-down, select **Always Trust**.
7. Close the dialog box that has more information about the certificate. A confirmation dialog box appears.
8. Authenticate the modification of Keychains by providing a password.
9. The certificate is now trusted, and the certificate error does not appear on the address bar.

Firefox

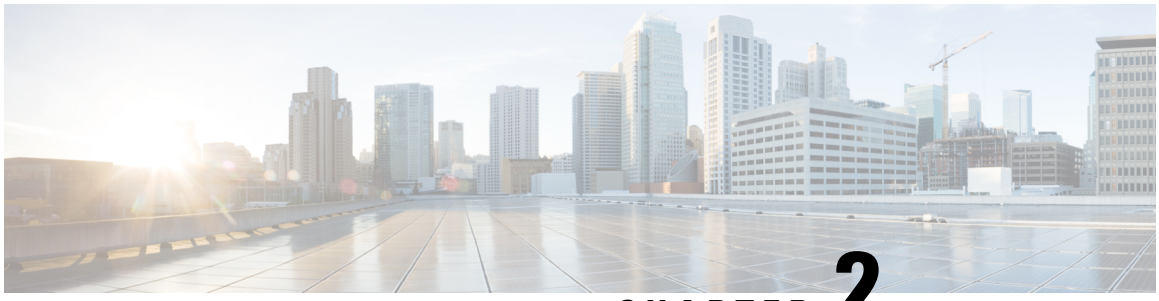
1. In your Firefox browser, enter the Cisco Unified Intelligence Center URL. A warning page appears which states that there is a security risk.
2. Click **Advanced** and then click **View Certificate** link. The **Certificate Viewer** dialog box appears.
3. Click **Details** and then click **Export**. Save the certificate (**.crt** file) in a local folder.

Note If **.crt** file option is not available, select **.der** option to save the certificate.

4. From the menu, select **Firefox** > **Preferences**. The **Preferences** page is displayed.
5. In the left pane, select **Privacy & Security**.
6. Scroll to the **Certificates** section and click **View Certificates ...**. The **Certificate Manager** window is displayed.
7. Click **Import** and select the certificate.
8. The certificate is now authorized, and the certificate error does not appear on the address bar.

Screen Resolution Support

Supported screen resolution for Cisco Unified Intelligence Center: 1366 x 768 or higher.



CHAPTER 2

Custom and Stock Report Templates

- Stock Reports, on page 7
- Report Summary Rows, on page 8
- Customize Report Templates, on page 8

Stock Reports

The following Cisco Unified Intelligence Center report bundles are available as downloads from Cisco.com https://software.cisco.com/download/type.html?mdfid=282163829&catid=null. Click the **Intelligence Center Reports** link to view all available report bundles:

- Realtime and Historical Transitional templates - Introductory templates designed for new users. These templates are simplified versions of the All Fields templates, and are similar to templates available in other contact center solutions.
- Realtime and Historical All Fields templates - Templates that provide data from all fields in a database. These templates are most useful as a basis for creating custom report templates.
- Live Data templates - Templates that provide up to the moment data for contact center activity.
- Realtime and Historical Outbound templates - Templates for reporting on Outbound Option activity. Import these templates if your deployment includes Outbound Option.
- Enterprise Chat and Email - Templates for reporting on Enterprise Chat and Email activity. Include these templates if your deployment includes Enterprise Chat and Email.
- Cisco Unified Intelligence Center Admin Security templates - Templates to report on Cisco Unified Intelligence Server audit trails, permissions, and template ownership.

Additionally, sample custom report templates are available from the Cisco Developer Network (https://developer.cisco.com/site/reporting/overview/), and include templates for Cisco Unified Customer Voice Portal (Unified CVP).

When downloading report template bundles, select bundles for the version of software deployed in your contact center.

For information on importing report bundles, see the *Cisco Packaged Contact Center Enterprise Installation and Upgrade Guide* at https://www.cisco.com/c/en/us/support/customer-collaboration/packaged-contact-center-enterprise/tsd-products-support-install-and-upgrade.html.

Report Summary Rows

Many reports have one Summary row or several Summary rows. These summaries are enabled in the Grouping page of the grid editor and show the footer values for the fields. You configure these values in the footer for each report column in the Report Definition.

These footer values can be:

- None (blank)

  Footer values can be blank, when a summary metric is not applicable or it is not logical to summarize the value when the data is null, and for intervals in certain call type reports, which are configured values.

- Avg (average of all items in the column)

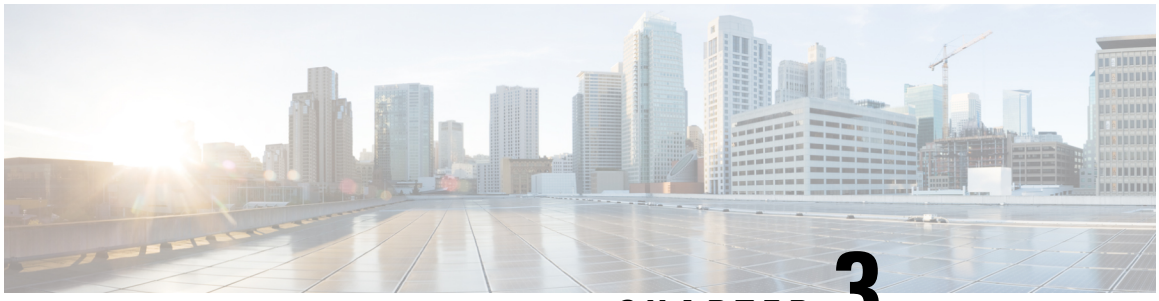
  Examples are percentages and the average length of time associated with the value the column represents.

- Sum (total of the values in the column)
- Count (total of all items in the column)
- Min (minimum value in the column)
- Max (maximum value in the column)
- Custom (calculation derived from a custom formula that was applied to the footer value)

Customize Report Templates

You can modify existing report templates or create custom reports templates if you determine that the stock report templates do not meet your reporting needs. For example, you might customize an existing report template to monitor a department's activity and performance by creating a collection with objects from only that department.

See the *Cisco Unified Intelligence Center Report Customization Guide* at https://www.cisco.com/en/US/products/ps9755/tsd_products_support_series_home.html for directions on customizing report templates.



CHAPTER 3

Dashboards

- Overview, on page 9
- Dashboard Actions, on page 10
- Add Widgets to Dashboard, on page 13
- Run a Report from the Dashboard, on page 16

Overview

In Cisco Unified Intelligence Center, Dashboard is an interface that allows you to add reports, web pages (URLs), web widgets, and notes in a consolidated view.

All actions on the Dashboards interface are based on your role and on the user permissions for Dashboards and for Folders.

Access Dashboards

From the left navigation pane, click **Dashboards** to access the list of all the available Dashboards. This list includes the dashboards that you have created and the dashboards created by other users on which you have View permissions.

Note

- You must be assigned with the **Dashboard Designer** role to create Dashboards.
- To view Dashboards created by other users, you must have **View** permissions for the dashboard and its parent folder.
- Cisco Unified Intelligence Center does not provide a default Dashboard.

Run Dashboards

To run a Dashboard, click the Dashboard name. When the Dashboard is in the run mode, use the toolbar to:

- Edit the Dashboard.
- Refresh the Dashboard data.
- Maximize the Dashboard view.

Press **Esc** to restore the original view.

Before You Upgrade

Cisco Unified Intelligence Center 12.5 supports a maximum of ten widgets per Dashboard. Hence, for Dashboards with more than ten widgets in versions before 12.5, ensure to split those Dashboards with a maximum of ten widgets each before upgrade.

Consider a Dashboard with 15 widgets in Unified Intelligence Center versions before 12.5. Before upgrading to version 12.5, use the **Save As** feature to clone the Dashboard and manage the widgets up to ten per Dashboard.

Unsupported Widgets

The Cisco Unified Intelligence Center 12.5 interface for Dashboards does not support the following widgets:

- Schedule Report widgets
- URL widgets containing Dashboard permalinks (Nested Dashboards)

Migration Limitations

To address injection vulnerabilities, the **Custom Widget** feature in **Dashboards** is disabled by default. If any custom widgets were added to the **Dashboards** in versions earlier to Unified Intelligence Center 12.5, those widgets are visible in the read-only mode post upgrade to version 12.5. You can opt to retain or delete them.

To enable the **Custom Widget** feature, use the CLI **set cuic properties dashboard-customwidget-enabled** and set the parameter value to "on". For more information, see *Administration Console User Guide for Cisco Unified Intelligence Center* at https://www.cisco.com/c/en/us/support/customer-collaboration/unified-intelligence-center/products-maintenance-guides-list.html.

Dashboard Actions

The following table lists various actions that you can perform from the Dashboard.

Note You can open a maximum of ten tabs at a time.

Table 6: Dashboard Actions

Action	Description
Dashboard-level actions	
New	

Action	Description
Dashboard	Creates a new Dashboard. The **New Dashboard** wizard allows you to: • Provide Dashboard properties; Name and Description. • Add widgets to the Dashboard. For more information, see *Add Widgets to Dashboard*.
Folder	Creates a new Folder. Use this feature to categorize Dashboards. **Note** When you move or save the folders to a different location, the drop-down lists all the folders. You can only navigate into the folders on which you have the **Edit** permission.
Toolbar actions	
Refresh	Refreshes the Dashboards page.
Favorites	To easily access your Dashboards, you can tag Dashboards as Favorites. Click the star icon beside the Dashboard name to add to Favorites.
Search	Searches for a particular Dashboard.
Ellipsis (…) actions	
Edit	Edits the Dashboard details. In the edit mode, you can: • Add, remove, and modify widgets. • Click the icon next to the Dashboard name to edit the Dashboard properties; name and description. After editing the Dashboard, click **Save**.
Save As	Saves a copy of the Dashboard.
Rename	Renames a Dashboard or a Folder.
Move	Moves Dashboard or Folder from one folder to another. **Note** You can move a Dashboard or a Folder only if you have **Edit** permission on the parent folder of the Dashboard or Folder being moved.

Action	Description
Delete	Deletes a Dashboard or a Folder. **Note** You can delete a Dashboard or a Folder only if you have **Edit** permission on the parent folder of the Dashboard or Folder being deleted.
Permissions	Assigns appropriate permissions to access and manage the Dashboard. **Groups**—Grants **View** and **Edit** permissions for the Dashboard to various groups. • Security Administrators can grant these permissions to various groups. • Entity owners can grant these permissions to groups that they are directly associated with. **Users**—Grants **View** and **Edit** permissions for the Dashboard to various users. Applicable only to Security Administrators. **Note** • Higher permissions (View and Edit) from either an individual user or the user group takes precedence. • Only the first 200 records (alphabetical order) are displayed in the **Members** or **Groups** panel. To view more records, see **Configure** > **Groups**. • When you modify a permission and want to switch between **Groups** and **Users** tabs, you will be prompted to either save or discard the changes.
Permalinks	Displays the Dashboard permalink. **Note** You can access permanent hyperlink only from a web browser. You cannot access it from an application such as Microsoft Excel to pull data or display a Dashboard. For more information, see *Permalink for a Dashboard*.

Related Topics

Add Widgets to Dashboard, on page 13
Permalink for a Dashboard, on page 45

Add Widgets to Dashboard

You can add Reports, Web pages, Notes, and Custom Widgets to a Dashboard. In addition, you can resize and reposition the widgets to suit your needs. The default widget size depends on the available space on the Dashboard canvas.

Note You can add a maximum of ten widgets per Dashboard.

To add widgets to the Dashboard, perform the following steps:

Procedure

Step 1 From the left navigation pane, click **Dashboards**.

Step 2 In the **Dashboards** tab,

- To add widgets to a new Dashboard, click **New** > **Dashboard**.
- To add widgets to an existing Dashboard, click the ellipsis icon beside the required Dashboard and click **Edit**.

Step 3 On the Dashboard canvas, click on the plus icon.

Step 4 In the **Add Widgets** dialog box, add the required widgets:

Widget Type	Steps
Report View	Displays an existing report on the Dashboard. **a.** Click the **Report View** icon. **b.** In the **Add Report View** dialog box, select the **Report** and the **Views** from the corresponding drop-down list. **c.** Click **Done**. **Note** • For a Report widget, you can click the icons on the widget header to view the existing filter information, manage filters, and play or pause the running of report. • The Manage filters and the View filter information icons appear only when you hover on the report widget. • For Grid view reports, you can increase or decrease the font size of the report data. The default font size is set to 10. Post upgrade to Cisco Unified Intelligence Center 12.0 or later, this setting overrides the font size set during the grid view creation. • In the edit mode, from the Report widget header, use the ellipsis icon to access Filter and modify the filter criteria. • Drilldown reports are not supported.
Note	Adds notes to the Dashboard. **a.** Click the **Note** icon. **b.** In the **Add a Note** dialog box, enter **Note Title** and **Note Body**. **c.** Click **Done**.

Widget Type	Steps
Web page	Displays a web page on the Dashboard. **a.** Click the **Web page** icon. **b.** In the **Add a Web page** dialog box, enter **Web URL**, the address of the web page that you want to display on the Dashboard. **c.** Click **Done**. **Limitations for web page widget:** • The websites enabled with "X-Frame-Options", will not be displayed on the Dashboard. • The web URLs provided without prefixing a protocol (HTTPS) will by default use the protocol of the Cisco Unified Intelligence Center application. • When Cisco Unified Intelligence Center is in HTTPS mode, you cannot configure HTTP based widget URLs in Dashboard. • You cannot add Dashboard permalink as web page widget. For information on viewing report permalinks in Dashboards as web page widgets, see *View Report Permalinks in Dashboards*.
Custom Widget	Adds custom widgets to the Dashboard. **a.** Click the **Custom Widget** icon. **b.** In the **Add Custom Widget** dialog box, enter **Widget Title** and **Code Snippet**. **Note** In the **Code Snippet** box, you can enter any markup/code snippet of the widget that you want to show on the Dashboard. For example, HTML, XML RSS feed, JavaScript, and so on. Maximum Limit: 1000 characters. **c.** Click **Done**. The embedded code appears on the Dashboard. By default, this widget type is disabled. You can enable the Custom Widget feature using the CLI **set cuic properties dashboard-customwidget-enabled on**. For more information, see *Administration Console User Guide for Cisco Unified Intelligence Center* at https://www.cisco.com/c/en/us/support/customer-collaboration/unified-intelligence-center/products-maintenance-guides-list.html

Step 5 Click **Save**.

Related Topics

View Dashboard Permalink

Run a Report from the Dashboard

Running a report from the Dashboard depends on the **Skip filter during the report execution** check box during the report filter selection:

- If this check box is checked for a report, the system bypasses the filter and runs that report using the default filter.
- If this check box is unchecked for a report, for the first access, the system prompts you to choose a **Filter** to run that report.

Note

- The **Skip filter during the report execution** check box is not checked for any of the stock reports. If you do not want a Dashboard report to require filter selection upon first use, you must create a new report, set the default filter, and check the **Skip filter during the report execution** check box.
- The **Filter** prompt displays the corresponding icon to denote the type of report view, such as, Grid, Chart, Pie, and so on.
- In both these scenarios, from the ellipsis icon on the Report widget header you can access **Filter** to edit the filter criteria.

Click the **Filter** button to display the filter criteria in the **Filter Data** dialog box based on the following validations:

- Displays the filter criteria screens based on the selected report query type.
- Populates with the default filter criteria if the default filter is set for that report.

Edit Filter Data

You can edit the report filter data from the Dashboard in the following two ways:

- **Run mode**—Click the filter icon on the report widget header.
- **Edit mode**—Click the ellipsis icon and select **Filter** from the available menu options.

Modify the required filter criteria and click **Run**. The report refreshes reflecting the modified filter criteria.

Note When you edit the report filter for a Dashboard during Create, Edit, or Run mode, the filter settings are stored in the browser cache and is specific to the individual user. Hence, the next time you sign in and run the Dashboard, the report widget uses the filter information stored in the browser cache and generates the report (without prompting you to update the filter criteria). The browser cache is retained up to 30 days.

Every time you run the report, the filter data in the browser cache is validated for permissions. If there is a permission mismatch, an error message appears that the filter you selected before is no longer valid and select the filters again.

Also, if any other user sign-in to the same browser, that user cannot view your filter settings.

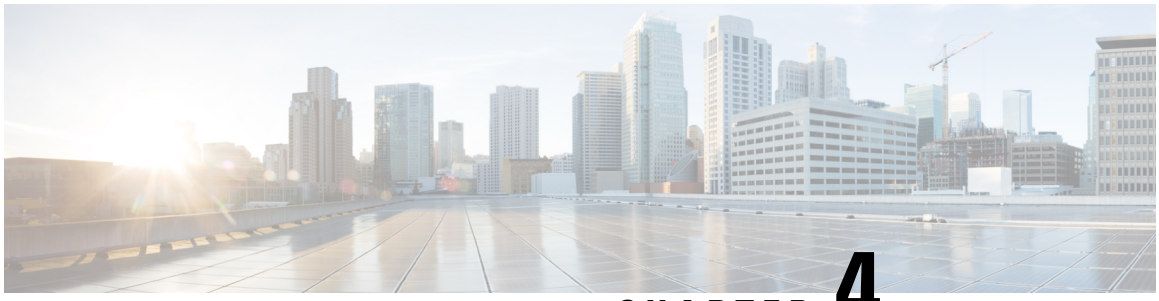
The filter settings stored in your browser cache are cleared only:

- If you have not used the Dashboard for the last 30 days.
- If you manually clear the cache.

For more information on Report Filters, see *Report Filters*.

Related Topics

Report Filters, on page 25



CHAPTER 4

Reports

- Overview, on page 19
- Report Actions, on page 20
- Add Template Help, on page 24
- Report Filters, on page 25
- Report Types, on page 28
- Manage Reports, on page 31
- Run Report, on page 38
- Import Reports, on page 41
- Export Reports and Folders, on page 43

Overview

Reports show data returned by Report Definitions (database query). The database queries extract this data and can be displayed in various Report Views—as grids and charts.

Users with the Report Designer user role can click the **Reports** from the navigation page to open the Reports page.

Note All actions on the Reports interface are based on user role and on the user's object permissions for reports and for folders.

For more information about creating or editing a report, see *Create Reports*.

Related Topics

Create Reports, on page 31

Stock Reports

Cisco provides stock report templates to use with Unified Intelligence Center. You can download Stock reports from Cisco.com. Stock report templates display data that has been saved in the Unified CCE database.

After installing Unified Intelligence Center, you can import stock templates using the **Import** feature and customize the stock reports to suit your business requirements. You can clone the imported stock templates using the **Save As** option and customize.

Stock reports have one default grid view. Few stock reports also have a chart view.

Note Localization of stock report templates is not supported.

The available stock report templates are:

- **Audit Trail**—view the sequence of audit records of the transactions related to create, update, modify, and delete that are performed on the entities of a Unified Intelligence Center server.

  By default, only System Administrators can access and view this report. System Administrator can give permissions to other Unified Intelligence Center users to use this report.

- **Group Access Detail**—view access rights of groups that use Unified Intelligence Center resources such as Dashboards, Reports, and other resources.

- **Resource Ownership and Access**—view access rights of users and about ownership status of users who use Unified Intelligence Center resources such as Dashboards, Reports, and other entities.

- **User's Audit Log**—view the audit log data of users such as, Logged In User Detail (name and role), Event Detail, Updated Column, User Detail, and other modified details.

For more information, click the "?" icon (Template Help) from the report in the run mode.

Report Actions

The following table lists various actions that you can perform from the Reports.

Note You can open a maximum of ten tabs at a time.

Table 7: Report Actions

Action	Description
Report-level actions	
New	
Report	Creates a new report in the selected folder. **Note** You cannot create reports inside the Stock folder. You can only import reports into the Stock folder. To edit or customize reports, clone the report and edit the cloned version.

Action	Description
Folder	Creates a new Folder. Use this feature to categorize reports. **Note** When you move or save the folders to a different location, the drop-down lists all the folders including the disabled folders. You can navigate to subfolders with **Edit** permissions. **Note** You cannot create folders inside the Stock folder.
Toolbar actions	
Refresh	Refreshes the Reports page. Applies to all folder levels (root, sub folder, and report).
Favorites	To easily access your reports, you can tag Reports as your Favorites. Click the star icon beside the Report name to add to Favorites.
Search	Searches for a particular the Report.
Import	Imports a report. To import a report, you need the Report Designer, Report Definition Designer, and Value List Collection Designer roles and the **Edit** permission on the target folder where you want to import these reports. For more information, see *Import Reports*. **Note** Applies to all folder levels (root, subcategory, and report).
Ellipsis(…) actions	
Edit	Edits the Report details. In the edit mode, you can add, modify, and delete report details, views and thresholds, and filters. After editing the Report, click **Finish**. **Note** You cannot edit a Stock report.

Action	Description
Save As	Saves a copy of the report with a different name. **Note** • By default, the reporting users do not have permission to create a subfolder in the Reports root folder. To get permissions, contact your administrator. • You cannot perform the **Save As** action to move contents (reports or folders) into the Stock folder and its subfolders. **Note** The report description does not support the following special characters: • Parentheses (( )) • Angle brackets (<,>) • Forward slash (/) • Question mark (?) • Quotes (") • Any scripts; JavaScript
Clone Report Definition	If you want to create a copy of the Report Definition that is associated with the report being saved: 1. Click the **Clone Report Definition** check box. 2. Enter the new **Report Definition Name** and select the Report Definition Location. 3. Click **Save**. The new report gets associated to the cloned Report Definition.
Rename	Renames a folder or a report. **Note** You cannot rename a Stock folder or a Stock report. **Note** Applies to the root-level folder.
Move	Moves Report or Folder from one folder to another. **Note** • You can move a Report or a Folder only if you have **Edit** permission on the parent folder of the Report or Folder being moved. • You cannot move custom folders or reports from within the Stock folder (and its subfolders) to other locations and the other way.

Action	Description
Set Default Filters	Creates report filters. For more information, see *Report Filters*. **Note** You can also set the default filter by checking the **Set as Default** check box in the **Choose Filter** dialog box during the report run mode.
Add Help	Hosts the help page for Report Templates. For more information, see *Add Template Help*.
Delete	Deletes a report or a folder. **Note** • You can delete a Report or a Folder only if you have **Edit** permission on the parent folder of the Report or Folder being deleted. • Stock folder cannot be deleted. Stock report can be deleted.
Permissions	Assigns appropriate permissions to access and manage the Report. **Groups**—Grants **View** and **Edit** permissions for the Report. • Security Administrators can grant these permissions to various groups. • Entity owners can grant these permissions to groups that they are directly associated with. **Users**—Grants **View** and **Edit** permissions for the Report to various users. Applicable only to Security Administrators. **Note** • Higher permissions (View and Edit) from either an individual user or the user group takes precedence. • Only the first 200 records (alphabetical order) are displayed in the **Members** or **Groups** panel. To view more records, see **Configure** > **Groups**. • When you modify a permission and want to switch between **Groups** and **Users** tabs, you will be prompted to either save or discard the changes.
Permalinks	Displays the Report permalink. For more information, see *Permalink for a Report*. **Note** You can access permanent hyperlink only from a web browser.
Export	Export any custom report or report folders. Reports and report folders are exported in a ZIP file format. To export a report or a report folder, you need the REPORT DESIGNER role. For more information, see *Export Reports and Folders*.

Related Topics

Permalink for a Report, on page 46

Add Template Help, on page 24
Create Reports
Import Reports, on page 41
Export Reports and Folders, on page 43
Report Filters, on page 25

Add Template Help

You can configure individual help files to each Cisco Unified Intelligence Center report. You can either host the help page separately and point the report to it or create and upload the help page along with the report.

This help content is specific to the report and can contain explanation on:

- How to use the report
- Field description
- Details of the relationship between the fields
- How to interpret the report data or
- Any other report related information

You can upload only files in ZIP formats. ZIP files can contain multiple HTML files. The HTML page contents support rich text including images.

Note Help files don't support videos and other interactive content. To prevent security risks like Cross-Site Scripting (XSS), ensure that any HTML files that you upload are free of harmful scripts.

To configure the help page for a report, perform the following steps:

Procedure

Step 1 From the left navigation pane, click **Reports**.

Step 2 Click the Ellipsis icon (…) next to the report row for which you want to create the help page and click **Add Help**.

Step 3 In the **Add Help** dialog box,

- If you want to set an external help page as the report help, select the **URL** option and enter the external URL location.
- If you want to upload the help file, select the **Choose file** option and click **Browse** to upload a ZIP file (with HTML files).

Step 4 After uploading the file, click **Save**.

Note

When you run the report, click the "?" icon (Template Help) on the Reports toolbar to view the configured help file.

Related Topics

Get Help on a Report, on page 55

Report Filters

Filter Types

Report filters in Unified Intelligence Center are used to present selective data. You can define the filter to filter the data that you want to display in the report. There are two ways to view the Filter page.

- Before the report is generated: You can set and refine the default filter values using the **Actions** > **Set Default Filter** option.
- After the report is generated: You can refine the filter values using the filter icon.

Note You cannot view filters if the Report Designer has selected the **Skip filter during the report processing** check box during the report filter selection.

Cisco Unified Intelligence Center supports the following types of report filters:

- Date & Time
- Key Criteria
- Field Filters
- Parameters

Filter parameters are displayed based on the selected query type in the Report Definition for that report.

Table 8: Filter tabs

Report Definition Query Type	Applicable Filter Tabs
Database Query	Date & Time, Key Criteria, Field Filters
Live Data or Real Time Streaming	Key Criteria, Field Filters
Anonymous Block	Parameters
Stored Procedure	Parameters

Date & Time

Note

- Cisco Unified Intelligence Center uses the browser locale to display the Date & Time format in the filter page. If Cisco Unified Intelligence Center does not support the browser locale language, then the locale selected in the Cisco Unified Intelligence Center application is used.

To configure Date and Time filters for a report, perform the following steps:

Procedure

Step 1 After creating the report, click **Set Default Filter** from the ellipsis **Actions**.

Step 2 In the **Date & Time** filter wizard, select the **Date Range** and **Time Range** options.

- The options available in the **Date Range** and **Time Range** filter are predefined.
- Selection of the **Custom** option allows you to customize the **Date Range** and **Time Range** details.

  You can select the days of the week (Days > Custom) only if the time interval spans more than a day.

  For reports that are based on the query type Anonymous Block, you cannot select days of the week. For more information, see *Cisco Unified Intelligence Center Report Customization Guide* at https://www.cisco.com/c/en/us/support/customer-collaboration/unified-intelligence-center/products-user-guide-list.html.

Step 3 Check the **Skip filter during the report execution** check box if you want to skip filter selection during the running of report.

Note
In the **Choose Filter** dialog box (report run mode), you can check the **Set as Default** check box to set the report filter as the default.

Step 4 Click **Next**.

Key Criteria

Use the **Key Criteria** tab in the filter to select value lists or collections. A collection is a pre-configured group of values.

Note Key Criteria fields are predefined filters and are displayed in the filter screen if they are defined in the Report Definition.

To configure Key Criteria filters, perform the following steps:

Procedure

Step 1 After creating the report, click **Set Default Filter** from the ellipsis **Actions**.

Step 2 In the **Date & Time** filter wizard, select the **Date Range** and **Time Range** options and click **Next**.

Step 3 In the **Key Criteria** filter wizard, select the collections or values from the **Available** selection box.

Note
Do not set multiple filter parameters; set any one filter parameter.

Step 4 Use the arrows to move the selected collections or values to the **Selected** selection box.

Step 5 You can also select multiple collections or values.

Step 6 Click **Next**.

Field Filters

Use the **Field Filters** tab to filter any field in the report. Based on the selected field type (date, numeric/decimal, boolean, or string), different operators are available. For example, you can filter calls in queue for greater than two minutes or on all agents in the hold state to filter out the less important information.

Note You can configure Field Filters in reports:

- Only for SQL Query based reports.
- To filter a text, date, boolean, or a decimal field.

To configure Field Filters, perform the following steps:

Procedure

Step 1 After creating the report, click **Set Default Filter** from the ellipsis **Actions**.

Step 2 In the **Date & Time** filter wizard, select the **Date Range** and **Time Range** options and click **Next**.

Step 3 In the **Key Criteria** filter wizard, select the collections or values from the **Available** selection box and click **Next**.

Step 4 In the **Field Filters** wizard, select the filter according to the following criteria.

Filter criteria/operators depend on the selected field type (date, numeric/decimal, boolean, or string).

- For **Date**, the options available in Date Range filter are predefined. Using the Date Range drop-down list, select from Custom, Today, Yesterday, This Week, Last Week, This Month, Last Month, Year to Date, or Last Year.

  Only Custom will allow the user to customize the Calendar, Time Range and Days certain days of the week.

- For **Decimal**, select an Operator from Equal To, Not Equal To, Less Than, Less Than or Equal To, or Greater Than and then enter a value; for example, Operator = Greater Than and Value = 16.5.
- For **String**, select an Operator from Equal To, Not Equal To, or Matches and then enter a value for the string; for example, Operator = Matches and Value = Team Green.
  - If you select Matches as the Operator, you must specify an SQL pattern to match the string field. The system appends the wild card character % automatically to the beginning and end of the string. You can also use any SQL wild card pattern in between the string.
  - If the filter field is associated with a **Value List**, then specify any value or move one, all, or some items in the list to the Selected column to filter.

Note
Use only the Matches operator to filter the report data records with leading or trailing spaces. Do not use the Equal To or Not Equal To operators in such scenarios as Unified Intelligence Center trims the filter criteria before running the SQL query and hence does not fetch the matching results.

- For **Boolean**, select True or False from the Operator list.

Step 5 Using the **Operator** drop-down list, select the criteria.

Note
If you select **Matches** operator, you can use any Microsoft SQL wildcard pattern to filter the data. The wildcard character **%** is added to the beginning and end of every string that is used to filter the data.

Step 6 In the **Value** field, enter a value against which the data in the field will be filtered.

Step 7 Click **Run**.

Report Types

There are three types of reports based on the query types:

- Historical report
- Real-time report
- Live Data report

Report Components

These reports consist of the following components:

- **Data Source**

  The Data Source defines the sources that contain the data for the report. Unified Intelligence Center supports three types of data sources: Microsoft SQL Server, IBM Informix, and Streaming. The data source should be pre-configured for you. If it is not, contact your administrator to configure the appropriate data source.

Note Additional data sources are not supported.

- **Report Definitions**

  Each report has a Report Definition, which represents how data is retrieved from the data source for that report template. In addition to specifying how data is retrieved (by a simple MS SQL query, stored procedure query, real time streaming or an anonymous block query), a report definition contains the dataset that is obtained. This includes the fields, filters, formulas, refresh rate, and key criteria field for the report.

- **Reports**

  Reports show data returned by Report Definitions. This data is extracted by database queries.

- **Time Zone Conversions**

  The time zone conversion happens if there is a difference between the user and the data source time zones.

  Daylight savings time consideration for Database Query Reports: The Daylight savings time offset at the start of the date range is considered for the time zone conversion when the report is filtered. If the daylight savings change occurs somewhere in between the filter date and time ranges, the time zone offsets will not be computed properly if the user and the data source are in different time zones. In this case, you will have to split the time filter such that separate report invocations are run before and after the daylight savings time change.

Note The daylight savings time offset depends on the latest system time zone library.

Note Daylight savings start date or end date may (when the data is recorded) create an additional row (in the report output) due to the time zone value change in the SQL database. This applies to any template report, as well as for any query type (Anonymous block, Database Query, Stored Procedure, Real Time Streaming) that these template reports would use. For confirmation that SQL had time zone value change, use the Report Options icon from the report summary page and run the SQL command in AW node to validate the change in the time zone.

Example 1:

```
User time zone: Australia/Sydney

Data source time zone: America/New_York

Daylight savings time changes: +1 hour for Sydney at 2013-10-06 02:00
a.m. DST +1 hour is already on for New York

Filter selected by the user: 2013-10-06 to 2013-10-06, 12:00 a.m. to
11:59 p.m.

Query formed in data source time zone: 2013-10-05 10:00:00 a.m. to
2013-10-06 09:59:59 a.m.
```

```
Report displayed in user time zone: 2013-10-06 12:00 a.m. to 2013-10-07
12:59 a.m.
```

In this case, the report will display an extra hour of data as Sydney Daylight savings time is off at the start of the date range and on at the end of the date range.

Example 2:

```
User time zone: Australia/Sydney

Data source time zone: America/New_York

Daylight savings time changes: +1 hour on for Sydney at 2013-10-06
02:00 a.m. DST +1 hour is already on for New York

Filters selected : 2013-10-06 to 2013-10-10, 03:00 a.m. to 11:59 p.m.

Query formed in data source timezone: 2013-10-05 12:00:00 p.m to
2013-10-06 08:59:59 a.m.

Report displayed in user time zone: 2013-10-06 03:00 a.m. to 2013-10-06
11:59 p.m.
```

In this case, the conversion happens as expected as there is no Daylight savings time change in between the date ranges.

Example 3:

```
User time zone: America/New_York

Data source time zone: IST

Daylight savings time changes: +1 hour DST at 2013-03-03 02:00 a.m.
and off at 2013-11-03 02:00 a.m. for New York. No Daylight savings
time changes for IST.

Filter selected by the user : 2013-11-03 to 2013-11-03, 01:30 a.m. to
05:30 p.m.

Query formed in data source time zone: 2013-11-03 11:00:00 a.m. to
2013-11-03 02:59:59 a.m.

Report displayed in user time zone: 2013-11-03 01:30 a.m. to 2013-11-03
04:30 p.m.
```

In this case, the report will display one hour less of data as New York Daylight savings time is on at the start of the date range and off at the end of the date range.

- **Report Views**

  A report can be presented in multiple formats (grid and charts). Each view can have its own set of fields. A single report can have multiple views.

- **Report Help**

  You can attach a help page specifically for your report. For more information, see *Add Template Help*.

Related Topics

Add Template Help, on page 24

Historical and Real Time Reports

Historical report—Retrieves data from the historical data source. Reports are populated with interval data that has a default refresh rate of 15 minutes. Historical reports have an upper limit of 8000 rows.

Real-time report—Retrieves data from the real-time data source. Reports are populated with interval data that has a default refresh rate of 15 seconds. Real-time reports have an upper limit of 3000 rows.

While running Cisco Unified Intelligence Center Historical and Real-Time Reports you can:

- Filter data in a report
- Change the view of a report from a grid to a gauge or a chart

Note You can select one of the predefined grid, gauge, or chart views.

For more information on creating/editing views, see *Report Views*.

- Modify reports

Related Topics

Report Views, on page 32

Live Data Reports

Live Data report—Receives data from streaming data source. Live Data reports supports only grid view.

Note Live Data reports do not automatically respond to changes in the system time. If the server or client time is changed or adjusted, the report must be refreshed to accurately display the duration field values. For example, during a daylight saving time (DST) change, active live data reports do not display correct values in the duration field. Live data reports must be refreshed to update.

Manage Reports

Create Reports

All actions on the Reports interface are based on user role and on the user's object permissions for reports and for categories.

Note By default, reporting users do not have permission to create a subfolder in **Reports**. An Administrator can create a subfolder and grant access.

To create a new report, perform the following steps:

Procedure

Step 1 In the left navigation pane, choose **Reports**.

Step 2 Navigate to the folder where you want to create the report.

Step 3 From the **Reports** toolbar, click **New** > **Report**.

To edit an existing report, navigate to the report, click the ellipsis icon beside the report and click **Edit**.

Step 4 In the **Create New Report** window, enter the Report **Name** and **Description**.

Note
The report name must be unique to Cisco Unified Intelligence Center.

Step 5 Click **Next**.

Step 6 In the **Basic Details** tab, enter or select the report details.

Note
Use the arrows to select the appropriate Report Definition.

Step 7 Click **Next**.

Step 8 In the **Manage Views** tab, create the report views and click **Next**.

For more information, see *Report Views*.

Step 9 In the **Thresholds** tab, create report thresholds and click **Finish**.

For more information, see *Report Thresholds*.

The newly created report is listed in the **Reports** page.

Related Topics

Report Filters, on page 25
Report Views, on page 32
Report Thresholds, on page 36

Report Views

There are two types of report views:

- Grid View
- Chart View

Note Do not delete the Report Definition fields that are currently associated with any of the manually created report views. If deleted, you must reapply the Data Fields for all the manually created report views to save the report.

For default grid views, the deleted field is removed automatically from the Data Fields list retaining any other fields in the Selected Field list. Hence, no additional action is required to save the report.

Create a Grid View

Grids are tabular presentations of the data in rows and columns. By default, all Cisco stock reports have a grid view. For custom reports, a default grid is created from the SQL query in the Report Definition.

Note Grouping and font size is not supported in Live Data reports.

You can create a Grid View while creating or editing a report.

To create a Grid View, perform the following steps:

Procedure

Step 1 Create or edit a report.

Step 2 Enter the report details in the **Basic Details** screen and click **Next**.
The **Manage Views** screen appears with a default grid view.

Note
You can access Report permalinks only after completing the report creation. Report permalinks allow you to share your report with other users and view reports of other users. For more information, see *Permalink for a Report*.

Step 3 You can edit the default view (**Actions** column > **Edit View**) or click **Create New** > **Grid view** to create a new grid view.

The **Edit Grid View** or the **New Grid View** screen appears depending on your selection for edit or create.

Step 4 Enter the **Name** and **Description** in the respective fields.

Note
Maximum length allowed for the grid view **Name**: 50 characters.

Step 5 From the **Font** selection box, you can select the font size from the list to display the grid data.

Step 6 Use the arrow buttons to select fields from the **Available** value list box to move to the **Selected** field list.

Step 7 You can use the following features to improve grid view display:

- **Header**—Use this feature to add (+) or delete (-) a header for the selected fields. This helps in categorizing the field set.

  Note
  You cannot save the view with empty headers.

  Post upgrade to Cisco Unified Intelligence Center 12.0 or later, any empty headers that exist in the report views in prior releases are not migrated.

- **Edit** icon—In the Selected value list box, click the **Edit** icon (hover on the field value) if you want to edit the **Display Name** and **Column Width** for the selected field and click **Done**.

  Note
  For Header fields, you can only edit the Display Name.

- **Sort Grid by Field**—Select the **Sort Grid by Field** check box to sort the selected report columns in either **Ascending** or **Descending** order. Selecting this check box enables the drop-down list to be populated with the values from the **Selected** value list box. You can select only one value for sorting.

Step 8 Click **Save**.
The **Report Views** screen appears.

Step 9 Click **Finish**.

Create a Chart View

Cisco Unified Intelligence Center supports the following chart types:

- **Bar**—Bar charts display discontinuous events and show the differences between events rather than trends. Bar charts are oriented vertically and can be stacked horizontally or clustered one below the other.
- **Pie/Donut**—Pie charts display quantities as proportions of a whole. The circle (pie) represents 100% of the data, with each quantity represented as a wedge of the appropriate size. Pie charts take decimal or numeric fields only. A pie chart cannot have more than 50 wedges. An error occurs if your data set and chart editor selections generate a pie chart with more than 50 wedges.

  A doughnut chart is another display representation of a pie chart.
- **Column**—Column charts display discontinuous events and show the differences between events rather than trends. Column charts are oriented horizontally and can be stacked vertically or clustered side by side.
- **Dial Gauge/Numeric**—A gauge chart displays the dial representation of the report results as per the defined threshold.

  The Numeric chart displays the report results in a number format highlighted as per the defined threshold.
- **Line charts**—Line charts display continuous quantities over time against a common scale. Use the Line charts to show trends.

Note
- Live Data reports do not support chart view.
- In the vertically oriented charts, for Cyrillic characters, the data labels in the Horizontal Axis field may be hidden or garbled. This is a known limitation. Hence, for Cyrillic characters, use the horizontally oriented charts.

To create a Chart View, perform the following steps:

Procedure

Step 1 Create or edit a report.

Step 2 Enter the report details in the **Basic Details** screen and click **Next**.
The **Manage Views** screen appears with a default grid view.

Note
You can access Report permalinks only after completing the report creation. Report permalinks allow you to share your report with other users and view reports of other users. For more information, see *Permalink for a Report*.

Step 3 Click **Create New** > **Chart view**.

Step 4 In the **Create New Chart View** screen, click the required chart type. For more information, see *Chart Types*.

Step 5 Enter the Chart Information; **Name**, **Description** and click **Next**.

Note
Maximum length allowed for the chart view **Name**: 50 characters.

For Cartesian type charts (Bar, Column, and Line), select the **Group Data** check box to group data:

- **By a field**—Select this option to create a chart view where the vertical axis shows fields with footer formula configured for line or column chart and horizontal axis with footer formula for bar chart.
- **By label field**—Select this option to create a chart view where the vertical axis shows fields of decimal data type for Line or Column chart. In Bar chart, the horizontal axis shows fields of decimal type.

Note
For Pie charts, you can only **Group Data by Label Field**.

Step 6 In the **Add Data Fields** screen, select the **Label Field** from the drop-down list and **Data Fields** from the list box and click **Next**.

Step 7 In the **Preview and Format** screen, enter or select appropriate information based on the selected chart type.

For more information, see *Chart Types*.

Note
For the following Data Fields, the Column Type (Stacked and Grouped) feature is unavailable.

- Date and Time
- Boolean

Step 8 Click **Save**.

Related Topics

Permalink for a Report, on page 46
Chart Types, on page 35

Chart Types

Chart Type	Chart Information	Add Data Fields	Preview and Format
Bar	Yes	Yes	Yes
Column	Yes	Yes	Yes
Line	Yes	Yes	Yes

Chart Type	Chart Information	Add Data Fields	Preview and Format
Gauge/Numeric	No	Yes **Note** To configure a Gauge chart, Report Definition must have at least one decimal field with a footer configured.	Yes To set the chart view for Dial Gauge/Numeric, perform the following steps: 1. Enter the **Range**. By default, **min** is 0 and **max** is 100. 2. Define the zones. When the chart value is within any of the defined thresholds, • The gauge pointer points to the corresponding color set in the threshold. • The Numeric text is displayed in the corresponding color set in the threshold. 3. Click **Save**.
Pie	Yes	Yes **Note** To configure a Pie chart, Report Definition must have at least one decimal field configured.	Yes You can select **Pie** or **Donut** as the display type for this report.

Report Thresholds

You can set a threshold indicator for a field to display if the field value meets the threshold condition. There are nine colors instead of the color palette for the threshold color selection in this release. Threshold indicators can be set only for view type **Grid** and **Chart** > **Gauge**.

For setting field threshold indicators for a **Chart** > **Gauge** view, see *Create a Chart View*.

For setting field threshold indicators for a **Grid** view, perform the following steps:

Procedure

Step 1 From the **Manage Views** screen, after adding the report views, click **Next**.
The **Thresholds** screen appears.

Step 2 Select a view to which you want to set the threshold and select the field name from the **Create new threshold** list.
The screen refreshes with a new panel for the selected field name.

Step 3 Select a field operator and set a condition from the Operator list.

Operator	Description
Matches	The **Matches** operator accepts Regular Expressions. Note that the Regular Expressions does not support: • Flags (i, g, m, n, y), OR/AND any combinations of these flags. • Leading and trailing forward slash (/). Example: • Valid Pattern → \w+\s • Invalid Pattern → /\w+\s/g (As it contains leading and trailing forward slash (/) and a "g" flag.)
String fields; Always, Equal, Not Equal Decimal fields; Always, Equal, Not Equal, Greater Than, Less Than, Greater Than Equal To, Less Than or Equal To, Between	In Report Definition, if the %format is defined for any field, then while setting the thresholds for that field, ensure to enter the decimal format of the percentage to render the condition in the report. For example: In Report Definition, if %format is defined for the field "SL" (Service Level) and you want to apply thresholds to this field to indicate "Red" if SL is less than 60%, set the following: **a.** Define the threshold for the SL field. **b.** Set the **Operator** to Less Than. **c.** Enter the percentage value as `0.60`. **d.** Select “Red” in the **No Fill** drop-down. **e.** Click **Done**.

Step 4 Choose the options from **No Fill** and edit the threshold fields.

Note
You can set conditions on the same or different fields:

- condition on same field: threshold and condition on the same field.
- condition on different field: threshold for a field, based on the condition on the different field.
- multi conditions on same field: apply threshold for a field based on the condition on different fields.

Caution
When you upgrade to Unified Intelligence Center version 11.6 or later, all the threshold colors are retained for reports that are created in the earlier versions. But, when you modify the threshold, all the old threshold color selection are lost within the report. Hence, you must reconfigure the threshold color selection for that report.

For existing reports, perform the above mentioned steps to add more thresholds.

Note
Threshold configuration supports upto 30 thresholds for a field.

To edit an existing threshold from a report run already, click **Report options** and select **Manage Thresholds.**

Step 5 Format the text in the field to appear when it matches the threshold condition. Use the following options:

- **Text Bold**—Select this check box to highlight the report field in bold.
- **Text/Background Color**—Select a color from the drop-down for the text/background color in the field.
- **Text Substitute**—Enter a new string if you want the text in the field to be replaced with it when it matches the threshold condition.
  - Syntax to add an html hyperlink as text substitute: *cisco*
  - Syntax to add an empty space as text substitute: * *
- **Image Location**—Enter the URL path of the image if you want the text to be replaced with an image.

  Note
  Supports only image URLs reachable from Unified Intelligence Center server. Maximum size limit allowed for the image is 5MB.

Step 6 Click **Done**.

Step 7 Click **Finish**.

Related Topics

Create a Chart View, on page 34

Run Report

Report Actions - Run Mode

The following table lists all the menu items and actions you can perform when you run a report.

Table 9: Report Actions

Action	Description
Report options	
Edit View	Displays the **Edit View** dialog box. You can modify the current report view and click **Done** to instantly view the modified view.
Save View As	Clones the existing report view. In the **Save View** dialog box, enter the Name and Description for the cloned view and click **Save**. The report page refreshes with the cloned view.

Action	Description
Create Chart View	For the report that is run, you can directly create a chart view if you have **Edit** permissions. After you create the chart view, the report page refreshes with the newly created chart view and gets listed in the view list. **Note** This feature is disabled for Live Data reports. For more information, see *Create a Chart View*.
Group By	Add/remove/update grouping configurations for the current view (columns). Cisco Unified Intelligence Center grid reports support up to three levels of grouping. If you are grouping the column with Date or Date time data type, you can group records on a Daily/Weekly/Monthly basis. For more information, see *Group By*.
Manage Thresholds	Sets a threshold indicator for a field to display if the field value meets the threshold condition. Threshold indicators can be set only for views of type Grid and Gauge. For more information, see *Report Thresholds*.
SQL	Displays the SQL code used to run this report.
Export	Exports the already run grid report data into your local disk in a .xlsx format. **Note** • When you export a report to an Excel file format, to read the exported report, the client system's locale must match with the browser's locale (where you had exported the report). • When reports are exported to excel in Report viewer, the custom formatting of DECIMAL data type is not applied.
Report menu	
Run or Pause the report	Click to run or pause the report respectively. **Note** Report running times out after three minutes. Rerun the report by modifying the filter, and if the problem persists, contact your administrator.
Print Report	Prints the report using your default printer. **Note** Reports in chart view supports only landscape mode in A3 size paper for printing.
Manage Filters	Displays **Choose Filter** dialog box to modify filter criteria for this report. For more information, see *Report Filters*.
Refresh	Refreshes the Report page.
View Filter Information	Displays the filter information of the report.

Action	Description
Online Help	Displays the configured template help. You can configure template help for the report from the **Reports** page > **Add Help**. For more information, see *Add Template Help*.
Only Thresholds	Enable this toggle button to view only rows with matching threshold values in the report. By default, this check box is unchecked for every report. **Note** This button is disabled for the grouped view.

Related Topics

Create a Chart View, on page 34
Report Thresholds, on page 36
Group By, on page 40
Report Filters, on page 25
Add Template Help, on page 24

Group By

For a report that is run, use the **Group By** option to add/remove/update grouping configurations for the current view. Cisco Unified Intelligence Center grid reports support up to three levels of grouping.

If you're grouping the column with Date or Date Time data type, you can group records on a Daily/Weekly/Monthly basis.

Note

- Live data reports don't support grouping.
- Grouped fields cannot be hidden.

To group the report data, perform the following steps:

Procedure

Step 1 From the report that is run, click the **Report options** icon and select the **Group By** option.

Step 2 In the **Group By** dialog box, specify the **Number of Levels** you want to group the report.
Depending on the number of levels selected, the Level, Grouped By, Sub Group, and Show Expanded columns are activated.

Cisco Unified Intelligence Center grid reports support up to three levels of grouping.

Step 3 To group the report data by values in a particular column, select the required column name from the **Grouped By** list.

If you select a date or date and time value from the list, you can select any one of the following from the **Sub Group** column:

- None—The report data is grouped by the absolute date or date time values.
- Daily—The report data is grouped by day.
- Weekly—The report data is grouped by week.
- Monthly—The report data is grouped by month.

By default, the **Show Expanded** option is selected and you can uncheck the option if necessary. The **Show Expanded** column allows you to view the reports that are run with the group expanded.

Enable the **Show Summary Only** toggle button to display only the summary row in the report.

For example, if you group by Agent Team and enable the **Show Summary Only** toggle button, only the summary data row for each team is displayed.

Note
If any of the fields have a footer formula defined in the report definition, then a group level summary is also displayed for such fields using that formula.

Step 4 Click **Save**.

Note
- For the grouped view, the **Only Thresholds** check box is disabled.
- Thresholds aren't displayed in a grouped field and on summary rows.
- You cannot perform a drill-down from a report with grouped fields.

Import Reports

You can import the Unified Intelligence Center report, which is in either .xml or .zip file format.

The imported report retrieves data for the following entities:

- Report
- Report Definition
- Value Lists
- Views
- Thresholds
- Drilldowns
- Template Help

Note

- Each report template help folder has a size limit of 3 MB. If the folder size exceeds this limit, the system does not load the help content.
- You cannot import Report Filters and Collections.
- You cannot use the same names for the custom Value List, Report, or Report Definition that exist in the stock report templates. If the same names are used, it leads to the stock report template import failure.

To import reports, perform the following steps:

Procedure

Step 1 In the left navigation pane, choose **Reports**.

Step 2 In the **Reports** listing page, click **Import**.

Step 3 Click **Browse** to select the file (.xml or .zip format) to be imported.

Note
The maximum file size for the .zip file format is 60 MB and for .xml file format is 3 MB.

Step 4 Select the required file and click **Open**.

Step 5 Select the file location from the **Save to Folder** list to save the file.

Step 6 Click **Upload**.
Once the file is successfully uploaded, the table gets populated with the corresponding report template, current available version, and incoming version of the files being imported.

Step 7 Select a Data Source for the Report Definition only if the Report Definition for the report being imported is not defined in the Unified Intelligence Center.

Step 8 Select a Data Source for the Value List that is defined in the Report Definition.

Note
Selection of a Data Source for the Value List is mandatory:

- If the Value List does not use the same Data Source as the Report Definition.
- For Real Time Streaming Report Definitions.

Step 9 Select the files to import or overwrite.

- Overwrite—If the report being imported exists in the Unified Intelligence Center.
- Import—If the report being imported is the new set of report files.

Step 10 Click **Import**.

Note

- If the system does not have report definitions, new report definitions are created in **Report Definitions** > **Imported Report Definitions** folder.

- Importing a report to a different version of Unified Intelligence Center is not supported. However, when you upgrade Unified Intelligence Center, report templates continue to work in the upgraded version.
- Importing manually edited XMLs is not supported.

Export Reports and Folders

You can export any custom or stock report or report folders from the Unified Intelligence Center. Reports and report folders are exported in a ZIP file format.

When you export a folder, the reports in the folder are grouped as ZIP files. The grouping is based on the data source that is used by the report definition and the value lists.

Note
- For customized reports, you must update the version numbers of the value list and report definition before you export the report. Else, the export will not overwrite the existing reports.
- While exporting folders, ensure that all the Value Lists in the report definitions or folders point to the same data source respectively.

Caution Do not modify the exported report (XML file) for customization purposes. However, if necessary, you can modify only the EntityVersion of the Report, Report Definition, and ValueList.

When you export a report, the following data that is associated with the report are exported:

- Report
- Report Definition
- Value Lists
- Views
- Thresholds
- Drilldowns
- Template Help (if not bundled, an empty folder is created in the zip file)

Note Report Filters and Collections are not exported along with the report.

To export a report or a folder, perform the following steps:

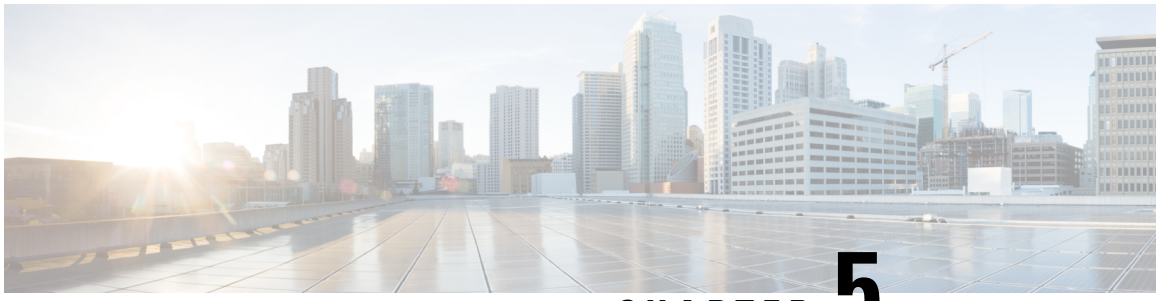
Procedure

Step 1 From the left navigation panel, click **Reports**.

Step 2 Navigate to the report or the report folder that you want to export and click the ellipsis icon beside the report and click **Export**.

Note
If necessary, you can rename the report or the report folder. Do not change the file extension (Reports or report folder: zip).

Step 3 Click **OK**.
The exported file is downloaded into your specified local folder.



CHAPTER 5

Permalinks

- Overview, on page 45
- Permalink for a Dashboard, on page 45
- Permalink for a Report, on page 46
- View Report Permalinks in Dashboards, on page 48

Overview

Permalinks in Cisco Unified Intelligence Center are permanent hyperlinks.

Unified Intelligence Center supports the following types of permalinks for reports:

- **Excel Link:** This permalink is generated only for grid view.
- **HTML Link:** This permalink is generated for grid view, gauge view, and chart view.
- **XML Link:** This permalink is generated only for the grid view. It is used where the data is required in XML format.

Note For Live Data reports, you will only have the HTML permalink. HTML permalink for Live Data reports always require authentication.

Note Due to security reasons, permalinks from one Unified Intelligence Center cannot be displayed in the dashboard of another Unified Intelligence Center instance.

Permalink for a Dashboard

Dashboard permalinks help you to share your Dashboards with other users and view Dashboards of other users.

Note

- You can access the Dashboard permalink only from a web browser.
- Authenticated Dashboard permalinks are not supported in Cisco Finesse.
- When an unauthenticated Dashboard permalink is accessed in an authenticated browser session, access to the permalink is controlled by the logged in user's permissions.
- To use Permalink (both Authenticated and Unauthenticated) for Dashboards, you must do the following for each report:
  - Set Default Filter
  - Select **Skip filter during the report execution**

To view the Dashboard permalink, perform the following steps:

Procedure

Step 1 From the left navigation pane, click **Dashboards**.

Step 2 Click the ellipsis icon beside the required Dashboard and click **Permalinks**.

Step 3 In the **Permalinks** dialog box, click **HTML** to display the Dashboard permalink in the **Link** text box.

Note

- By default, all Dashboards are authentication enabled. When the **Authenticate Permalink** check box is enabled, users accessing the permalink are prompted to enter their credentials to view the Dashboard.
- When you clear the **Authenticate Permalink** check box for a Dashboard, users can view that Dashboard using the permalink, without authentication.

  Sharing an unauthenticated permalink of your Dashboard shares even the authenticated report permalinks added into the Dashboard.
- For Dashboards that contain Live Data report, ensure to select the **Authenticate Permalink** check box.

Step 4 Copy and paste the permalink in any browser to view the Dashboard.

Step 5 Click **Save**.

Permalink for a Report

Report permalinks help you to share your report with other users and view reports of other users.

Note

- Authenticated report permalinks are not supported in Cisco Finesse.
- Authenticated Excel report permalink is not supported in SSO.
- Authenticated Excel report permalink is not supported on Office 365.
- When an unauthenticated Report permalink is accessed in an authenticated browser session, access to the permalink is controlled by the logged in user's permissions.
- You cannot drill down to another report from a report permalink.

To view the Report permalink, perform the following steps:

Procedure

Step 1 From the left navigation pane, click **Reports**.

Step 2 Click the ellipsis icon beside the required Report and click **Permalinks**.

Step 3 In the **Permalinks** dialog box, select from the available Link formats; HTML, Excel, XML to display the corresponding Report permalink in the **Link** text box.

Note

- By default, the **Authenticate Permalink** check boxes are checked to indicate that the default and variable permalink are authenticated.
- For Live Data reports, by default, the **Authenticate** check box is checked and disabled.

Step 4 To view the report,

- HTML and XML Permalink—Copy and paste the permalink (HTML and XML) in any browser
- Excel Permalink—

Note

- To import permalinks in Excel, use the permalinks with FQDN only.
- To embed excel permalink content as external data within excel on macOS, add **tomcat** certificate from Certificate Management to the trust store of macOS in case self-signed certificates are being used.

Excel—

a. Access Excel and navigate to **Data** > **From Web**.

b. In the **New Web Query** > **Address** field, paste the report permalink and click **Import**.

Excel 365—

a. Access Excel 365 and navigate to **Data** > **From Web**.

b. In the **From Web** > **URL** field, paste the report permalink and click **OK**.

Note
For the first time, you will be prompted to **Connect** in the Access Web Content dialog box.

c. In the Navigator dialog box, click **Table View** > **Load**.

Step 5 Click **Save**.

For information on viewing report permalinks in Dashboards as web page widgets, see *View Report Permalinks in Dashboards*.

For more information on permalinks, see *Cisco Unified Intelligence Center Report Customization Guide* at https://www.cisco.com/c/en/us/support/customer-collaboration/unified-intelligence-center/products-user-guide-list.html.

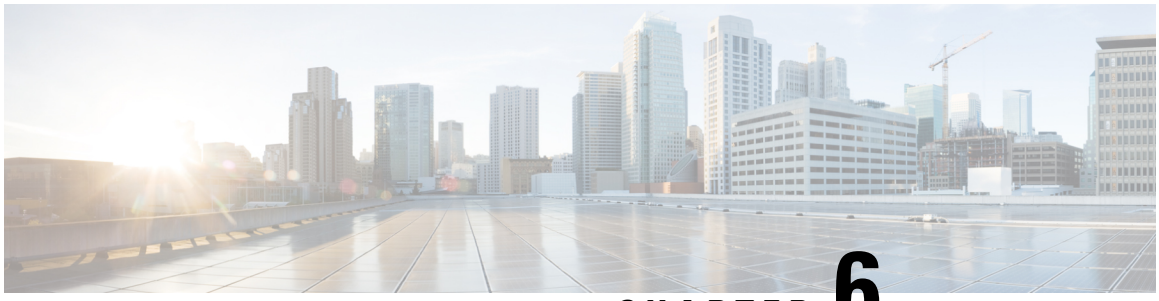
Related Topics

View Report Permalinks in Dashboards, on page 48

View Report Permalinks in Dashboards

Viewing report permalinks in Dashboards as web page widgets depends on the authentication status of both reports and the dashboards. The following matrix provides different scenarios that supports viewing report permalinks in Dashboards.

	Auth Report Permalink Same Node	Auth Report Permalink Different Node	Auth Report Permalink Different Cluster	Un-Auth Report Permalink Same Node	Un-Auth Report Permalink Different Node	Un-Auth Report Permalink Different Cluster
Un-Auth Dashboard	Not Supported	Not Supported	Not Supported	Supported	Supported	Supported
Auth Dashboard	Supported	Not Supported	Not Supported	Supported	Supported	Supported
Dashboard Viewer	Supported	Not Supported	Not Supported	Supported	Supported	Supported



CHAPTER 6

Schedule Report

- Overview, on page 49
- Schedules Actions, on page 50
- Create a Schedule for a Report, on page 50
- Daylight Saving Time and Scheduled Reports, on page 54

Overview

You can automate the generation of reports on a regular and recurring basis by setting up a schedule. The Schedules entity lets you run large dataset reports once to be sent to, and viewed by, many users.

Only users with Report Designer and System Configuration Administrator roles can access the Schedules entity. System Configuration Administrators can perform all schedule-related functions on any reports. They can view, edit, and run any scheduled report and can create a schedule for any report. Report designers can create a schedule only for those reports that they created or for which they have View permissions.

Attention

- You can't schedule Live Data reports.
- Scheduled reports run only on the publisher node.

You can schedule reports to:

- Run at predetermined times
- Automatically email reports
- Save reports to remote location

Note The schedules run based on the server time zone and hence on the Schedules page, the column **Next Scheduled Run** reflects the server time zone.

Schedules Actions

Action	Description
Toolbar Actions	
Search	Searches for a Schedule.
All	Lists all the schedules (Large, Disabled, Email, and SFTP).
Large Schedules	Lists all large schedules.
Disabled	Lists all disabled schedules.
Email	Lists all the schedules configured for email distribution.
SFTP	Lists all the schedules configured to be saved in a remote location.
Refresh	Refreshes the **Schedules** page.
New	Creates a new schedule. For more information, see *Create a Schedule for a Report*.
Ellipsis (…) Actions	
Edit	Edits a schedule. You can also click on the Schedule Name to edit the schedule details. In the edit mode, you can click the icon next to the Schedule name to edit the Schedule properties; Name and Schedule Type.
Enable or Disable	Enables or disables a schedule.
Delete	Deletes a schedule.

Related Topics

Create a Schedule for a Report, on page 50

Create a Schedule for a Report

Note You cannot schedule Live Data reports.

Procedure

Step 1 In the left navigation page, click **Schedules**.

Step 2 Click **New**.

Step 3 In the **Create New Schedule** dialog box, enter a name for the Scheduler, and select the **Scheduler Type**. The available Scheduler Types are:

- **Large Schedule**
  - Visible only for System Configuration Administrator.
  - Use Large Schedules for large reports with over 8000 rows.

    Note
    Large Schedules have an upper limit of 25000 rows.

  - Large Schedules support only the CSV file formats.
  - System Config Administrators can create a maximum of six Large Schedules. You can contact your administrator to increase or decrease the number of Large Schedules.
  - You can limit Large Schedules to a frequency of once a day.

  Important
  When there are multiple Large Schedules, ensure not to schedule them simultaneously.

- **Regular Schedule**

Step 4 Click **Next**.

Step 5 In the **Report Scheduling** tab, select the report to be scheduled, set the filter data, and configure the schedule details.

Field	Description
Report	
Report	Select the report to be scheduled.
Set Filter	Select this check box to enable the **Filter Criteria** button. Click the **Filter Criteria** button to set the filter criteria for the report. For more information on setting filters for a report, see *Report Filters*. **Note** If unchecked, the default filter is used.
Schedule	
Start Date	Click the calendar icon to select the **Start Date**. **Note** The Start Date uses the user's time zone settings. If no time zone is set for the user, the reporting server time zone is applied.
End Date	Select an option for the **End Date**: • **None**—indicates no end date. • **By**—click the calendar icon to select the end date.

Field	Description
Recurrence	Specify the recurrence pattern for the scheduled report. **Note** Schedules that reach the end date are purged after a 24-hour retention period. • **Once**—Specify the time of day for the single occurrence. • **Daily**—Specify a number for recurrence of days; for example, every four days. • **Weekly**—Specify the number of weeks and the days of the week that you want the scheduled report to be run. • **Monthly**—Select a day of the month and specify the number of months that you want the scheduled report to run. **Note** Use **Last** to specify the last day of the month.
Frequency	Specify the number of times the report must run on the scheduled days. **Note** The maximum frequency with which you can schedule a report is once in every five minutes. The maximum frequency with which you can run Large Schedule is once per day.

Step 6 Click **Next**.

Step 7 In the **Destination Setting** tab, set up a schedule to email the scheduled report and save the report CSV format in a remote location.

You can configure the email server in the Administration Console. Contact the administrator for assistance or for more information, see the *Administration Console User Guide for Cisco Unified Intelligence Center* at https://www.cisco.com/c/en/us/support/customer-collaboration/unified-intelligence-center/products-maintenance-guides-list.html.

Field	Description
Email	
Email Distribution	Enable the switch and enter the recipient email addresses. **Note** Email page validation occurs when the email address is entered in the **Email Distribution** field. No validation is performed if there is no email ID entered in the **Email Distribution** field.
Email View	Select the view of the report that you want to email. **Note** Only grid views can be scheduled.
Email Subject	Enter text for the subject line.

Field	Description

Email File Type	Select the type of file.
	• **INLINE HTML**—Sends the report in HTML format.
	  • The historical report has an upper limit of 8000 rows.
	  • The real-time report has an upper limit of 3000 rows.
	• **XLS**—Sends the report as a Microsoft Excel file attachment.
	Note
	The custom formatting of DECIMAL data type is not applied for reports exported in excel.
	  • The historical report has an upper limit of 8000 rows.
	  • The real-time report has an upper limit of 3000 rows.
	• **PDF**—Sends the report as a PDF file attachment in either landscape or portrait orientation.
	Note
	The maximum number of PDF reports that you can schedule to be sent by email at a given time is 10.
	The generated PDF attachments have the following limitations:
	  • Uses standard font sizes. 10 pixels for the landscape orientation and 8 pixels for the portrait orientation. The PDF bypasses the font size that is set in the grid view editor to keep the font output printer-friendly.
	Note
	PDF supports images only in the HTTP format.
	  • Retains rows that fit on the page for the selected orientation. Columns that do not fit on the page are truncated.
	  • Only 1000 rows are supported for a PDF file attachment. An email message is sent if the scheduled report exceeds 1000 rows.
	  • Does not support word-wrap for columns. In case of larger text, you can customize the column width in the grid editor to avoid overlaps. As a result, the customization may reduce the number of columns that are shown in the PDF.

Remote Location	
Protocol	Enable the switch and select SFTP to establish secure connection to the remote location.
Report View	Select the view of the report to be posted.
Host	Enter the IP address of the remote location.

Field	Description
Port	Enter a Port number for the SFTP. The default port number is 22.
Directory Path	Enter the location on the host to save your .csv file. Directory Path must be an absolute path.
User Name, Password	Enter a username and the corresponding password for the host. Maximum Password Length: 50 characters.
Test Connection	Click to test the connection.

Note

- Date Time format in a scheduled report of type CSV is: Day_of_week Month Date_of_Month HH:MM:SS SERVER_TIMEZONE YYYY. For Example, Fri Oct 24 01:00:00 EDT 2014.
- The time field in a scheduled report of type CSV is displayed in seconds only.

Note
Scheduled Reports generated using **Remote Location** option does not support formatted reports. To get formatted reports, use **Email** as the **Destination Setting**.

Note
When you edit a scheduled report and click **Save**, the scheduler runs and emails the scheduled report to all the recipients that are configured in the **Email Distribution** field.

Step 8 Click **Save**.

Note Scheduler relies on the Refresh Rate parameter in the Report Definition. You can configure the Refresh Rate parameter lower than the Scheduler Frequency.

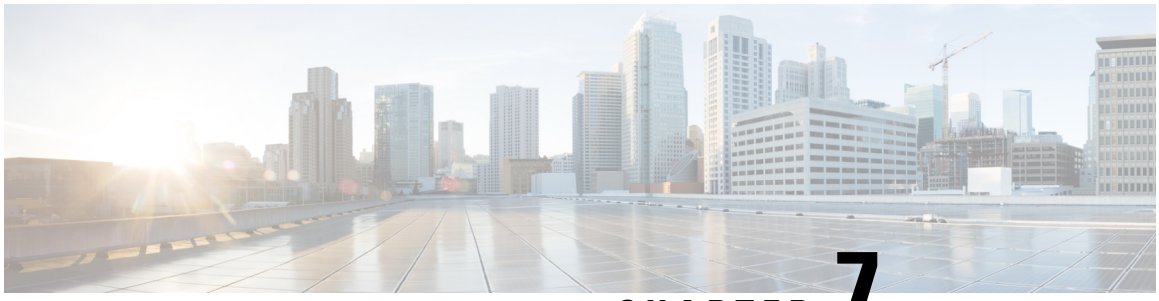
Related Topics

Types of Filters
Report Filters, on page 25

Daylight Saving Time and Scheduled Reports

Daylight saving time affects the scheduled reports in the following ways:

1. Reports that are scheduled to run daily during a particular time of the day are skipped for the day when the clock advances (for example, due to daylight saving). For example, for a report that is scheduled to run at 10:30 p.m. daily, if the clock advances by 1 hour then the report that is scheduled to run at 10:30 p.m. will be skipped for that day.
2. Reports that are scheduled to run only once, are updated with a new schedule time with some offset if it falls in the period that advances. For example, if the clock advances by one hour for a report scheduled to run once at 10:30 p.m., then the schedule report run time updates to 11:30 p.m.



CHAPTER 7

View Help

- View Cisco Unified Intelligence Center Help, on page 55
- Get Help on Cisco Unified Intelligence Center, on page 55
- Get Help on a Report, on page 55

View Cisco Unified Intelligence Center Help

In Cisco Unified Intelligence Center, two types of help are available:

- **Application-specific help**: This help content explains how to use Unified Intelligence Center in general.
- **Report-specific help/Template help**: This help content explains how to use the report. The help can describe the fields or provide details of the relationship between the fields, or it can explain how to interpret the data in the report. This help is available only if it has been created for the report.

  For more information on how to add the template help to report, see *Add Template Help* section.

Related Topics

Add Template Help, on page 24

Get Help on Cisco Unified Intelligence Center

- Click the **Help** icon on the top right corner of each of the entity listing page to view help contents specific to that entity.
- Click the **Online Help** button on the home page to access the help window for Cisco Unified Intelligence Center.

Note Ensure to accept the certificate to view the help content.

Get Help on a Report

To get help on a report, perform the following steps

Procedure

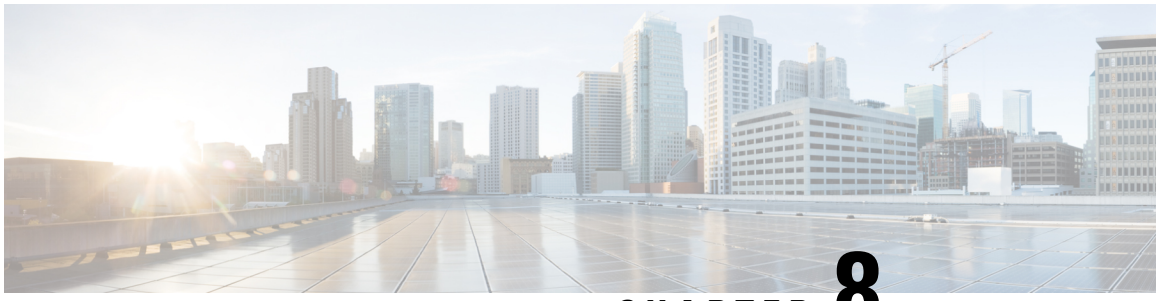
Step 1 From the **Reports** page, click the required report to open the report in the run mode.

Step 2 Click the **Template Help** icon in the report toolbar.
The report template help appears in a new browser window.

You can configure template help for the report from the **Reports** page > **Add Help**. For more information, see *Add Template Help* section.

Related Topics

Add Template Help, on page 24



CHAPTER 8

Gadget

- Configure Live Data Gadgets in Cisco Finesse with compositeFilterId, on page 57
- Configure Historical Report Gadgets in Cisco Finesse, on page 58
- Gadget Toolbar Improvements, on page 59

Configure Live Data Gadgets in Cisco Finesse with compositeFilterId

The compositeFilterId filter is used in gadget filter criteria to achieve the advanced filter criteria. The following example illustrates the compositeFilterId filter usage for advanced filtering in Cisco Finesse desktop.

To add mrDomainID to the existing "Agent Skill Group" live data gadget filter criteria, perform the following steps:

Procedure

Step 1 Retrieve the existing gadget configuration for "Agent Skill Group" report from the desktop layout:

```
<gadget>https://my-cuic-server:8444/cuic/gadget/LiveData/LiveDataGadget.jsp
?gadgetHeight=310&viewId=9AB7848B10000141000001C50A0006C4&filterId=agent.id=CL</gadget>
```

Step 2 Run the Agent Skill Group live data report in Unified Intelligence Center and click the **Field Filters** tab.

Step 3 Copy the Field Filter name to add to the existing filter criteria and assign the filter value as illustrated in the following syntax:

```
<gadget>https://my-cuic-server:8444/cuic/gadget/LiveData/LiveDataGadget.
jsp?gadgetHeight=310&viewId=9AB7848B10000141000001C50A0006C4&filterId=agent.id=CL
&compositeFilterId=agent.agentMRDs.mrDomainID=<mrdomainId></gadget>
```

Where,

- **filterId** is for basic filter criteria.

  Note
  'loginId' and 'teamName' work as place-holders in the filterId parameter:

  - 'loginId' is replaced with the logged in user Id.

- 'teamName' is replaced with the team that the logged in user belongs to.

- **compositeFilterId** is for Advanced filtering.
- **agent.id** and **agent.agentMRDs.mrDomainID** are the keys to identify the filter field names.
- **CL** is the value for agent.id to identify all the collections on which agent.id has permissions.
- **mrdomainId** is the value for the key agent.agentMRDs.mrDomainID to filter on the given mrdomainId by replacing the tag <mrdomainId> in the above URL.

Ensure to:

- Replace <my-cuic-server> with the FQDN of the Cisco Unified Intelligence Center server.
- Use HTTPS based on how the Cisco Finesse desktop is being accessed.
- Replace <mrdomainId> with the appropriate mrdid.

Note

- If the filter is associated with a value list (example in the above URL), <mrdomainId> can be replaced with CL to consider all the collections of the value list in the following syntax:

  ```
  compositeFilterId=agent.agentMRDs.mrDomainID=CL
  ```

  This example is for illustration purpose only. (As mrdomainId cannot be associated with a value list based on existing 'Agent Skill Group' stock report.)

Configure Historical Report Gadgets in Cisco Finesse

Use the following code snippet to configure the Cisco Unified Intelligence Center Historical reports in Cisco Finesse Desktop.

Note In Enterprise deployment (Unified CCE and Packaged CCE), Cisco Unified Intelligence Center Historical reporting gadget is available out of the box on Cisco Finesse Supervisor desktop only and is not supported on Agent desktop.

For Historical Gadgets, only one view is supported.

Note Cisco Unified Intelligence Center Historical Report does not support Grouping and Drill-downs in Cisco Finesse Desktop.

Code Snippet

```
<gadget>https://<my-cuic-server>:8444/cuic/gadget/Historical/HistoricalGadget.jsp?gadgetHeight=310
&viewId=F2D86F191000015B000000640A4E5A54&linkType=htmlType&viewType=Grid
&EventTime=RELDATE%20LASTWEEK&User=VL%20CUIC%5Cadministrator</gadget>
```

Note '~loginId~' and '~teams~' work as place-holders in the filter criteria:

- '~loginId~' is replaced with the logged in user Id.
- '~teams~' is replaced with the teams that the logged in user supervises.

Examples:

```
https://my-cuic-server:8444/cuic/gadget/Historical/HistoricalGadget.jsp?viewId=
BD9A8B7DBE714E7EB758A9D472F0E7DC&linkType=htmlType&viewType=Grid&refreshRate=900&@start_date=
RELDATE%20THISWEEK&@end_date=RELDATE%20THISWEEK&@agent_list=CL%20~teams~&gadgetHeight=360
```

```
https://my-cuic-server:8444/cuic/gadget/Historical/HistoricalGadget.jsp?viewId=
BD9A8B7DBE714E7EB758A9D472F0E7DC&linkType=htmlType&viewType=Grid&refreshRate=900&@start_date=
RELDATE%20THISWEEK&@end_date=RELDATE%20THISWEEK&@agent.id=~loginId~
```

- `https://<my-cuic-server>:8444/cuic/gadget/Historical/HistoricalGadget.jsp?gadgetHeight=310`

  —Indicates the Historical Gadget URL.

- `&viewId=F2D86F191000015B000000640A4E5A54&linkType=htmlType&viewType=Grid`

  —Indicates the default report permalink filters.

Note You can retrieve this information from any report permalink.

- `&EventTime=RELDATE%20LASTWEEK&User=VL%20CUIC%5Cadministrator</gadget>`

  —Indicates the variable parameters that you can customize in addition to the default report permalink.

  For more information on applying the variable parameters, see *Variable Parameters in a Permalink* section in the *Cisco Unified Intelligence Center Report Customization Guide* at https://www.cisco.com/c/en/us/support/customer-collaboration/unified-intelligence-center/products-user-guide-list.html.

Gadget Toolbar Improvements

Cisco Unified Intelligence Center provides you with a toolbar on Live Data reporting gadget on the Cisco Finesse Desktop.

You can remove this toolbar by configuring the parameter **hideGadgetToolbar** to *true* in the gadget URL.

For example: <gadget>https://my-cuic-server:8444/cuic/gadget/LiveData/LiveDataGadget.xml?gadgetHeight=150&**hideGadgetToolbar=true**&viewId=EF94123F10000164000000FD0A6B2D41&filterId=AgentCallLogDetailStats.agentID=loginId</gadget>

Note If the parameter hideGadgetToolbar is unavailable in the gadget URL or if it is set to false, then the toolbar is displayed by default.

Reports View Selector

As a reporting gadget user, you can select and view multiple reports from the Reports View Selector on the toolbar.

The Reports View Selector is a drop-down list that displays the list of reports in the **Report name - View name** format. The Report View Selector list allows you to view the five report views.

Note

- For Historical Gadgets, only one view is supported.
- To add a new report to the Reports View Selector, contact the Cisco Finesse Administrator.

Toolbar Hide or Unhide

The gadget toolbar displays an arrow tab in the center to hide and unhide the toolbar.

Click the arrow tab to hide the toolbar on the reporting gadget to get a clear view of the report.

When you click the arrow tab again, the toolbar becomes visible on the gadget. When you hover over the arrow tab, the hide and unhide message is displayed.

Pause and Play

You can pause and resume event updates in Live Data gadgets using the pause or play icons respectively. As a reporting user, the pause or play button works as follows:

- Pause - The updates are stopped.
- Play - The updates resume and are displayed on the gadget.

Note When the button is paused and updates are available on the gadget, a notification appears over the pause or play button.

Show Threshold Only

When you check the **Show Thresholds Only** box, only rows with matching threshold values are displayed in the report. By default, this check box is unchecked for every report.

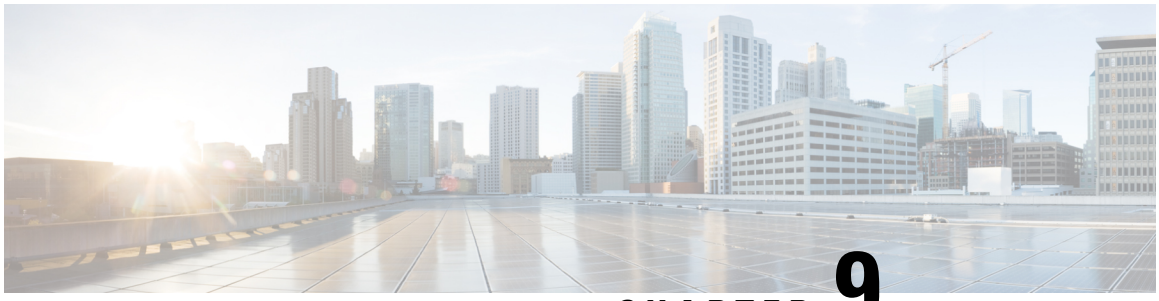
Gadget Help

The gadget toolbar displays a Help icon. When you click the help icon, a window appears, displaying the report template help for the relevant reporting gadgets.

PART II

Packaged Contact Center Enterprise Reporting

- Report Data Collection, on page 63
- Agent and Supervisor Reporting, on page 67
- Skill Group Reporting, on page 81
- Precision Queue Reporting, on page 83
- Call Type Reporting, on page 85
- Task Handling Metrics, on page 89
- Cisco Unified CVP Reporting, on page 95
- Missing Data, on page 99



CHAPTER 9

Report Data Collection

- Real Time Data Collection, on page 63
- Live Data Collection, on page 64
- Historical Data, on page 64
- Reasons for Data Discrepancies, on page 65

Real Time Data Collection

Real time data is stored on the AW-HDS-DDS. Old real time data is constantly overwritten by new real time data. No history is kept. Real time data is stored in data fields that reflect four time increments, as described in the following table:

Table 10: Real Time Data Time Increments

Real time data time increments	Description
Half	"Half" values contain a value for the current half-hour. Real time half-hour values are not affected by Interval configuration. That is, if you set the historical reporting interval to 15 minutes, the Half values in real time tables represent the current half-hour time period falling between xx:00:00 and xx:29:59, or xx:30:00 and xx:59:59. For example, if it is currently 09:18:33, the CallsOfferedHalf column in the Call_Type_Real_Time table contains a value that reflects the first 18 minutes and 33 seconds of the specific half-hour. When a new half-hour begins, at time 09:00:00 or 09:30:00, the database element is reset to zero.
Now	"Now" contains a snapshot of the activity at a particular instant (the last check). For example, CCE software tracks CallsQNow, which is the number of calls currently in queue for a route. When a call is answered, the CallsQNow count is reduced immediately by one (-1) because the call has left the queue. This change is seen at the next real time update for reports that query for that value.
To5	The "To5" values track data on a rolling five-minute basis. The rolling five-minute data employs a "sliding" five-minute window.
Today	Contains the counts since midnight for each value

Live Data Collection

In contrast to Real Time data collection, in which reporting data is written to the database and queried periodically by the Unified Intelligence Center, 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, while other values, such as calls in queue, refresh approximately every 3 seconds.

The Live Data report templates take advantage of the Live Data service.

The Real Time data flow is still used to support other stock and custom reports.

Live Data is a stream processing system which aggregates and processes the events in-stream and publishes the information. Unified Intelligence Center subscribes to the message stream to receive the events in real-time and continuously update the Live Data reports. The Live Data Reporting Services co-reside on the CUIC Reporting Server as VOS services.

Historical Data

Historical data is stored in *Interval* tables, and Outbound Option data is stored in *Half-Hour* tables. For both Half-Hour and Interval tables, historical data is written to database at the end of the completed interval. Interval tables contain 15 or 30 minute summaries, depending on which interval is set.

Note The Half Hour database tables available in the database are not populated because these tables are not supported. These tables are replaced by the Interval database tables.

For half-hour intervals, the completed interval is the time period falling between xx:00:00 and xx:29:59, or xx:30:00 and xx:59:59. For 15 minute intervals, the completed interval is the time period falling between xx:00:00 and xx:14:59, xx:15:00 and xx:29:59, xx:30:00 and xx:44:59, or xx:45:00 and xx:59:59.

Consider this example for half-hour intervals. It is now 15:50:00. An error occurred at 15:47:00. The half-hour interval reported on right now is for the 15:00:00 to 15:29:59 interval. The error that occurred at 15:47:00 will be written to the database at 16:00:00, when the 15:30:00 to 15:59:59 half-hour interval is complete.

For data retention information, see the *Solution Design Guide for Cisco Packaged Contact Center Enterprise* at https://www.cisco.com/c/en/us/support/customer-collaboration/packaged-contact-center-enterprise/products-technical-reference-list.html. If you need additional detailed reporting retention, add an optional external HDS.

Table 11: Interval and Half-Hour tables

Historical data	Description
Interval	Interval tables are: • Agent_Interval • Agent_Skill_Group_Interval • Skill_Group_Interval • Call_Type_Interval • Call_Type_Skill_Group_Interval • Campaign_Query_Rule_Interval (30-minute data only) • Dialer_Interval (30-minute data only) • Router_Queue_Interval
Half-Hour (Outbound Option only)	Half-Hour tables are: • Campaign_Half_Hour • Campaign_Query_Rule_Half_Hour • Dialer_Half_Hour • Dialer_Skill_Group_Half_Hour

Reasons for Data Discrepancies

You may notice discrepancies in report data if you are comparing counts between real time and historical reports or comparing counts across interval boundaries.

Counts in real time data (for example CallsHandledTo5) do not match counts in the historical interval records (for example, CallsHandled) because the real time data is moved to the historical database at the end of each interval.

Consider this example: at 8:55 a call comes into the contact center and is answered by an agent.

- The real time count for CallsAnswered increases by one (+1).
- Between 8:55 and 9:00, the real time data shows the answered call.
- The answered call does not populate the interval data until 9:00, when the 8:00 to 8:59:59 interval ends.

Counts that would typically match for a day, such as CallsOffered and CallsHandled, might not always match over specific intervals. This discrepancy occurs because the counts for some data elements might be increased across boundaries.

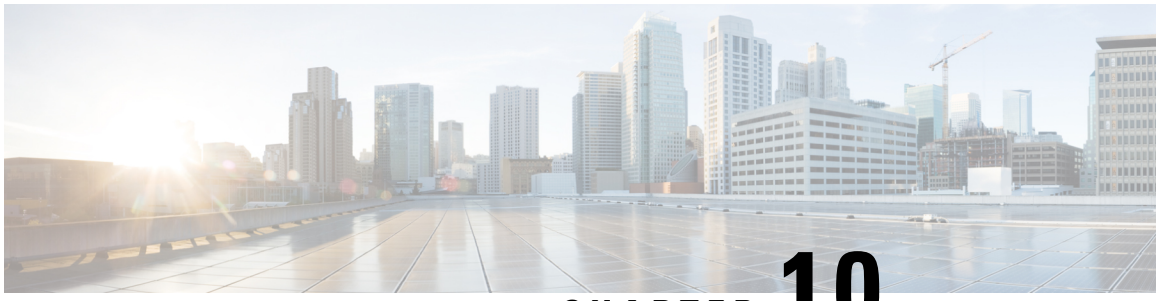
Consider this example: at 8:55, a call comes in to the contact center and is answered by an agent. The agent completes the call at 9:05.

- In the historical database, the call is counted as offered in the 8:30:00 to 8:59:59 interval.

- The call is counted as handled in the 9:00:00 to 9:29:59 interval.
- If you run a report for the 9:00:00 to 9:29:59 interval, it appears that tasks handled does not equal tasks offered for the interval.

You also might notice that tasks offered does not equal task abandoned + tasks handled for an interval. Tasks offered reflects the number of calls and tasks that were offered to agents in this interval, while tasks handled and tasks abandoned might include calls that were offered in the last interval and completed in this interval. Some historical report templates group statistics into "Completed Tasks" to indicate that the statistics represent all calls and tasks that completed in this interval.

In general, interval boundary issues are reduced if you run daily reports. However, if your contact center runs 24 hours a day, you might still notice discrepancies for intervals such as the 11:30:00 to 11:59:59 and 12:00:00 to 12:29:59 intervals.



CHAPTER 10

Agent and Supervisor Reporting

- Agent States, on page 67
- Agent Logout Reason Codes, on page 71
- Agent Not Ready Reason Codes, on page 72
- Agent Task Handling, on page 74
- Agent Utilization: Full-Time Equivalents and Percent Utilization, on page 77
- Supervisor Activity, on page 78

Agent States

Agent states are determined from an agent's activity *within a skill group or precision queue*. Agent state is recorded in numerous database tables and is presented in reports as both a number (*Not Ready*) and as a percentage (*% Not Ready*).

You can monitor agent states in real time to view current agent activity. You can also review past performance data to identify trends in agent states. For example, historical reports can show how much time an agent spends in Not Ready state, which indicates whether the agent is adhering to the schedule.

Information for some states is different when an agent is configured to handle multiple concurrent tasks in a Media Routing Domain (MRD). This table highlights these differences.

Table 12: Agent States That Appear in Reports

State in Skill Group or Precision Queue	Description for single-session MRDs	Description for multisession MRDs
Active or Talking	The agent is working on a task or a call in this skill group or precision queue. For agents who handle nonvoice tasks, this state is reported as *Active*. For agents who handle voice tasks, this state is reported as *Talking*.	The agent is working on one or more tasks associated with this skill group or precision queue. For these agents, the state is reported as *Active*.

State in Skill Group or Precision Queue	Description for single-session MRDs	Description for multisession MRDs
Work Ready	The agent is performing wrap-up work for a call or task in this skill group or precision queue. If the agent is handling a voice call, the agent enters Ready state when wrap-up is complete. If the agent is handling a nonvoice task, the agent may enter Not Active or Not Ready state when wrap-up is complete.	The agent is performing wrap-up work for a task associated with this skill group or precision queue. The agent is not in the Active state for a task associated with this skill group.
Work Not Ready	The agent is performing wrap-up work for a call in this skill group or precision queue. The agent enters Not Ready state when wrap-up is complete. This state is not used for agents signed into Enterprise Chat and Email skill groups or precision queues. This state is used during failover for agents signed into skill groups or precision queues for third-party multichannel applications that use the Task Routing APIs.	This state is used during failover for agents signed in to skill groups or precision queues for third-party multichannel applications that use the Task Routing APIs.
Paused or Hold	For agents who handle nonvoice tasks, the state is reported as *Paused*. For agents who handle voice tasks, the state is reported as *Hold*. For agents handling Outbound Option calls, the Hold state indicates that the agent has been reserved for a call because the Outbound Dialer puts the agent on hold while connecting the call.	The agent is *Paused* for a task associated with this skill group or precision queue.
Reserved	The agent has been offered a call or task associated with the skill group or precision queue. For voice calls, agents are Reserved when their phones are ringing. Agents handling Outbound Option calls are never placed in Reserved state; the Outbound Option Dialer puts the agent on hold when reserving the agent for a call.	The agent is not in Active, Work Ready, or Paused state in this skill group or precision queue. The agent has been offered one or more tasks associated with this skill group or precision queue.

State in Skill Group or Precision Queue	Description for single-session MRDs	Description for multisession MRDs
Busy Other Busy Other is a state in which the agent handling calls is assigned to other skill groups during the interval. For example, an agent could 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.	The agent is Active, Work Ready, Reserved, or on Hold/Paused in another skill group or precision queue in the same MRD.	The agent is not in Active, Work Ready, Reserved, or Paused state for a task associated with this skill group or precision queue. The agent is in Active, Work Ready, Reserved, or Paused in another skill group or precision queue in the same MRD.
Not Active or Ready	The agent is not working on a task or call associated with this skill group or precision queue.	Same as single-session MRD.
Interrupted	The agent has been interrupted by a task from another MRD. If an agent is Interrupted in one skill group or precision queue, the agent is Interrupted in all skill groups or precision queues within the same MRD. Voice calls cannot be interrupted. This state is not used for agents signed in to Enterprise Chat and Email skill groups or precision queues. This state is used for agents signed in to skill groups or precision queues for third-party multichannel applications that use the Task Routing APIs, if the agents are configured to accept interrupts.	Same as single-session MRD
Not Ready	The agent is not available to be assigned a call or task. If an agent is Not Ready in one skill group or precision queue, the agent is Not Ready in all skill groups or precision queues within the same MRD.	Same as single-session MRD

Agent States, Skill Groups, and Precision Queues

Agents can belong to multiple skill groups or precision queues in a Media Routing Domain (MRD). When an agent is handling a task that was routed to a skill group or precision queue, the agent is Active in that skill group or precision queue.

- For direct incoming calls or transferred routed calls that do not use the dialed number, the active skill group is the default or first skill group defined for the agent.
- For new outgoing calls (AgentOutCalls or InternalCalls) or transferred outbound calls, the active skill group is the first skill group defined for the agent.

Agents can be configured to work on more than one task at a time, such as multiple chat sessions. When reporting on these agents, gather state information from both the Available in MRD and Agent State columns.

The agents' state in the active skill group or precision queue determines the state in the other skill groups or precision queues in the MRD, as follows:

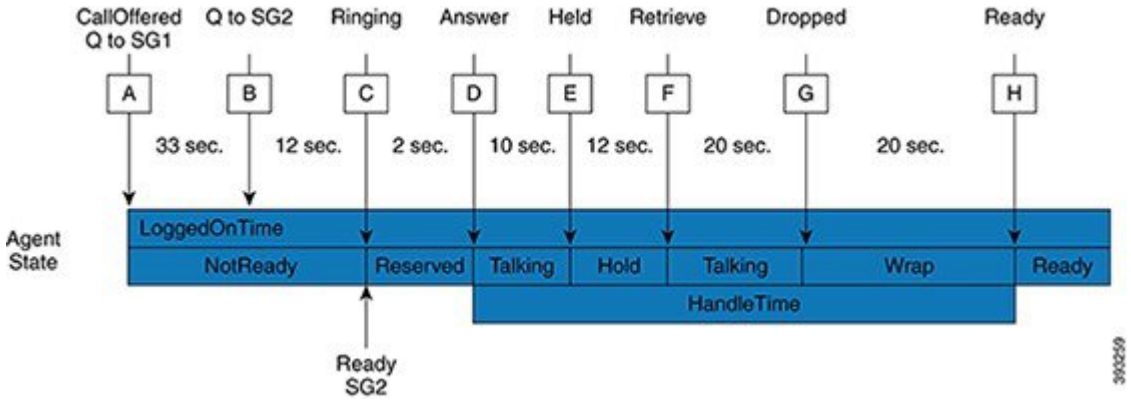
- If the agent is Not Ready in one skill group or precision queue in the MRD, the agent is Not Ready in all skill groups or precision queues in the MRD.
- If the agent is Active, Work Ready, Reserved, or Hold/Paused in one skill group or precision queue in the MRD, the agent state is Busy Other for all other skill groups or precision queues in the MRD.

Agent State and Task State Relationship

Agent state times are reported on interval boundaries regardless of whether the call or task is finished. Call and task state times are reported only when the task ends. The call or task ends when wrap-up is complete.

The following figure illustrates the correlation between agent state and call state for a voice call. The agent reserve time includes network time and offer/ring time. Network time is the time it took the call to arrive at the agent's phone or desktop. Offering/ring time is the amount of time that the call rang on the agent's phone or waited on the agent's desktop.

Figure 1: Agent State and Task State Relationship



1. Call Arrives and queues against SG1 (A) after 33 seconds the call also queues for agents in SG2 (B).
2. The call remains queued to SG1 and SG2 for an additional 12 seconds, until it is routed to an agent who goes ready in SG2 (C).

3. Call rings on the agent's phone (C) and is then answered by the agent (D), who talks on the call for 10 seconds before putting the call on hold (E).
4. After 12 seconds, the agent retrieves the call (F) and talks for another 20 seconds.
5. At (G) the call is dropped which results in the agent going into Wrap state to perform after after-call work for 20 seconds at which time the agent becomes ready (H).
6. If the interval boundary ends when the call is ringing on the agent's phone, the reserved time for the agent includes the network time and part of the ring time. At the next interval, the remaining ring time is reported in the reserved time of the agent. However, the call's time does not appear on a report until wrap-up has been completed on the call.

Agent Logout Reason Codes

Agent logout reason codes are defined in the agent desktop software and appear in historical reports as their numeric equivalent, with no text code. For example, if reason code 1 equals "end of shift" and the agent selects that reason for logging out, the report displays "1".

In addition to the codes configured at the desktop, some codes are generated automatically when the agent is logged out by the software. The following table describes these built-in logout reason codes.

Table 13: Agent Logout Reason Codes

Built-in Logout Reason Code	Description
-1	The agent reinitialized due to peripheral restart.
-2	The PG reset the agent, normally due to a PG failure.
-3	An administrator modified the agent's extension while the agent was logged in.
999	The agent was logged out by from Finesse by a supervisor.
50002	A CTI OS component failed, causing the agent to be logged out. This could be due to closing the agent desktop application, heartbeat time out, a CTI OS Server failure, or a CTI OS failure.
50004	The agent was logged out due to agent inactivity as configured in agent desk settings.
50020	The agent was logged out when the agent's skill group assignment dynamically changed.
50030	The agent was logged out when the agent's skill group assignment dynamically changed on the Administration & DataServer.
50040	The mobile agent was logged out because the call failed.
50042	The mobile agent was logged out because the phone line disconnected when using nailed connection mode.

Built-in Logout Reason Code	Description
20001—applicable if you are using Cisco Agent Desktop	The agent's state was changed to NOT READY.
20002—applicable if you are using Cisco Agent Desktop	Forces the logout request; for example, when Agent A attempts to login to Cisco Agent Desktop and Agent B is already logged in under that agent ID, Agent A is asked whether or not to force the login. If Agent A answers yes, Agent B is logged out and Agent A is logged in. Reports would then show that Agent B logged out at a certain time with a reason code of 20002 (Agent B was forcibly logged out). **Note** Cisco Unified Mobile Agent is the only exception, where CAD will not allow you to log out a login name/ID that is already in use.
20003—applicable if you are using Cisco Agent Desktop	Not Ready for logout.

Agent Not Ready Reason Codes

There are reports that show the codes agents select when entering Not Ready state, that calculate the percentage of time spent in the Not Ready state, and that show specific Not Ready reasons based on the time range you specify.

These reports help you identify whether agents are taking the appropriate number of breaks and whether their breaks are the appropriate length.

Some reports display both the text of the reason code (if configured) *and* the corresponding number. For example, if an agent enters Not Ready state and selects “Break” as the reason code, and if you have configured text for this code, reports display “Break [1]”. Other reports display the numeric Not Ready reason code only.

In addition to Not Ready reason codes that you define, there are built-in Not Ready reason codes for situations in which the software automatically makes the agent Not Ready. The following table describes these built-in Not Ready reason codes.

Table 14: Built-In Not Ready Reason Codes

Built-in Not Ready Reason Code	Description
-1	Agent reinitialized (used if peripheral restarts).
-2	PG reset the agent, normally due to a PG failure.
-3	An administrator modified the agent's extension while the agent was logged in.

Built-in Not Ready Reason Code	Description
999	A Finesse supervisor changed the agent state.
50001	The CTI OS client disconnected, logging out the agent. **Note** This reason code is converted to a 50002, so 50001 does not display in the agent log out records.
50002	A CTI OS component failed, causing the agent to be logged out. This could be due to closing the agent desktop application, heartbeat time-out, a CTI OS Server failure, or a CTI OS failure.
50003	Agent was logged out because Unified CM reported the device out of service.
50004	Agent was logged out due to agent inactivity as configured in agent desk settings.
50005	For a deployment where the Multi-line Agent Control is enabled in the peripheral, and the Multi-line Agent Behavior is configured to impact agent state, the Agent is set to Not Ready with this code while talking on a call on the Non-ACD line.
50010	The agent did not receive multiple consecutive routed calls. The system makes the agent Not Ready automatically so that additional calls are not routed to the agent. By default, the number of consecutive calls missed before the agent is made Not Ready is 2.
50020	Agent was logged out when the agent's skill group dynamically changed on the Administration & Data Server.
50030	Agent was logged out because the agent was logged in to a dynamic device target that is using the same dialed number (DN) as the PG static device target.
50040	Mobile agent was logged out because the call failed.
50041	Mobile agent state changed to Not Ready because the call failed when the mobile agent's phone line rang busy.
50042	Mobile agent was logged out because the phone line disconnected while using nailed connection mode.
50041	The agent's state was changed to Not Ready because the agent's phone line rang busy and a call failed.
32767	The agent's state was changed to Not Ready because the agent did not answer a call and the call was redirected to a different agent or skill group.
20001 - applicable if you are using Cisco Agent Desktop	Places the agent in the Not Ready state first before forcibly logging off the agent.

Built-in Not Ready Reason Code	Description
20002 - applicable if you are using Cisco Agent Desktop	Forces the logout request. For example, when Agent A attempts to log in to Cisco Agent Desktop and Agent B is already logged in under that agent ID, Agent A is asked whether to force the login. If Agent A answers yes, Agent B is logged out and Agent A is logged in. Reports would then show that Agent B logged out at a certain time with a reason code of 20002 (Agent B was forcibly logged out).
20003 - applicable if you are using Cisco Agent Desktop	Not Ready for logout. If agent is not already in the Logout state, request is made to place agent in the Not Ready state. Then logout request is made to log out the agent.

By default, built-in Not Ready reason codes do not have associated textual reason codes. They appear as numbers in reports. To see a textual code for these Not Ready reason codes, enter the built-in Not Ready reason code into the Reason Code tool with the related text. For example, you can label the 32767 Not Ready reason code "Redirection on No Answer."

Agent Task Handling

Agents can receive and initiate many different types of tasks. There are reports that show you what kind of tasks agents are handling and how well they are handling them. For example, there are reports that display statistics for calls placed, received, transferred, and conferenced, and there are reports that indicate how many calls were rerouted when the agent failed to answer the call.

Tasks can be internal or external, and incoming or outgoing, as follows:

- **Internal tasks** are calls made to an agent from another person or from another agent on Packaged CCE.
- **External tasks** are calls that are placed off the Packaged CCE, tasks that come in via CVP, or tasks that are routed to an agent from a person outside Packaged CCE. For example, calls from the call center to customers are considered external.
- **Incoming tasks** are tasks that an agent receives. Multichannel tasks are always incoming.
- **Outgoing tasks** are calls that an agent places. For example, if a customer calls an agent, the call is incoming for the agent. If an agent calls a supervisor, the call is outgoing for the agent.

For voice calls only, agents can place consultative calls and engage in conference calls.

Agents can transfer voice calls and nonvoice tasks that were routed to CCE from third-party multichannel applications that use the Task Routing APIs. Agents cannot transfer nonvoice Enterprise Chat and Email tasks.

For each type of task that an agent can initiate, the amount of time that the agent spent working on that task is recorded in the Agent_Skill_Group_Interval database table.

The following table describes the tasks that an agent can receive and initiate, how the time for each task is determined, and how those tasks are reported.

Table 15: Types of Tasks

Type of task	Description	Reported as
Incoming direct/internal	Incoming Direct Tasks are tasks that come directly to the agent's extension. Examples of this kind of call include calls that are directly transferred by another agent without going through a script and calls that resulted from agent-to-agent calling. Data for these calls are stored in the InternalCallsRcvd fields of the Agent_Skill_Group_Interval historical database table. The time for these tasks begins when the agent answers the task and ends when the task disconnects. The time is stored in the InternalCallsRcvdTime field.	Internal In
Outgoing external	These are calls initiated by agents from their extension that are placed outside the contact center. Outgoing External Tasks are always voice tasks. Consultative, conference out, and transfer out calls are counted as outgoing external calls if they are placed outside the contact center or to remote agent extensions at another site. Agent-to-Agent dialing is outgoing external for the agent initiating the call if the call has to be placed outside the contact center to get to the destination agent. Data for these calls are stored in the AgentOutCalls fields of the Agent_Skill_Group_Interval historical database table. The time for these tasks begins when the agent initiates the task and ends when the task disconnects. The time is stored in the AgentOutCallsTime field.	External Out Tasks
Outgoing internal	These are calls initiated by agents from their extension to another extension within the contact center. Outgoing Internal Tasks are always voice tasks. Consultative, conference out, and transfer out calls are counted as outgoing internal calls if they are placed to another CVP. Agent-to-Agent calls are outgoing internal for the agent initiating the call. Data for these calls are stored in the InternalCalls fields of the Agent_Skill_Group_Interval historical database table. The time for these tasks begins when the agent initiates the task and ends when the task disconnects. The time is stored in the InternalCallsTime field.	Internal Out Tasks

Type of task	Description	Reported as
CCE–routed calls	All calls that are routed to the agent. Outbound Option calls are consideredCCE–routed/incoming calls. Data for these calls are stored in the CallsHandled fields of the Agent_Skill_Group_Interval historical database table. The time for these tasks begins when the agent answers the task and ends when the agent completes wrap-up. The time is stored in the HandledCallsTime field.	Tasks Handled Tasks Handled includes all calls, including calls that are transferred and conferenced, and consultative calls. Tasks Handled provides a high level view of routed tasks. Other report columns such as Transfer In and Conf Out provide more details about how the task was handled.
Transferred in	Calls transferred to an agent from another agent. Calls that are blind transferred by one agent to CVP for re-routing are counted in this column for the agent who receives the rerouted call. Nonvoice Task Routing tasks that are blind transferred are also counted in this column for the agent who receives the rerouted task. The time for these tasks begins when the agent answers the transferred task and ends when the task disconnects. The time is stored in the TransferredInCallsTime field. Data for these calls are stored in the TransferredIn fields of the Agent_Skill_Group_Interval historical database table.	Transfer In
Transferred out	Calls that are transferred from an agent. An agent can transfer both incoming and outgoing calls. Nonvoice Task Routing tasks that are transferred from an agent are also counted in this column. Data for these calls are stored in the TransferredOut fields of the Agent_Skill_Group_Interval historical database table. The time for these tasks begins when the agent activates the transfer button and ends when the transfer is complete. The time is stored in the TransferredOutCallsTime field.	Transfer Out

Type of task	Description	Reported as
Consultative	Calls in which an agent consulted with another agent or supervisor while having another call on hold. Data for these calls are stored in the ConsultativeCalls fields of the Agent_Skill_Group_Interval historical database table. The time for these tasks begins when the agent activates the transfer button and ends when the target agent answers and the held task is restored (drop consultative call) or consult party drops. The time is stored in the ConsultativeCallsTime field.	Cons Out
Conference in	Incoming calls that are conferenced. Data for these calls are stored in the ConferencedInCalls fields of the Agent_Skill_Group_Interval historical database table. The time for these tasks begins when the agent answers the task and ends when the task disconnects. The time is stored in the ConferenceInCallsTime field.	Conf In
Conference out	Outgoing calls that are conferenced. Data for these calls are stored in the ConferencedOutCalls fields of the Agent_Skill_Group_Interval historical database table. The time for these tasks begins when the agent activates the conference button and ends when the agent disconnects from the conference call and the supervisor drops out of the call. The time is stored in the ConferenceOutCallsTime field.	Conf Out

You might notice overlapping data in your reports for the amount of time for different types of calls. This happens because incoming tasks, such as CCE-routed tasks and calls made directly to an agent, can be Transferred In and Conferenced In. Both incoming calls and outgoing calls placed by agents can be Transferred Out and Conferenced Out. The total time for the incoming or outgoing call includes transfer and conference time.

Note Agents can transfer and conference incoming calls both in and out. However, they can transfer and conference outgoing calls out only. This difference means that if an agent transfers an outgoing task to another agent, it is still considered an outgoing task.

Agent Utilization: Full-Time Equivalents and Percent Utilization

Because agents can work on multiple media and in multiple skill groups, they typically do not spend all of their time handling tasks for a single skill group. Determining staffing needs based on agents whose time is divided among skill groups and media can be difficult.

Report templates provide two types of statistics that give you a improved view of how agents are being utilized and how many full-time agents would be required to handle the amount of work performed during an interval for a particular skill group.

These statistics are:

- % Utilization (percent utilization)
- FTE (full-time equivalent)

Percent utilization (% Utilization in reports) shows you how well agents are being utilized within a skill group. This metric is computed in reports by dividing the total time agents spend handling calls in a skill group by the total time agents were ready to handle tasks. To calculate the time that an agent was ready, the system subtracts the Not Ready time from the total time that agents were logged on. For example, if the agent spent 20 minutes of the log on duration handling calls and was available to handle calls for 40 minutes, the percent utilization is 50%.

The **full-time equivalent** (FTE in reports) is the number of full-time agents that would be required to perform the work done during that interval for a skill group. To calculate the FTE, the system divides the total time that work was performed by the total time in the interval. For example, if agents spent a total of 3 hours handling tasks during a 30-minute interval, the FTE for task handling during the interval is 3 hours / 0.5 hours, which equals 6 full-time persons. This means that if all agents handled tasks full-time, the work could have been done by 6 agents.

Note If you select a report interval that is less than 8 hours, the resulting value will be lower than expected.

Supervisor Activity

Agent team supervisors can take advantage of supervisory features available on their desktops. Use reports to see when agents requested assistance and when supervisors had to use the Barge-In and Intercept features.

Note These supervisory features are not available to agents using MRDs other than Voice.

Supervisor Assist and Emergency Assist for Existing Call

Agents can activate supervisor assist or emergency assist buttons on their desktop when they need special assistance from the primary or secondary supervisor assigned to their team.

Follow these guidelines to ensure that you can obtain accurate and useful data from these features:

- Configure skill groups for supervisors handling Supervisor Assist and Emergency Assist requests. For example, you can configure one skill group for all the supervisors of an agent team. This way, you can direct requests to these skill groups and report on Supervisor and Emergency Assist call activity for these skill groups.
- Create call types and configure dialed numbers that map to the created call type.
- Configure scripts to direct the requests to the supervisor skill group.

You can select consult as an option on the agent desktop settings for supervisor or emergency assist. If the agent is on a call when the agent activates either the Supervisor or Emergency Assist desktop feature, the CTI software activates the conference key on behalf of the agent's phone and calls the supervisor using the Supervisor

or Emergency Assist script. This example assumes that the emergency or supervisor assist script has an Agent-to-Agent node to find a supervisor. The supervisor answers the call and consults privately with the agent. The following fields are incremented within the Agent Skill Group and Skill group tables.

Table 16: Existing Call: Consultative

Fields incremented for agent's skill group to which the call was routed	Fields incremented for supervisor's default skill group
CallsHandled, InternalCall, SupervisorAssistCalls/EmergencyAssist	InternalCallsRcvd

For the agent, the call is reported in Tasks Handled and either Sup Assist or Emergency report fields. For the supervisor, the call is reported in Tasks Handled report fields.

Note During the consultation, the supervisor can decide to barge-in to the call using the supervisor desktop Barge-In feature.

Barge-In

When the supervisor activates the Barge-In desktop feature, the agent's desktop completes a conference to the supervisor so that the supervisor can join into the conversation with the call. The following fields increment for both the agent and the supervisor in the agent skill group and skill group tables.

Table 17: Supervisor Barge-In

Fields incremented for agent's skill group to which the call was routed	Fields incremented for supervisor's default skill group
CallsHandled, InternalCalls, BargeInCalls	BargeInCalls, InternalCallsRcvd

For the agent, the call is reported in Tasks Handled and Barge-In report fields. For the supervisor, the call is reported in Tasks Handled and Barge-In report fields.

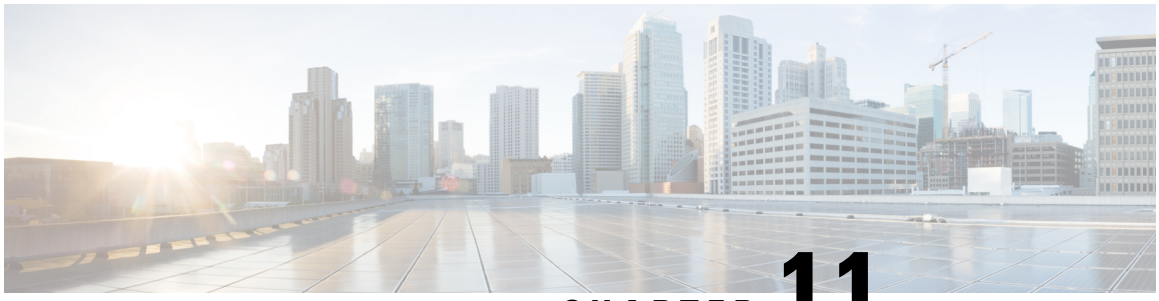
Intercept

If the supervisor decides to intercept (take over) the call, the supervisor activates the Intercept desktop button. This interception drops the agent out of the conference, which allows the supervisor to take over the call. The following fields are incremented during the intercept operation for both the agent skill group and skill group tables.

Table 18: Supervisor Intercept

Fields incremented for agent's skill group to which the call was routed	Fields incremented for supervisor's default skill group
InterceptCalls	InterceptCalls

For the agent, the call is reported in the Intercept report field. For the supervisor, the call is reported in the Intercept report field.



CHAPTER 11

Skill Group Reporting

- Skill Group Activity, on page 81
- Default Skill Group Data in Reports, on page 81

Skill Group Activity

You can report on skill groups using Agent Skill Group reports and Skill Group reports.

Agent Skill Group reports. Report on all of the agents in one or more skill groups. For an agent who belongs to more than one skill group, these reports allow you to monitor that agent across all of those skill groups.

Skill Group reports. Monitor operational performance. For example, you could compare the performance of several skill groups or to see if calls are being distributed evenly by your routing scripts and configuration.

Default Skill Group Data in Reports

A default skill group is created for each configured Media Routing Domain. The default skill group acts as a bucket to capture information about voice calls and non-voice tasks, in the following situations:

- A call is not routed by a Packaged CCE routing script.
- A skill group is not specified in a routing script.
- The Agent to Agent node is used in a routing script for agent-to-agent dialing.
- The Queue to Agent node queues a task to an agent and the agent is not logged into the skill group specified in that node.

Including the default skill group in reports helps to identify non- Packaged CCE-routed calls within agent and skill group reports, and ensures that agent/skill group reports balance with call type reports, because call type reports include only Packaged CCE-routed calls.

Metrics for the default skill group are affected by different types of calls, including new calls, agent-to-agent dialing, transfers and conferences, and Emergency and Supervisor Assist.

New outbound and incoming direct calls increment default skill group metrics, as follows:

- AgentOutCalls for external outbound calls.

Note When an agent makes an outbound call as part of a consultative call, the call is not attributed to the default skill group. It is attributed to the skill group for the consulting agent on the original call.

- InternalCalls for the internal outbound calls.
- InternalCallRcvd for the direct incoming calls.

Note CallsHandled is not incremented for the default skill group, because the default skill group can not be referenced in any script.

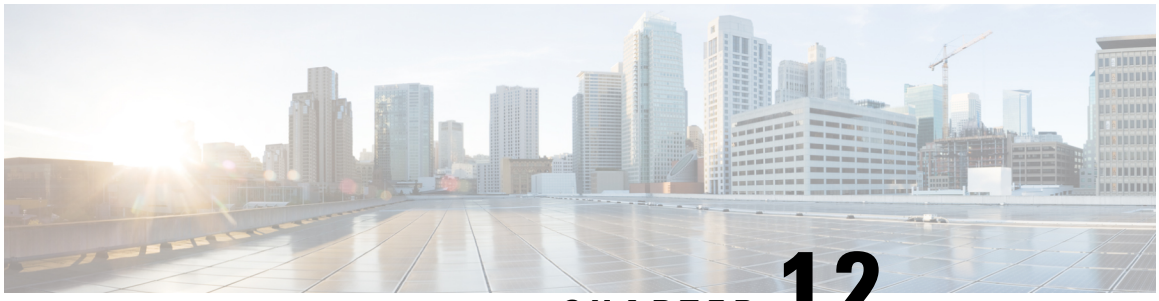
Agent-to-agent dialing using the agent to agent node in the script increments default skill group metrics, as follows:

- OutgoingExternal or OutgoingInternal is incremented for the default skill group of the agent initiating the agent to agent call.
- InternalCallsReceived is incremented for the default skill group of the agent receiving the agent to agent call.

Transfers and conferences increment default skill group metrics, as follows:

- If agent A transfers or conferences a Packaged CCE–routed call to agent B directly without using a script, OutgoingExternal or OutgoingInternal for agent A is incremented against the skill group of the Packaged CCE-routed call. For agent B, IncomingDirect is incremented against the default skill group.
- If the agent A transfers or conferences a Packaged CCE–routed call to a dialed number that accesses a transfer or conference script that has an agent to agent node, OutgoingExternal or OutgoingInternal for agent A is incremented for the skill group of the Packaged CCE-routed call. For agent B, IncomingDirect is incremented for the default skill group

Emergency and Supervisor Assist calls increment InternalCallsRcvd for the supervisor's default skill group.



CHAPTER 12

Precision Queue Reporting

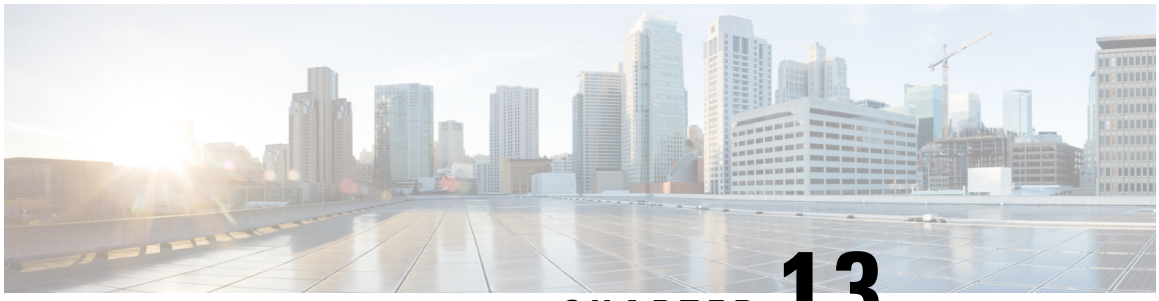
- Precision Queue Activity, on page 83

Precision Queue Activity

You can report on precision queues using Agent Precision Queue reports and Precision Queue reports.

Agent Precision Queue reports. Report on all of the agents in one or more precision queues. For an agent who belongs to more than one precision queue, these reports allow you to monitor that agent across all of those precision queues.

Precision Queue reports. Monitor operational performance. For example, you could compare the performance of several precision queues or see if calls are being distributed evenly by your routing scripts and configuration.



CHAPTER 13

Call Type Reporting

- Call Type Activity, on page 85
- How Call Errors Affect Call Type Reporting, on page 86
- How Calls That Experience CVP Ring No Answer Affect Call Type Reporting, on page 86

Call Type Activity

Call type is the highest level reporting entity. Call type reports provide the most insight into call treatment and a caller's overall experience with the system.

A call type is a category of incoming call, and is used to select a routing script for a call. Administrators can create call types that correlate to the type of service the caller wants, and can change the call type during a routing script to direct the call to a new routing script or to gather report metrics for different legs or transactions. For example, your system may have call types configured for the following situations:

- Transfers and conferences, to direct the call to a different routing script and gather call type report metrics for transfers and conferences.
- Individual transactions in CVP Self-Service and Information Gathering applications, to be able to report on those transactions.
- Queuing, to separate Information Gathering and queue metrics. For example, you might change the call type when a call completes an Information Gathering script and enters a queue.
- CVP Ring No Answer (RONA), to direct calls to a routing script designed for this situation, and to use call type reports to see how calls that experience CVP RONA are eventually handled.
- Supervisor and Emergency Assist, to direct the assistance request to a routing script that assigns the request to the team's primary or secondary supervisor, and to use call type reports to view data about supervisor assistance requests.

Key call type metrics include the following:

- Average speed of answer.
- Number of calls received and handled.
- Number of calls that abandoned while en-route to CVP, at CVP, while en-route to an agent, or while being offered to an agent.
- How long callers waited in queue.

- Number of calls queued for an available agent.
- Whether service level objectives are being met.
- Number of transfers and conferences.
- Number of calls that were given the busy, ring, default-routed, or network-routed treatment.
- Number of calls that encountered an error.
- Number of calls that have a bad label.
- Number of calls that re-routed on no answer from the agent's phone.

How Call Errors Affect Call Type Reporting

The way call errors increment the database depends on the following conditions:

- Calls that abandon en route to the Packaged CCE/CVP scripts are calls that abandon in the network while they are being sent to the VRU. An example of this condition is if a call abandons while it is sent to the VRU from a CTI Route point in Unified Communications Manager. These calls increment the ErrorCount column in the Call_Type tables.

  If the caller abandons within the Abandon Wait Time, calls that abandon en route to CVP might be counted as short calls, instead of as errors.

- Calls that abandon en route to agents are calls that encounter an error when the call is at the agent desktop. This call is counted as part of the AgentErrorCount in the Call_Type tables.

The Calls Error field in call type reports is a calculated field that combines both error columns. For example, the Calls Error field in the Call Type Historical All Fields report is derived from Call_Type_Interval.IncompleteCalls + Call_Type_Interval.AgentErrorCount.

How Calls That Experience CVP Ring No Answer Affect Call Type Reporting

The CVP Ring No Answer feature ensures that when an agent does not answer a call after a specified number of seconds, the call is taken away from the agent and re-assigned to another agent or requeued. The original agent is made Not Ready.

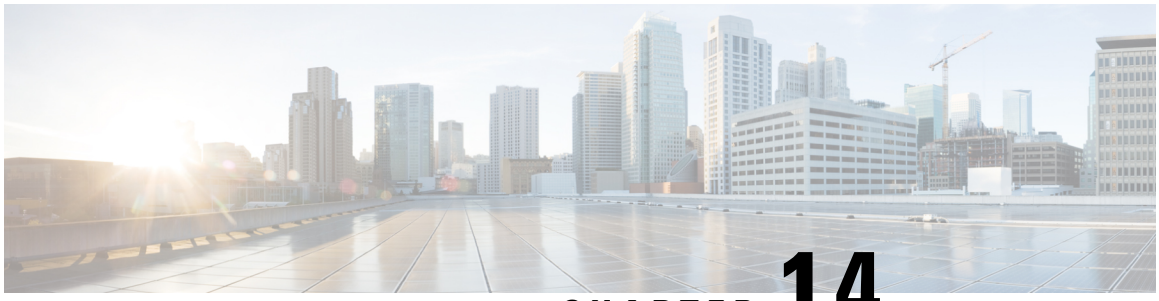
You can configure the routing script to handle CVP Ring No Answer situations in two ways: the script can change the call type when the calls is requeried, or the script can continue to use the same call type. The manner in which you script for CVP Ring No Answer affects the report data that you see, as follows:

- If you change the call type, then CallsOffered, CallsRequeried, and OverflowOut are updated for the initial call type. CallsOffered and fields related to the completion of the call, such as CallsHandled, are incremented for the second call type.

  Using two call types enables you to identify CVP Ring No Answer occurrences in call type reports. For example, if you create a specific call type for use in Ring No Answer situations, then you can see whether calls are redirecting by monitoring the calls offered to that call type. You can also see whether the FlowOut field is incremented for other call types.

- If you do not change the call type, CallsOffered and fields related to the completion of the call, such as CallsHandled, are incremented. FlowOut is not incremented. You need to use agent or skill group reports to view a count of CVP Ring No Answer calls; you cannot tell from call type reports whether calls are experiencing CVP Ring No Answer.

Note Because the Unified CVP application performs a requery to redirect the call to a different agent or skill group instead of branching to another script, the CallsRONA field is not incremented for the call type.



CHAPTER 14

Task Handling Metrics

- Average Speed of Answer, on page 89
- Service Level, on page 90
- Bucket Intervals, on page 92

Average Speed of Answer

Average Speed of Answer (ASA) is the average answer wait time (the sum of the time that all incoming tasks waited before being answered). Answer wait time includes delay time, queue time, and ring time. ASA starts when the call enters a queue, and is set for four entities:

- Agent
- Call type
- Skill group
- Precision queue

ASA is reported in hours, minutes, and seconds (HH:MM:SS).

For agents, the ASA is calculated by dividing the total answer wait time for calls answered by the agent by the number of calls that the agent answered. (AnswerWaitTime/CallsAnswered)

For call types, ASA is calculated by dividing the total answer wait time for the call type by the number of calls that were handled by that call type. (AnswerWaitTime/CallsHandled)

For skill groups and precision queues, ASA is calculated by dividing the total answer wait time for calls answered by the skill group or precision queue by the number of calls that were answered by that skill group or precision queue. (AnswerWaitTime/CallsAnswered). Consider this example:

- A call is queued at skill group X for 30 seconds.
- The call is then queued at skill group Y for 10 seconds.

In this case, the total queue time is 40 seconds and is used to calculate ASA for skill group Y, even though the call only queued at skill group Y for 10 seconds.

Service Level

Service levels help you set and measure goals for answering calls.

All calls that are either answered or abandoned within a specified interval are considered to be service level calls offered for that interval.

Note Service level is not affected for calls that are neither answered nor abandoned within the service level time. For example, calls that encounter an error condition within the service level threshold do not affect the service level.

Two important configuration parameters contribute to the calculation of service level:

- **Service level threshold**--the number of seconds you set as a goal to treat a call. To calculate the service level for a period of time, Packaged CCE determines the number of calls that have had a service level event within that interval. For example, if your goal is to answer 80% of calls within two minutes, you would set the service level threshold to be 120 seconds. Reports show you the percentage of calls that have had a service level event within that interval.
- **Service level type**--determines how calls that abandon before the service level threshold impact the service level calculation. There are three options for service level type:
  - **Ignore**--Abandoned calls are excluded from the service level calculation.
  - **Negative impact**--Calls that abandon within the service level threshold are not counted as treated calls.
  - **Positive impact**--Calls that abandon within the service level threshold are counted as treated calls.

The calculations for service level are based on the service level type defined for the service level configuration. They are described in the following table.

Table 19: Formulas for Service Level Type

Service level type	Formula used to determine service level
Ignore abandoned calls	ServiceLevelCalls / (ServiceLevelCallsOffered – ServiceLevelAband)
Negative impact of abandoned calls	ServiceLevelCalls / (ServiceLevelCallsOffered)
Positive impact of abandoned calls	(ServiceLevelCalls + ServiceLevelAband) / (ServiceLevelCallsOffered

For an example of how service level type is calculated, consider the following call counts:

- Answered within service level threshold (ServiceLevelCalls) = 70 calls
- Abandoned within service level threshold (ServiceLevelAband) = 10 calls
- Exceeded service level threshold (ServiceLevelCallsOffered – (ServiceLevelCalls + ServiceLevelAband)) = 20 calls

- Total service level events (ServiceLevelCallsOffered) = 100 calls

For these call counts, the service level is calculated as follows:

Table 20: Calculations for Service Level

For this service level type:	The service level calculation is:
Abandoned calls ignored	70 / (100-10) = 77%
Abandoned calls negatively impact	70 /100 = 70%
Abandoned calls positively impact	(70 + 10) / 100 = 80%

Service level threshold and type can be set for the system as a whole and for individual call types, skill groups, and precision queues. Settings for individual entities override those set at the system level.

Service Level at the Call Type

For measuring overall customer experience, the call type provides the most insight into call treatment and how callers are experiencing the system.

The service level threshold timer at the call type starts as soon as the call enters the call type that has a service level defined. When the service level timer expires, the service level is applied to the current call type associated with the call.

Only call types that are associated with scripts that use the Queue To nodes define service levels. If a call type is changed using the Requalify or Call Type nodes, then the service threshold timer is reset.

There are four *service level events* that can occur for the call type:

- The call is answered by an agent before the service level threshold expires. In this case, the ServiceLevelsCallsOffered and ServiceLevelCalls database fields are incremented.
- The call abandons while in the Unified CVP or at the agent's phone before the service level threshold expires. In this case, the ServiceLevelCallsOffered and ServiceLevelAband database fields are incremented.
- The call redirects on no answer before the service level threshold expires. In this case, the ServiceLevelCallsOffered database field is incremented.
- The service level threshold timer expires; for example, the call reaches the service level threshold without being answered by an agent or abandoned. In this case, the ServiceLevelCallsOffered database field is incremented.

If calls encounter an error before the service level threshold expires, the ServiceLevelError database field is incremented, but ServiceLevelOffered is not incremented. If the call encounters an error after the service level threshold expires, ServiceLevelOffered is incremented.

To exclude errors from your service level calculation, adjust the ServiceLevelCallsOffered by excluding error calls: adjusted SL Offered calls = SL Offered calls – (Total Error calls - ServiceLevelError).

In this example, abandoned calls have a negative impact: ServiceLevel = ServiceLevelCalls / (ServiceLevelCallsoffered – (AgentErrorCount + ErrorCount – ServiceLevelError)).

Service Level at the Skill Group and Precision Queue

At the skill group and precision queue level, the service level metric is useful for monitoring agent, skill group, and precision queue performance. The service level threshold timer at the skill group or precision queue starts as soon as the call is queued to a skill group or precision queue.

There are five service level events that can occur for a skill group or precision queue:

- The call is answered by an agent before the service level threshold expires. In this case, the ServiceLevelsCallsOffered and ServiceLevelCalls database fields are incremented for the skill group or precision queue that answered the call. If the call is queued to more than one skill group, then the ServiceLevelsCallsOffered and ServiceLevelCallsDequeued database fields are incremented for the other skill groups or precision queues.
- The call is dequeued from a skill group or precision queue before the service level threshold expires. In this case ServiceLevelsCallsOffered and ServiceLevelCallsDequeued database fields are incremented. Calls may be dequeued using the Cancel Queue node, when they are de-queued from the skill group or precision queue to be routed to a different skill group or precision queue.
- The call abandons while in the VRU (queue) or at the agent's phone before the service level threshold expires. In this case, the ServiceLevelCallsOffered and ServiceLevelAband database fields are incremented.
- The call redirects on no answer before the service level threshold expires. In this case, the ServiceLevelCallsOffered database field is incremented.
- The service level threshold timer expires. Example: the call reaches the service level threshold without being answered by an agent or abandoned. In this case, the ServiceLevelCallsOffered database field is incremented.

Note If you want to remove errors from ServiceLevelCallsOffered, you can use this formula in a custom report: ServiceLevelCallsOffered – (Errors – SLErrors).

Bucket Intervals

Bucket intervals allow you to track data for calls abandoned or answered within specific time increments. For example, you can track data for calls abandoned or answered between 0 and 8 seconds, or under 60 seconds.

Bucket intervals are associated with the following:

- Call types
- Skill groups
- Precision queues

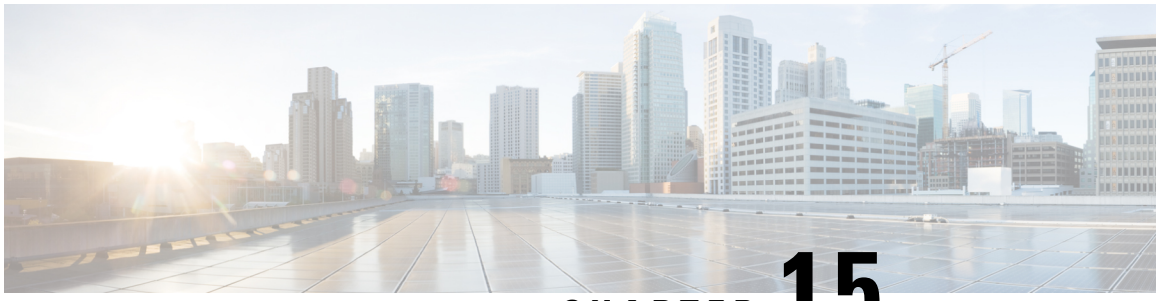
You can set bucket intervals for the system as a whole and for individual call types, skill groups, and precision queues. Settings for individual entities override settings set at the system level.

Service level tells you what percentage of calls are being answered within a certain time, but does not tell you how closely to the service level calls are being answered or abandoned. Bucket intervals provide more insight into how long callers are waiting before their calls are answered or before they abandon.

For example, if your service level is two minutes, you might want to set up intervals for 30 seconds, one minute, 90 seconds, 120 seconds, 180 seconds, 210 seconds, and 240 seconds. Using these intervals, you can see whether calls are being answered in the 30 seconds after the service level threshold of 180 seconds or if most are waiting a full minute longer to be answered.

The intervals also give you insight into how long callers are willing to wait before abandoning. Many callers do not abandon until two minutes past the service level. This might indicate that you can modify your service level goal.

To avoid inconsistencies in reporting, create a new Bucket Interval List with your desired parameters. Follow this updated Bucket Interval parameter for Call Types, Skill Groups or Precision Queues only at specific times (that is, end of the day, week, or month). Ensure that no one is running the reports for the intervals, while you modify the boundaries.



CHAPTER 15

Cisco Unified CVP Reporting

- Cisco Unified CVP Application Reporting, on page 95
- Trunks and Trunk Groups, on page 97

Cisco Unified CVP Application Reporting

Cisco Unified Customer Voice Portal (CVP) is a Voice Response Unit (VRU) that is used for customer self-service, information gathering, and queuing. Self-service applications allow customers to handle their own needs, such as looking up an account balance or entering payment information, without having to talk with an agent. Information gathering applications are used to decide what skill group to queue the call to by walking the caller through a series of voice prompts. The Caller Entered Digits (CED) are passed back from the Unified CVP to be used within the routing script, to decide the optimal skill group to answer the call.

The manner in which your enterprise uses Unified CVP determines what report data you should monitor:

- If Unified CVP performs **queuing**, you might want to see how long callers waited in queue and the number of callers who abandoned while queued.
- If Unified CVP is used for **self-service**, you might want to see the following metrics:
  - How many calls traversed the application.
  - How many successful transactions occurred in the self-service application. For example, in a banking application a customer might have the ability to perform multiple transactions, such as account lookup, obtaining balance information, and learning about recent payments. You might want to see which of these transactions was used, and whether the caller successfully completed the transaction.
  - Whether callers handled their needs through the self-service application or were transferred to an agent.
  - If a system error, such as a failed database lookup, caused a caller to be transferred by an agent instead of continuing through the self-service application.
- If Unified CVP is used for **information gathering**, you might want to see the following metrics:
  - How many calls traversed the application.
  - How long each call remained in the application.
  - How many calls disconnected before being routed to an agent.
  - How many calls were eventually routed to agents.

- How many callers opted out of the digit collection to be transferred directly to an agent.
- If a system error, such as a failed database lookup, caused the caller to be transferred to an agent instead of continuing through the digit collection prompts for more appropriate routing.

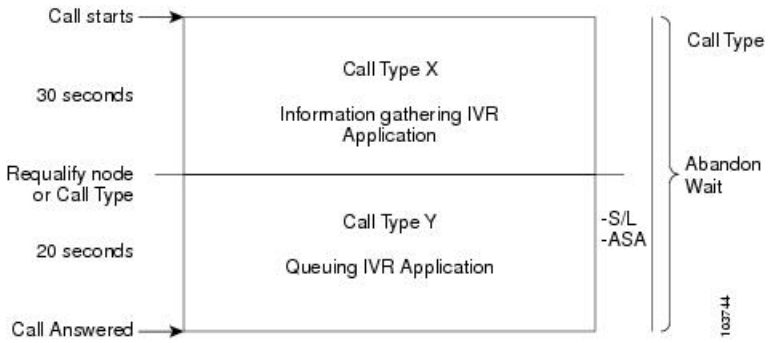
If a self-service or information gathering application is used before the call is queued, change the call type just before Queue node. Changing the call type resets the service level timer; time spent in the self-service or information gathering application does not count against the service level for the second call type. If you do not change call types prior to the Queue node, the self-service or information gathering time is included in the calculation of service level, having a negative impact on your service level. See the following figure.

Figure 2: Changing a Call Type Prior to the Queue to Skill Group Node

The following illustration shows how a call moves from the information gathering application to the queuing applications.

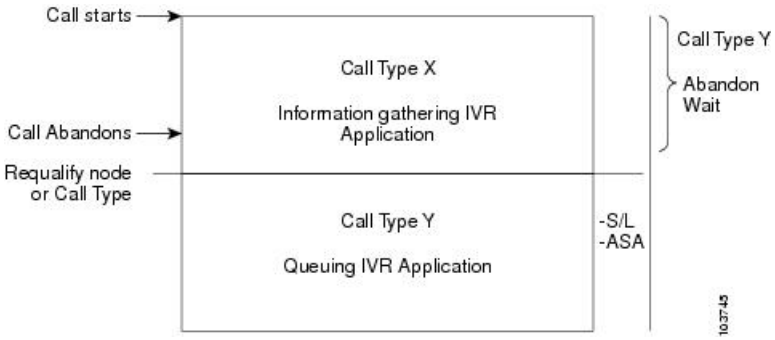
In this example, 20 seconds will be used to calculate ASA and decide the service level instead of 50 seconds (30 + 20 seconds).

Figure 3: Call Type Data for Calls That Abandon After Call Type Is Changed



Note If the call abandons before being changed to the call type that handles queuing, the Call Abandon Wait time is not reset. Therefore, the Abandon Wait time for the information gathering call type starts when the call enters the first call type, and ends when the call abandons, as illustrated below:

Figure 4: Call Type for Calls That Abandon Before Call Type Is Changed



The following table illustrates how some basic metrics are defined at the call type and skill group.

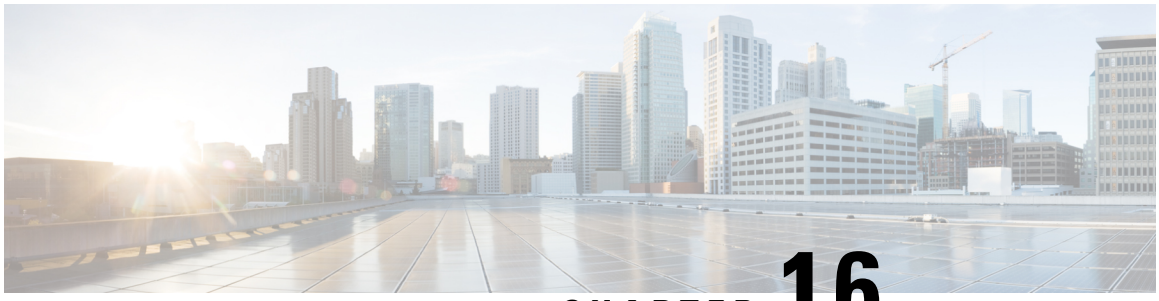
Table 21: Self-Service and Information Gathering Application Metrics

Report metric	Call type	Skill group
Abandon Wait Time	Starts when a call first enters a call type and ends when it abandons.	Not Applicable
Average Speed of Answer (ASA)	Starts at the first Queue to Skill Group node in the routing script.	Starts at the first Queue to Skill Group node in the routing script.
Service Level	Starts as soon as the call enters the call type that has the service level defined.	Not Applicable

Trunks and Trunk Groups

Every peripheral has one or more associated trunk groups, with each trunk group containing one, or more physical trunks.

You can report on data such as the number of trunks in service, number of trunks idle, and the time during which all trunks in a trunk group were simultaneously busy (All Trunks Busy).



CHAPTER 16

Missing Data

- Temporarily Missing Data, on page 99
- Permanently Missing Data, on page 99

Temporarily Missing Data

If your configuration includes an external HDS, you may notice that you are missing records from reports during the Logger recovery process.

If the Logger connected to the external HDS goes offline, the external HDS does not connect to a different Logger. For example, if the external HDS is connected to Logger A and Logger A fails, the HDS does not connect to Logger B. When Logger A comes back up, it recovers data from Logger B and begins to receive current historical information. After Logger A has recovered all of the data from Logger B, it replicates this data to the external HDS.

If reports are run from the external HDS for recent intervals while Logger A is offline or while the Logger is in the process of recovering or replicating data, you might not see data for those intervals in reports. These records are missing only temporarily; you will see the data after the replication process for the tables used by the reports is complete.

Note If your deployment does not include an external HDS and Logger A goes offline, you will not see report data from the interval during which Logger A was offline until Logger A has recovered that data from Logger B.

Permanently Missing Data

The Packaged CCE Logger retention settings and database size are configured to ensure sufficient database space for the data. In the unlikely event that the Logger's Central Database becomes full or reaches a configured threshold size, Packaged CCE frees up database space by running an emergency purge on historical database tables.

The emergency purge goes through each historical table in a predefined order one at a time and purges one hour's worth of data from the table, looping through the tables if necessary. As data is purged from each historical table, a check is made to verify if the free space is more than the minimum threshold value. Once adequate space has been recovered, the emergency purge procedure stops.

PART III

Packaged Contact Center Enterprise Report Template Reference

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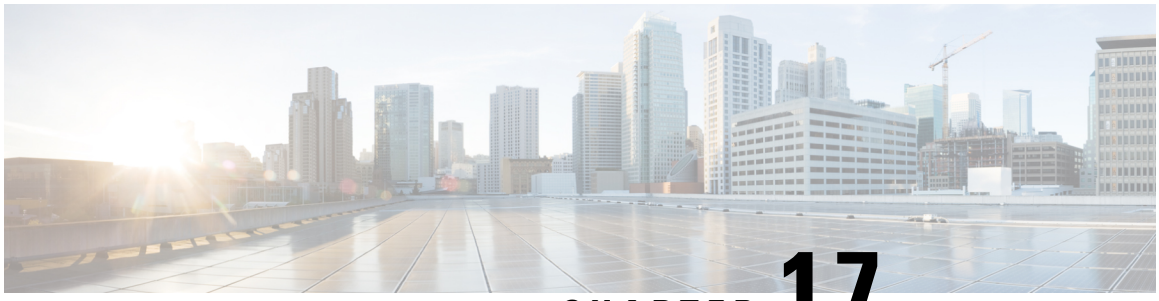
- Real Time All Fields Report Templates, on page 179
- Historical Transitional Report Templates, on page 219
- Real Time Transitional Report Templates, on page 251
- Historical Outbound Option Report Templates, on page 267
- Real Time Outbound Option Report Templates, on page 307
- Live Data Report Templates, on page 321



CHAPTER 17

Historical All Fields Report Templates

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- Agent Not Ready Detail, on page 107
- Agent Precision Queue Historical All Fields, on page 109
- Agent Queue Interval, on page 113
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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 one grid view, Agent Historical All Fields.

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

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. 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.
Precision Queue/Skill Group	The agent skill group's enterprise name. Derived from Skill_Group.EnterpriseName.
Attributes	The names of 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 (hours, minutes, seconds) format. Derived from Agent_Interval.DateTime.
COMPLETED TASKS	

Column (Field)	Description
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.
Average 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.
Average 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 that included 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 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.
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 CCEwith 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. Derived from Agent_Skill_Group_Interval.TransferredInCalls.
Transfer Out	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. This field is a calculated field, derived from Agent_Skill_Group_Interval.TransferredOutCalls + Agent_Skill_Group_Interval.NetTransferredOutCalls.

Column (Field)	Description
External Out	The number of outgoing external calls that this agent made in the interval. Derived from Agent_Skill_Group_Interval.AgentOutCalls.
AGENT STATE TIMES	
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.
%Active	The percentage of time that the agent spent talking on calls in relation to the agent's LoggedOnTime. This field is a calculated field, derived from:(Agent_Skill_Group_Interval.TalkInTime + Agent_Skill_Group_Interval.TalkOutTime + Agent_Skill_Group_Interval.TalkOtherTime + Agent_Skill_Group_Interval.TalkAutoOutTime + Agent_Skill_Group_Interval.TalkPreviewTime + Agent_Skill_Group_Interval.TalkReserveTime) / Agent_Interval.LoggedOnTime.
%Hold	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. This field is a calculated field, derived from Agent_Skill_Group_Interval.HoldTime/Agent_Interval.LoggedOnTimeTime.
%Not Active	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. This field is a calculated field derived from Agent_Interval.AvailTime/Agent_Interval.LoggedOnTime.
%Not Ready	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. This field is a calculated field, derived from Agent_Interval.NotReadyTime / Agent_Interval.LoggedOnTime.
%Reserved	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. This field is a calculated field, derived from Agent_Skill_Group_Interval.ReservedStateTime /Agent_Interval.LoggedOnTime.
%Wrap Up	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. 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. This field is a calculated field, derived from (Agent_Skill_Group_Interval.WorkReadyTime + Agent_Skill_Group_Interval.WorkNotReadyTime)/Agent_Interval.LoggedOnTime.

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 one grid view, Agent Not Ready Detail.

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, on page 8.

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 one grid view, Agent Precision Queue Historical All Fields.

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.

Column (Field)	Description
Media	The enterprise name of the Media Routing Domain associated with the agent. **Media** is derived from: Media_Routing_Domain.EnterpriseName.
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.
COMPLETED TASKS	
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

Column (Field)	Description
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
Abandon Hold	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. Derived from Agent_Skill_Group_Interval.AbandonHoldCalls
Transfer In	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. For blind transfers in Unified CCEwith 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. Derived from Agent_Skill_Group_Interval.TransferredInCalls
Transfer Out	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. 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
Agent State Times	
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	The percentage of time that the agent spent talking on calls in this precision queue in relation to LoggedOnTime. This field is a calculated field, derived from (Agent_Skill_Group_Interval.TalkInTime + Agent_Skill_Group_Interval.TalkOutTime + Agent_Skill_Group_Interval.TalkOtherTime + Agent_Skill_Group_Interval.TalkAutoOutTime + Agent_Skill_Group_Interval.TalkPreviewTime + Agent_Skill_Group_Interval.TalkReserveTime) / Agent_Interval.LoggedOnTime
% Hold	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. This field is a calculated field, derived from Agent_Skill_Group_Interval.HoldTime / Agent_Interval.LoggedOnTimeTime
% Not Active	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. This field is a calculated field derived from Agent_Interval.AvailTime / Agent_Interval.LoggedOnTime
% Not Ready	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. This field is a calculated field, derived from Agent_Interval.NotReadyTime / Agent_Interval.LoggedOnTime
% Reserved	The percentage of time that the agent spent in the Reserved state waiting for a task from this precision queue in relation to LoggedOnTime. This field is a calculated field, derived from Agent_Skill_Group_Interval.ReservedStateTime / Agent_Interval.LoggedOnTime

Column (Field)	Description
% Wrap Up	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. 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. This field is a calculated field, derived from (Agent_Skill_Group_Interval.WorkReadyTime + Agent_Skill_Group_Interval.WorkNotReadyTime) / Agent_Interval.LoggedOnTime

Report Summary: There is a summary for Precision Queue Name and a report summary for all data. See Report Summary Rows, on page 8.

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 has one grid view, Agent Queue Interval.

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.
COMPLETED TASKS	
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.
AGENT STATE TIMES	
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	The percentage of time that the agent spent talking on calls in this skill group in relation to the agent's LoggedOnTime. This field is a calculated field, derived from (Agent_Skill_Group_Interval.TalkInTime + Agent_Skill_Group_Interval.TalkOutTime + Agent_Skill_Group_Interval.TalkOtherTime + Agent_Skill_Group_Interval.TalkAutoOutTime + Agent_Skill_Group_Interval.TalkPreviewTime + Agent_Skill_Group_Interval.TalkReserveTime) / Agent_Interval.LoggedOnTime.
% Hold	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. This field is a calculated field, derived from Agent_Skill_Group_Interval.HoldTime / Agent_Interval.LoggedOnTimeTime.
% Not Active	The percentage of time that the agent spent in the Not Active or Available state in relation to LoggedOnTime. Applies to all skill groups. This field is a calculated field derived from (Agent_Interval.AvailTime /Agent_Interval.LoggedOnTime).
% Not Ready	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. This field is a calculated field, derived from: (Agent_Interval.NotReadyTime / Agent_Interval.LoggedOnTime).
% Reserved	The percentage of time that the agent spent in Reserved state waiting for a task from this skill group in relation to LoggedOnTime. This field is a calculated field, derived from (Agent_Skill_Group_Interval.ReservedStateTime / Agent_Interval.LoggedOnTime).
% Wrap Up	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. 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. This field is a calculated field, derived from (Agent_Skill_Group_Interval.WorkReadyTime +Agent_Skill_Group_Interval.WorkNotReadyTime) / Agent_Interval.LoggedOnTime.

Report Summary: There is a summary for all data. See Report Summary Rows, on page 8.

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 has one grid view, Agent Queue Hourly.

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 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.

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.
COMPLETED TASKS	
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.
Average 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 are placed on hold in the interval. Derived from Agent_Skill_Group_Interval.IncomingCallsOnHold
Average 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	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 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.
Agent State Times	
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	The percentage of time that the agent spent talking on calls in this skill group in relation to the agent's LoggedOnTime. This field is a calculated field, derived from (Agent_Skill_Group_Interval.TalkInTime + Agent_Skill_Group_Interval.TalkOutTime + Agent_Skill_Group_Interval.TalkOtherTime + Agent_Skill_Group_Interval.TalkAutoOutTime + Agent_Skill_Group_Interval.TalkPreviewTime + Agent_Skill_Group_Interval.TalkReserveTime) / Agent_Interval.LoggedOnTime
% Hold	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. This field is a calculated field, derived from Agent_Skill_Group_Interval.HoldTime / Agent_Interval.LoggedOnTimeTime.
% Not Active	The percentage of time that the agent spent in the Not Active or Available state in relation to LoggedOnTime. Applies to all skill groups. This field is a calculated field derived from (Agent_Interval.AvailTime /Agent_Interval.LoggedOnTime).
% Not Ready	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. This field is a calculated field, derived from: (Agent_Interval.NotReadyTime / Agent_Interval.LoggedOnTime).
% Reserved	The percentage of time that the agent spent in Reserved state waiting for a task from this skill group in relation to LoggedOnTime. This field is a calculated field, derived from (Agent_Skill_Group_Interval.ReservedStateTime / Agent_Interval.LoggedOnTime).

Column (Field)	Description
% Wrap Up	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. 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. This field is a calculated field, derived from (Agent_Skill_Group_Interval.WorkReadyTime +Agent_Skill_Group_Interval.WorkNotReadyTime) / Agent_Interval.LoggedOnTime.

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 has one grid view, Agent Skill Group Historical All Fields.

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. **Media** 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.
COMPLETED TASKS	
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	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 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.
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 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. Derived from Agent_Skill_Group_Interval.TransferredInCalls.

Column (Field)	Description
Transfer Out	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. 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.
AGENT STATE TIMES	
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.
% Active	The percentage of time that the agent spent talking on calls in this skill group in relation to the agent's LoggedOnTime. This field is a calculated field, derived from (Agent_Skill_Group_Interval.TalkInTime + Agent_Skill_Group_Interval.TalkOutTime + Agent_Skill_Group_Interval.TalkOtherTime + Agent_Skill_Group_Interval.TalkAutoOutTime + Agent_Skill_Group_Interval.TalkPreviewTime + Agent_Skill_Group_Interval.TalkReserveTime) / Agent_Interval.LoggedOnTime.
% Hold	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. This field is a calculated field, derived from Agent_Skill_Group_Interval.HoldTime / Agent_Interval.LoggedOnTimeTime.
% Not Active	The percentage of time that the agent spent in the Not Active or Available state in relation to LoggedOnTime. Applies to all skill groups. This field is a calculated field derived from (Agent_Interval. AvailTime/Agent_Interval.LoggedOnTime).

Column (Field)	Description
% Not Ready	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. This field is a calculated field, derived from (Agent_Interval.NotReadyTime / Agent_Interval.LoggedOnTime).
% Reserved	The percentage of time that the agent spent in Reserved state waiting for task from this skill group in relation to LoggedOnTime. This field is a calculated field, derived from (Agent_Skill_Group_Interval.ReservedStateTime / Agent_Interval.LoggedOnTime).
% Wrap Up	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. 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. This field is a calculated field, derived from (Agent_Skill_Group_Interval.WorkReadyTime +Agent_Skill_Group_Interval.WorkNotReadyTime) / Agent_Interval.LoggedOnTime.

Report Summary: There is a summary for Skill Group and a report summary for all data. For more information, see Report Summary Rows, on page 8.

Agent Team Historical All Fields

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

Views: This report has one grid view, Agent Team Historical All Fields.

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

Note This report displays data related to current agent team members only.

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.

Column (Field)	Description
Agent	The last and first name of the agent. Derived from Person.LastName "," Person.FirstName.
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.
COMPLETED TASKS	
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	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. This 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.
AGENT STATE TIMES	
Logged On Time	The total time in the interval the agent was logged in, measured in HH:MM:SS (hours, minutes, seconds) format. Derived from Agent_Interval.LoggedOnTime.
% Active	The percentage of time that the agent spent talking on calls in this skill group in relation to LoggedOnTime. This field is a calculated field derived from (Agent_Skill_Group_Interval.TalkInTime + Agent_Skill_Group_Interval.TalkOutTime + Agent_Skill_Group_Interval.TalkOtherTime + Agent_Skill_Group_Interval.TalkAutoOutTime + Agent_Skill_Group_Interval.TalkPreviewTime + Agent_Skill_Group_Interval.TalkReserveTime) / Agent_Interval.LoggedOnTime.
% Hold	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. This field is a calculated field derived from Agent_Skill_Group_Interval.HoldTime/Agent_Interval.LoggedOnTimeTime.
% Not Active	The percentage of time that the agent spent in the Not Active or Available state in relation to LoggedOnTime. Applies to all skill groups. This field is a calculated field derived from (Agent_Interval.AvailTime / Agent_Interval.LoggedOnTime).
% Not Ready	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. This field is a calculated field derived from (Agent_Interval.NotReadyTime / Agent_Interval.LoggedOnTime).
% Reserved	The percentage of time that the agent spent in Reserved state waiting for an task from this skill group in relation to LoggedOnTime. This field is a calculated field derived from (Agent_Skill_Group_Interval.ReservedStateTime / Agent_Interval.LoggedOnTime.

Column (Field)	Description
% Wrap Up	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. 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. This field is a calculated field derived from ((Agent_Skill_Group_Interval.WorkReadyTime + Agent_Skill_Group_Interval.WorkNotReadyTime) / Agent_Interval.LoggedOnTime).
End of Agent State Times Grouping	
Talk Time	The total time in HH:MM:SS (hours, minutes, seconds) that agents spent talking on the phone. This field is a calculated field derived from sum(isnull(TalkInTime,0)) +sum(isnull(TalkOutTime,0)) +sum(isnull(TalkOtherTime,0)) +sum(isnull(TalkAutoOutTime,0)) +sum(isnull(TalkPreviewTime,0)) +sum(isnull(TalkReserveTime,0)).

Report Summary: There is a summary row for Agent Team and a report summary for all data. For more information, see Report Summary Rows, on page 8.

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 has one grid view, Call Type Abandon Answer Distribution Historical.

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.

Column (Field)	Description
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 run 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.
Avg Abandon Delay	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. This field is a calculated field, derived from: Call_Type_Interval.CallDelayAbandTime / Call_Type_Interval.TotalCallsAband.
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: Call_Type_Interval.AnsInterval(1) and Call_Type_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: Call_Type_Interval.AnsInterval(2) and Call_Type_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: Call_Type_Interval.AnsInterval(3) and Call_Type_Interval.AbandInterval(3).
Int 4 Ans and Aban	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. Derived from: Call_Type_Interval.AnsInterval(4) and Call_Type_Interval.AbandInterval(4).

Column (Field)	Description
Int 5 Ans and Aban	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. Derived from: Call_Type_Interval.AnsInterval(5) and Call_Type_Interval.AbandInterval(5).
Int 6 Ans and Aban	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. Derived from: Call_Type_Interval.AnsInterval(6) and Call_Type_Interval.AbandInterval(6).
Int 7 Ans and Aban	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. Derived from: Call_Type_Interval.AnsInterval(7) and Call_Type_Interval.AbandInterval(7).
Int 8 Ans and Aban	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. Derived from: Call_Type_Interval.AnsInterval(8) and Call_Type_Interval.AbandInterval(8).
Int 9 Ans and Aban	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. Derived from: Call_Type_Interval.AnsInterval(9) and Call_Type_Interval.AbandInterval(9).
> Int 9 Ans and Aban	The number of calls answered/abandoned within the remaining time in the report time period measured in minutes and seconds. For example: > 43:08. Derived from: Call_Type_Interval.AnsInterval(10) and Call_Type_Interval.AbandInterval(10).
MaxQueued	The maximum number of calls in queue for this call type during this interval. Derived from: Call_Type_Interval. MaxCallsQueued.

Column (Field)	Description
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 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, on page 8.

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 the following grid views and a pie chart view. The pie chart shows the percentage of calls answered in each call type.

- Answered by Call Type (Chart View)
- Call Type Historical- Daily (Grid View)
- Call Type Historical- Monthly (Grid View)
- Call Type Historical- Weekly (Grid View)
- Call Type Historical All Fields (Grid View)

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

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. This field represents the calls that are abandoned at VRU. It includes the calls abandoned at the menu prompt, welcome prompt, and the queue. Derived from: Call_Type_Interval.ServiceLevelAband.
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 run 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.CallsAnswered.
TASKS	
Offered	Tasks that were offered to this call type during the interval. Derived from: Call_Type_Interval.CallsOffered.
Assigned from Q	The number of tasks of the call type assigned from the queue to be routed in the interval. Derived from: Call_Type_Interval.RouterQueueCalls.
Answered	The total number of calls of this call type answered by agents in the interval. Derived from: Call_Type_Interval.CallsAnswered.

Column (Field)	Description
Answer Wait Time	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. Derived from: Call_Type_Interval.AnswerWaitTime.
COMPLETED TASKS	
Handled	The total number of tasks handled to completion for the call type in the interval. Derived from: Call_Type_Interval.CallsHandled.
Abandon	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 ends the call 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. Derived from: Call_Type_Interval.TotalCallsAband.
Return	The number of tasks of the call type that routed to Return nodes in the interval. This field is a calculated field, derived from: Call_Type_Interval.ReturnBusy + Call_Type_Interval.ReturnRing + Call_Type_Interval.ReturnRelease.
Default Treatment	The number of tasks of the call type that were given default treatment or end nodes in the interval. Derived from: Call_Type_Interval.ICRDefaultRouted.
Network Routed	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. Derived from: Call_Type_Interval.NetworkDefaultRouted.
Flow Out	The number of tasks of the call type that flowed out of the call type to another call type in the interval. Derived from: Call_Type_Interval.OverflowOut.

Column (Field)	Description
Calls Error	The number of calls for this call type that had errors or were incomplete in the interval. This field is a calculated field, derived from: Call_Type_Interval.ErrorCount + Call_Type_Interval.IncompleteCalls + Call_Type_Interval.AgentErrorCount.
Other	The number of tasks of the call type that are Short, were routed to non-Agent targets, or were redirected in the interval. This field is a calculated field, derived from: Call_Type_Interval.CallsRONA + Call_Type_Interval.CallsRoutedNonAgent + Call_Type_Interval.ShortCalls.
% 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_Interval.CallsQHandled / Call_Type_Interval.CallsHandled).
% Aban	The percentage of all the tasks that came in to the call type in the interval that were abandoned. This field is a calculated field, derived from: (Call_Type_Interval.TotalCallsAband / (Call_Type_Interval.CallsHandled+ Call_Type_Interval.TotalCallsAband + Call_Type_Interval.IncompleteCalls + Call_Type_Interval.ReturnBusy + Call_Type_Interval.ReturnRing + Call_Type_Interval.ICRDefaultRouted + Call_Type_Interval.NetworkDefaultRouted + Call_Type_Interval.OverflowOut + Call_Type_Interval.CallsRONA + Call_Type_Interval.ReturnRelease + Call_Type_Interval.CallsRoutedNonAgent + Call_Type_Interval.ShortCalls+ Call_Type_Interval.ErrorCount + Call_Type_Interval.AgentErrorCount).

Column (Field)	Description
Avg Aban Delay	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. This field is a calculated field. Derived from: Call_Type_Interval.CallDelayAbandTime / Call_Type_Interval.TotalCallsAband.
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.
Tasks Picked	The total number of pick requests successfully routed by this call type in the reporting interval.
Tasks Pulled	The total number of pull requests successfully routed by this call type in the reporting interval.
Picks Failed	Number of pick request resulting in an error.
Pulls Failed	Number of pull requests resulting in an error.
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. The summary also displays the Average for Avg Speed of Answer

- **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 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 has the following grid views:

- Call Type Queue Interval All Fields
- Call Type Queue Skillgroup Summary

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

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.

Column (Field)	Description
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.
%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 waiting time from when first queue to skill group or LAA select node was run 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.

Column (Field)	Description
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. This field represents the calls that are abandoned at VRU. It includes the calls abandoned at the menu prompt, welcome prompt, and the queue. Derived from: Call_Type_Interval.ServiceLevelAband.
Abandon 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.RouterCalls AbandQ.
Longest Queued	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. Derived from: Router_Queue_Interval.MaxCallWaitTime
MaxQueued	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. Derived from: Router_Queue_Interval.MaxCallsQueued
Tasks Picked	The total number of pick requests successfully routed to this skill group or precision queue by this call type in the reporting interval.
Tasks Pulled	The total number of pull requests successfully routed to this skill group or precision queue by this call type in the reporting interval.
Picks Failed	Number of pick request resulting in an error.
Pulls Failed	Number of pull requests resulting in an error.

Report Summaries

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

Current Fields in the Call Type Queue Skillgroup Summary Grid View

If you select the Call Type Queue Skillgroup Summary view, the report displays the following fields:

- Call Type
- DateTime
- Handled
- Avg Handle Time
- %Queued
- Service Level
- Avg Speed of Answer
- Abandon Within Service Level
- Abandon in Queue
- Queue

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 one grid view, Call Type Skill Group Historical All Fields.

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.

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.
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 run 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.

Column (Field)	Description
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
Tasks Picked	The total number of pick requests successfully routed to this skill group by this call type in the reporting interval.
Tasks Pulled	The total number of pull requests successfully routed to this skill group by this call type in the reporting interval.
Picks Failed	Number of pick request resulting in an error.
Pulls Failed	Number of pull requests resulting in an error.

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.

Enterprise Service Historical All Fields

Enterprise Services may be configured in an ICM a Packaged CCE environment to report collectively on a group of services across ACDs. This report is not applicable to Contact Center Enterprise environments.

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

Views: This report has one grid view, Enterprise Service Historical All Fields.

Grouping: This report is grouped by Enterprise Name.

Value List: Service

Database Schema Tables from which data is retrieved:

- Enterprise_Service
- Enterprise_Service_Member
- Service_Interval
- Service

Available Fields in the Enterprise Service 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 from the Service_Interval 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.

Current Fields in the Enterprise Service Historical All Fields Grid View

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

Column (Field)	Description
Enterprise Service	The enterprise name of the enterprise service. Derived from: Enterprise_Service.EnterpriseName.
Peripheral Service	The enterprise name of the peripheral service. Derived from: Service.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. **DateTime** Derived from: Service_Interval.DateTime.
Ans	The total number of tasks associated with the service that were answered by agents in the interval. Derived from: Service_Interval.CallsAnswered.
Avg Speed of Answer	The average answer wait time in HH:MM:SS (hours, minutes, seconds) for all tasks answered for the service in the interval. Derived from: Service_Interval.AvgSpeedAnswer.
Handled	The number of tasks associated with the service that were handled in the interval. Derived from: Service_Interval.CallsHandled.
Avg Handle Time	The average handle time in HH:MM:SS (hours, minutes, seconds) of tasks associated with the service ending in the interval. Derived from: Service_Interval.AvgHandleTime.
Abandoned Queue	The number of tasks associated with the service that were abandoned in queue in the interval. Derived from: Service_Interval.CallsAbandQ.
Avg Delay Queue Abandoned	Average delay time in HH:MM:SS (hours, minutes, seconds) of tasks associated with the service that were abandoned in queue in the interval. Derived from: Service_Interval.AvgDelayQAband.
Task Queue	The number of tasks associated with the service that were queued in the interval. Derived from: Service_Interval.CallsQ.

Column (Field)	Description
Avg Delay Queue	The average delay in the queue for the tasks associated with the service in the interval. Derived from: Service_Interval.AvgDelayQ.
Service Level	The number of tasks associated with the service answered within the Packaged CCE service level threshold in the interval. Derived from: Service_Interval.ServiceLevel.
Service Level Type	The default value that indicates how Packaged CCE software calculates the service level (that is, how it handles abandoned calls in calculating the service level). You can override this default for individual services. Derived From: Service_Interval.ServiceLevelType.
Transfer In	The number of tasks transferred into the service in the interval. The value is updated in the database when the call is completed. Derived from: Service_Interval.TransferInCalls.
Transfer Out	The number of tasks transferred out of the service in the interval. The value is updated in the database when the transfer of the call is completed. Derived from: Service_Interval.TransferOutCalls.
Out	The number of outbound tasks placed by agents associated with the service in the interval. Derived from: Service_Interval.CallsOut.
RONA	The count of tasks that are redirected with no answer within the skill group service level threshold in the last interval. Derived from: Service_Interval.ServiceLevelCallsDequeued.

Report Summary: The report has a summary row for each Enterprise Service in the table and a total summary for all Enterprise Services. For more information, see Report Summary Rows, on page 8.

Enterprise Skill Group Historical All Fields

Use this report to review key statistics like incoming call rates and average speed of answer for Enterprise Skill Groups. Enterprise Skill Groups provide the ability to group skill groups within a peripheral or in different peripherals.

Applicable Environment: Packaged CCE

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

Views: This report has one grid view, Enterprise Skill Group Historical All Fields.

Grouping: This report is grouped by Enterprise Skill Group.

Value List: Enterprise Skill Group

This template also contains fields from entskg25: Enterprise Skill Group Consolidated Half Hour, from entskg27: Enterprise Skill Group Historical All Fields, and calculated fields from entskg08: FTE for Enterprise Skill Groups Half Hour.

Database Schema Tables from which data is retrieved:

- Enterprise_Skill_Group
- Enterprise_Skill_Group_Member
- Skill_Group
- Skill_Group_Interval
- Media_Routing_Domain

Available Fields in the Enterprise 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 derived from the Skill_Group_Interval table as documented in the *Database Schema Guide for Cisco Unified Contact Center Enterprise* at http://www.cisco.com/en/US/products/sw/custcosw/ps1844/tsd_products_support_series_home.html.

One exception is **Enterprise Skill Group**, which is derived from: Enterprise_Skill_Group.EnterpriseName.

Most fields 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 Enterprise 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 below in the order (left to right) in which they appear by default in the stock template.

Column (Field	Description
Enterprise Skill Group	The enterprise skill group's enterprise name and ID. Derived from: Enterprise_Skill_Group.EnterpriseName (Enterprise_Skill_Group.EnterpriseSkillGroupID).
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.RouterCallsQueued. This field is Current by default.

Column (Field	Description
Avg Speed of Answer	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. Derived from: Skill_Group_Interval.AnswerWaitTime / Skill_Group_Interval.CallsAnswered.
COMPLETED TASKS	
Total	The total number of tasks completed by this skill group in the interval. Derived from: (Skill_Group_Interval.CallsHandled + Skill_Group_Interval.RouterCallsAbandQ + Skill_Group_Interval.AbandonRingCalls + Skill_Group_Interval.RedirectNoAnswer).
Abandoned	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: (Skill_Group_Interval.RouterCallsAbandQ + Skill_Group_Interval.AbandonCallsRing).
RONA	The number of ACD calls to the skill group that rang at an agent's terminal and redirected on failure to answer. The value is counted at the time the call is diverted to another device, and the database is updated every reporting.
Handled	The number of Routed tasks handled within this skill group in the interval. Derived from: Skill_Group_Interval.CallsHandled.
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.
End of Completed Tasks Grouping	

Column (Field	Description
Transfer In	The time in HH:MM:SS (hours, minutes, seconds) that handling calls transferred into the skill group in the interval. Derived from: Skill_Group_Interval.TransferInCallsTime.
Transfer Out	The number of tasks transferred out of the service in the interval. The value is updated in the database when the transfer of the call is completed. Derived from: Service_Interval.TransferOutCalls.
External Out	The number of completed outbound ACD calls made by agents in the skill group, during a interval. The value is updated in the database when any after-call work time associated with the call is completed. Derived from: Skill_Group_Interval.AgentOutCalls.
AGENT STATE TIMES	
Active Time	The total time spent in the Active state within this skill group in the interval, measured in HH:MM:SS (hours, minutes, seconds) format. Derived from: Skill_Group_Interval.TalkTime.
Hold Time	The total time agents spent in the Hold/Paused state in this skill group in the interval, measured in HH:MM:SS (hours, minutes, seconds) format. Derived from: Skill_Group_Interval.HoldTime.
Log On Duration	The total time in the interval the agents were logged into this skill group, measured in HH:MM:SS (hours, minutes, seconds) format. Derived from: Skill_Group_Interval.LoggedOnTime.
% Not Active	The percentage of time that agents have spent in the Not Active or Available state in relation to LoggedOnTime or the interval, whichever is less. Derived from: (Skill_Group_Interval.AvailTime / Skill_Group_Interval.LoggedOnTime).
% Not Ready	The percentage of time that agents spent in the Not Ready state in relation to LoggedOnTime or the interval, whichever is less. Derived from: (Skill_Group_Interval.NotReadyTime / Skill_Group_Interval.LoggedOnTime).
% Active	The percentage of time the interval that the agent of this skill group has spent in Active state in this Skill Group in relation to LoggedOnTime. Derived from: Skill_Group_Interval.TalkTime / Skill_Group_Interval.LoggedOnTime.

Column (Field	Description
% Hold	The percentage of time the interval that agents have put a call from this skill group on hold in relation to LoggedOnTime. Derived from: (Skill_Group_Interval.HoldTime / Skill_Group_Interval.LoggedOnTime).
% Reserved	The percentage of time the interval that agents have spent in Reserved state waiting for an ICM routed call from this skill group in relation to LoggedOnTime. Derived from: (Skill_Group_Interval.ReservedStateTime / Skill_Group_Interval.LoggedOnTime).
% Wrap Up	The percentage of time the interval that agents have spent in Wrap-up state after incoming or outgoing tasks in relation to LoggedOnTime or interval, whichever is less. Derived from: (Skill_Group_Interval.WorkReadyTime + Skill_Group_Interval.WorkNotReadyTime) / Skill_Group_Interval.LoggedOnTime).

Report Summary: There is a summary for each Enterprise Skill Group and a total report summary. The summary line displays the Max for MaxQueued and RouterQueueCalls.

Trunk Group And 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.

Note You can use the report for Trunk Groups associated with Avaya peripherals

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

Views: This report has one grid view, Trunk Group and IVR Ports Performance Historical.

Grouping: This report is grouped by Trunk Group and IVR Ports.

Value List: Trunk

Database Schema Tables from which data is retrieved: Trunk Group and Trunk_Group_Half_Hour.

Available Fields in the Trunk Group And 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 Trunk Group And 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.
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, on page 8.

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 Unified CCE 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 quarterhourly, halfhourly, 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.
Max Agents Logged In	
Total Agents	The total of maximum Enterprise and Unified CCE 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.MaxICMAgents)
Unified CCE Agents	The maximum number of the Unified CCE agents logged in at the specified interval. Derived from: System_Capacity_Interval.MaxICMAgents

Column (Field)	Description
Column (Field)	**Description**
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.

License Consumption Graph View

The License Consumption Graph view displays license usage for all the licensable items over time against a common scale.

The Current fields are the fields that appear by default in the line chart view for this report.

The current fields are listed in the following table:

Columns (Fields)	Description
Licensable Items	Licensable items on the Y axis. The graph shows the maximum number of agents, such as ICM Agents, Enterprise Agents, or Total Agents logged in, and Maximum Dialer Ports Consumed and Maximum VRU Ports Consumed.
System Date and Time	The system date and time on the X axis.

Flex License Consumption View

The Flex License Consumption view shows Flex Premium and Flex Standard license usage. The view can be filtered in the intervals of QuarterHourly, HalfHourly, Hourly, Daily, Weekly, Monthly, and Quarterly.

Fields in the Flex License Consumption View

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

The default fields are listed in the table below in the order in which they appear in the stock template.

Columns (Fields)	Description
System Date Time	The system date and time.
Flex Premium Agents	The maximum number of Premium Agents logged in.
Flex Std Agents	The maximum number of Standard Agents logged in.
Max VRU Ports Consumed	The maximum number of VRU ports consumed.

Perpetual License Consumption View

The Perpetual License Consumption view shows the Perpetual license usage. The view can be filtered in the intervals of QuarterHourly, HalfHourly, Hourly, Daily, Weekly, Monthly, and Quarterly.

Fields in the Perpetual License Consumption View

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

The default fields are listed in the table below in the order in which they appear in the stock template.

Columns (Fields)	Description
System Date Time	The system date and time.
Perpetual Premium Agents	The maximum number of Perpetual Premium Agents logged in.
Max Dialer Ports Consumed	The maximum number of Dialer ports consumed.
Max VRU Ports Consumed	The maximum number of VRU ports consumed.

Peripheral Service Historical All Fields

Peripheral Service Historical report provides summary interval information such as calls handled and average speed of answer for services. For information on mapping TDM entities, such as VDNs in Avaya, see the relevant ACD supplement. Peripheral Service reports are not applicable to Contact Center Enterprise environments.

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

Views: This report has one grid view, Peripheral Service Historical All Fields.

Grouping: This report is grouped by Service.

Value List: Service

Database Schema Tables from which data is retrieved:

- Service
- Service_Interval

Available Fields in the Peripheral Service Historical All Fields Grid View

Available fields for this report grid include the fields that appear by default as Current. Additional Available fields in this report are populated from the Service_Interval table as documented in the *Database Schema Guide for Cisco Unified Contact Center Enterprise* at http://www.cisco.com/en/US/products/sw/custcosw/ps1844/tsd_products_support_series_home.html.

The exception is the Service field, which is derived from Service.ServiceName.

Current Fields in the Peripheral Service Historical All Fields Grid View

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

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

Column (Field)	Description
Service	The enterprise name of the peripheral service. Derived from: Service.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: Service_Interval.DateTime.
Answered	The total number of tasks associated with the service that were answered by agents in the interval. Derived from: Service_Interval.CallsAnswered.
Avg Speed of Answer	The average answer wait time in HH:MM:SS (hours, minutes, seconds) for all tasks answered for the service in the interval. Derived from: Service_Interval.AvgSpeedAnswer.
Handled	The number of tasks associated with the service that were handled in the interval. Derived from: Service_Interval.CallsHandled.
Avg Handle Time	The average handle time in HH:MM:SS (hours, minutes, seconds) of tasks associated with the service ending in the interval. Derived from: Service_Interval.HandleTime / Service_Interval.CallsHandled.
Aban in Queue	The number of tasks associated with the service that were abandoned in queue in the interval. Derived from: Service_Interval.CallsAbandQ.
Average Delay Queue Abandon	The average delay time in HH:MM:SS (hours, minutes, seconds) of tasks associated with the service that were abandoned in queue in the interval. Derived from: Serivce_Interval.DelayQAbandTime / Service_Interval.CallsAbandQ.
Task In Queue	The total number of tasks associated with the service that were queued in the interval. Derived from: Service_Interval.CallsQ.
Avg Delay in Queue	The average delay in queue for tasks associated with the service in the interval. Derived from: Service_Interval.AvgDelayQ.

Column (Field)	Description
Service Level	The Enterprise service level for the service in the interval. Derived from: Service_Interval.ServiceLevel.
Service Level Type	The default value that indicates how the service level is calculated (that is, how abandoned calls are handled in calculating the service level). You can override this default for individual services. Derived From: Service_Interval.ServiceLevelType.
Transfer In	The number of tasks transferred into the service in the interval. The value is updated in the database when the call is completed. Derived from: Service_Interval.TransferInCalls.
Transfer Out	The number of tasks transferred out of the service in the interval. The value is updated in the database when the transfer of the call is completed. Derived from: Service_Interval.TransferOutCalls.
Out	The number of outbound tasks placed by agents associated with the service in the interval. Derived from: Service_Interval.CallsOut.
RONA	The count of calls that are redirected with no answer within the skill group service level threshold in the last interval. Derived from: Service_Interval.RedirectNoAnsCalls.

Report Summary: The report has a summary row for each Service and a total summary for all Services. For more information, see Report Summary Rows, on page 8.

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 then by skill group.

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

Views: This report has a grid view (Peripheral Skill Group Historical All Fields) and a stacked bar chart view (Service Level).

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. **Media** 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	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. Derived from: Skill_Group_Interval.AnswerWaitTime / Skill_Group_Interval.CallsAnswered.
SERVICE LEVEL	
Service Level Answer	The count of calls that are routed to the skill group or queued to the skill group in the last interval. Derived from: Skill_Group_Interval.ServiceLevelCalls.
Service Level Abandon	The count of calls that are abandoned within the skill group service level threshold in the last interval. Derived from: Skill_Group_Interval.ServiceLevelCallsAband.
COMPLETED TASKS	
Total	The total number of tasks completed by this skill group in the interval. Derived from: (Skill_Group_Interval.CallsHandled + Skill_Group_Interval.RouterCallsAbandQ + Skill_Group_Interval.AbandonRingCalls + Skill_Group_Interval.RedirectNoAnswer).
Abandoned	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: (Skill_Group_Interval.RouterCallsAbandQ + Skill_Group_Interval.AbandonCallsRing).
RONA	The count of calls that are redirected with no answer within the skill group service level threshold in the last interval. Derived from: Skill_Group_Interval.RedirectNoAnsCalls.
Handled	The number of Routed tasks handled within this skill group in the interval. Derived from: Skill_Group_Interval.CallsHandled.

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.
Tasks Picked	The total number of pick requests successfully routed to this skill group in the reporting interval.
Tasks Pulled	The total number of pull requests successfully routed to this skill group in the reporting interval.
Picks Failed	Number of Pick request resulting in an error.
Pulls Failed	Number of Pull request resulting in an error.
End of Completed Tasks Grouping	
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.

Column (Field)	Description
External 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.
AGENT STATE TIME	
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.
Hold Time	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. Derived from: Skill_Group_Interval.HoldTime.
Logged On Duration	The total duration in HH:MM:SS (hours, minutes, and seconds) during the period that agents were logged into this skill group. Derived from: Skill_Group_Interval.LoggedOnTime
% Not Active	The percentage of agents in the skill group who are NOT currently involved in tasks and who are ready to accept calls or tasks. Derived from: Skill_Group_Interval.AvailTime / Skill_Group_Interval.LoggedOnTime.
% Not Ready	The percentage of time that agents spent in the Not Ready state in relation to LoggedOnTime or the interval, whichever is less. Derived from: (Skill_Group_Interval.NotReadyTime / Skill_Group_Interval.LoggedOnTime).

Column (Field)	Description
% Active	The percentage of agents in the skill group who are working on incoming tasks or who are in one of the talking states. Derived from: (Skill_Group_Skill_Group_Interval.TalkingInTime + Skill_Group_Skill_Group_Interval.TalkingOutTime + Skill_Group_Skill_Group_Interval.TalkingOtherTime + Skill_Group.Skill_Group_Interval.TalkingAutoOutTime + Skill_Group.Skill_Group_Interval.TalkingPreviewTime + Skill_Group.Skill_Group_Interval.TalkingReserveTime) / Skill_Group_Skill_Group_Interval.LoggedOnTime.
% Hold	The percentage of time that agents spent in the Hold/Paused state in relation to LoggedOnTime or interval, whichever is less. Derived from: (Skill_Group_Interval.HoldTime / Skill_Group_Interval.LoggedOnTime).
% Reserved	The percentage of time that agents spent working on Reserved time in relation to LoggedOnTime or interval, whichever is less. Derived from: (Skill_Group_Interval. ReservedStateTime / Skill_Group_Interval.LoggedOnTime).
% Wrap Up	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. Derived from: ((Skill_Group_Interval.WorkReadyTime + Skill_Group_Interval.WorkNotReadyTime) / Skill_Group_Interval.LoggedOnTime).
End of Agent State Times Grouping	
Max Queued	The maximum number of calls in queue for this call type during this interval. Derived from: Skill_Group_Interval.RouterMaxCallsQueued.

Column (Field)	Description
Longest Queued	The longest time a call had to wait before it was dispositioned (abandoned, answered, and so on) in this interval. Derived from: Skill_Group_Interval.RouterMaxCallWaitTime.
Abandon Rings	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. Derived from: Skill_Group_Interval.AbandonRingCalls.
Answered	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. Derived from: Skill_Group_Interval.CallsAnswered.

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, on page 8.

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 one grid view, Precision Queue Abandon Answer Distribution Historical.

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. **Media** 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

Column (Field)	Description
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
Interval 1 - Interval 10	
Interval	The amount of time that a call should be handled by. Derived from: Bucket_Interval.UpperBound1(through 9)
Answered	The number of calls answered in this interval. Derived from: RouterQueueInterval.AnsInterval1 (through10) **Note**: 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: The field is not incremented if the call is answered by an agent on a standard ACD unless the call was translation routed.
Abandoned	The number of calls abandoned in this interval. Derived from: RouterQueueInterval.AbandInterval1 (through10) **Note**: 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 toboth Unified ICM and Unified CCE with the following exception: The field is not incremented if the call is answered by an agent on a standard ACD unless the call was translation routed.
MaxQueued	The maximum number of calls in queue for this Skill Group during this interval. Derived from: Skill_Group_Interval.RouterMaxCallsQueued

Column (Field)	Description
Longest Queued	The longest time a call elapsed before it was abandoned or answered in this interval. Derived from: Skill_Group_Interval.RouterMaxCallWaitTime

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.

Views: This report has the following grid views:

- Precision Queue Efficiency
- Precision Queue Efficiency All Fields

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

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

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 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
Step 1 - Step 10	
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 Precision Queue Efficiency Drill Down, on page 167.

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.

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
Step 1 - Step 10	

Column (Field)	Description
Offered	The number of calls offered in this step. Derived from: Router_Queue_Interval.OfferedStep(n)
Skipped	The total of all calls offered in this precision queue that were skippeded in this step. Derived from: Router_Queue_Interval.
Answered	The total of all calls offered in this precision queue that were answered in this step. Derived from: Router_Queue_Interval.AnsStep(n)
Abandoned	The total of all calls offered in this precision queue that were abandoned in this step. Derived from: Router_Queue_Interval.
Overflow	The total of all calls offered in this precision queue that overflowed. Derived from: Router_Queue_Interval.
PreciscionQueueChart	This is a link to a Precision Queue Efficiency Drill Down report. For more information, see Precision Queue Efficiency Drill Down, on page 167.

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.

Column (Field)	Description
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
Step 1 - Step 10	
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 Precision Queue Efficiency Drill Down, on page 167.

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 has one grid view, Precision Queue Interval All Fields.

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. **Media** 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.

Column (Field)	Description
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.
Service Level	
Service Level	Service Level Type used to calculate Service level for the interval. Derived from: Router_Queue_Interval.ServiceLevel.
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
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.
Completed Tasks	
Total	The total number of tasks completed by this precision queue in the interval. Derived from:(Router_Queue_Interval.CallsHandled++ Router_Queue_Interval.RedirectNoAnsCalls+ Router_Queue_Interval.CallsAbandQ+ Router_Queue_Interval.RouterError+ Router_Queue_Interval.CallsAbandToAgent)
Abandoned	The sum of: • The number of calls to the call type that are abandoned in the Router queue during the reporting interval. • 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. Derived from: Router_Queue_Interval.CallsAbandQ + Router_Queue_Interval.CallsAbandToAgent.

Column (Field)	Description
RONA	The count of calls that are redirected with no answer within the Precision Queue service level threshold in the last interval. Derived from: Router_Queue_Interval.RedirectNoAnsCalls
Handled	The number of inbound calls for which agents in the precision queue during the interval answered and completed. Derived from: Router_Queue_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)
Avg Active Time	The Average Active Time in HH:MM:SS (hours, minutes, seconds) for tasks sent to the precision queue. Derived from: Skill_Group_Interval.HandledCallsTalkTime /Skill_Group_Interval.CallsHandled
Abandon Hold	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. Derived from: Skill_Group_Interval.AbandonHoldCalls
Tasks Picked	The total number of pick requests successfully routed by the precision queue.
Tasks Pulled	The total number of pull requests successfully routed by the precision queue.
Picks Failed	Number of pick request resulting in an error.
Pulls Failed	Number of pull request resulting in an error.
End of Completed Tasks Grouping	
Transfer In	The number of tasks transferred into the precision queue in the interval. Derived from: Skill_Group_Interval.TransferInCalls
Transfer Out	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. Derived from: Skill_Group_Interval.TransferredOutCalls + Skill_Group_Interval.NetTransferredOutCalls

Column (Field)	Description
External Out	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. Derived from: Skill_Group_Interval.AgentOutCalls
Agent State Time	
Active Time	The time in HH:MM:SS (hours, minutes, seconds) that agents in the precision queue were in the Active state in the interval. Derived from: Skill_Group_Interval.TalkTime
Hold Time	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. Derived from: Skill_Group_Interval.HoldTime
Logged On Time	The total duration in HH:MM:SS (hours, minutes, and seconds) during the period that agents were logged into this skill group. Derived from: Skill_Group_Interval.LoggedOnTime
%Not Active	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. This field is a calculated field derived from: Skill_Group_Interval.AvailTime / Skill_Group_Interval.LoggedOnTime
%Not Ready	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. This field is a calculated field, derived from: Skill_Group_Interval.NotReadyTime / Skill_Group_Interval.LoggedOnTime

Column (Field)	Description
% Active	The percentage of time that agents spent talking on calls in this precision queue in relation to LoggedOnTime. This field is a calculated field, derived from: (Skill_Group_Interval.TalkInTime + Skill_Group_Interval.TalkOutTime + Skill_Group_Interval.TalkOtherTime + Skill_Group_Interval.TalkAutoOutTime + Skill_Group_Interval.TalkPreviewTime + Skill_Group_Interval.TalkReserveTime) / Skill_Group_Interval.LoggedOnTime
% Hold	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. This field is a calculated field, derived from: Skill_Group_Interval.HoldTime / Skill_Group_Interval.LoggedOnTimeTime
% Reserved	The percentage of time that agents spent in the Reserved state waiting for a task from this precision queue in relation to LoggedOnTime. This field is a calculated field, derived from: Skill_Group_Interval.ReservedStateTime / Skill_Group_Interval.LoggedOnTime
% Wrap Up	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. This field is a calculated field, derived from: (Skill_Group_Interval.WorkReadyTime + Skill_Group_Interval.WorkNotReadyTime) / Skill_Group_Interval.LoggedOnTime
% Utilization	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. Derived from: Skill_Group_Real_Time.PercentUtilizationTo5
End of Agent State Times Grouping	

Column (Field)	Description
Answered	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. This is derived from skill_group_interval.CallsAnswered.
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: Skill_Group_Interval.AbandonRingCalls
Longest Queued	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. Derived from: Router_Queue_Interval.MaxCallWaitTime
MaxQueued	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. Derived from: Router_Queue_Interval.MaxCallsQueued

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 has one grid view, Skill Group Abandon-Answer Distribution Historical.

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:

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.

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.

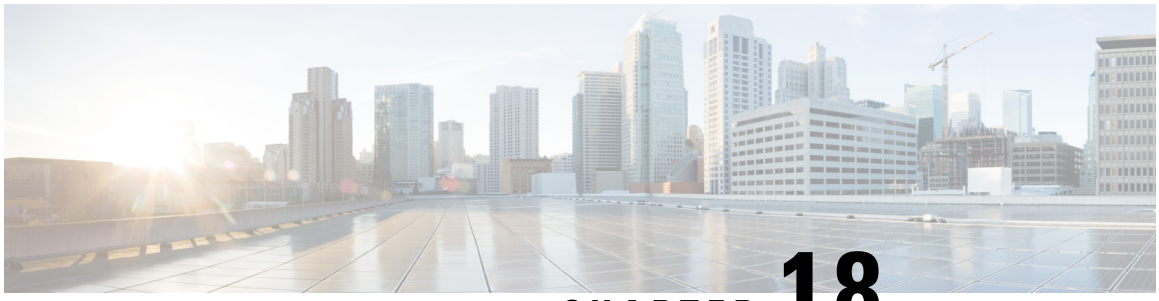
Column (Field)	Description
Skill Group	The enterprise name of the Skill Group. Derived from:Skill_Group.EnterpriseName.
Media	The enterprise name of the Media Routing Domain associated with the skill group. **Media** is derived from: Media_Routing_Domain.EnterpriseName.

Column (Field)	Description
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 run 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).
Int 4 Ans and Aban	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. Derived from:Skill_Group_Interval.AnsInterval(4) and Skill_Group_Interval.AbandInterval(4).

Column (Field)	Description
Int 5 Ans and Aban	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. Derived from:Skill_Group_Interval.AnsInterval(5) and Skill_Group_Interval.AbandInterval(5).
Int 6 Ans and Aban	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. Derived from:Skill_Group_Interval.AnsInterval(6) and Skill_Group_Interval.AbandInterval(6).
Int 7 Ans and Aban	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. Derived from:Skill_Group_Interval.AnsInterval(7) and Skill_Group_Interval.AbandInterval(7).
Int 8 Ans and Aban	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. Derived from:Skill_Group_Interval.AnsInterval(8) and Skill_Group_Interval.AbandInterval(8).
Int 9 Ans and Aban	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. Derived from:Skill_Group_Interval.AnsInterval(9) and Skill_Group_Interval.AbandInterval(9).
> Int 9 Ans and Aban	The number of calls answered/abandoned within the remaining time in the report time period measured in minutes and seconds. For example: > 43:08. Derived from:Skill_Group_Interval.AnsInterval(10) and Skill_Group_Interval.AbandInterval(10).
Max Queued	The maximum number of calls in queue for this call type during this interval. Derived from : Skill_Group_Interval. MaxCallsQueued.

Column (Field)	Description
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.



CHAPTER 18

Real Time All Fields Report Templates

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- Agent Queue Real Time, on page 180
- Agent Real Time, on page 184
- Agent Skill Group Real Time, on page 187
- Agent State Real Time Graph, on page 191
- Agent Team Real Time, on page 191
- Agent Team State Counts Real Time, on page 194
- Call Type Real Time, on page 197
- Enterprise Skill Group Real Time, on page 199
- Peripheral Service Real Time All Fields, on page 203
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Agent Precision Queue Membership

Agent Precision Queue Membership displays the active membership of agents in precision queues along with the attributes in those precision queues. Note that this membership is dynamic so this information is available in real-time only.

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

Views: This report has one grid view, Agent Precision Queue Membership.

Grouping: This report is grouped by Agent.

Value List: Agent

Database Schema Tables from which data is retrieved:

- Agent
- Agent_Skill_Group_Real_Time
- Attribute
- Person

- Precision Queue

Available Fields in the Agent Precision Queue Membership Grid View

Additional Available fields in this report are populated from fields in the Agent_Skill_Group_Real_Time 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.

Note also that:

- Precision Queue is derived from: Precision_Queue.EnterpriseName
- Attribute [1-*n*] is derived from: Attribute.EnterpriseName

Current Fields in the Agent Precision Queue Membership 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 last and first name of the agent. Derived from: Person.LastName "," Person.FirstName
Precision Queue	The precision queues with which the agent is associated. Derived from: Precision_Queue.EnterpriseName
Attributes	The attributes used in the precision queue definition. The report shows only those attributes that are used.

Agent Queue Real Time

Agent Queue Real Time provides combined information for Skill Groups and Precision Queues. Note that agents with multiple skills or Precision Queues have a line item for each one in this report. Use this report to understand activity and staffing of Skill Groups and Precision Queues.

Views: This report has one grid view, Agent Queue Real Time.

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

Grouping: This report is grouped by Skill Group.

Value List: Agent

Database Schema Tables from which data is retrieved:

- Agent
- Agent_Real_Time
- Agent_Skill_Group_Real_Time

- Attribute
- Controller_Time
- Media_Routing_Domain
- Person
- Precision Queue
- Reason_Code
- Service
- Skill_Group
- Skill_Group_Real_Time

Available Fields in the Agent Queue Real Time 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 fields in the Agent_Real_Time 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.

Note also that:

- **Media** is derived from: Media_Routing_Domain.EnterpriseName.
- **Service Name** is derived from: Service.EnterpriseName.
- **Enterprise Name** is derived from: Agent.EnterpriseName.

Current Fields in the Agent Queue Real Time Grid View

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

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 / Skill Group	Precision Queue or Skill Group. Precision Queue is derived from: Precision_Queue.EnterpriseName The precision route associated with the task on which the agent is currently working. Because an agent can log into multiple precision routes, this field is not filled until the agent is assigned a task. Skill Group Name is derived from: Skill_Group.EnterpriseName The skill group associated with the task on which the agent is currently working. Because an agent can log into multiple skill groups, this field is not filled until the agent is assigned a task.
Attributes	The attributes used in the precision queue definition. The report shows only those attributes that are used.
Agent	The last and first name of the agent. Derived from: Person.LastName + ", " + Person.FirstName.
Queued Now	The number of tasks currently queued for the skill group or precision queue. Derived from: Skill_Group_Real_Time.RouterCallsQNow.
Extension	The phone extension into which the agent is logged. Derived from: Agent_Real_Time.Extension.
Agent State	The current state of the agent in this skill group or precision queue. See Agent states. Derived from: Agent_Skill_Group_Real_Time.AgentState.
Logged On DateTime	The date and time that the agent logged in to the skill group or precision queue. The format is MM/DD/YYYY (month, day, year) and HH:MM:SS (hours, minutes, seconds) format. Derived from: Agent_Skill_Group_Real_Time.DateTimeLogin.
Duration	The time spent in the current agent state in HH:MM:SS (hours, minutes, seconds) format. This is a calculated field derived from: DATEDIFF(seconds, Agent_Real_Time.DateTimeLastStateChange, getdate()).

Column (Field)	Description
Mobile Agent Mode	The mode by which the agent is connected (populated only for the Unified CCE): • 0 = Not Mobile (Local agent; normal ACD/Unified CCE phone or non-voice task). • 1 = Call By Call (Mobile agent's phone is connected for each incoming call). • 2 = Nailed Connection (Mobile agent calls and logs in once; line remains connected through multiple calls). Derived from: Agent_Real_Time.PhoneType.
Mobile Agent Phone#	For a mobile agent (an agent working remotely), the current phone number. Populated only for the Unified CCE. Derived from: Agent_Real_Time.RemotePhoneNumber.
Reason	A code received from the peripheral that indicates the reason for the agent's last state change. If the code is not defined, this displays 0. Derived from: Agent_Skill_Group_Real_Time.ReasonCode.
Supervisor Assist Requested	Whether or not the agent requested supervisor assistance: No|Yes. Derived from: Agent_Real_Time.RequestedSupervisorAssist.
Destination	The type of outbound task on which the agent is currently working. Derived from: Agent_Real_Time.Destination.
Direction	The direction of the call that the agent is currently working on: • NULL = None • 0 = None • 1 = In • 2 = Out • 3 = Other In • 4 = Other Out/Outbound Direct Preview • 5 = Outbound Reserve • 6 = Outbound Preview • 7 =Outbound Predictive/Progressive Derived from: Agent_Real_Time.Direction.

Column (Field)	Description
Available in MRD	Whether or not the agent is available to accept a task in this Media Routing Domain: • NO (Not available) • YES_ICM (Unified ICM available in media routing domain) • YES_APP (Application available in media routing domain) 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. Derived from: Agent_Real_Time.AvailableInMRD.
Active	The number of tasks associated with the skill group that the agent is working on. Derived from: Agent_Real_Time.CallInProgress.
Agent Skill Target ID	The SkillTargetID of the agent. Together with SkillGroupSkillTargetID identifies the skill group member. Derived from: Agent_Real_Time.SkillTargetID.
Skill Target ID	An identifier that is unique among all skill targets in the enterprise. Derived from: Skill_Group.SkillTargetID

Agent Real Time

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. Agent Real Time provides information about current individual agent activity, such as how long an agent has been on a call or whether the agent is currently handling a voice or chat interaction.

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

Views: This report has one grid view, Agent Real Time.

Grouping: This report is grouped and sorted by Agent.

Value Lists: Agent, Media Routing Domain

Database Schema Tables from which data is retrieved:

- Agent
- Agent_Real_Time
- Agent_Skill_Group_Real_Time
- Controller_Time
- Media_Routing_Domain
- Person
- Precision_Queue
- Reason_Code
- Service
- Skill_Group

Available Fields in the Agent Real Time 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 fields in the Agent_Real_Time table as documented in the *Database Schema Handbook for Cisco Unified Contact Center Enterprise* at http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-technical-reference-list.html.

Note that:

- **Media** is derived from: Media_Routing_Domain.EnterpriseName.
- **Service Name** is derived from: Service.EnterpriseName.
- **Enterprise Name** is derived from: Skill_Group.EnterpriseName.

Current Fields in the Agent Real Time Grid View

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

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

Column (Field)	Description
Agent	The last and first name of the agent. Derived from: Person.LastName "," Person.FirstName.

Column (Field)	Description
Precision Queue / Skill Group	Precision Queue or Skill Group or NotApplicable. Precision Queue is derived from:Precision_Queue.EnterpriseName. The precision route 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 log in to multiple precision routes, this field is not filled until the agent is assigned a task. Skill Group Name is derived from: Skill_Group.EnterpriseName. 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 in to multiple skill groups, this field is not filled until the agent is assigned a task.
Media	The enterprise name of the Media Routing Domain associated with the Precision Queue or Skill Group Name. **Media** 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. Derived from: Attribute.EnterpriseName
AgentState	The current state of the agent. Derived from: Agent_Real_Time.AgentState.
Destination	The type of outbound task on which the agent is currently working. Derived from: Agent_Real_Time.Destination.
Direction	The direction of active task: • In (inbound task, as non-voice tasks are always inbound). • Out (outgoing external task). • Other (outgoing or incoming internal task). • Not Applicable (if the logged-in agent is not active in the skill group). Derived from: Agent_Real_Time.Direction.

Column (Field)	Description
Duration	The time spent in the current agent state in HH:MM:SS (hours, minutes, seconds) format. This field is a calculated field derived from: DATEDIFF(seconds, Agent_Real_Time.DateTimeLastStateChange, getdate()).
Reason	The text associated with the ReasonCode numeric value, which is a code received from the peripheral, indicates the reason for the agent's last state change. **Note** If the ReasonCode does not have a corresponding entry in the Reason_Code table, then a numerical Reason Code is displayed. Also, If the Reason Code is 0, "NONE" is displayed. To display Reason Codes in a Unified Intelligence Center report, you must configure them. See your configuration documentation for more information. Derived from: Agent_Real_Time.ReasonCode.

Agent Skill Group Real Time

The Agent Skill Group Real Time report presents a table of agents within selected skill groups. The table provides information about each agent's current activity, such as the current state, the duration in the current state, the Mobile agent mode, and the call direction within each Media Routing Domain into which the agent is logged.

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

Views: This report has one grid view, Agent Skill Group Real Time.

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

Value List: Skill Group, Media Routing Domain

Database Schema Tables from which data is retrieved:

- Agent
- Agent_Real_Time
- Agent_Skill_Group_Real_Time
- Controller_Time
- Media_Routing_Domain
- Person
- Reason_Code

- Service
- Skill_Group
- Skill_Group_Real_Time

Available Fields in the Agent Skill Group Real Time 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 fields in the Agent_Real_Time and Skill_Group_Real_Time tables 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.

Current Fields in the Agent Skill Group Real Time Grid View

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

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

Column (Field)	Description
Skill Group	The skill group enterprise name for the selected skill group. Derived from: Skill_Group.EnterpriseName
Media	The enterprise name of the Media Routing Domain associated with the skill group. **Media** is derived from: Media_Routing_Domain.EnterpriseName.
Agent	The last name and first name of the agent. Derived from: Person.LastName + ", " + Person.FirstName
Queued Now	The number of tasks currently queued for the skill group. Derived from: Skill_Group_Real_Time.RouterCallsQNow
Extension	The phone extension into which the agent is logged. Derived from: Agent_Real_Time.Extension
Agent State	The current state of the agent in this skill group. Derived from: Agent_Skill_Group_Real_Time.AgentState

Column (Field)	Description
Log On DateTime	The time spent in the current agent state in this skill group in HH:MM:SS (hours, minutes, seconds) format. Derived from: Agent_Real_Time.DateTimeLogin
Duration	The time spent in the current agent state in HH:MM:SS (hours, minutes, seconds) format. This is a calculated field derived from: DATEDIFF(seconds, Agent_Skill_Group_Real_Time.DateTimeLastStateChange, getdate())
Mobile Agent Mode	The mode by which the agent is connected (populated for CCE only): • 0 = Not Mobile (Local agent; general ACD/CCE phone or non-voice task) • 1 = Call By Call (Mobile agent's phone is connected for each incoming call) • 2 = Nailed Connection (Mobile agent calls and logs in once; line remains connected through multiple calls) Derived from: Agent_Real_Time.PhoneType
Mobile Agent Phone#	For a mobile agent (an agent working remotely), the current phone number. Populated for CCE only. Derived from: Agent_Real_Time.RemotePhoneNumber
Reason	A code received from the peripheral that indicates the reason for the agent's last state change. If the code is not defined, the reason code displays 0. To display Reason Codes in a Unified Intelligence Center report, you must configure them. See your configuration documentation for more information. Derived from: Agent_Real_Time.ReasonCode
Supervisor Assist Requested	Whether or not the agent requested supervisor assistance: No|Yes. Derived from: Agent_Real_Time.RequestedSupervisorAssist
Destination	The type of outbound task on which the agent is currently working. Derived from: Agent_Real_Time.Destination

Column (Field)	Description
Direction	The direction of the call that the agent is currently working on: • NULL = None • 0 = None • 1 = In • 2 = Out • 3 = Other In • 4 = Other Out/Outbound Direct Preview • 5 = Outbound Reserve • 6 = Outbound Preview • 7 = Outbound Predictive/Progressive Derived from: Agent_Real_Time.Direction
Avail in MRD	Whether or not the agent is available to accept a task in this media routing domain: • NO (Not available) • YES_ICM (Unified CCE available in media routing domain) • YES_APP (Application available in media routing domain) 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 ICM-available, then Unified CCE can assign tasks to the agent. If an agent is Application-available, then the application can assign tasks to the agent. In the former case, only Unified CCE can assign tasks to the agent. In the latter, only the application can assign tasks to the agent.
Active	The number of tasks associated with the skill group that the agent is working on. Derived from: Agent_Skill_Group_Real_Time.CallsInProgress

Agent State Real Time Graph

This report is a pie chart showing the current total count of agents in different agent states.

Views: This report has one chart view, Agent State Real Time Graph.

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

Value List: Agent

Database Schema Tables from which data is retrieved: Agent_Real_Time.AgentState

The following data is represented in the Agent State Real Time pie chart graph.

Table 22: Agent State Real Time Pie Chart

Field	Description
Not Ready	The agent is not available to be assigned a task.
Ready	The agent has put himself in the Ready state using his agent desktop tool.
Active	The agent is working on a task or a call.
Wrap Up	The agent is performing wrap-up work for a call.
Reserved	The agent has been offered a call or task. For voice calls, agents are Reserved when their phones are ringing.
Interrupted	The agent receives a non-interrupted call or task while handling an interrupted task.
Unknown	The agent state is unknown.
Hold	For agents handling Outbound Option calls, the Hold state indicates that the agent is reserved for a call because the Outbound Dialer put the agent on hold while connecting the call.

Agent Team Real Time

This report shows the current status of the selected Agent Teams and the current agent states of each agent within the selected Agent Teams. Agent Team Real Time provides similar information to the Agent State Real Time but presented and grouped by teams.

Views: This report has one grid view, Agent Team Real Time.

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

Grouping: This report is grouped and sorted by Agent Team and then by Supervisor.

Value List: Agent Team

Database Schema Tables from which data is retrieved:

- Agent

- Agent_Real_Time
- Agent_Skill_Group_Real_Time
- Agent_Team
- Agent_Team_Member
- Media_Routing_Domain
- Person
- Precision Queue
- Service
- Skill_Group

Available Fields in the Agent Team Real Time Grid View

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

Other tables used are:

- **Agent_Team**
  - The Agent Team field is derived from: Agent_Team.AgentTeamID.
  - The PriSupervisor Skill Target ID field is derived from: Agent_Team.PriSupervisorSkillTargetID.
- **Person**
  - FirstName is derived from: Person.FirstName.
  - LastName is derived from: Person.LastName.
- **Media_Routing_Domain**
  - The Media field is derived from: Media_Routing_Domain.EnterpriseName.
- **Service**
  - Service Name is derived from: Service.EnterpriseName.

Current Fields in the Agent Team Real Time 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 Team Name	The Enterprise Name of the Agent Team. Derived from: Agent_Team.EnterpriseName.
Agent Name	The last and first name of the agent. Derived from: Person.LastName ", " Person.FirstName.
Precision Queue / Skill Group	Precision Queue or Skill Group or Not Applicable. Precision Queue is derived from: Agent_Team.EnterpriseName. The precision route 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 log in to multiple precision routes, this field is not filled until the agent is assigned a task. Skill Group Name is derived from: Skill_Group.EnterpriseName. 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 in to multiple skill groups, this field is not filled until the agent is assigned a task.
State	The current state of the agent. Derived from: Agent_Real_Time.AgentState.
Direction	The direction of the call that the agent is currently working on: • NULL= None • 0 = None • 1 = In • 2 =Out • 3= Other Derived from: Agent_Real_Time.Direction.
Destination	The type of outbound task on which the agent is currently working. Derived from: Agent_Real_Time.Destination.
Reason	A code received from the peripheral that indicates the reason for the agent's last state change. If no reason code is defined, this value is 0 (zero). Derived from: Agent_Real_Time.ReasonCode.

Column (Field)	Description
Name	The login name for the Agent.Derived from: Person.LoginName
Extenstion	The phone extension into which the agent is logged. Derived from: Agent_Real_Time.Extension
Pheripheral Number	The login ID of the agent. This value is taken directly from the database. Derived from: Agent.PeripheralNumber
Time	The time spent in the current agent state in HH:MM:SS (hours, minutes, seconds) format. This field is a calculated field derived from: DATEDIFF(seconds, Agent_Real_Time.DateTimeLastStateChange, Select NowTime From Controller_Time)
Media	The enterprise name of the Media Routing Domain associated with the Precision Queue or Skill Group Name. **Media** is derived from: Media_Routing_Domain.EnterpriseName.

Report Summary: There is a summary row for Agent Team, a summary row for each Supervisor and a report summary for all data. For more information, see Report Summary Rows, on page 8.

Agent Team State Counts Real Time

Agent Team State Counts provides the distribution of agent states per team. Use this report to identify how many agents are available in a current team.

Views: This report has one grid view, Agent Team State Count Real Time.

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

Grouping: There is no grouping for this report. It is sorted by Agent Team.

Value List: Agent Team

Database Schema Tables from which data is retrieved:

- Agent
- Agent_Real_Time
- Agent_Team
- Agent_Team_Member
- Media_Routing_Domain
- Person

Available Fields in the Agent Team State Counts Real Time Report

Available fields for this report include all fields that appear by default as Current. In the Current panel, they appear by their display names (for example, *Hold*). In the Available panel, they appear by their database names (for example, *hold_state*).

These fields are from the Person, Agent_Team, Agent_Team_Member, and Agent_Real_Time tables.

Additional Available fields in this report are:

- **Agent Team ID** Derived from: Agent_Team_Member.AgentTeamID.
- **Media** Derived from: Media_Routing_Domain.EnterpriseName.
- **Eligible for Task** Derived from: Count of agents where Agent_Real_Time.AvailableInMRD is 0.

  The number of agents who are eligible to receive tasks in the specified Media Routing Domain.

  An agent can be in the Not Active state (available) and not be Eligible For Task in a Media Routing Domain.

  This can occur under the following circumstances:

  - In Media Routing Domains other than Voice: if the agent is currently working on a Voice task.
  - In the Voice media routing domain: if the agent is currently working on a multimedia task other than an Email task.

Note An agent can work on a task (Active In state) and be Eligible For Task in a media routing domain. This can occur in the Multi Session Chat (MSC) Media Routing Domain. If the agent is currently working on an MSC task, an agent is eligible to receive a task up to the maximum task limit configured in the system.

Current Fields in the Agent Team State Counts Real Time Report

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.

Columns (Fields)	Description
Agent Team	The enterprise name of the Agent Team. Derived from: Agent_Team.EnterpriseName.
Supervisor	The team's primary supervisor. Derived from: Person.LastName + ' ' + Person.FirstName.
Total On Team	The count of agents configured for the individual team. Derived from: Count(Agent_Team_Member.SkillTargetID).

Columns (Fields)	Description
Agent Logged On	The number of agents currently logged in. Derived from: Count of agents with Agent_Real_Time.AgentState not equal to 0.
Active In	The number of agents currently working on incoming tasks. Derived from: Count of agents where Agent_Real_Time.AgentState is 11 or 4 and Agent_Real_Time.Direction is 1.
Active Out	The number of agents currently working on outbound tasks. Derived from: Count of agents where Agent_Real_Time.AgentState is 11 or 4 and Agent_Real_Time.Direction is 2.
Active Other	The number of agents currently working on internal (neither inbound nor outbound) tasks. Examples of other tasks include agent-to-agent transfers and supervisor tasks. Derived from: count of agents where Agent_Real_Time.AgentState is 11 or 4 and Agent_Real_Time.Direction is 3.
Hold	The number of agents that have all active tasks on hold and have paused tasks. The agent is not in the Hold state with one task on hold and talking on another task (for example, a consultative call). The agent must have all active tasks on hold. Derived from: Count of agents where Agent_Real_Time.AgentState is 10 or 12.
Not Active	The number of agents in the Not Active state, the state where the agent is ready to accept tasks, but is not currently involved in task work. Derived from: Count of agents where Agent_Real_Time.AgentState is 3 or 14.
Wrap Up	The number of agents 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. Derived from: Count of agents where Agent_Real_Time.AgentState is 5 or 6.
Not Ready	The number of agents 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. Derived from: Count of agents where Agent_Real_Time.AgentState is 2.

Columns (Fields)	Description
Reserved	The number of agents currently in the Reserved state, a state in which an agent is selected to receive a task. An agent is in the Reserved state until the task is answered. Derived from: Count of agents where Agent_Real_Time.AgentState is 8.

Report Summary: There is a summary row for the total report. For more information, see Report Summary Rows, on page 8.

Call Type Real Time

Reports generated from the Call Type Real Time template show the current status of call types. The report provides an overall view, by Call Type, of current activity such as Calls in Queue, longest call in queue, and last 5-minute statistics.

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

Views: This report has a default grid view (Call Type Real Time) and a chart view (Call Type Queue Now).

Value List: Call Type

Database Schema Tables from which data is retrieved:

- Call_Type
- Call_Type_Real_Time

Available Fields in the Call Type Real Time 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 Call_Type_Real_Time 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 Call Type Real Time 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 Name	The enterprise name for the call type. Derived from: Call_Type.EnterpriseName.

Column (Field)	Description
Avg Speed of Answer 5	Average Speed of Answer during the rolling five-minute interval. The total Answer Time for all tasks of the call type divided by the number of tasks of this type answered during the current five-minute interval. This field is a calculated field, derived from: (Call_Type_Real_Time.AnswerWaitTimeTo5 / Call_Type_Real_Time.CallsAnsweredTo5).
VRU not Queued Now	The number of tasks in Run VRUScript or Wait state. This represents the number of tasks at VRU prompting or self service. This field is a calculated field, derived from: Call_Type_Real_Time.CallsAtVRUNow - Call_Type_Real_Time.RouterCallsQNow.
Queued Now	The number of tasks currently in the queue. Derived from: Call_Type_Real_Time.RouterCallsQNow.
CCE Agent Now	The number of tasks that have been routed to the Unified CCE agents but are not yet ended. This column is incremented when the call is answered and decremented when the call ends, after wrap up is complete, if applicable. Derived from: Call_Type_Real_Time.CallsAtAgentNow.
Longest Queued	The time spent in queue for the longest currently queued task, measured in HH:MM:SS (hours, minutes, seconds) format. This field is a calculated field, determined by subtracting the time the task entered the queue (Derived from: Call_Type_Real_Time.RouterLongestCallQ) from the current time.
Service Level	The service level for the rolling five-minute interval. Derived from: Call_Type_Interval.ServiceLevelTo5.
Handled5	The number of calls of this call type handled for the call type ending during the rolling five-minute interval. Derived from: Call_Type_Real_Time.CallsHandledTo5.

Column (Field)	Description
Aband5	The number of tasks abandoned at the IVR during the rolling five-minute interval, while offered to the agent and on route to the agent. Derived from: Call_Type_Real_Time.TotalCallsAbandTo5.
Abandoned Within Service Level	The number of tasks abandoned before the service level timer expired during the rolling five-minute interval. Derived from: Call_Type_Real_Time.ServiceLevelAbandTo5.
Average Abandon	The average time of abandoned calls for this call type during the rolling five-minute interval, measured in HH:MM:SS (hours, minutes, seconds) format. This field is a calculated field, derived from: Call_Type_Real_Time.CallDelayAbandTimeTo5 / Call_Type_Real_Time.TotalCallsAbandTo5.

Report Summary: There is a summary for all data in the report.

Enterprise Skill Group Real Time

The Enterprise Skill Group Real Time report shows the current status of the selected enterprise skill groups, providing real time information about calls in queue for Enterprise Skill Groups. Enterprise Skill Groups provide the ability to group skill groups within a peripheral or in different peripherals.

If a call is queued to an Enterprise skill group, then the call is queued at each peripheral skill group that belongs to the enterprise skill group. Therefore one call queued to an enterprise skill group composed of five peripheral skill groups shows up as five calls.

For more information about Enterprise Skill groups, see *Reporting Concepts for Cisco Unified ICM/CCE* at http://www.cisco.com/en/US/products/sw/custcosw/ps1844/tsd_products_support_series_home.html.

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

Views: This report has one grid view, Enterprise Skill Group Real Time.

Value Lists: Enterprise Skill Group, Media Routing Domain

Database Schema Tables from which data is retrieved:

- Enterprise_Skill_Group
- Enterprise_Skill_Group_Member
- Media_Routing_Domain
- Skill_Group
- Skill_Group_Real_Time

Available Fields in the Enterprise Skill Group Real Time 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 Skill_Group_Real_Time table as documented in the *Database Schema Guide for Cisco Unified Contact Center Enterprise* at http://www.cisco.com/en/US/products/sw/custcosw/ps1844/tsd_products_support_series_home.html.

Current Fields in the Enterprise Skill Group Real Time 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
Enterprise Skill Group	The enterprise skill group's enterprise name and ID. Derived from: Enterprise_Skill_Group.EnterpriseName (Enterprise_Skill_Group.EnterpriseSkillGroupID).
Media	The enterprise name of the Media Routing Domain associated with the skill group. **Media** is derived from: Media_Routing_Domain.EnterpriseName.
Queued Now	The number of calls currently queued to the skill group at the CallRouter and at the local ACD queue. This field is Current by default. Derived from: Skill_Group_Real_Time.RouterCallsQNow.
Longest Queued	The longest queued task on the routing media, measured in HH:MM:SS (hours, minutes, seconds) format. This field is Current by default. Derived from: Skill_Group_Real_Time.RouterLongestCallInQ.
ASA5	The Average Speed of Answer measured in HH:MM:SS (hours, minutes, seconds) format for the skill group during the rolling five minute interval. Derived from: Skill_Group_Real_Time.AnswerWaitTimeTo5 / Skill_Group_Real_Time.CallsAnsweredTo5.

Column (Field)	Description
Handled	The number of tasks that were handled during the rolling five minute interval. Derived from: Skill_Group_Real_Time.CallsHandledTo5.
Avg Handle Time	The average time in HH:MM:SS (hours, minutes, seconds) it has taken during the rolling five minute interval to handle a task. Derived from: Skill_Group_Real_Time.HandleCallsTimeTo5 / Skill_Group_Real_Time.CallsHandledTo5.
Log On	The number of agents that are currently logged in to the skill group. This count is updated each time an agent logs in and each time an agent logs out. Derived from: Skill_Group_Real_Time.LoggedOn.
Not Ready	The number of agents in the Not Ready state for the skill group. Not Ready is a state in which agents are logged in but are neither involved in any call handling activity nor available to handle a call. Derived from: Skill_Group_Real_Time.NotReady.
Not Active	The number of agents in the skill group who are currently not working on a task associated with the skill group. Derived from: Skill_Group_Real_Time.Avail.
Active In	The number of agents in the skill group currently working on inbound tasks. Derived from: Skill_Group_Real_Time.TalkingIn.
Active Out	The number of agents in the skill group currently talking on outbound calls. Derived from: Skill_Group_Real_Time.TalkingOut.
Active Other	The number of agents in the skill group currently talking on internal (neither inbound nor outbound) calls. Examples of other calls include agent-to-agent transfers and supervisor calls. Derived from: Skill_Group_Real_Time.TalkingOther.

Column (Field)	Description
Active Auto Out	The number of agents in the skill group currently talking on AutoOut (predictive) calls. Derived from: Skill_Group_Real_Time.TalkingAutoOut.
Active Preview	The number of agents in the skill group currently talking on outbound Preview calls. Derived from: Skill_Group_Real_Time.TalkingPreview.
Active Reservation	The number of agents in the skill group currently talking on agent reservation calls. Derived from: Skill_Group_Real_Time.TalkingReserve.
Avg Active Time	The average talk or active time measured in HH:MM:SS (hours, minutes, seconds) format during the rolling five-minute interval. Derived from: (Skill_Group_Real_Time.HandledCallsTalkTimeTo5 / Skill_Group_Real_Time.CallsHandledTo5).
Wrap Up	The number of agents currently in wrap-up state for this skill group. Wrap Up is call-related work performed by an agent after the call is over. An agent performing wrap up is in either the Work Ready or Work Not Ready state. Derived from: Skill_Group_Real_Time.WorkReady + Skill_Group_Real_Time.WorkNotReady.
Hold	The number of agents that 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. Derived from: Skill_Group_Real_Time.Hold.
Reserved	The number of agents for the skill group currently in the Reserved state. Derived from: Skill_Group_Real_Time.ReservedAgents.

Column (Field)	Description
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 in 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. Derived from: Skill_Group_Real_Time.BusyOther.
% Utilization	The percentage of Ready time that agents in the skill group 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. Derived from: Skill_Group_Real_Time.PercentUtilizationTo5.

Report Summary: There is a report summary for all data.

Peripheral Service Real Time All Fields

Peripheral Service Real Time report provides current information, such as calls in queue per service.

For more information about services, see Reporting Concepts for Cisco Unified ICM/Contact Center Enterprise*Reporting Concepts for Cisco Unified Contact Center Enterprise* at http://www.cisco.com/en/US/products/sw/custcosw/ps1844/tsd_products_support_series_home.html. For information on mapping TDM entities, such as VDNs in Avaya, see the relevant ACD supplement at http://www.cisco.com/en/US/products/sw/custcosw/ps1844/tsd_products_support_series_home.html.

Peripheral Service reports are not applicable to Contact Center Enterprise environments.

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

Views: This report has one grid view, Peripheral Service Real Time All Fields.

Value List: Service

Database Schema Tables from which data is retrieved:

- Service
- Service_Real_Time

Available Fields in the Peripheral Service Real Time All Fields Grid View

Available fields for this report grid include the fields that appear by default as Current. Available fields in this report are populated from the Service_Real_Time table as documented in the *Database Schema Guide for Cisco Unified Contact Center Enterprise* at http://www.cisco.com/en/US/products/sw/custcosw/ps1844/tsd_products_support_series_home.html.

The exception is the Service field, which is derived from Service.EnterpriseName.

Current Fields in the Peripheral Service Real Time All Fields Grid View

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

Column (Field)	Description
Service Name	The enterprise name of the peripheral service. Derived from: Service.EnterpriseName.
In Progress	The number of inbound and outbound calls currently that were previously offered (for example, calls being played, an announcement, queued calls, or connected calls) and are currently being handled for the service. Derived from: Service_Real_Time.CallsInProgress.
Queued Now	The tasks in queue associated with the service now at the peripheral. Derived from: Service_Real_Time.CallsQNow.
Abandoned in Queue 5	The number of tasks associated with the service that were abandoned while in queue or ringing during the rolling five-minute interval. An abandoned task is one in which the caller ended the call before being connected with an agent. If the caller ends the call almost immediately, you might not want to count that as an abandoned task. When configuring each peripheral, you can specify the minimum length of an abandoned task. Derived from: Service_Real_Time.CallsAbandQTo5.
Average Delay in Queue Aban5	The average delay time of tasks associated with the service that were abandoned in the service queue during the rolling five-minute interval. This value is calculated as follows:DelayQAbandTimeTo5 / CallsAbandQTo5. Derived from: Service_Real_Time.AvgDelayQAbandTo5.

Column (Field)	Description
Average Speed of Answer to 5	The average answer wait time for tasks associated with the service during the rolling five-minute interval: AnswerWaitTimeTo5 / CallsOfferedTo5. Answer wait time is the elapsed time from when the task is offered at the peripheral to when it is answered. This includes all DelayTime, LocalQTime, and RingTime associated with the task. Derived from: Service_Real_Time.AvgSpeedAnswerTo5.
Average Handle Time to 5	The average handle time in HH:MM:SS (hours, minutes, seconds) for tasks associated with the service during the rolling five-minute interval. The value is calculated as follows: HandleTimeTo5 / CallsHandledTo5. Derived from: Service_Real_Time.AvgHandleTimeTo5.
Longest Available Agent	The time that the longest available agent associated with the service became available. Derived from: Service_Real_Time.LongestAvailAgent.
Longest Task in Queue	The time that the longest call in the queue for the service was put there. Derived from: Service_Real_Time.LongestCallQ.
Flow In 5	The number of calls the peripheral overflowed into this service during the rolling five-minute interval. Derived from: Service_Real_Time.OverflowInTo5.
Flow Out 5	The number of calls overflowed out of this service during the rolling five-minute interval. Derived from: Service_Real_Time.OverflowOutTo5.
Service Level to 5	The Enterprise service level for the service during the rolling five-minute interval. Derived from: Service_Real_Time.ServiceLevelTo5.
Service Level to 5 Aban	The number of calls to the service abandoned within the service level threshold during the rolling five-minute interval. Derived from: Service_Real_Time.ServiceLevelAbandTo5.
Service Level to 5 Tasks	The number of calls to the service answered within the service level during the rolling five-minute interval. Derived from: Service_Real_Time.ServiceLevelCallsTo5.

Report Summary: The report has a total summary row for all fields. For more information, see Report Summary Rows, on page 8.

Peripheral Skill Group Real Time All Fields

Peripheral Skill Group reports show real time statistics per skill group such as calls in queue and longest delay. Use this report for skill group activity.

Note If there are primary or secondary skill groups defined for the base skill group, then the base skill group is not shown.

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

Views: This report has one grid view, Peripheral Skill Group Real Time All Fields.

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_Real_Time

Available Fields in the Peripheral Skill Group Real Time 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 Skill_Group_Real_Time 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 Peripheral Skill Group Real Time 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 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 and its skill target ID. Derived from: Skill_Group.EnterpriseName and Skill_Group.SkillTargetID.
Media	The enterprise name of the Media Routing Domain associated with the skill group. **Media** is derived from: Media_Routing_Domain.EnterpriseName.

Column (Field)	Description
Queued Now	The number of calls currently queued to the skill group. Derived from: Skill_Group_Real_Time.RouterCallsQNow.
Longest Queued	The longest queued task on the routing media, measured in HH:MM:SS (hours, minutes, seconds) format. Derived from: Skill_Group_Real_Time.RouterLongestCallInQ.
Average Speed of Answer to 5	The Average Speed of Answer measured in HH:MM:SS (hours, minutes, seconds) format for the skill group during the rolling five minute interval. Derived from: Skill_Group_Real_Time.AnswerWaitTimeTo5 / Skill_Group_Real_Time.CallsAnsweredTo5.
Answered Within Service Level	The Average Speed of Answer during the rolling five minute interval, measured in HH:MM:SS (hours, minutes, seconds) format for the skill group. Derived from: Skill_Group_Real_Time.AnswerWaitTimeTo5 / Skill_Group_Real_Time.CallsAnsweredTo5.
Abandoned Within Service Level	The count of calls that are answered within the skill group service level threshold during the rolling five minute interval. Derived from: Skill_Group_Real_Time.ServiceLevelCallsTo5.
Handled	The number of tasks that were handled during the rolling five-minute interval. Derived from: Skill_Group_Real_Time.CallsHandledTo5.
Average Handle Time	The average time in HH:MM:SS (hours, minutes, seconds) it takes during the rolling five-minute interval to handle a task. Derived from: Skill_Group_Real_Time.HandleCallsTimeTo5 / Skill_Group_Real_Time.CallsHandledTo5.
Log On	The number of agents that are currently logged in to the skill group. This count is updated each time an agent logs in and each time an agent logs out. Derived from: Skill_Group_Real_Time.LoggedOn.

Column (Field)	Description
Not Ready	The number of agents in the Not Ready state for the skill group. Not Ready is a state in which agents are logged on but are neither involved in any call handling activity nor available to handle a call. Derived from: Skill_Group_Real_Time.NotReady.
Not Active	The number of agents in the skill group who are currently not working on a task associated with the skill group. Derived from: Skill_Group_Real_Time.Avail.
Active In	The number of agents in the skill group currently working on inbound tasks. Derived from: Skill_Group_Real_Time.TalkingIn.
Active Out	The number of agents in the skill group currently talking on outbound calls. Derived from: Skill_Group_Real_Time.TalkingOut.
Active Other	The number of agents in the skill group currently talking on internal (neither inbound nor outbound) calls. Derived from: Skill_Group_Real_Time.TalkingOther.
Active Auto Out	The number of agents in the skill group currently talking on AutoOut (predictive) calls. Derived from: Skill_Group_Real_Time.TalkingAutoOut.
Active Preview	The number of agents in the skill group currently talking on outbound Preview calls. Derived from: Skill_Group_Real_Time.TalkingPreview.
Active Reservation	The number of agents in the skill group currently talking on agent reservation calls. Derived from: Skill_Group_Real_Time.TalkingReserve.
Avg Active Time	The average talk or active time measured in HH:MM:SS (hours, minutes, seconds) format during the rolling five-minute interval. Derived from: (Skill_Group_Real_Time.HandledCallsTalkTimeTo5 / Skill_Group_Real_Time.CallsHandledTo5).

Column (Field)	Description
Wrap Up	The number of agents currently in wrap-up state for this skill group. Wrap Up is call-related work performed by an agent after the call is over. An agent performing wrap up is in either the Work Ready or Work Not Ready state. Derived from: Skill_Group_Real_Time.WorkReady + Skill_Group_Real_Time.WorkNotReady.
Hold	The number of agents that 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. Derived from: Skill_Group_Real_Time.Hold.
Reserved	The number of agents for the skill group currently in the Reserved state. Reserved is a state in which an agent is awaiting a call and is unavailable to receive any incoming calls. This state applies only to agents on Northern Meridian ACDs. Derived from: Skill_Group_Real_Time.ReservedAgents.
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 in 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. Derived from: Skill_Group_Real_Time.BusyOther.
% Utilization	The percentage of Ready time that agents in the skill group 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. Derived from: Skill_Group_Real_Time.PercentUtilizationTo5.

Report Summary: There is a summary row for Skill Group. There is a total report summary for all fields except % Busy Other.

Precision Queue Real Time All Fields

The Precision Queue Real Time report shows the current status of the selected precision queues. The report provides information such as calls in queue and longest delay per precision queue.

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

Views: This report one grid view, Precision Queue Real Time All Fields.

Grouping: This report is grouped by Precision Queue.

Value Lists: Precision Queue, Media Routing Domain

Database Schema Tables from which data is retrieved:

- Attributes
- Media_Routing_Domain
- Precision_Q_Real_Time
- Precision_Queue

Available Fields in the Precision Queue Real Time 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 Precision_Queue_Real_Time 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 Real Time 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 precision queue. Derived from: Precision_Queue.EnterpriseName.
Media	The enterprise name of the Media Routing Domain associated with the precision queue. **Media** 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. Derived from: Attribute.EnterpriseName

Column (Field)	Description
Queued Now	The number of calls currently queued to the precision queue. Derived from: Precision_Q_Real_Time.CallsQNow.
Longest Queued	The longest queued call on the routing media, measured in HH:MM:SS (hours, minutes, seconds) format. Derived from: Precision_Q_Real_Time.LongestCallInQ
Avg Speed of Answer 5	The Average Speed of Answer measured in HH:MM:SS (hours, minutes, seconds) format for the precision queue during the rolling five-minute interval. Derived from: Precision_Q_Real_Time.AnswerWaitTimeTo5/ Precision_Q_Real_Time.CallsAnsweredTo5.
Answered Within Service Level	The count of calls that are answered within the precision queue service level threshold during the rolling five-minute interval. Derived from: Precision_Q_Real_Time.ServiceLevelCallsAnsTo5
Abandon Within Service Level	The count of calls that are abandoned within the precision queue service level threshold during the rolling five-minute interval. Derived from: Precision_Q_Real_Time.ServiceLevelCallsAbandTo5.
Handled	The number of tasks that have been handled during the rolling five-minute interval. Derived from: Precision_Q_Real_Time.CallsHandledTo5.
Avg Handle Time	The average time in HH:MM:SS (hours, minutes, seconds) it takes during the rolling five-minute interval to handle a task. Derived from: Precision_Q_Real_Time.HandleCallsTimeTo5 / Precision_Q_Real_Time.CallsHandledTo5.
Logged On	The number of agents that 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. Derived from: Precision_Q_Real_Time.LoggedOn.

Column (Field)	Description
Not Ready	The number of agents in the Not Ready state for the precision queue. Not Ready is a state in which agents are logged in but are neither involved in any call handling activity nor available to handle a call. Derived from: Precision_Q_Real_Time.NotReady.
Not Active	The number of agents in the precision queue who are currently not working on a task associated with the precision queue. Derived from: Precision_Q_Real_Time.Avail.
Active In	The number of agents in the precision queue currently working on inbound tasks. Derived from: Precision_Q_Real_Time.TalkingIn
Active Other	The number of agents in the precision queue currently talking on international (neither inbound nor outbound) calls. Derived from: Precision_Q_Real_Time.TalkingOther
Avg Active Time	The average talk or active time measured in HH:MM:SS (hours, minutes, seconds) format during the rolling five-minute interval. Derived from: (Precision_Q_Real_Time.HandledCallsTalkTimeTo5 / Precision_Q_Real_Time.CallsHandledTo5)
Wrap Up	The number of agents currently in wrap-up state for this precision queue. Wrap Up is call-related work performed by an agent after the call is over. An agent performing wrap up is in either the Work Ready or Work Not Ready state. Derived from: Precision_Q_Real_Time.WorkReady + Precision_Q_Real_Time.WorkNotReady
Hold	The number of agents that 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. Derived from: Precision_Q_Real_Time.Hold

Column (Field)	Description
Busy Other	The number of agents currently in the BusyOther state. Busy Other is a state in which the agent is handling calls assigned to other precision queues during the interval. For example, an agent might be talking on an inbound call in one precision queue while simultaneously logged on to and ready to accept calls from other precision queues. The agent can be active (talking on or handling calls) in only one precision queue at a time. Therefore, while active in one precision queue, for the other precision queue the agent is considered to be in the Busy Other state. Derived from: Precision_Q_Real_Time.BusyOther
% Utilization	The percentage of Ready time that agents in the skill group 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. Derived from: Skill_Group_Real_Time.PercentUtilizationTo5

Precision Queue Step Real Time

The Precision Queue Step Real Time report generated from this template shows the current status of the selected precision queues. The report provides real time information on a per-step basis to provide visibility into which step calls are queued in currently.

Query: This report is built from a Database Query.

Views: This report has one grid view, Precision Step Real Time.

Grouping: This report is grouped by Precision Queue and by Step Order.

Value List: Precision Queue

Database Schema Tables from which data is retrieved:

- Precision_Queue
- Precision_Queue_Step
- Precision_Q_Step_Real_Time

Available Fields in the Precision Queue Step Real Time 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 Precision_Q_Step_Real_Time 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 Step Real Time 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 precision queue and its precision queue ID. Derived from: Precision_Queue.EnterpriseName and Precision_Queue.PrecisionQueueID.
Step	An integer that defines the unique row for a precision queue step. It is the primary key. Derived from: Precision_Queue_Step.PrecisionQueueStepID.
Agents Logged On	The number of agents logged on for this precision queue step. Derived from: Precision_Q_Step_Real_Time.AgentsLoggedIn.
Agents Available	The number of agents eligible and available for this precision queue step. Derived from: Precision_Q_Step_Real_Time.AgentsAvailable.
Longest Available Agent	The length of time that the next agent to be selected has been available. Derived from: Precision_Q_Step_Real_Time.NextAvailAgent.
In Queue	The number of tasks in queue for this precision queue step. Derived from: Precision_Q_Step_Real_Time.CallsInQueue.
Avg Queue Time	The average length of queue time for this precision queue step. Derived from: Precision_Q_Step_Real_Time.AvgCallsInQueueTime.

Column (Field)	Description
Longest Queued	The time stamp of the longest call in queue for this precision queue step. Derived from: Precision_Q_Step_Real_Time.LongestCallInQueue.

System Capacity Real Time

The System Capacity Real Time report presents a summary of overall system capacity. The table provides system capacity, congestion information, and key performance indicators.

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

Views:

This report has one grid view, System Capacity Real Time and the following chart views:

- Congestion Information
- Current Rejection Percentage
- Key Performance Indicators

Grouping: This report is grouped by Unified CCE Instance Enterprise Name.

Value List: ICR Instance

Database Schema Tables from which data is retrieved:

- System_Capacity_Real_Time
- ICR_Instance
- Controller_Time
- Congestion_Control

Available Fields in the System Capacity Real Time Grid View and Gauge View

Available fields for the grid view for this report include the fields that display by default as current. Additional available fields in this report are taken directly from the System_Capacity Real_time 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.

There is one additional available field in this report, which is ICRInstanceID. This field is derived from System_Capacity_Real_Time.ICRInstanceID and is a unique identifier for the instance.

Grid views and a gauge view are available. The grid views are as follows:

- Congestion Information, which displays the congestion details in real time.
- Key Performance Indicators, which displays the capacity details in real time.
- System Capacity Real Time, which displays both congestion and system capacity details in real time.

The gauge view has a Rejection Percentage view, which displays the current rejection percentage.

Current Fields in the System Capacity Report Views

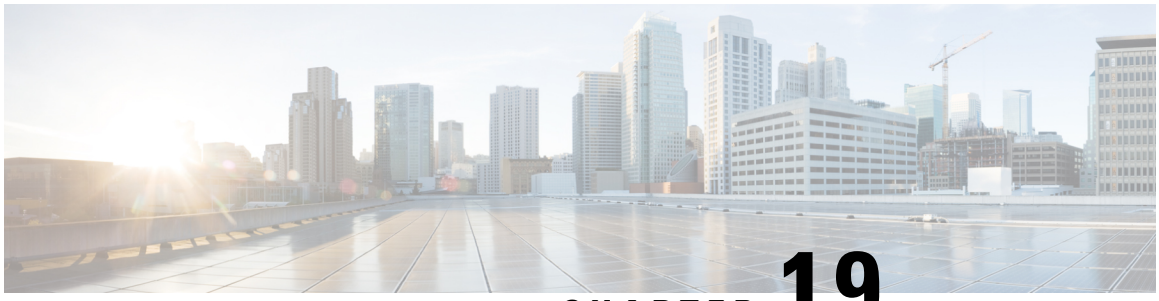
Current fields are those fields that appear by default in a report generated from the stock template.

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

Columns (Fields)	Description
Generic System Information	
Unified CCE Instance Name	An enterprise name for the node. This name must be unique for all nodes in the enterprise. Derived from ICR_Instance.EnterpriseName.
Deployment Type	The Unified CCE deployment type. Derived from Congestion_Control.DeploymentType
DateTime	The date and time of the selected row's data in YYYY/MM/DD (year, month, date) and HH:MM:SS (hour, minute, second) format. Derived from System_Capacity_Real_Time.DateTime.
Congestion Information	
Current Congestion Level	The current congestion mode in the system: • No Congestion = General operating mode with no congestion • Level 1 = Congestion mode is level 1 • Level 2 = Congestion mode is level 2 • Level 3 = Congestion mode is level 3 The threshold that has been set for this field: • On No Congestion, the background color field is Green • On Level 1, the background color field is Yellow • On Level 2, the background color field is Yellow • On Level 3, the background color field is Red Derived from System_Capacity_Real_Time.CurrentCongestionLevel

Columns (Fields)	Description
Current Rejection Percentage	The call reduction percentage based on the current congestion level: • For Level 0, reduction percentage is 0 %. • For Level 1, reduction percentage is 10 %. • For Level 2, reduction percentage is 30 %. • For Level 3, reduction percentage varies from 30% to 100% depending on the incoming call rate. Derived from System_Capacity_Real_Time.RejectionPercentage
Duration Congested at Current Level	The time that the system has been at the current congestion level, even if it is Level 0 (No Congestion.) Measured in HH:MM:SS (hours, minutes, seconds) format. This field is a calculated field derived from: DATEDIFF(minutes, System_Capacity_Real_Time.DateTimeCurrentLevel, Controller_Time.NowTime).
Duration Congested	The time spent in congestion measured in HH:MM:SS (hours, minutes, seconds) format. This value is 0 if the current congestion level is Level 0 (No Congestion). This is a calculated field derived from: DATEDIFF(minutes, System_Capacity_Real_Time.DateTimeCongested, Controller_Time.NowTime).
Level1 Onset CPS	Onset Calls Per Second (CPS) determination for Congestion level 1. Derived from System_Capacity_Real_Time.Level1Onset
Level1 Abatement CPS	Abatement CPS determination for Congestion Level 1. Derived from System_Capacity_Real_Time.Level1Abatement
Level1 Reduction	Call rate reduction percentage for Congestion Level 1. Derived from System_Capacity_Real_Time.Level1Reduction
Level2 Onset CPS	Onset CPS determination for Congestion level 2. Derived from System_Capacity_Real_Time.Level2Onset
Level2 Abatement CPS	Abatement CPS determination for Congestion level 2. Derived from System_Capacity_Real_Time.Level2Abatement
Level2 Reduction	Call rate reduction percentage for Congestion Level 2. Derived from System_Capacity_Real_Time.Level2Reduction
Level3 Onset CPS	Onset CPS determination for Congestion level 3. Derived from System_Capacity_Real_Time.Level3Onset
Level3 Abatement CPS	Abatement CPS determination for Congestion level 3. Derived from System_Capacity_Real_Time.Level3Abatement

Columns (Fields)	Description
Level3 Reduction	Call rate reduction percentage for Congestion Level 3. Derived from System_Capacity_Real_Time.Level3Reduction
Capacity Information	
Total Agents Logged On	The total number of agents logged in to the system. Derived from System_Capacity_Real_Time.TotalAgentsLoggedOn
Avg Skills Per Agent	The average number of skill groups associated per agent. Derived from System_Capacity_Real_Time.AverageSkillsPerAgent
Configured Capacity in CPS	Configured call per second capacity of the system. Derived from System_Capacity_Real_Time.ConfiguredCapacity
Adjusted Capacity in CPS	Adjusted Call per second capacity during run time. Derived from System_Capacity_Real_Time.AdjustedCapacity
Avg CPS	Runtime weighed averaged call per second. Derived from System_Capacity_Real_Time.AverageCPS



CHAPTER 19

Historical Transitional Report Templates

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Agent Attendance Historical

The Agent Attendance Historical Report gives the total staffed time, handle time, wrap up time, not ready time, time in the ringing state, available time, and the number of tasks handled by an agent for the specified period for all splits or skills the agent was logged into.

You can select Agent Attendance templates to display the data in a daily report (the default), a weekly report, or a monthly report. When viewing the daily report, you can display an interval view by selecting **Agent Attendance Interval Historical** in the report drop-down list located on the top left corner. The interval view summarizes the data for each agent at the configured interval, 15 or 30 minutes.

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

Views: These reports have the following grid views:

Report	View
Agent Attendance Historical	Agent Attendance Historical Agent Attendance Interval Historical
Agent Attendance Weekly Historical	Agent Attendance Weekly Historical
Agent Attendance Monthly Historical	Agent Attendance Monthly Historical

Grouping: This report is grouped and sorted by Agent Name and then by Date (Daily); Date Time (Interval); Week (Weekly); or Month (Monthly).

Value List: Agent

Database Schema Tables from which data is retrieved:

- Agent
- Agent_Interval
- Person
- Agent_Skill_Group_Interval
- Skill_Group
- Media_Routing_Domain
- Precision_Queue

Current Fields in the Agent Attendance Historical Report

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 Name	The first name and last name of the agent. Derived from: Person.LastName "," Person.FirstName
Date/Date Time/Week/Month	The date, interval, week, or month, depending on the Agent Attendance report selected. Derived from: Agent_Skill_Group_Interval.DateTime
Year (Appears only in Monthly report.)	The year of the selected row's data. Derived from: Agent_Skill_Group_Interval.DateTime
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
Handled	The number of Unified CCE Routed tasks this agent has handled across skill groups during the interval. Derived from: Agent_Skill_Group_Interval.CallsHandled
Handle Time	The total number of seconds spent on inbound tasks that have been answered and have completed wrap-up by agents across skill groups during the interval. Derived from: Agent_Skill_Group_Interval.HandledCallsTime

Column (Field)	Description
Wrap Up Time	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. Derived from: Agent_Skill_Group_Interval.WorkNotReadyTime + Agent_Skill_Group_Interval.WorkReadyTime
Agent Ring Time	How long an agent is in Reserved state. This is counted using Agent state. Derived from: Agent_Skill_Group_Interval.ReservedStateTime
Internal	The number of internal tasks agents across skill groups ended during the interval. Derived from: Agent_Skill_Group_Interval.InternalCalls
Internal Time	The total number of seconds an agent across skill groups spent on internal tasks that ended during the reporting interval. Derived from: Agent_Skill_Group_Interval.InternalCallsTime
Available Time	The total time in seconds an agent was in the Not_Active state across skill groups during the reporting interval. AvailTime is included in the calculation of LoggedOnTime. Derived from: Agent_Interval.AvailTime
Not Ready Time	The total time that the agents spent in Not Ready state in all splits/skills for the specified time period. Value taken directly from the database. Derived from: Agent_Interval.NotReadyTime.

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

Agent Skill Historical

The Agent Split/Skill Historical report shows an individual agent's performance by split or skill for the specified period.

You can select Agent Skill Historical templates to display the report in a daily view (the default), a weekly view, or a monthly view. When viewing the daily report, you can display an interval view by selecting **Agent Skill Interval Historical** in the report drop-down list located on the top left corner. The interval view summarizes the data for each agent at the configured interval, 15 or 30 minutes.

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

Views: These reports have the following grid views:

Report	View
Agent Skill Historical	Agent Skill Historical Agent Skill Interval Historical
Agent Skill Weekly Historical	Agent Skill Weekly Historical
Agent Skill Monthly Historical	Agent Skill Monthly Historical

Grouping: This report is grouped by Agent Name then Skill Group Name, and sorted by Date (Daily); Date Time (Interval); Week (Weekly); or Month (Monthly).

Value List: Agent

Database Schema Tables from which data is retrieved:

- Agent
- Agent_Interval
- Person
- Agent_Skill_Group_Interval
- Skill_Group
- Media_Routing_Domain
- Precision_Queue

Current Fields in the Agent Skill Historical Report

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 Name	The first name and last name of the agent. Derived from: Person.LastName “,” Person.FirstName
Precision Queue/ Skill Group	The precision queue's enterprise name or the enterprise skill group's enterprise name. Derived from: Skill_Group.EnterpriseName (Skill_Group.EnterpriseSkillGroup)
Date/Date Time/Week/Month	The interval, date, week, or month, depending on the view/report selected. Derived from: Agent_Skill_Group_Interval.DateTime
Year (Appears only in Monthly report.)	The year of the selected row's data. Derived from: Agent_Skill_Group_Interval.DateTime
Handled	The number of inbound tasks that have been answered and have completed wrap-up by agents in the skill group during the interval. Derived from: Agent_Skill_Group_Interval.CallsHandled
Handle Time	The amount of time agents in the skill group have spent handling tasks during the interval. Derived from: Agent_Skill_Group_Interval.HandledCallsTime

Column (Field)	Description
Wrap Up Time	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. Derived from: Agent_Skill_Group_Interval.WorkNotReadyTime + Agent_Skill_Group_Interval.WorkReadyTime
Internal	The number of internal tasks agents associated with this skill group ended during the interval. Derived from: Agent_Skill_Group_Interval.InternalCalls
Internal Time	The total number of seconds an agent associated with this skill group spent on internal tasks that ended during the reporting interval. Derived from: Agent_Skill_Group_Interval.InternalCallsTime
Assists	The number of tasks for which an agent received supervisor assistance during the report interval. This is a calculated field, derived from: Agent_Skill_Group_Interval.Emergency Assists + Agent_Skill_Group.SupervAssistCalls
Held	The number of incoming tasks to this agent that were placed on hold in the interval. Derived from: Agent_Skill_Group_Interval.IncomingCallsOnHold
Hold Time	The total number of seconds that inbound ACD tasks that an agent associated with this skill group placed on hold that ended during the reporting interval. Derived from: Agent_Skill_Group_Interval. IncomingCallsOnHoldTime
Transferred	The number of tasks 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 number is updated at the time the agent completes the transfer of the task. This field is a calculated field, derived from: Agent_Skill_Group_Interval.TransferredOutCalls + Agent_Skill_Group_Interval.NetTransferredOutCalls

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

Agent Summary Historical

The Agent Summary Historical report lists the totals for each agent in the group summed over all splits/skills that the agent was logged into during the time period covered in the report, displayed on a daily basis (the default view). The report also contains information on the overall occupancy of the selected agent group, expressed as a percentage, both with and without Wrap Up Time included.

You can select Agent Summary Historical templates to display the data in a daily report (the default), a weekly report, or a monthly report. When viewing the daily report, you can display an interval view by selecting

Agent Summary Interval Historical in the report drop-down list located on the top left corner. The interval view summarizes the data for each agent at the configured interval, 15 or 30 minutes.

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

Views: These reports have the following grid views:

Report	View
Agent Summary Historical	Agent Summary Historical Agent Summary Interval Historical
Agent Summary Weekly Historical	Agent Summary Weekly Historical
Agent Summary Monthly Historical	Agent Summary Monthly Historical

Grouping: This report is grouped by Agent Name, Date. The report is sorted by Date (Daily); Date Time (Interval); Week (Weekly); or Month (Monthly).

Value List: Agent

Database Schema Tables from which data is retrieved:

- Agent
- Agent_Interval
- Person
- Agent_Skill_Group_Interval
- Skill_Group
- Media_Routing_Domain
- Precision_Queue

Current Fields in the Agent Summary Historical Report

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 Name	The first name and last name of the agent. Derived from: Person.LastName "," Person.FirstName
Date/Date Time/Week/Month	The date, interval, week, or month, depending on the view/report selected. Derived from: Agent_Skill_Group_Interval.DateTime
Year (Appears only in Monthly report.)	The year of the selected row's data. (Applicable only for monthly report.) Derived from: Agent_Skill_Group_Interval.DateTime

Column (Field)	Description
Handled	The number of inbound tasks that have been answered and have completed wrap-up by agents across skill groups during the interval. Derived from: Agent_Skill_Group_Interval.CallsHandled
Handle Time	The total number of seconds spent on inbound tasks that have been answered and have completed wrap-up by agents across skill groups during the interval. Derived from: Agent_Skill_Group_Interval.HandledCallsTime
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)
Avg Wrap Time	The average time spent by the agent in after task work time, measured in HH:MM:SS (hours, minutes, seconds). This field is a calculated field, derived from: Agent_Skill_Group_Interval.WrapTime / Agent_Skill_Group_Interval.CallsHandled
% Occupancy	The percentage of time that the agent has spent in Wrap-up state after incoming or outgoing tasks to/from skill groups in relation to LoggedOnTime. This field is a calculated field derived from: Agent_Skill_Group_Interval.TalkTime + Agent_Skill_Group_Interval.WrapTime + Agent_Interval.NotReadyTime + Agent_Skill_Group_Interval. HoldTime)* 1.0 / Agent_Interval.LoggedOnTime
%Occupancy Without Wrap Time	The percentage of time that the agent has spent talking on tasks across skill groups in relation to LoggedOnTime. This field is a calculated field, derived from: Agent_Skill_Group_Interval.TalkTime + Agent_Interval.NotReadyTime + Agent_Skill_Group_Interval. HoldTime) * 1.0 / Agent_Interval.LoggedOnTime
Internal	The number of internal tasks agents across skill groups ended during the interval. Derived from: Agent_Skill_Group_Interval.InternalCalls
Internal Time	The total number of seconds an agent across skill groups spent on internal tasks that ended during the reporting interval. Derived from: Agent_Skill_Group_Interval.InternalCallsTime
Wrap Up Time	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. Derived from: Agent_Skill_Group_Interval.WorkNotReadyTime + Agent_Skill_Group_Interval.WorkReadyTime

Column (Field)	Description
Agent Ring Time	How long an agent is in Reserved state. This value is counted using Agent state. Derived from: Agent_Skill_Group_Interval.ReservedStateTime
Not Ready Time	The total time that the agents spent in Not Ready state in all splits/skills for the specified time period. This value is taken directly from the database. Derived from: Agent_Interval.NotReadyTime.
Available Time	The total time in seconds an agent was in the Not_Active state across skill groups during the reporting interval. AvailTime is included in the calculation of LoggedOnTime. Derived from: Agent_Interval.AvailTime
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
Transferred	The number of tasks 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 number is updated at the time the agent completes the transfer of the task. This is a calculated field, derived from: Agent_Skill_Group_Interval.TransferredOutCalls + Agent_Skill_Group_Interval.NetTransferredOutCalls
Held	The number of incoming tasks 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 tasks were put on hold in the interval, for all incoming tasks that included hold time. This field is a calculated field, derived from: (Agent_Skill_Group_Interval. IncomingCallsOnHoldTime / Agent_Skill_Group_Interval.IncomingCallsOnHold)

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

Agent Team Historical

The Agent Team Historical Report gives the total staffed time, handled time, wrap time, occupancy, Not Ready time, time in the ringing state, extension time, available time, and the number of tasks handled by a team and its agents for the specified time period.

You can select Agent Team Historical templates to display the data in a daily report (the default), a weekly report, or a monthly report. When viewing the daily report, you can display an interval view by selecting

Agent Team Interval Historical in the report drop-down list located on the top left corner. The interval view summarizes the data for each team at the configured interval, 15 or 30 minutes.

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

Views: These reports have the following grid views:

Report	View
Agent Team Historical	Agent Team Historical Agent Team Interval Historical
Agent Team Weekly Historical	Agent Team Weekly Historical
Agent Team Monthly Historical	Agent Team Monthly Historical

Grouping: This report is grouped and sorted by Team Name, then by Agent Name, and then by Date (Daily); Date Time (Interval); Week (Weekly); or Month (Monthly).

Value List: Agent Teams

Database Schema Tables from which data is retrieved:

- Agent
- Agent_Interval
- Person
- Agent_Skill_Group_Interval
- Skill_Group
- Media_Routing_Domain
- Agent_Team
- Agent_Team_Member
- Precision_Queue

Current Fields in the Agent Team Historical Report

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 Team Name	The Enterprise Name of the agent team. Derived from: Agent_Team.EnterpriseName
Agent Name	The first name and last name of the agent. Derived from: Person.LastName "," Person.FirstName
Date/Date Time/Week/Month	The date, interval, week, or month, depending on the view/report selected. Derived from: Agent_Skill_Group_Interval.DateTime

Column (Field)	Description
Year (Appears only in Monthly report.)	The year of the selected row's data. Derived from: Agent_Skill_Group_Interval.DateTime
Handled	The number of inbound tasks that have been answered and have completed wrap-up by agents across skill groups during the interval. Derived from: Agent_Skill_Group_Interval.CallsHandled
Handle Time	The total number of seconds spent on inbound tasks that have been answered and have completed wrap-up by agents across skill groups during the interval Derived from: Agent_Skill_Group_Interval.HandledCallsTime
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)
Avg Wrap Time	The average time spent by the agent in after task work time, measured in HH:MM:SS (hours, minutes, seconds). This field is a calculated field, derived from: Agent_Skill_Group_Interval.WrapTime / Agent_Skill_Group_Interval.CallsHandled
%Occupancy	The percentage of time that the agent has spent talking on tasks across skill groups in relation to LoggedOnTime. This field is a calculated field, derived from: Agent_Skill_Group_Interval.TalkTime + Agent_Skill_Group_Interval.WrapTime + Agent_Skill_Group_Interval.NotReadyTime + Agent_Skill_Group_Interval.HoldTime)* 1.0 / Agent_Interval.LoggedOnTime
%Occupancy Without Wrap Time	The percentage of time that the agent has spent talking on tasks across skill groups in relation to LoggedOnTime. This field is a calculated field, derived from: Agent_Skill_Group_Interval.TalkTime + Agent_Skill_Group_Interval.NotReadyTime + Agent_Skill_Group_Interval.HoldTime) * 1.0 / Agent_Interval.LoggedOnTime
Internal	The number of internal tasks agents across skill groups ended during the interval. Derived from: Agent_Skill_Group_Interval.InternalCalls
Internal Time	The total number of seconds an agent spent on internal tasks (across skill groups) that ended during the reporting interval. Derived from: Agent_Skill_Group_Interval.InternalCallsTime

Column (Field)	Description
Wrap Up Time	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. Derived from: Agent_Skill_Group_Interval.WorkNotReadyTime + Agent_Skill_Group.WorkReadyTime
Agent Ring Time	How long an agent is in Reserved state. This value is counted using Agent state. Derived from: Agent_Skill_Group_Interval.ReservedStateTime
Not Ready Time	The total time that the agents spent in Not Ready state in all splits/skills for the specified time period. This value is taken directly from the database. Derived from: Agent_Interval.NotReadyTime.
Available Time	The total time in seconds an agent was in the Not_Active state across skill groups during the reporting interval. AvailTime is included in the calculation of LoggedOnTime. Derived from: Agent_Interval.AvailTime
Logged On Time	The total time that the agents were logged in (staffed) for the specified time period in any split/skill, measured in HH:MM:SS (hours, minutes, seconds) format. Derived from: Agent_Skill_Group_Interval.LoggedOnTime

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

Agent Team Attendance Historical

The Agent Team Attendance Historical Report displays the total staffed time, handled time, wrap time, Not Ready time, time in the ringing state, extension time, available time, and the number of tasks handled by a team for the specified time period for all splits or skills the agent was logged into.

You can select Agent Team Attendance Historical templates to display the data in a daily report (the default), a weekly report, or a monthly report. When viewing the daily report, you can display an interval view by selecting **Agent Team Attendance Interval Historical** in the report drop-down list located on the top left corner. The interval view summarizes the data for each agent at the configured interval, 15 or 30 minutes.

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

Views: These reports have the following Grid views:

Report	View
Agent Team Attendance Historical	Agent Team Attendance Historical Agent Team Attendance Interval Historical
Agent Team Attendance Weekly Historical	Agent Team Attendance Weekly Historical
Agent Team Attendance Monthly Historical	Agent Team Attendance Monthly Historical

Grouping: This report is grouped and sorted by Agent Team, then by Agent Name, and then by Date (Daily); Date Time (Interval); Week (Weekly); or Month (Monthly).

Value List: Agent Team

Database Schema Tables from which data is retrieved:

- Agent
- Agent_Interval
- Person
- Agent_Skill_Group_Interval
- Skill_Group
- Media_Routing_Domain
- Agent_Team
- Agent_Team_Member
- Precision_Queue

Current Fields in the Agent Team Attendance Historical Report

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 Team Name	The enterprise name for the Agent Team Name. Derived from: Agent_Team.EnterpriseName
Agent Name	The first name and last name of the agent. Derived from: Person.LastName "," Person.FirstName
Date/Date Time/Week/Month	The interval, date, week, or month, depending on the view/report selected. Derived from: Agent_Skill_Group_Interval.DateTime
Year (Appears only in Monthly report.)	The year of the selected row's data. Derived from: Agent_Skill_Group_Interval.DateTime
Name	The login name for the Agent. Derived from: Person.LoginName
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
Handled	The tasks handled by the particular agent. Derived from: SUM(ISNULL(Agent_skill_Group_Interval.CallsHandled, 0))

Column (Field)	Description
Handle Time	The total time the agent spent handling tasks. Derived from: SUM(ISNULL(Agent_skill_Group_Interval.HandledCallsTime, 0))
Wrap Up Time	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. Derived from: Agent_Skill_Group_Interval.WorkNotReadyTime + Agent_Skill_Group_Interval.WorkReadyTime
Agent Ring Time	How long an agent is in Reserved state. This value is counted using Agent state. Derived from: Agent_Skill_Group_Interval.ReservedStateTime
Internal	The number of internal tasks handled by the agent. Derived from: Agent_Skill_Group_Interval.InternalCalls
Internal Time	The total number of seconds an agent spent on internal tasks (across skill groups) that ended during the reporting interval. Derived from: Agent_Skill_Group_Interval.InternalCallsTime
External	The outgoing tasks handled by the particular agent. Derived from: SUM(ISNULL(Agent_skill_Group_Interval.AgentOutCalls, 0))
External Time	The outgoing tasks time for the particular agent. Derived from: SUM(ISNULL(Agent_skill_Group_Interval.AgentOutCallsTime, 0))
Available Time	The total time in seconds an agent was in the Not_Active state across skill groups during the reporting interval. AvailTime is included in the calculation of LoggedOnTime. Derived from: Agent_Interval.AvailTime
Not Ready Time	The total time that the agents spent in Not Ready state in all splits/skills for the specified time period. This value is taken directly from the database. Derived from: Agent_Interval.NotReadyTime.

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

Call Type Skill Group Historical

The Call Type Skill Group Historical Report summarizes the activity for an entire skill for each call type, displaying the date, inbound tasks, average speed of answer, abandoned tasks, average abandoned time, handled tasks, average handled time, average wrap time for a given period, service level, and abandoned within service level on a daily basis (the default view).

You can choose from three Call Type Skill Group Historical templates to display the data in a daily/interval report (the default), a weekly report, or a monthly report:

- Call Type Skill Group Historical
- Call Type Skill Group Weekly Historical
- Call Type Skill Group Monthly Historical

When viewing the Call Type Skill Group Historical report, you can display the interval view by selecting **Call Type Skill Group Interval Historical** in the report drop-down list located on the top left corner. The interval view summarizes the data for each agent at the configured interval, 15 or 30 minutes.

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

Views: These reports have the following grid views:

Report	View
Call Type Skill Group Historical	Call Type Skill Group Historical Call Type Skill Group Interval Historical
Call Type Skill Group Weekly Historical	Call Type Skill Group Weekly Historical
Call Type Skill Group Monthly Historical	Call Type Skill Group Monthly Historical

Grouping: This report is grouped and sorted by Call Type Name, Skill Group Name, and then by Date (Daily); Date Time (Interval); Week (Weekly); or Month (Monthly).

Value List: Call Types

Database Schema Tables from which data is retrieved:

- Skill_Group
- Call_Type
- Call_Type_SG_Interval
- Media_Routing_Domain
- Precision_Queue

Current Fields in the Call Type Skill Group Historical Report

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
Call Type Name	The enterprise name for the call type. Derived from: Call_Type.EnterpriseName
Precision Queue/Skill Group	The enterprise name for the Skill Group. Derived form: Skill_Group.EnterpriseName

Column (Field)	Description
Date/Date Time/Week/Month	The date, interval, week, or month, depending on the view/report selected. Derived from: Call_Type.DateTime
Year (Appears only in Monthly report.)	The year of the selected row's data. Derived from: Call_Type_SG_Interval.DateTime
Inbound	Tasks that have been offered to this call type during the interval. Derived from: sum(isnull(Call_Type_SG_Interval.CallsOffered,0))
Avg Speed of Answer	The average answer wait time from when first queue to skill group or LAA select node was run for this call to when this call was answered. This field is a calculated field derived from: `CASE WHEN sum(isnull(Call_Type_SG_Interval.CallsAnswered,0)) = 0 THEN 0 ELSE sum(isnull(Call_Type_SG_Interval.AnswerWaitTime,0)) * 1.0 / sum(isnull(Call_Type_SG_Interval.CallsAnswered,0)) END`
% 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).
Abandon in Queue	The total number of tasks abandoned while in VRU (that is, while undergoing prompting or listening to voice menus options), tasks abandoned while queued to skill group, and tasks abandoned at agent desktop. This value also includes abandons for tasks that are not in the queue. Therefore, the number of tasks abandoned at a VRU before being queued is TotalCallsAband minus RouterCallsAbandToAgent and RouterCallsAbandQ. The number does not include short tasks. Derived from: sum(isnull(Call_Type_SG_Interval.RouterCallsAbandQ, 0)
Avg Abandon Time	The average time of abandoned tasks for this call type measured in HH:MM:SS (hours, minutes, seconds) format. This field is a calculated field, derived from: `CASE WHEN sum( isnull (Call_Type_SG_Interval.TotalCallsAband, 0)) = 0 THEN 0 ELSE isnull ((sum( isnull (Call_Type_SG_Interval.DelayQAbandTime, 0)) / sum (isnull (Call_Type_SG_Interval.TotalCallsAband, 0))),0) END`
Handled	The number of tasks handled across agents in the call type. Derived from: sum(isnull(Call_Type_SG_Interval.CallsHandled,0))
Avg Handle Time	The average time in HH:MM:SS (hours, minutes, seconds) it has taken to handle a task. sum(isnull(Call_Type_SG_Interval.HandleTime,0)) / sum(isnull(CTSG.CallsHandled,0))

Column (Field)	Description

Avg Wrap Time	The average time spent across agents in the call type after call work time, measured in HH:MM:SS (hours, minutes, seconds).
	This field is a calculated field, derived from:
	`CASE WHEN (sum(isnull(Call_Type_SG_Interval.HandleTime,0))`
	`- sum(isnull(Call_Type_SG_Interval.TalkTime,0))`
	`- sum(isnull(Call_Type_SG_Interval.HoldTime,0))) = 0`
	`THEN 0`
	`ELSE (sum(isnull(Call_Type_SG_Interval.HandleTime,0))`
	`- sum(isnull(Call_Type_SG_Interval.TalkTime,0))`
	`- sum(isnull(Call_Type_SG_Interval.HoldTime,0))) /`
	`sum(isnull(Call_Type_SG_Interval.CallsHandled,0))`
	`END`

Service Level	The 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 tasks 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. This field represents the calls that are abandoned at VRU. It includes the calls abandoned at the menu prompt, welcome prompt, and the queue. Derived from: Call_Type_Interval.ServiceLevelAband.

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

Skill Historical

The Skill Historical Report displays the tasks handled, agent time and assists, and transfers and holds for each agent in a skill. This report shows only the time each agent worked in this particular skill.

You can choose from four Skill Historical templates to display the data in a daily report (the default), an interval report, a weekly report, or a monthly report:

- Skill Daily Historical
- Skill Interval Historical
- Skill Weekly Historical
- Skill Monthly Historical

The interval view summarizes the data for each agent at the configured interval, 15 or 30 minutes.

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

Views: These reports have the following grid views:

Report	View
Skill Daily Historical	Skill Daily Historical
Skill Interval Historical	Skill Historical

Report	View
Skill Weekly Historical	Skill Weekly Historical
Skill Monthly Historical	Skill Monthly Historical

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

Grouping: This report is grouped by Skill Group Name and Agent Name, then by Date (Daily); Date Time (Interval); Week (Weekly); or Month (Monthly).

Value List: Skill Groups

Database Schema Tables from which data is retrieved:

- Agent
- Agent_Interval
- Person
- Agent_Skill_Group_Interval
- Skill_Group
- Media_Routing_Domain

Current Fields in the Skill Historical Report

Current fields are those fields that appear by default in a report generated from the stock template. Current fields are listed in the order (left to right) in which they appear by default in the stock template.

Column (Field)	Description
Skill Group Name	The enterprise skill group's enterprise name. Derived from: Skill_Group.EnterpriseName
Agent Name	The first name and last name of the agent. Derived from: Person.LastName“,” Person.FirstName
Date/Date Time/Week/Month	The date, interval, week, or month, depending on the report selected. Derived from: Agent_Skill_Group_Interval.DateTime
Year (Appears only in Monthly report.)	The year of the selected row's data. Derived from: Agent_Skill_Group_Interval.DateTime
Handled	The number of inbound tasks that have been answered and have completed wrap-up by agents in the skill group during the interval. Derived from: Agent_Skill_Group_Interval.CallsHandled

Column (Field)	Description
Handle Time	The percentage of time, in relation to LoggedOnTime, that the agent has spent in Wrap-up state after incoming or outgoing tasks for each skill group. Derived from: Agent_Skill_Group_Interval.HandledCallsTime
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)
Avg Wrap Time	The average time spent by the agent in after task work time, measured in HH:MM:SS (hours, minutes, seconds). This field is a calculated field, derived from: Agent_Skill_Group_Interval.WrapTime / Agent_Skill_Group_Interval.CallsHandled
Wrap Up Time	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. Derived from: Agent_Skill_Group_Interval.WorkNotReadyTime + Agent_Skill_Group_Interval.WorkReadyTime
Agent Ring Time	How long an agent is in Reserved state. This value is counted using Agent state. Derived from: Agent_Skill_Group_Interval.ReservedStateTime
Not Ready Time	The total time that the agents spent in Not Ready state for this skill for the specified time period. This value is taken directly from the database. Derived from: Agent_Interval.NotReadyTime.
Available Time	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 reporting interval. AvailTime is included in the calculation of LoggedOnTime. Derived from: Agent_Interval.AvailTime
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
Assists	The number of tasks for which an agent received supervisor assistance during the report interval. This is a calculated field, derived from: Agent_Skill_Group_Interval.Emergency Assists + Agent_Skill_Group_Interval.SupervAssistCalls

Column (Field)	Description
Transferred	The number of tasks 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 number is updated at the time the agent completes the transfer of the task. This is a calculated field, derived from: Agent_Skill_Group_Interval.TransferredOutCalls + Agent_Skill_Group_Interval.NetTransferredOutCalls
Held	The number of incoming tasks 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 tasks were put on hold in the interval, for all incoming tasks that included hold time. This field is a calculated field, derived from: (Agent_Skill_Group_Interval. IncomingCallsOnHoldTime / Agent_Skill_Group_Interval.IncomingCallsOnHold)

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

Skill Call Profile Historical

The Skill Call Profile Historical report shows how well the skill you specify performed compared to the predefined service levels for your call center for the date you specify, for a given time period.

You can choose from three Skill Call Profile Historical templates to display the data in a daily/interval report (the default), a weekly report, or a monthly report:

- Skill Call Profile Historical
- Skill Call Profile Weekly Historical
- Skill Call Profile Monthly Historical

When viewing the Skill Call Profile Historical report, you can display the interval view by selecting **Skill Call Profile Interval Historical** in the report drop-down list located on the top left corner. The interval view summarizes the data for each agent at the configured interval, 15 or 30 minutes.

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

Views: These reports have the following grid views:

Report	View
Skill Call Profile Historical	Skill Call Profile Historical Skill Call Profile Interval Historical
Skill Call Profile Weekly Historical	Skill Call Profile Weekly Historical

Report	View
Skill Call Profile Monthly Historical	Skill Call Profile Monthly Historical

Grouping: This report is grouped by Skill Group Name and sorted by Date (Daily); Date Time (Interval); Week (Weekly); or Month (Monthly).

Value List: Skill Groups

Database Schema Tables from which data is retrieved:

- Skill_Group_Interval
- Bucket_Interval
- Skill_Group

Current Fields in the Skill Call Profile Historical Report

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 Name	The enterprise skill group's enterprise name. Derived from: Skill_Group.EnterpriseName (Skill_Group.EnterpriseSkillGroupID)
Date/Date Time/Week/Month	The date, interval, week, or month, depending on the report selected. Derived from: Skill_Group_Interval.DateTime
Year (Appears only in Monthly report.)	The year of the selected row's data. (Applicable only for monthly report.) Derived from: Skill_Group_Interval.DateTime
Handled	The number of inbound tasks that have been answered and have completed wrap-up by agents in the skill group during the interval. Derived from: Skill_Group_Interval.CallsHandled
Avg Speed Of Answer	The average time the skill ACD tasks were waiting in queue and ringing before being answered by an agent. Derived from: Skill_Group_Interval.AnswerWaitTime / Skill_Group_Interval.CallsAnswered
%Answer	The percentage of tasks queued to the skill that was answered by agents for this skill. This is a calculated field, derived from: Skill_Group_Interval.CallsHandled /Skill_Group_Interval.CallsOffered

Column (Field)	Description
Abandon Calls	The number of skill ACD tasks that abandoned within each service level increment. Derived from: (Skill_Group_Interval.RouterCallsAbandQ + RouterCallsAbandToAgent)
Avg Abandon Time	The average time the skill ACD tasks were waiting in queue or ringing before abandoning. Derived from: Skill_Group_Interval.RouterDelayQAbandTime + SGHH.AbandonRingTime/SGHH.RouterCallsAbandQ+SGHH.AbandonRingCal
%Abandon	The percentage of tasks abandoned. This field is a calculated field, derived from: (Skill_Group_Interval.RouterCallsAbandQ + Skill_Group_Interval.AbandonCallsRing)/Skill_Group_Interval.CallsOffered
Abandon, 0-9	The number of abandoned tasks in each Bucket Interval. Derived from: Skill_Group_Interval.RouterAbandInterval
Answered, 0-9	The total number of answered tasks in each Bucket Interval. Derived from: Skill_Group_Interval.RouterAnsInterval

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

Skill Summary Historical

The Skill Summary Historical Report summarizes the activity for an entire skill by time. You can use this report to analyze the overall performance of a skill or to compare two or more comparable skills.

You can choose from three Skill Summary Historical templates to display the data in a daily/interval report (the default), a weekly report, or a monthly report:

- Skill Summary Historical
- Skill Summary Weekly Historical
- Skill Summary Monthly Historical

When viewing the Skill Summary Historical report, you can display the interval view by selecting **Skill Summary Interval Historical** in the report drop-down list located on the top left corner. The interval view summarizes the data for each agent at the configured interval, 15 or 30 minutes.

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

Views: These reports have the following grid views:

Report	View
Skill Summary Historical	Skill Summary Historical Skill Summary Interval Historical
Skill Summary Weekly Historical	Skill Summary Weekly Historical
Skill Summary Monthly Historical	Skill Summary Monthly Historical

Grouping: This report is grouped by Skill Group and sorted by Date (Daily); Date Time (Interval); Week (Weekly); or Month (Monthly).

Value List: Skill Groups

Database Schema Tables from which data is retrieved:

- Skill_Group
- Skill_Group_Interval
- Media_Routing_Domain

Current Fields in the Skill Summary Historical Report

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 Name	The enterprise skill group's enterprise name and ID. Derived from: Enterprise_Skill_Group.EnterpriseName (Enterprise_Skill_Group.EnterpriseSkillGroupID)
Date/Date Time/Week/Month	The date, interval, week, or month, depending on the view/report selected. Derived from: Skill_Group_Interval.DateTime
Media (Appears only in Weekly report)	A unique name for this media class. Initially, the EnterpriseName is set to Cisco_Voice.
Year (Appears only in Monthly report.)	The year of the selected row's data. Derived from: Skill_Group_Interval.DateTime
Avg Speed Of Answer	The average time the skill ACD tasks were waiting in queue and ringing before being answered by an agent. Derived from: Skill_Group_Interval.AnswerWaitTime / Skill_Group_Interval.CallsAnswered

Column (Field)	Description
Avg Abandon Time	The average time the split/skill ACD tasks were waiting in queue or ringing before abandoning. Derived from: Skill_Group_Interval.RouterDelayQAbandTime + Skill_Group_Interval.AbandonRingTime / Skill_Group_Interval.RouterCallsAbandQ + Skill_Group_Interval.AbandonRingCall
Handled	The number of inbound tasks that have been answered and have completed wrap-up by agents in the skill group during the interval. Derived from: 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: (Skill_Group_Interval.HandledCallsTime / Skill_Group_Interval.CallsHandled)
Avg Wrap Time	The average time spent by the agent in after task work time, measured in HH:MM:SS (hours, minutes, seconds). This field is a calculated field, derived from: Skill_Group_Interval.WrapTime / Skill_Group_Interval.CallsHandled
Abandon	For voice: the total number of tasks 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: (Skill_Group_Interval.RouterCallsAbandQ + Skill_Group_Interval.RouterCallsAbandToAgent)
Max Delay Time	The longest a task had to wait before being answered, abandoned, or otherwise ended. Derived from: Skill_Group_Interval.RouterMaxCallsWaitTime
Dequeued	The number of tasks that were dequeued from this skill group to be routed to another skill group in the reporting interval. Derived from: Skill_Group_Interval.RouterCallsDequeued
% Handle Time	The percentage of time on handled tasks. This is a calculated field, derived from: Skill_Group_Interval.HandledCallsTime /Skill_Group_Interval.LoggedOnTime
% Answer	The percentage of answered tasks. This field is a calculated field, derived from: Skill_Group_Interval.CallsHandled /Skill_Group_Interval.CallsOffered

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

Agent Login/Logout Historical

The Agent Login/Logout (Skill) Historical report shows the times that agents logged in and logged out, the reason codes associated with the logout (if there is one), and the skills with which the agents logged in and out.

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

Views: This report one grid view, Agent Login Logout Historical.

Grouping: This report is grouped by Agent Name and sorted by Date Time.

Value List: Agent

Database Schema Tables from which data is retrieved:

- Agent_Logout
- Agent_Skill_Group_Logout
- Skill_Group
- Agent
- Person
- Reason_Code
- Agent_Attribute
- Attribute

Current Fields in the Agent Login/Logout Report

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 Name	The first name and last name of the agent. Derived from:Person.LastName "," Person.FirstName
Extension	The phone extension into which the agent is logged. Taken directly from the table. Derived from: Agent_Logout.Extension
Logged On DateTime	The date that the agent logged on to the given set of skills, measured in MM:DD:YYYY (month, day, year) and HH:MM:SS (hours, minutes, seconds) format. Derived from: Agent_Logout.LogoutDateTime-Agent_Logout.LoginDuration

Column (Field)	Description
Logout DateTime	The date that the agent logged out from the given set of skills, measured in MM:DD:YYYY (month, day, year) and HH:MM:SS (hours, minutes, seconds) format. Derived from: Agent_Logout.LogoutDateTime
Logged On Time	The total time that the agents were logged in (staffed) for the specified time period in any split/skill, measured in HH:MM:SS (hours, minutes, seconds) format. Derived from: Agent_Skill_Group_Interval.LoggedOnTime
Logout Reason	A code and text (if configured) from the peripheral that indicates the reason for the agent's last state change. If not defined, this value displays 0. Derived from: Agent_Logout.Reason_Code
Attribute, 1 to 3	The attributes with which the agent primarily interacted during this session.
Skill, 1 to 3	The skills with which the agent primarily interacted during this session. Derived from: Agent_Skill_Group_Logout.SkillGroupSkillTargetID

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

Agent Not Ready Historical

The Agent Not Ready Historical report shows the total Logged On Time, total Not Ready time, and Not Ready time for each reason code for an agent.

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

Views: This report has one grid view, Agent Not Ready Historical.

Grouping: This report is grouped and sorted by Agent Name and then by Date and Time every interval.

Value List: Agent

Database Schema Tables from which data is retrieved:

- Agent
- Person
- Agent_Team_Member
- Agent_Team
- Agent_Interval
- Agent_Event_Detail

Current Fields in the Agent Not Ready Historical Report

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 Name	The first name and last name of the agent. Derived from: Person.LastName "," Person.FirstName
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_Skill_Group_Interval.DateTime
Logged On Time	The total time that the agents were logged in (staffed) for the specified time period in any split/skill, measured in HH:MM:SS (hours, minutes, seconds) format. Derived from: Agent_Skill_Group_Interval.LoggedOnTime
Not Ready Time	The total time that the agents spent in Not Ready state in all splits/skills for the specified time period. Value taken directly from the database. Derived from: Agent_Interval.NotReadyTime
Time in	
RC0 to RC9	The time that the agent spent in Not Ready state with each of the reason codes 0 - 9. Derived from: Agent_Event_Detail
RC50002	Not Ready Time spent in 50002. A CTI OS component failed, causing the agent to be set to Not Ready. This could be due to closing the agent desktop application, heartbeat timeout, a CTI OS Server failure, or a CTI OS failure.
RC50003	Not Ready Time spent in 50003; the agent was logged out because the Unified CM reported the agent's device as out of service.
RC50004	Not Ready Time spent in 50004; the agent was logged out due to agent inactivity as configured in agent desk settings.
RC50010	Not Ready Time spent in 50010; the agent did not receive multiple consecutive tasks routed to him/her. The system makes the agent Not Ready automatically so that additional tasks are not routed to the agent. By default, the number of consecutive tasks missed before the agent is made Not Ready is two.
RC50020	Not Ready Time spent in 50020; for deskilling operations on active agents, the agent was logged out of the skill group due to a deskilling operation that removed the skill group assignment to that agent. This reason code is used in the Agent_Event_Detail record and the Agent_Skill_Group_Logout record to identify the skill group the agent was removed from (due to the deskilling operation).
RC50030	Not Ready Time spent in 50030; the agent was logged out because the agent was logged into a dynamic device target that was using the same dialed number (DN) as the PG static device target.
RC50040	Not Ready Time spent in 50040; the mobile agent was logged out because the task failed.

Column (Field)	Description
RC50041	Not Ready Time spent in 50041; the agent's state was changed to Not Ready because the task failed when the agent's phone line rings busy.
RC50042	Not Ready Time spent in 50042; the mobile agent was logged out because the phone line is connected when using nailed connection mode.
RC32767	Not Ready Time spent in 32767; the agent's state was changed to Not Ready because the agent did not answer a task and the task was redirected to a different agent or skill group.
RC20001	Not Ready Time spent in 20001; the agent's state was changed to Not Ready and the agent was forcibly logged out.
RC20002	Not Ready Time spent in 20002; the general logout reason code condition from Not Ready.
RC20003	Not Ready Time spent in 20003; the agent is not in Not Ready state. A request is made to place the agent in Not Ready state and then a logout request is made to log the agent out.

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

Agent State Trace Historical

The Agent State Trace Historical Report lists each agent's activity and the time the activity occurred.

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

Views: This report has one grid view, Agent State Trace Historical.

Grouping: This report is grouped and sorted by Agent Name and then by Date and Time (Interval).

Value List: Agent

Database Schema Tables from which data is retrieved:

- Agent_State_Trace
- Agent
- Person
- Skill_Group
- Media_Routing_Domain

Current Fields in the Agent State Trace Historical Report

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 Name	The first name and last name of the agent. Derived from: Person.LastName “,” Person.FirstName
Precision Queue / Skill Group	The Skill Group or the Precision Queue associated with an agent for the corresponding Agent State. 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_Skill_Group_Interval.DateTime

Agent State	The state for the Agent.
	Derived from:
	`CASE Agent_State_Trace.AgentState`
	`WHEN 0 THEN 'Logged Out'`
	`WHEN 1 THEN 'Logged On'`
	`WHEN 2 THEN 'Not Ready'`
	`WHEN 3 THEN 'Ready'`
	`WHEN 4 THEN 'Talking'`
	`WHEN 5 THEN 'Work Not Ready'`
	`WHEN 6 THEN 'Work Ready'`
	`WHEN 7 THEN 'Busy Other'`
	`WHEN 8 THEN 'Reserved'`
	`WHEN 9 THEN 'Unknown'`
	`WHEN 10 THEN 'Hold'`
	`WHEN 11 THEN 'Active'`
	`WHEN 12 THEN 'Paused'`
	`WHEN 13 THEN 'Interrupted'`
	`WHEN 14 THEN 'Not Active'`
	`ELSE CONVERT(VARCHAR, Agent_State_Trace.AgentState)`
	`END`

Logout Reason	The reason why an agent logged out.
	Derived from:
	`CASE WHEN Agent_State_Trace.EventName=2 THEN`
	`(SELECT ReasonText FROM Reason_Code WHERE Deleted='N'`
	`andReasonCode=Agent_State_Trace.ReasonCode)`
	`ELSE 'None'`
	`END`

Not Ready Reason	The reason why an agent is in a Not Ready state.
	Derived from:
	`CASE WHEN Agent_State_Trace.EventName=3 THEN`
	`SELECT ReasonText FROM Reason_Code WHERE Deleted='N' and`
	`ReasonCode=Agent_State_Trace.ReasonCode)`
	`ELSE 'None'`
	`END`

Media	The enterprise name for the Domain. Derived from: Media_Routing_Domain.EnterpriseName

Column (Field)	Description

Direction	The direction of the task.
	Derived from:
	`CASE WHEN Agent_State_Trace.Direction=1 THEN 'In'`
	`WHEN Agent_State_Trace.Direction=2 THEN 'Out'`
	`WHEN Agent_State_Trace.Direction=3 THEN 'Other'`
	`ELSE 'None'`
	`END`
	`CASE WHEN AST.Direction=1 THEN 'In'`
	`WHEN AST.Direction = 2 THEN 'Out'`
	`WHEN AST.Direction = 3 THEN 'Other In'`
	`WHEN AST.Direction = 4 THEN 'Other Out'`
	`WHEN AST.Direction = 5 THEN 'Out Reserve'`
	`WHEN AST.Direction = 6 THEN 'Out Preview'`
	`WHEN AST.Direction = 7 THEN 'Out Predictive'`
	`ELSE 'None'`
	`END`

Peripheral Call Key	The key assigned by the peripheral to the task associated with the event. Derived from: ISNULL(Agent_State_Trace.PeripheralCallKey,0)
Router Call Key	This field is not set for tasks. Derived from: ISNULL(Agent_State_Trace.RouterCallKey,0)
Router Call Key Day	This field is not set for tasks. Derived from: ISNULL(Agent_State_Trace.RouterCallKeyDay,0) in the calculation of LoggedOnTime.
Router Call Key Sequence Number	This field is not set for tasks. Derived from: ISNULL(Agent_State_Tra ce.RouterCallKeySequenceNumber,0)

Agent Team Not Ready Historical

The Agent Team Not Ready Historical Report shows the total staffed time, total Not Ready time, and Not Ready time for each reason code for all agents in an agent group.

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

Views: This report has one grid view, Agent Team Not Ready Historical.

Grouping: This report is grouped and sorted by Team Name, then by Agent Name, and then by Date and Time at every interval.

Value List: AgentTeam

Database Schema Tables from which data is retrieved:

- Agent
- Person
- Agent_Team_Member

- Agent_Team
- Agent_Interval
- Agent_Event_Detail

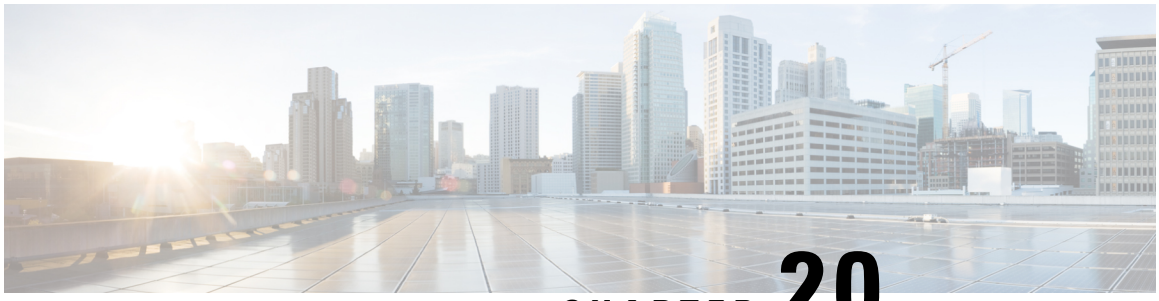
Current Fields in the Agent Team Not Ready Historical Report

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 Team Name	The Enterprise Name of the agent team. Derived from: Agent_Team. EnterpriseName
Agent Name	The first and last name of the agent. Derived from Person. LastName “, ” Person. FirstName
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_Skill_Group_Interval. DateTime
Logged On Time	The total time that the agents were logged in (staffed) for the specified time period in any split/skill, measured in HH:MM:SS (hours, minutes, seconds) format. Derived from: Agent_Skill_Group_Interval. LoggedOnTime
Not Ready Time	The total time that the agents spent in Not Ready state in all splits/skills for the specified time period. Value taken directly from the database. Derived from: Agent_Interval. NotReadyTime
Time in	
RC0 to RC9	The time that the agent spent in Not Ready state with each of the reason codes 0 - 9. Derived from: Agent_Event_Detail
RC50002	Not Ready Time spent in 50002; a CTI OS component failed, causing the agent to be logged out. This could be due to closing the agent desktop application, heartbeat timeout, a CTI OS Server failure, or a CTI OS failure.
RC50003	Not Ready Time spent in 50003; the agent was logged out because the Unified CM reported the agent's device as out of service.
RC50004	Not Ready Time spent in 50004; the agent was logged out due to agent inactivity as configured in agent desk settings.
RC50010	Not Ready Time spent in 50010; the agent did not receive multiple consecutive tasks routed to him/her. The system makes the agent Not Ready automatically so that additional tasks are not routed to the agent. By default, the number of consecutive tasks missed before the agent is made Not Ready is two.

Column (Field)	Description
RC50020	Not Ready Time spent in 50020; for deskilling operations on active agents, the agent was logged out of the skill group due to a deskilling operation that removed the skill group assignment to that agent. This reason code is used in the Agent_Event_Detail record and the Agent_Skill_Group_Logout record to identify the skill group the agent was removed from (due to the deskilling operation).
RC50030	Not Ready Time spent in 50030; the agent was logged out because the agent was logged into a dynamic device target that was using the same dialed number (DN) as the PG static device target.
RC50040	Not Ready Time spent in 50040; the mobile agent was logged out because the task failed.
RC50041	Not Ready Time spent in 50041; the agent's state was changed to Not Ready because the task failed when the agent's phone line rings busy.
RC50042	Not Ready Time spent in 50042; the mobile agent was logged out because the phone line is connected when using nailed connection mode.
RC32767	Not Ready Time spent in 32767; the agent's state was changed to Not Ready because the agent did not answer a task and the task was redirected to a different agent or skill group.
RC20001	Not Ready Time spent in 20001; the agent's state was changed to Not Ready and the agent was forcibly logged out.
RC20002	Not Ready Time spent in 20002; the general logout reason code condition from Not Ready.
RC20003	Not Ready Time spent in 20003; the agent is not in Not Ready state. A request is made to place the agent in Not Ready state and then a logout request is made to log the agent out.

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



CHAPTER 20

Real Time Transitional Report Templates

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- Agent Team Real Time, on page 253
- Call Type Real Time, on page 255
- Skill Group Not Ready, on page 258
- Skill Group Status, on page 260
- Skill Status, on page 264

Agents Real Time

The Agents Real Time Report displays the current activities of agents assigned to a skill.

Query: This report data is built from a database query.

Views:

This report has one grid view, Agents Real Time.

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

Value List: Skill Groups

Database Schema Tables from which data is retrieved:

- Person
- Agent
- Agent_Real_Time
- Agent_Skill_Group_Real_Time
- Skill_Group_Real_Time
- Service
- Skill_Group
- Media_Routing_Domain

Current Fields in the Agents Real Time Report 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 Name	The enterprise skill group's enterprise name. Derived from: Skill_Group.EnterpriseName
Agent Name	The first name and last name of the agent. Derived from: Person.LastName “,” Person.FirstName
Name	The login name of the agent. Derived from: Agent.LoginName
Extension	The phone extension into which the agent is logged. Derived from: Agent_Real_Time.Extension
Peripheral Number	The login ID of the agent. This value is taken directly from the database. Derived from: Agent.PeripheralNumber
Reason	A code and text (if configured) from the peripheral that indicates the reason for the agent's last state change. If no reason code is defined, this value is 0 (zero). This field is a calculated field derived from: `CASE WHEN Agent_Skill_Group_Reat_Time.ReasonCode = 0 THEN NONE ELSE (select ReasonText from Reason_Code where ReasonCode = Agent_Skill_Group_Real_Time.Reason Code)`
State	The current state of the agent. Derived from: Agent_Real_Time.AgentState
Time	The time spent in the current agent state in HH:MM:SS (hours, minutes, seconds) format. This field is a calculated field derived from: DATEDIFF(seconds, Agent_Real_Time.DateTimeLastStateChange, Select NowTime From Controller_Time)
Direction	Whether the call is inbound, outbound, or neither of these. This value is taken directly from the database. Derived from: Agent_Real_Time.Direction
Media	The method of communication: phone, chat, or email. This value is taken directly from the database. Derived from: Media_Routing_Domain

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

Agent Team Real Time

Run this report to show the agent status in real time.

Views:

This report has one grid view, Agent Team Real Time.

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 Team Name	The Enterprise Name of the Agent Team. Derived from: Agent_Team.EnterpriseName.
Agent Name	The last and first name of the agent. Derived from: Person.LastName ", " Person.FirstName.
Precision Queue / Skill Group	Precision Queue or Skill Group or Not Applicable. Precision Queue is derived from: Agent_Team.EnterpriseName. The precision route 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 log in to multiple precision routes, this field is not filled until the agent is assigned a task. Skill Group Name is derived from: Skill_Group.EnterpriseName. 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 in to multiple skill groups, this field is not filled until the agent is assigned a task.
State	The current state of the agent. Derived from: Agent_Real_Time.AgentState.

Column (Field)	Description
Direction	The direction of the call that the agent is currently working on: • NULL= None • 0 = None • 1 = In • 2 =Out • 3= Other Derived from: Agent_Real_Time.Direction.
Destination	The type of outbound task on which the agent is currently working. Derived from: Agent_Real_Time.Destination.
Reason	A code received from the peripheral that indicates the reason for the agent's last state change. If no reason code is defined, this value is 0 (zero). Derived from: Agent_Real_Time.ReasonCode.
Name	The login name for the Agent.Derived from: Person.LoginName
Extenstion	The phone extension into which the agent is logged. Derived from: Agent_Real_Time.Extension
Pheripheral Number	The login ID of the agent. This value is taken directly from the database. Derived from: Agent.PeripheralNumber
Time	The time spent in the current agent state in HH:MM:SS (hours, minutes, seconds) format. This field is a calculated field derived from: DATEDIFF(seconds, Agent_Real_Time.DateTimeLastStateChange, Select NowTime From Controller_Time)
Media	The enterprise name of the Media Routing Domain associated with the Precision Queue or Skill Group Name. **Media** is derived from: Media_Routing_Domain.EnterpriseName.

Report Summary: There is a summary row for Agent Team, a summary row for each Supervisor and a report summary for all data. For more information, see Report Summary Rows, on page 8.

Call Type Real Time

Views:

This report has the following grid views:

- Call Type Real Time
- Call Type Today Real Time

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

Query: This report data is built from a database query.

Database Schema Tables from which data is retrieved:

- Call_Type
- Call_Type_Real_Time

Grouping: This template is sorted by Call Type Name.

Call Type Real Time View

The Call Type Real Time Report displays information about how call types are handled during the current interval.

Value List: CallTypeId

Current Fields in the Call Type Real Time Report 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
Call Type Name	The enterprise name for the call type. Derived from: Call_Type.EnterpriseName
Calls Waiting	The number of tasks currently in the queue. Derived from: Call_Type_Real_Time.RouterCallsQNow
Longest Queued	The time spent in queue for the longest currently queued task, measured in HH:MM:SS (hours, minutes, seconds) format. This field is a calculated field, derived from: DATEDIFF(ss, Call_Type_Real_Time.RouterLongestCallQ, (SELECT NowTime from Controller_Time))

Column (Field)	Description
Avg Speed Of Answer	The Average Speed of Answer during the rolling five-minute interval. The total Answer Time for all tasks of the call type divided by the number of tasks of this type answered during the current 5-minute interval. This is a calculated field, derived from: (Call_Type_Real_Time.AnswerWaitTimeTo5 / Call_Type_Real_Time.CallsAnsweredTo5)
Abandon	The number of tasks abandoned at the IVR during the rolling five-minute interval, while offered to the agent and on route to the agent. Derived from: Call_Type_Real_Time.TotalCallsAbandTo5
Avg Abandon Time	The average time of abandoned calls for this call type during the rolling five-minute interval, measured in HH:MM:SS (hours, minutes, seconds) format. This field is a calculated field, derived from: Call_Type_Real_Time.CallDelayAbandTimeTo5 / Call_Type_Real_Time.TotalCallsAbandTo5
Handled	The number of calls of this call type handled for the call type ending during the rolling five-minute interval. Derived from: Call_Type_Real_Time.CallsHandledTo5
Avg Handle Time	The average time taken during the rolling five-minute interval to handle a task in HH:MM:SS (hours, minutes, seconds) format. This field is calculated based on: Call_Type_Real_Time.HandleTimeTo5 / Call_Type_Real_Time.CallsHandledTo5
Flow In	The number of calls that are Redirected On No Answer in the rolling five-minute interval. This does not include calls rerouted using the router requery feature. Derived from: Call_Type_Real_Time.CallsRONATo5
Flow Out	The number of tasks that are run as a Requalify or Call Type node and flowed to another call type during the rolling five-minute interval. Derived from: Call_Type_Real_Time.OverflowOutTo5
Active	The number of calls active for this call type offered during the rolling five-minute interval. This field is derived from: CallsAtAgentNow+CallsAtVRUNow

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

Call Type Today Real Time View

The Call Type Today Real Time report displays the information for each call type at the start of the day.

Value List: Call Types

Current Fields in the Call Type Today Real Time Report 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
Call Type Name	The enterprise name for the call type. Derived from: Call_Type.EnterpriseName
Calls Waiting	The number of tasks currently in the queue. Derived from: Call_Type_Real_Time.RouterCallsQNow
Longest Queued	The time spent in queue for the longest currently queued task, measured in HH:MM:SS (hours, minutes, seconds) format. This field is a calculated field, derived from: DATEDIFF(ss, Call_Type_Real_Time.RouterLongestCallQ, (SELECT NowTime from Controller_Time))
Avg Speed Of Answer	The Average Speed of Answer during the rolling five-minute interval. The total Answer Time for all tasks of the call type divided by the number of tasks of this type answered during the current 5-minute interval. This is a calculated field, derived from: (Call_Type_Real_Time.AnswerWaitTimeTo5 / Call_Type_Real_Time.CallsAnsweredTo5)
Abandon	The number of tasks abandoned at the IVR during the rolling five-minute interval, while offered to the agent and on route to the agent. Derived from: Call_Type_Real_Time.TotalCallsAbandTo5
Avg Abandon Time	The average time of abandoned calls for this call type during the rolling five-minute interval, measured in HH:MM:SS (hours, minutes, seconds) format. This field is a calculated field, derived from: Call_Type_Real_Time.CallDelayAbandTimeTo5 / Call_Type_Real_Time.TotalCallsAbandTo5
Handled	The number of calls of this call type handled for the call type ending during the rolling five-minute interval. Derived from: Call_Type_Real_Time.CallsHandledTo5
Avg Handled Time	The average time in HH:MM:SS (hours, minutes, seconds) it has taken during the rolling five-minute interval to handle a task. This field is a calculated field, derived from: Call_Type_Real_Time.HandleCallsTimeTo5 / Call_Type_Real_Time.CallsHandledTo5

Column (Field)	Description
Flow In	The number of calls that have been Redirected On No Answer in the rolling five-minute interval. This number does not include calls rerouted using the router requery feature. Derived from: Call_Type_Real_Time.CallsRONATo5
Flow Out	The number of tasks that run a Requalify or Call Type node and flowed to another call type during the rolling five-minute interval. Derived from: Call_Type_Real_Time.OverflowOutTo5
Active Calls	The number of calls of this call type offered during the rolling five-minute interval. This field is a calculated field, derived from: CallsAtAgentNow + CallsAtVRUNow

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

Skill Group Not Ready

Skill Group Not Ready Detail Real Time

The Skill Group Not Ready Detail Real Time Report displays the number of agents in Not Ready state for one or more specified skill groups.

Query: Anonymous Block

Views:

This report has one grid view, Skill Group Not Ready Detail Real Time.

Grouping: This report is grouped and sorted by Skill Target ID.

Value List: Skill Groups

Database Schema Tables from which data is retrieved:

- Skill_Group
- Skill_Group_Real_Time
- Agent_Skill_Group_Real_Time

Skill Group Not Ready Detail Real Time Report

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 Name	The precision queue or 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. Derived from: Skill_Group.EnterpriseName
Calls Waiting	The number of tasks currently in the queue. Derived from: Skill_Group_Real_Time.RouterCallsQNow '+ Skill_Group_Real_Time.CallsQueuedNow'
Agents Logged On	The number of agents that are currently logged on to the skill group. This count is updated each time an agent logs on and each time an agent logs off. Derived from: Skill_Group_Real_Time.LoggedOn
Not Ready Agents	The number of agents in the Not Ready state for the skill group. Not Ready is a state in which agents are logged on but are neither involved in any call handling activity nor available to handle a call. Derived from: Skill_Group_Real_Time.NotReady
Reason code RC0 - RC9	A code received from the peripheral that indicates the reason for the last state change for the agents. If no reason code is defined, this value is zero (0). This is directly derived from: Agent_Skill_Group_Real_Time

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

Skill Group Not Ready Real Time

The Skill Group Not Ready Real Time Report identifies the agents who are in the Not Ready state for one or more specified skill groups.

Query: This report data is built from a database query.

Views: This report has one grid view, Skill Group Not Ready Real Time and one chart view, Skill Group Not Ready Graphical Real Time.

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

Value List: Skill Groups

Database Schema Tables from which data is retrieved:

- Person
- Agent
- Agent_Real_Time
- Agent_Skill_Group_Real_Time
- Service
- Skill_Group

- Media_Routing_Domain
- Skill_Group_Real_Time

Current Fields in the Skill Group Not Ready Time Report 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 Name	The enterprise skill group's enterprise name. Derived from: Skill_Group.EnterpriseName
Agent Name	The last name and the first name of the agent. Derived from: Person.LastName “,” Person.FirstName
Name	The agent's login name. Derived from: Person.LoginName
Peripheral Number	The agent's login ID. Derived from: Agent.PeripheralNumber
Reason	A code received from the peripheral that indicates the reason for the agent's last state change. If no reason code is defined, this value is 0 (zero). Derived from: `CASE WHEN Agent_Real_Time.ReasonCode = 0 THEN 'NONE' ELSE (select ReasonText from Reason_Code where ReasonCode =Agent_Real_Time.ReasonCode) END`
Duration	The length of time since the agent's last change, measured in HH:MM:SS (hours, minutes, seconds) format. This field is a calculated field derived from: DATEDIFF(seconds, Agent_Real_Time.DateTimeLastStateChange , Select Nowtime From Controller_Time)

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

Skill Group Status

Skill Group Agent Status Real Time

The Skill Group Agent Status Real Time Report displays the agent status in real time.

Query: This report data is built from a database query.

Views: This report has one grid view, Skill Group Agent Status Real Time.

Grouping: This report is sorted by Skill Group Name.

Value List: Skill Groups

Database Schema Tables from which data is retrieved:

- Person
- Agent
- Agent_Real_Time
- Agent_Skill_Group_Real_Time
- Service
- Skill_Group
- Skill_Group_Real_Time
- Media_Routing_Domain

Current Fields in the Skill Group Real Time Agent Status

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 enterprise skill group's enterprise name. Derived from: Skill_Group.EnterpriseName
Agent Name	The last name and first name of the agent. Derived from: Person.LastName “,” Person.FirstName
State	The current state of the agent. Derived from: Agent_Real_Time.AgentState
Duration	The time spent in the current agent state in HH:MM:SS (hours, minutes, seconds) format. This field is a calculated field, derived from: DATEDIFF(seconds, Agent_Real_Time.DateTimeLastStateChange , Select Nowtime From Controller_Time)

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

Skill Group Real Time Status

The Skill Group Real Time Status Report displays call in service level, calls waiting, oldest call waiting, average speed of answer, handled calls, average handled time, abandoned calls and logged-on time for specified skill group(s).

Query: This report data is built from a database query.

Views:

This report has one grid view, Skill Group Real Time Status and the following chart views:

- Calls Waiting Graph
- Oldest Call Time Graph

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

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

Value List: Skill Groups

Database Schema Tables from which data is retrieved:

- Skill_Group_Real_Time
- Skill_Group
- Media_Routing_Domain

Current Fields in the Skill Group Real Time Status

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 Name	The enterprise name for the skill group. Derived from: Skill_Group.Enterprise
Calls Waiting	The number of split or skill ACD calls currently waiting to be answered. This includes calls that are in queue and calls that are ringing at an agent voice terminal. It does not include direct agent calls. Derived from: Skill_Group_Real_Time.RouterCallsQNow
Longest Queued	The time spent in queue for the longest currently queued task, measured in HH:MM:SS (hours, minutes, seconds) format. This is a calculated field, calculated by subtracting the time the task entered the queue from the current time and derived from: DATEDIFF(ss, Skill_Group_Real_Time.RouterLongestCallQ, (SELECT NowTime from Controller_Time)),0)
Avg Speed Of Answer	The average time calls waited in queue or ringing before an agent answered. Average Speed of Answer during the rolling five-minute interval. This is a calculated field, derived from: (Skill_Group_Real_Time.AnswerWaitTimeTo5 / Skill_Group_Real_Time.CallsAnsweredTo5)
Handled	The number of calls of this call type handled for the call type ending during the rolling five minute-interval. Derived from: Skill_Group_Real_Time.CallsHandledTo5

Column (Field)	Description
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: Skill_Group_Real_Time.Handle Time / Skill_Group_Real_Time.CallsHandled
Abandon	The number of calls that are abandoned in the router queue during the interval for a skill group. Derived from: Skill_Group_Real_Time.RouterCalls AbandQTo5
Logged On	The number of agents that are currently logged on to the skill group. This count is updated each time an agent logs on and each time an agent logs off. Derived from: Skill_Group_Real_Time.LoggedOn

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

Skill Group Status Graphical Real Time

The Skill Group Status Graphical Real Time Report displays the number of agents in each status for one or more specified skill groups.

Query: This report data is built from a database query.

Views: This report has a chart view, Skill Group Status Graphical Real Time.

Value List: Skill Groups

Database Schema Tables from which data is retrieved:

- Person
- Agent_Real_Time
- Agent
- Skill_Group
- Service
- Media_Routing_Domain
- Skill_Group_Real_Time

Skill Group Status Graphical RealTime

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.

Field	Description
Logged Out	The agent is logged off.
Logged On	The agent is logged on.

Field	Description
Not Ready	The agent is not available to be assigned a task. If an agent is Not Ready in one skill group, the agent is Not Ready in all skill groups within the same Media Routing Domain.
Ready	The agent has put himself in the Ready state using his agent desktop tool.
Talking	The agent is working on a task or a call in this skill group.
Work Not Ready	The agent is performing wrap-up work for a call in this skill group. The agent enters Not Ready state when wrap up is complete.
Work Ready	The agent is performing wrap-up work for a call or task in this 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.
Busy Other	The agent is Active, Work Ready, Reserved, or on Hold/Paused in another skill group.
Reserved	The agent has been offered a call or task associated with the skill group. For voice calls, agents are Reserved when their phones are ringing.
Unknown	The agent state is unknown.
Hold	For agents handling Outbound Option calls, the Hold state indicates that the agent has been reserved for a call because the Outbound Dialer puts the agent on hold while connecting the call.
Active	The agent is talking on or handling calls. An agent can be active in only one skill group at a time. While active in one skill group, the agent is considered to be in the Busy Other state for the other skill groups.

Skill Status

Skill Status Agent Real Time

Run this report to show the agent status in real time.

Query: This report data is built from a database query.

Views:

This report has one grid view, Skill Status Agent Real Time.

Grouping: This template is grouped by Skill Group Name and sorted by Date Time.

Value List: Skill Groups

Database Schema Tables from which data is retrieved:

- Person
- Agent
- Agent_Real_Time
- Agent_Skill_Group_Real_Time
- Service
- Skill_Group
- Skill_Group_Real_Time
- Media_Routing_Domain

Current Fields in the Skill Group Real Time Agent Status

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 Name	The enterprise skill group's enterprise name. Derived from: Skill_Group.EnterpriseName
Agent Name	The last and first name of the agent. Derived from: Person.LastName “,” Person.FirstName
Name	Value taken directly from the database. Derived from: Person.LoginName
Reason	A code received from the peripheral that indicates the reason for the agents last state change. If not defined, this places none. Derived from: `CASE WHEN Agent_Skill_Group_Real_Time.ReasonCode = 0 THEN 'NONE' ELSE (select ReasonText from Reason_Code where ReasonCode = Agent_Skill_Group_Real_Time.ReasonCode) END`
Agent State	The current state of the agent. Derived from: Agent_Skill_Group_Real_Time.AgentState
Duration	The time spent in the current agent state in HH:MM:SS (hours, minutes, seconds) format. This is a calculated field, derived from: DATEDIFF(seconds, Agent_Skill_Group_Real_Time.DateTimeLastStateChange , Select Nowtime From Controller_Time)

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

Skill Status Real Time

Run this report to see calls waiting and Answer Wait Time for specified skill groups.

Query: This report data is built from a database query.

Views:

This report has one grid view, Skill Status Real Time.

Grouping: This template is grouped by Skill Group Name and sorted by Date Time.

Value List: Skill Groups

Database Schema Tables from which data is retrieved:

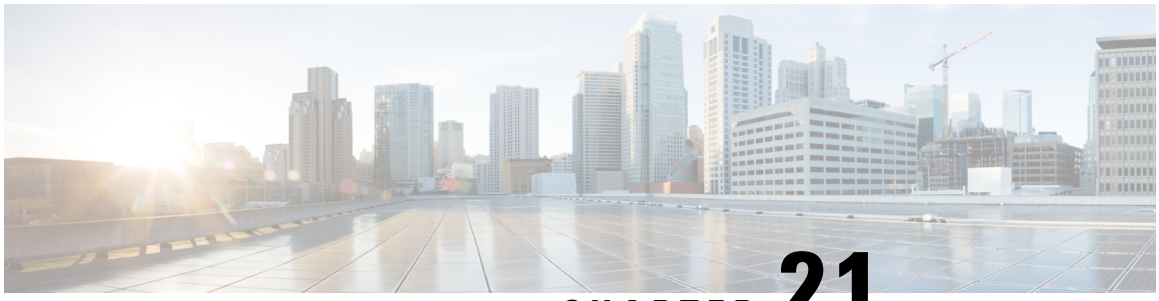
- Skill_Group_Real_Time
- Skill_Group
- Media_Routing_Domain

Current Fields in the Skill Group Real Time Status

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 Name	The enterprise skill group's enterprise name. Derived from: Skill_Group.EnterpriseName
Calls Waiting	The number of split or skill ACD calls currently waiting to be answered. This includes calls that are in queue and calls that are ringing at an agent voice terminal. It does not include direct agent calls. Derived from: Skill_Group_Real_Time.TotalQueuedNow
Longest Queued	The time spent in queue for the longest currently queued task, measured in HH:MM:SS (hours, minutes, seconds) format. This is a calculated field, calculated by subtracting the time the task entered the queue from the current time and derived from: DATEDIFF(ss, Skill_Group_Real_Time.RouterLongestCallQ, (SELECT NowTime from Controller_Time)),0)

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



CHAPTER 21

Historical Outbound Option Report Templates

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- Campaign Consolidated Daily, on page 271
- Campaign Consolidated Half Hour, on page 276
- Campaign Half Hour Summary, on page 281
- Dialer Call Result Summary Half Hour, on page 288
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- Query Rule Within Campaign Daily, on page 294
- Query Rule Within Campaign Half Hour, on page 299

Attempts Per Campaign Daily

The Attempts per Campaign Daily report shows the status (summary and percentage) of each campaign for the selected time period and the breakdown of attempts (in percentage) of each campaign for the selected time period.

Views: This report has the following grid views:

- Breakdown of Attempts per Campaign Daily (the default)
- Summary of Attempts per Campaign Daily

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

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

Value List: Campaigns

Database Schema Tables from which data is retrieved:

- Campaign
- Campaign_Query_Rule_Interval

Breakdown of Attempts Per Campaign Daily Report View

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

Columns (Fields)	Description
Campaign	The name of the campaign. Derived from: Campaign.CampaignName
Date	The date for the record in MM/DD/YYYY (month, day, year) format. Derived from: Campaign_Query_Rule_Interval.DateTime
Attempts	The total number of outbound calls attempted. Derived from: Campaign_Query_Rule_Interval.ContactsAttempted
Customer Answered	
Right Party Connect	The percentage of calls attempted when the actual customer was contacted and handled, as indicated by agents using their desktop. Derived from: Campaign_Query_Rule_Interval. VoiceDetect/ Campaign_Query_Rule_Interval.ContactsAttempted
Dialer Abandon	The percentage of contacts or attempts abandoned by the dialer because the agent was not available and "Abandon to IVR" was not configured. Derived from: Campaign_Query_Rule_Interval. AbandonDetect/ Campaign_Query_Rule_Interval.ContactsAttempted
Abandon to IVR	The percentage of contacts or attempts that were abandoned by the dialer but transferred to an IVR. That is, the percentage of attempts that were sent to IVR (or another dialed number) for treatment after the dialer reached a contact and no agent was available to take the call. Instead of hanging up on the customer, the customer was transferred to an IVR, which plays a message. Derived from: Campaign_Query_Rule_Interval. AbandonToIVR/ Campaign_Query_Rule_Interval.ContactsAttempted
Callback	When the campaign is not configured for personal callback, the percentage of customers contacted that request a callback. Derived from: Campaign_Query_Rule_Interval. CallbackCount/Campaign_Query_Rule_Interval.ContactsAttempted
Personal Callback	When the campaign is configured for personal callback, the percentage of contacts in which the customer requested a callback and was scheduled. Derived from: Campaign_Query_Rule_Interval. PersonalCallbackCount/Campaign_Query_Rule_Interval.ContactsAttempted
Customer Not Home	The percentage of contacts where the party answering the phone was not the customer. Derived from: Campaign_Query_Rule_Interval. CustomerNotHomeCount/Campaign_Query_Rule_Interval.ContactsAttempted
Wrong Number	The percentage of contacts where the party answering the phone indicated that the customer was not available. Derived from: Campaign_Query_Rule_Interval. WrongNumberCount/Campaign_Query_Rule_Interval.ContactsAttempted

Columns (Fields)	Description
Customer Abandon	The percentage of contacts where the customer ended the call immediately after being connected to an agent. Derived from: Campaign_Query_Rule_Interval.CustomerAbandonDetect/Campaign_Query_Rule_Interval.ContactsAttempted
Customer Did Not Answer	
Answering Machine	The percentage of contacts that detected an answering machine. Derived from: Campaign_Query_Rule_Interval.AnsweringMachineDetectToHal/Campaign_Query_Rule_Interval.ContactsAttempted
No Answer	The percentage of contacts that were not answered. Derived from: Campaign_Query_Rule_Interval.NoAnswerDetect/Campaign_Query_Rule_Interval.ContactsAttempted
Busy	The percentage of contacts that detected a busy signal. Derived from: Campaign_Query_Rule_Interval.BusyDetect/Campaign_Query_Rule_Interval.ContactsAttempted
Canceled	The percentage of contacts where the dialer canceled a ringing customer call. Derived from: Campaign_Query_Rule_Interval.CanceledDetect/Campaign_Query_Rule_Interval.ContactsAttempted
Problem	
SIT Tone	The number of contacts in the half-hour interval that detected a Special Information Tone (SIT). Derived from: Campaign_Query_Rule_Interval.SITToneDetect
No Dial tone	The number of contacts in the half-hour interval that did not detect a dial tone. Derived from: Campaign_Query_Rule_Interval.NoDialToneDetect
Fax	The number of contacts in the half-hour interval that detected a fax. Campaign_Query_Rule_Interval.FaxDetect
Network Error	The number of contacts that encountered one of the following problems: • No Ringback from network when dial attempted • Network disconnected while alerting • Low Energy ("or dead air") call detected by the dialer. Derived from: Campaign_Query_Rule_Interval.NoRingBackDetect

Current Fields in the Summary of Attempts Per Campaign Daily Report View

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

Columns (Fields)	Description
Campaign	The name of the campaign. Derived from: Campaign.CampaignName
Date	The date for the record in MM/DD/YYYY (month, day, year) format. Derived from: Campaign_Query_Rule_Interval.DateTime
Key Statistics	
Customer Answered	The number of outbound calls (attempts) that reached a live voice. Derived from: Campaign_Query_Rule_Interval.VoiceDetect + Campaign_Query_Rule_Interval.WrongNumberCount + Campaign_Query_Rule_Interval.CustomerNotHomeCount + Campaign_Query_Rule_Interval.CustomerAbandonDetect + Campaign_Query_Rule_Interval.CallbackCount + Campaign_Query_Rule_Interval.PersonalCallbackCount + Campaign_Query_Rule_Interval.AbandonDetect + Campaign_Query_Rule_Interval.AbandonToIVR
Right Party Connect	The number of call attempts, as indicated by agents using their desktop, when the actual customer was contacted and handled. Derived from: Campaign_Query_Rule_Interval.VoiceDetect
Dialer Abandon & Abandon to IVR	The number of calls that were abandoned by the dialer or abandoned to IVR because an agent was not available to take the call. Campaign configuration determines whether these calls are abandoned at the dialer or transferred to IVR. Derived from: Campaign_Query_Rule_Interval. AbandonToIVR + Campaign_Query_Rule_Interval. AbandonDetect
Attempts	
Total	The total number of outbound calls attempted. Derived from: Campaign_Query_Rule_Interval.ContactsAttempted
Customer Answered	The percentage of attempted calls that reached a live voice. Derived from: (Campaign_Query_Rule_Interval.VoiceDetect + Campaign_Query_Rule_Interval.WrongNumberCount + Campaign_Query_Rule_Interval.CustomerNotHomeCount + Campaign_Query_Rule_Interval.CustomerAbandonDetect + Campaign_Query_Rule_Interval.CallbackCount + Campaign_Query_Rule_Interval.PersonalCallbackCount + Campaign_Query_Rule_Interval.AbandonDetect + Campaign_Query_Rule_Interval.AbandonToIVR)/ Campaign_Query_Rule_Interval.ContactsAttempted

Columns (Fields)	Description
Did not Answer	The percentage of calls attempted when the number was dialed but the customer was not reached and there were no problems with the call ("Ring No Answer"). Derived from: (Campaign_Query_Rule_Interval.AnsweringMachineDetect + Campaign_Query_Rule_Interval.BusyDetect + Campaign_Query_Rule_Interval.NoAnswerDetect + Campaign_Query_Rule_Interval.CancelledDetect)/ Campaign_Query_Rule_Interval.ContactsAttempted
Problem	The percentage of calls attempted where the contact was dialed and one of the following problems was encountered: • Fax machine detected • No dial tone when dialer port went off hook • No Ringback from network when dial attempted • Network disconnected while alerting. • Low Energy ("or dead air") call detected by the dialer • Operator intercept (SIT Tone) was returned from network when dial attempted. Derived from: (Campaign_Query_Rule_Interval.FaxDetect + Campaign_Query_Rule_Interval.NoDialToneDetect + Campaign_Query_Rule_Interval.NoRingBackDetect + Campaign_Query_Rule_Interval.SITToneDetect)/ Campaign_Query_Rule_Interval.ContactsAttempted
Did Not Dial	
Agent Rejected	The number of preview or callback calls that were rejected by the agent. (An attempt should be made to contact these customers again.) Derived from: Campaign_Query_Rule_Interval.AgentRejectedDetect These calls are not counted as attempted.
Agent Closed	The number of preview or callback calls that were rejected by the agent. (The agent did not call these customers.) Derived from: Campaign_Query_Rule_Interval.AgentClosedDetect These calls are not counted as attempted.

Campaign Consolidated Daily

This report shows the daily activity and performance of the selected campaigns and their skill groups for the selected time period and provides analysis of the actual customer calls (outbound calls which reached live voice, inbound calls, or calls transferred to the campaign's skill group) for the selected campaigns and their skill groups for the selected time period.

Views: This report has the following grid views:

- Campaign Consolidated Daily (the default)
- Campaign Consolidated Detailed Daily

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

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

Value List: Campaigns

Database Schema Tables from which data is retrieved:

- Campaign
- Campaign_Query_Rule_Interval
- Skill_Group_Interval

Current Fields in the Campaign Consolidated Daily Report View

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

Columns (Fields)	Description
Campaign	The name of the campaign. Derived from: Campaign.CampaignName
Date	The date for the record in MM/DD/YYYY (month, day, year) format. Derived from: Campaign_Query_Rule_Interval.DateTime
Agent Time In Campaign	
FTE	The FTE value for the agents logged in and skilled for the campaign and not working in other skill groups (or not ready). If all agents spend full-time on the campaign's skill, the FTE is the number of agents. Derived from: (Skill_Group_Interval.LoggedOnTime - Skill_Group_Interval.BusyOtherTime - Skill_Group_Interval.NotReadyTime)/ Skill_Group_Interval.ReportingInterval
Talk	The percentage of time that agents spent talking in one of the campaign's skill groups. Derived from: (Skill_Group_Interval.TalkTime - Skill_Group_Interval.TalkReserveTime)/ (Skill_Group_Interval.LoggedOnTime - Skill_Group_Interval. BusyOtherTime - Skill_Group_Interval.NotReadyTime)
Wrap Up	The percentage of time that agents have spent in Wrap-up state after incoming or outgoing calls in one of the campaign's skill groups. Derived from: (Skill_Group_Interval.WorkReadyTime + Skill_Group_Interval.WorkNotReadyTime)/ (Skill_Group_Interval.LoggedOnTime- Skill_Group_Interval. BusyOtherTime - Skill_Group_Interval.NotReadyTime)

Columns (Fields)	Description
Idle	The percentage of time the agents were available in one of the campaign's skill groups; but not working. Derived from: (Skill_Group_Interval.ReservedStateTime + Skill_Group_Interval.TalkReserveTime + Skill_Group_Interval.AvailTime)/ (Skill_Group_Interval.LoggedOnTime- Skill_Group_Interval. BusyOtherTime - Skill_Group_Interval.NotReadyTime)
Account Statistics	
Connects/ FTE Agent Hour	The FTE value for the number of calls of agents for the campaign's skill groups. Derived from: (Skill_Group_Interval.AutoOutCalls + Skill_Group_Interval.CallsHandled + Skill_Group_Interval. PreviewCalls) * Skill_Group_Interval.ReportingInterval/ (Skill_Group_Interval.LoggedOnTime - Skill_Group_Interval.BusyOtherTime - Skill_Group_Interval.NotReadyTime, 0)
Time between Agent Connects	The average time in seconds between the connecting customer calls to the agents. Derived from: (Skill_Group_Interval.ReservedStateTime + Skill_Group_Interval.TalkReserveTime + Skill_Group_Interval.AvailTime)/ (Skill_Group_Interval.AutoOutCalls + Skill_Group_Interval.CallsHandled + Skill_Group_Interval. PreviewCalls) The Summary Avg for Time between Agent Connects is calculated using the following formula: Summary Avg for a selected campaign = idle time/ agent connects.
Completed	
Agent Connects	The number of calls (outbound and inbound) handled per agent for the campaign's skill groups. Derived from: (Skill_Group_Interval.AutoOutCalls + Skill_Group_Interval.CallsHandled + Skill_Group_Interval. PreviewCalls)
Not Connected	The number of customer calls that were not connected to any agent or device. This includes calls which were abandoned by the dialer or abandoned to IVR (includes inbound and outbound calls) and resulted in customer abandon in queue or routing script error. Derived from: Skill_Group_Interval.RouterCallsAbandQ + Skill_Group_Interval.RouterError + Campaign_Query_Rule_Interval.CustomerAbandonDetect + Campaign_Query_Rule_Interval.AbandonDetect Note: This column is invalid if the Outbound Reservation Script does not use ReleaseCall when not reserving an agent. This results in extraneous Router Error call reports, which inflate the value in this column.

Columns (Fields)	Description
Dialer Abandon To Other	The number of calls which are in "abandon to IVR" state and have completed in a way that is not associated with a skill group in this campaign. This value only applies to Campaigns where the skill groups associated with the campaign are not used for inbound. Derived from: Campaign_Query_Rule_Interval.AbandonToIVR - (Skill_Group_Interval.RouterCallsAbandQ + Skill_Group_Interval.CallsHandled + Skill_Group_Interval.RouterError) Note: This column is approximate because the abandon to IVR can occur in one half hour interval and the call completion occurs in another. This column is invalid if the Outbound Reservation Script does not use ReleaseCall when not reserving an agent, which results in undercounting in this column. This column is invalid if the skill group is used for anything other than outbound agent campaigns, for example inbound or transferred calls, as this results in undercounting in this column. This column is invalid if the abandon to IVR script queues to multiple skill groups in this campaign because RouterErrors and RouterCallsAbandQ are counted once in each skill group the call was queued to, which results in undercounting in this column.
Outbound Statistics	
Average Handle Time	The average length of calls (Inbound and Outbound) handled by the agent during the campaign's skill group selected interval. Derived from: (Skill_Group_Interval.TalkTime - Skill_Group_Interval.TalkReserveTime + Skill_Group_Interval.WorkReadyTime + Skill_Group_Interval.WorkNotReadyTime)/ (Skill_Group_Interval.AutoOutCalls + Skill_Group_Interval.CallsHandled + Skill_Group_Interval. PreviewCalls)
% Abandon	The percentage of calls that reached a live voice and were abandoned by the dialer or abandon to IVR because no agent was available. Derived from: (Campaign_Query_Rule_Interval.AbandonDetect + Campaign_Query_Rule_Interval.AbandonToIVR)/ (Campaign_Query_Rule_Interval.VoiceDetect + Campaign_Query_Rule_Interval.WrongNumberCount + Campaign_Query_Rule_Interval.CustomerNotHomeCount + Campaign_Query_Rule_Interval.CustomerAbandonDetect + Campaign_Query_Rule_Interval.CallbackCount + Campaign_Query_Rule_Interval.PersonalCallbackCount + Campaign_Query_Rule_Interval.AbandonDetect + Campaign_Query_Rule_Interval.AbandonToIVR)

Columns (Fields)	Description
Hit Rate	The percentage % of the outbound calls (attempts) that reached a live voice. Derived from: (Campaign_Query_Rule_Interval.VoiceDetect + Campaign_Query_Rule_Interval.WrongNumberCount + Campaign_Query_Rule_Interval.CustomerNotHomeCount + Campaign_Query_Rule_Interval.CustomerAbandonDetect + Campaign_Query_Rule_Interval.CallbackCount + Campaign_Query_Rule_Interval.PersonalCallbackCount + Campaign_Query_Rule_Interval.AbandonDetect + Campaign_Query_Rule_Interval.AbandonToIVR)/ Campaign_Query_Rule_Interval.ContactsAttempted
Attempts	The Total number of outbound calls attempted. Derived from: Campaign_Query_Rule_Interval.ContactsAttempted

Current Fields in the Campaign Consolidated Detailed Daily Report View

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

Columns (Fields)	Description
Campaign	The name of the campaign. Derived from: Campaign.CampaignName
Date	The date for the row's data in MM/DD/YYYY (month, day, year) format. Derived from: Campaign_Query_Rule_Interval.DateTime
Agent Connects	
Outbound Immediate	The number of outbound calls where the customer was connected to an agent immediately (without waiting in the queue). Derived from: Skill_Group_Interval.AutoOutCalls + Skill_Group_Interval.PreviewCalls
After Abandon To IVR & Inbound	This field includes the following calls: • Outbound calls that were handled by an agent in this skill group after Abandon To IVR. • Outbound calls from a Transfer to IVR campaign that were queued back to agents. • Inbound and transferred calls that were routed to agents in this skill group. Derived from: Skill_Group_Interval. CallsHandled
Not Connected	

Columns (Fields)	Description
Customer Abandon	The number of contacts when the customer ended the call immediately after picking up the phone. Derived from: Campaign_Query_Rule_Interval.CustomerAbandonDetect
Dialer Abandon	The number of contacts abandoned by the dialer. Derived from:Campaign_Query_Rule_Interval.AbandonDetect
Customer Abandon in Queue	The number of contacts when the customer ended the call while in queue. Derived from:Skill_Group_Interval.RouterCallsAbandQ
Script Error	The number of calls that resulted in an error condition in the call routing script. Derived from:Skill_Group_Interval.RouterError
Dialer Abandon To Other	
Script Dequeued	The number of calls that were initially abandoned to IVR because no agent was available and then queued to a skill group for this campaign and again removed from the queue during the interval. Derived from: Skill_Group_Interval.RouterCallsDequeued
Other	The number of calls that were routed to another skill group or never made it to the skill group. This column is approximate because the abandon to IVR can occur in one half hour interval and the call completion occurs in another interval. Derived from:Campaign_Query_Rule_Interval.AbandonToIVR - (Skill_Group_Interval.RouterCallsAbandQ + Skill_Group_Interval.CallsHandled + Skill_Group_Interval.RouterError + Skill_Group_Interval. RouterCallsDequeued) This column is approximate because the abandon to IVR can occur in one interval and the call completion occurs in another interval.

Campaign Consolidated Half Hour

The Campaign Consolidated Half Hour report shows the list of Consolidated Calls and Agent Statistics per Campaign by Half Hour and Breakdown of completed calls.

Views: This report has the following grid views:

- Campaign Consolidated Half Hour (the default)
- Campaign Consolidated Detailed Half Hour

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

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

Value List: Campaigns

Database Schema Tables from which data is retrieved:

- Campaign
- Campaign_Query_Rule_Interval
- Skill_Group_Interval

Current Fields in the Campaign Consolidated Half Hour Report View

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

Columns (Fields)	Description
Campaign	The name of the campaign. Derived from: Campaign.CampaignName
DateTime	The date and time at the start of the half-hour interval for the row's data in MM/DD/YYYY (month, day, year) and HH:MM:SS (hours, minutes, seconds) format. Derived from: Campaign_Query_Rule_Interval.DateTime
Agent Time In Campaign	
FTE	The Full Time Equivalent (FTE) value for the agents logged in and skilled for the campaign and not working in other skill groups (or not ready) in the half-hour interval. If all agents spend full-time on the campaign's skill during the half hour interval, the FTE is the number of agents. Derived from: (Skill_Group_Interval.LoggedOnTime - Skill_Group_Interval.BusyOtherTime - Skill_Group_Interval.NotReadyTime)/ Skill_Group_Interval.ReportingInterval
Talk	The percentage of time that agents spent talking in one of the campaign's skill groups. (Skill_Group_Interval.TalkTime - Skill_Group_Interval.TalkReserveTime)/ (Skill_Group_Interval.LoggedOnTime - Skill_Group_Interval. BusyOtherTime - Skill_Group_Interval.NotReadyTime)
Wrap Up	The percentage of time that agents have spent in Wrap-up state after incoming or outgoing calls in one of the campaign's skill groups. Derived from: (Skill_Group_Interval.WorkReadyTime + Skill_Group_Interval.WorkNotReadyTime)/ (Skill_Group_Interval.LoggedOnTime- Skill_Group_Interval. BusyOtherTime - Skill_Group_Interval.NotReadyTime)
Idle	The percentage of time the agents were available in one of the Campaign's skill groups but not working. Derived from: (Skill_Group_Interval.ReservedStateTime + Skill_Group_Interval.TalkReserveTime + Skill_Group_Interval.AvailTime)/ (Skill_Group_Interval.LoggedOnTime- Skill_Group_Interval. BusyOtherTime - Skill_Group_Interval.NotReadyTime)
Agent Statistics	

Columns (Fields)	Description
Connects/ FTE Agent Hour	The FTE value for the number of calls of agents in the interval for the campaign's skill groups. Derived from: (Skill_Group_Interval.AutoOutCalls + Skill_Group_Interval.CallsHandled + Skill_Group_Interval. PreviewCalls) * Skill_Group_Interval.ReportingInterval/ (Skill_Group_Interval.LoggedOnTime - Skill_Group_Interval.BusyOtherTime - Skill_Group_Interval.NotReadyTime, 0)
Time between Agent Connects	The average time in seconds between the connecting customer calls to the agents. Derived from: (Skill_Group_Interval.ReservedStateTime + Skill_Group_Interval.TalkReserveTime + Skill_Group_Interval.AvailTime)/ (Skill_Group_Interval.AutoOutCalls + Skill_Group_Interval.CallsHandled + Skill_Group_Interval. PreviewCalls) The Summary Avg for Time between Agent Connects is calculated using the following formula: Summary Avg for a selected campaign = idle time/ agent connects
Completed	
Agent Connects	The number of calls (outbound and inbound) handled per agent for the campaign's skill groups. Derived from: (Skill_Group_Interval.AutoOutCalls + Skill_Group_Interval.CallsHandled + Skill_Group_Interval. PreviewCalls)
Not Connected	The number of customer calls that were not connected to any agent or device. This includes calls which were abandoned by the dialer or abandoned to IVR (includes inbound and outbound calls) and resulted in customer abandon in queue or routing script error. Derived from: Skill_Group_Interval.RouterCallsAbandQ + Skill_Group_Interval.RouterError + Campaign_Query_Rule_Interval.CustomerAbandonDetect + Campaign_Query_Rule_Interval.AbandonDetect Note: This column is invalid if the Outbound Reservation Script does not use ReleaseCall when not reserving an agent, which results in extraneous Router Error call reports that inflates the value in this column.

Columns (Fields)	Description
Dialer Abandon To Other	The number of calls that are in "abandon to IVR" state and have completed in a way not associated with a skill group in this campaign. This value applies only to Campaigns where the skill groups associated with the campaign are not used for inbound. Derived from: Campaign_Query_Rule_Interval.AbandonToIVR - (Skill_Group_Interval.RouterCallsAbandQ + Skill_Group_Interval.CallsHandled + Skill_Group_Interval.RouterError) Note: This column is approximate because the abandon to IVR can occur in one half-hour interval and the call completion occurs in another. This column is invalid if the Outbound Reservation Script does not use ReleaseCall when not reserving an agent, which results in under counting in this column. This column is invalid if the skill group is used for anything other than outbound agent campaigns, for example, inbound or transferred calls, as this results in undercounting in this column. This column is invalid if the abandon to IVR script queues to multiple skill groups in this campaign because RouterErrors and RouterCallsAbandQ are counted once in each skill group the call was queued to, which results in undercounting in this column.
Outbound Statistics	
Avg Handle Time	The average length of calls (Inbound and Outbound) handled by the agent during the campaign's skill group selected interval. Derived from: (Skill_Group_Interval.TalkTime - Skill_Group_Interval.TalkReserveTime + Skill_Group_Interval.WorkReadyTime + Skill_Group_Interval.WorkNotReadyTime)/ (Skill_Group_Interval.AutoOutCalls + Skill_Group_Interval.CallsHandled + Skill_Group_Interval. PreviewCalls)
% Abandon	The percentage of calls that reached a live voice and were abandoned by the dialer or abandon to IVR because no agent was available. Derived from: (Campaign_Query_Rule_Interval.AbandonDetect + Campaign_Query_Rule_Interval.AbandonToIVR)/ (Campaign_Query_Rule_Interval.VoiceDetect + Campaign_Query_Rule_Interval.WrongNumberCount + Campaign_Query_Rule_Interval.CustomerNotHomeCount + Campaign_Query_Rule_Interval.CustomerAbandonDetect + Campaign_Query_Rule_Interval.CallbackCount + Campaign_Query_Rule_Interval.PersonalCallbackCount + Campaign_Query_Rule_Interval.AbandonDetect + Campaign_Query_Rule_Interval.AbandonToIVR)

Columns (Fields)	Description
Hit Rate	The percentage of the outbound calls (attempts) that reached a live voice. Derived from: (Campaign_Query_Rule_Interval.VoiceDetect + Campaign_Query_Rule_Interval.WrongNumberCount + Campaign_Query_Rule_Interval.CustomerNotHomeCount + Campaign_Query_Rule_Interval.CustomerAbandonDetect + Campaign_Query_Rule_Interval.CallbackCount + Campaign_Query_Rule_Interval.PersonalCallbackCount + Campaign_Query_Rule_Interval.AbandonDetect + Campaign_Query_Rule_Interval.AbandonToIVR)/ Campaign_Query_Rule_Interval.ContactsAttempted
Attempts	The total number of outbound calls attempted. Derived from: Campaign_Query_Rule_Interval.ContactsAttempted

Current Fields in the Campaign Consolidated Detailed Half Hour Report View

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

Columns (Fields)	Description
Campaign	The name of the campaign. Derived from: Campaign.CampaignName
DateTime	The date and time at the start of the half-hour interval for the row's data in MM/DD/YYYY (month, day, year) and HH:MM:SS (hours, minutes, seconds) format. Derived from: Campaign_Query_Rule_Interval.DateTime
Agent Connects	
Outbound Immediate	The number of outbound calls where the customer was connected to an agent immediately (without waiting in queue). Derived from: Skill_Group_Interval.AutoOutCalls + Skill_Group_Interval.PreviewCalls
After Abandon To IVR & Inbound	This includes the following calls: • Outbound calls that were handled by an agent in this skill group after Abandon To IVR. • Inbound and transferred calls that were routed to agents in this skill group. • Outbound calls from a Transfer to IVR campaign that were queued back to agents. Derived from: Skill_Group_Interval. CallsHandled
Not Connected	

Columns (Fields)	Description
Customer Abandon	The number of contacts in the half-hour interval where the customer ended the call immediately after picking up the phone. Derived from: Campaign_Query_Rule_Interval.CustomerAbandonDetect
Dialer Abandon	The number of contacts in the half-hour interval abandoned by the dialer. Derived from:Campaign_Query_Rule_Interval.AbandonDetect
Customer Abandon in Queue	The number of contacts in the half-hour interval where the customer ended the call while in queue. Derived from:Skill_Group_Interval.RouterCallsAbandQ
Script Error	The number of calls that resulted in an error condition in the call routing script. Derived from:Skill_Group_Interval.RouterError
Dialer Abandon To Other	
Script Dequeued	The number of calls that were initially abandoned to IVR because no agent was available and then queued to a skill group for this campaign and again removed from the queue during the half-hour interval. Derived from: Skill_Group_Interval.RouterCallsDequeued
Other	The number of calls that were routed to another skill group or never made to the skill group. Derived from:Campaign_Query_Rule_Interval.AbandonToIVR - (Skill_Group_Interval.RouterCallsAbandQ + Skill_Group_Interval.CallsHandled + Skill_Group_Interval.RouterError + Skill_Group_Interval. RouterCallsDequeued) This column is approximate because the abandon to IVR can occur in one half-hour interval and the call completion occurs in another interval.

Campaign Half Hour Summary

The Campaign Half Hour Summary report shows the status for all campaigns for the selected time period, the status (summary and percentage) of each campaign for the selected time period, and the breakdown of attempts (in percentage) of each campaign for the selected time period.

Views: This report has the following grid views:

- Breakdown of Attempts per Campaign Half Hour (the default)
- Summary of Attempts per Campaign Half Hour
- Summary of Call Counts per Campaign Half Hour

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

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

Value List: Campaigns

Database Schema Tables from which data is retrieved:

- Campaign
- Campaign_Query_Rule_Interval

Current Fields in the Breakdown of Attempts (%) Per Campaign Half Hour Report View

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

Columns (Fields)	Description
Campaign	The name of the campaign. Derived from: Campaign.CampaignName
DateTime	The date and time at the start of a half-hour interval for the row's data in MM/DD/YYYY (month, day, year) and HH:MM:SS (hours, minutes, seconds) format. Derived from: Campaign_Query_Rule_Interval.DateTime
Attempts	The total number of outbound calls attempted. Derived from: Campaign_Query_Rule_Interval.ContactsAttempted
Customer Answered	
Right Party Connect	The percentage of call attempts when the actual customer was contacted and handled, as indicated by agents using their desktop. Derived from: Campaign_Query_Rule_Interval. VoiceDetect/Campaign_Query_Rule_Interval.ContactsAttempted
Dialer Abandon	The percentage of contacts or attempts in the half-hour interval abandoned by the dialer because agents were not available and there was no configuration in place for "Abandon to IVR". Derived from: Campaign_Query_Rule_Interval. AbandonDetect/ Campaign_Query_Rule_Interval.ContactsAttempted
Abandon to IVR	The percentage of attempts that reached a customer and were abandoned to IVR because no agents were available to handle the call. Derived from: Campaign_Query_Rule_Interval.AbandonToIVR/ Campaign_Query_Rule_Interval.ContactsAttempted
Callback	The percentage of call backs requested by the customer when the campaign is not configured for personal callback. Derived from: Campaign_Query_Rule_Interval.CallbackCount/ Campaign_Query_Rule_Interval.ContactsAttempted
Personal Callback	The percentage of call backs scheduled and requested by the customer when the campaign is configured for personal callback. Derived from: Campaign_Query_Rule_Interval.PersonalCallbackCount/ Campaign_Query_Rule_Interval.ContactsAttempted

Columns (Fields)	Description
Customer Not Home	The percentage of contacts in the half-hour interval when the party answering the phone was not the customer. Derived from: Campaign_Query_Rule_Interval.CustomerNotHomeCount/ Campaign_Query_Rule_Interval.ContactsAttempted
Wrong Number	The percentage of contacts in the half-hour interval when the party answering the phone indicated that the customer did not live there. Derived from: Campaign_Query_Rule_Interval.WrongNumberCount/ Campaign_Query_Rule_Interval.ContactsAttempted
Customer Abandon	The percentage of contacts in the half-hour interval where the customer ended the call immediately after being connected to an agent. Derived from: Campaign_Query_Rule_Interval. CustomerAbandonDetect/Campaign_Query_Rule_Interval.ContactsAttempted
Customer Did Not Answer	
Answering Machine	The percentage of contacts in the half-hour interval that detected an answering machine. Derived from: Campaign_Query_Rule_Interval. AnsweringMachineDetect/Campaign_Query_Rule_Interval.ContactsAttempted
No Answer	The percentage of contacts in the half-hour interval that were not answered. Derived from: Campaign_Query_Rule_Interval. NoAnswerDetect/Campaign_Query_Rule_Interval.ContactsAttempted
Busy	The percentage of contacts in the half-hour interval that detected a busy signal. Derived from: Campaign_Query_Rule_Interval. BusyDetect/ Campaign_Query_Rule_Interval.ContactsAttempted
Canceled	The percentage of contacts in the half-hour interval where the dialer canceled a ringing customer call. Derived from: Campaign_Query_Rule_Interval.CanceledDetect /Campaign_Query_Rule_Interval.ContactsAttempted
Problem	
SIT Tone	The number of contacts in the half-hour interval that detected a Special Information Tone (SIT). Derived from: Campaign_Query_Rule_Interval.SITToneDetect
No Dial tone	The number of contacts in the half-hour interval that did not detect a dial tone. Derived from: Campaign_Query_Rule_Interval.NoDialToneDetect
Fax	The number of contacts in the half-hour interval that detected a fax. Derived from: Campaign_Query_Rule_Interval.FaxDetect

Columns (Fields)	Description
Network Error	The number of contacts that encountered one of the following problems: • No Ringback from network when dial attempted. • Network disconnected while alerting. • Low Energy ("or dead air") call detected by the dialer. Derived from: Campaign_Query_Rule_Interval.NoRingBackDetect

Current Fields in the Summary of Attempts Per Campaign Half Hour Report View

Columns (Fields)	Description
Campaign	The name of the campaign. Derived from: Campaign.CampaignName
DateTime	The date and time of the start half hour interval for the row's data in MM/DD/YYYY (month, day, year) and HH:MM:SS (hours, minutes, seconds) format. Derived from: Campaign_Query_Rule_Interval.DateTime
Key Statistics	
Customer Answered	The number of the outbound calls (attempts) that reached a live voice. Derived from: Cam paign_Query_Rule_Interval.VoiceDetect + Campaign_Query_Rule_Interval.WrongNumberCount + Campaign_Query_Rule_Interval.CustomerNotHomeCount + Campaign_Query_Rule_Interval.CustomerAbandonDetect + Campaign_Query_Rule_Interval.CallbackCount + Campaign_Query_Rule_Interval.PersonalCallbackCount + Campaign_Query_Rule_Interval.AbandonDetect + Campaign_Query_Rule_Interval.AbandonToIVR
Right Party Connect	The number of call attempts as indicated by agents using their desktop, when the actual customer was contacted and handled. Derived from: Campaign_Query_Rule_Interval.VoiceDetect
Dialer Abandon & Abandon to IVR	The number of calls that were abandoned by the dialer or abandoned to IVR because of there were no agents available to take the call. Campaign configuration determines whether these calls are abandoned at the dialer or to IVR. Derived from: Campaign_Query_Rule_Interval. AbandonToIVR + Campaign_Query_Rule_Interval. AbandonDetect
Attempts	
Total	The total number of outbound calls attempted. Derived from: Campaign_Query_Rule_Interval.ContactsAttempted

Columns (Fields)	Description
Customer Answered	The percentage of attempted calls that reached a live voice. Derived from: (Campaign_Query_Rule_Interval.VoiceDetect + Campaign_Query_Rule_Interval.WrongNumberCount + Campaign_Query_Rule_Interval.CustomerNotHomeCount + Campaign_Query_Rule_Interval.CustomerAbandonDetect + Campaign_Query_Rule_Interval.CallbackCount + Campaign_Query_Rule_Interval.PersonalCallbackCount + Campaign_Query_Rule_Interval.AbandonDetect + Campaign_Query_Rule_Interval.AbandonToIVR)/ Campaign_Query_Rule_Interval.ContactsAttempted
Did Not Answer	The percentage of calls attempted when the number was dialed but the customer was not reached and there were no problems with the call ("Ring No Answer"). Derived from: (Campaign_Query_Rule_Interval.AnsweringMachineDetect + Campaign_Query_Rule_Interval.BusyDetect + Campaign_Query_Rule_Interval.NoAnswerDetect + Campaign_Query_Rule_Interval.CancelledDetect/ Campaign_Query_Rule_Interval.ContactsAttempted
Problem	The percentage of calls attempted where the contact was dialed and one of the following problems was encountered: • Fax machine detected. • No dial tone when dialer port went off hook. • No Ringback from network when dial attempted. • Network disconnected while alerting. • Low Energy ("or dead air") call detected by the dialer. • Operator intercept (SIT Tone) was returned from network when dial attempted. Derived from: (Campaign_Query_Rule_Interval.FaxDetect + Campaign_Query_Rule_Interval.NoDialToneDetect + Campaign_Query_Rule_Interval.NoRingBackDetect + Campaign_Query_Rule_Interval.SITToneDetect)/ Campaign_Query_Rule_Interval.ContactsAttempted
Did Not Dial	
Agent Rejected	The number of preview or callback calls in the half-hour interval rejected by the agent. Derived from: Campaign_Query_Rule_Interval.AgentRejectedDetect Note: These calls are not counted as attempted.

Columns (Fields)	Description
Agent Closed	The number of preview or callback calls rejected by the agent. These customers are not dialed. Derived from: Campaign_Query_Rule_Interval.AgentClosedDetect Note: These calls are not counted as attempted.

Current Fields in the Summary of Call Counts Per Campaign Half Hour Report View

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

Columns (Fields)	Description
Campaign	The name of the campaign. Derived from: Campaign.CampaignName
DateTime	The central controller date and time at the start of the half-hour interval. Derived from: Campaign_Query_Rule_Interval.DateTime
Attempts	Summary total of the number of calls attempted in the half-hour interval. Derived from: Campaign_Query_Rule_Interval.ContactsAttempted
Requested Callback	The number of callback contacts. Derived from: Campaign_Query_Rule_Interval.CallBackCount
Requested Personal Callback	The number of callback contacts scheduled. Derived from: Campaign_Query_Rule_Interval.PersonalCallBackCount
Voice	The number of contacts for which a voice was detected in the half hour interval. Derived from: Campaign_Query_Rule_Interval.VoiceDetect
Busy	The number of contacts in the half hour interval that detected a busy signal. Derived from: Campaign_Query_Rule_Interval.BusyDetect
No Answer	The number of contacts in the half hour interval that were not answered. Derived from: Campaign_Query_Rule_Interval.NoAnswerDetect
No Ringback	The number of contacts in the half hour interval that did not detect a ring back. The Calls with CallResults 4, 27 and 28 are mentioned in this column. Derived from: Campaign_Query_Rule_Interval.NoRingBackDetect
No Dialtone	The number of contacts in the half hour interval that did not detect a dial tone. Derived from: Campaign_Query_Rule_Interval.NoDialToneDetect
Fax	The number of contacts in the half hour interval that detected a fax. Derived from: Campaign_Query_Rule_Interval.FaxDetect

Columns (Fields)	Description
Network IVR	The number of contacts in the half hour interval that detected a network answering machine. Derived from: Campaign_Query_Rule_Interval.NetworkAnsMachineDetect
Answering Machine	The number of contacts in the half hour interval that detected an answering machine. Derived from: Campaign_Query_Rule_Interval.AnsweringMachineDetect
SIT Tone	The number of contacts in the half hour interval that detected a special information tone (SIT). Derived from: Campaign_Query_Rule_Interval.SITToneDetect
Agent Rejected	The number of preview or callback contacts in the half hour interval that were rejected by the agent. Derived from: Campaign_Query_Rule_Interval.AgentRejectedDetect
Agent Closed	The number of preview or callback contacts that were rejected by the agent. These customers are not dialed. Derived from: Campaign_Query_Rule_Interval.AgentClosedDetect
Customer Not Home	The number of contacts in the half hour interval when the party answering the phone was not the customer. Derived from: Campaign_Query_Rule_Interval.CustomerNotHomeCount
Wrong Number	The number of contacts in the half hour interval when the party answering the phone indicated that the customer did not live there. Derived from: Campaign_Query_Rule_Interval.WrongNumberCount
Canceled	The number of contacts in the half hour interval where the dialer canceled a ringing customer call. Derived from: Campaign_Query_Rule_Interval.CanceledDetect
Dialer Abandon	The number of contacts in the half hour interval abandoned by the dialer. Derived from: Campaign_Query_Rule_Interval.AbandonDetect
Abandon to IVR	The number of contacts in the half hour interval that were abandoned by the dialer. However, instead of hanging up on the customer, the customer was transferred to an IVR which plays a message. Derived from: Campaign_Query_Rule_Interval.AbandonToIVR
Customer Abandon	The number of contacts in the half hour interval where the customer ended the call immediately after picking up the phone. Derived from: Campaign_Query_Rule_Interval.CustomerAbandonDetect

Columns (Fields)	Description
Talk Time	The total time in HH:MM:SS (hours, minutes, seconds) that agents spent talking on the phone in the half hour interval. Derived from: Campaign_Query_Rule_Interval.TalkTime
Wrap Up Time	The length of time the agents spent in wrap-up work. Derived from: Campaign_Query_Rule_Interval.WrapupTime

Dialer Call Result Summary Half Hour

The Dialer Call Result Summary Half Hour report displays the status of each dialer for the selected time period.

Views: This report has one grid view, Dialer Call Result Summary Half Hour.

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

Value List: Dialers

Database Schema Tables from which data is retrieved:

- Dialer
- Dialer_Interval

Current Fields in the Dialer Call Result Summary Half Hour Report View

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

Columns (Fields)	Description
Dialer	The name of the dialer. Derived from: Dialer.DialerName
DateTime	The central controller date and time at the start of the half-hour interval. Derived from: Dialer_Interval.DateTime
Attempts	Summary total of the number of contacts dialed in the half-hour interval. Derived from: Dialer_Interval.ContactsDialed
Requested Callback	The number of callback contacts. Derived from: Dialer_Interval.CallBackCount
Requested Personal Callback	The number of callback contacts scheduled. Derived from: Dialer_Interval.PersonalCallBackCount
Voice	The number of contacts for which a voice was detected in the half-hour interval. Derived from: Dialer_Interval.VoiceDetect

Columns (Fields)	Description
Busy	The number of contacts for which busy signals were detected in the half-hour interval. Derived from: Dialer_Interval.BusyDetect
No Answer	The number of contacts which were not answered in the half hour-interval. Derived from: Dialer_Interval.NoAnswerDetect
No Ringback	The number of contacts in the half-hour interval that did not detect a ring back. Derived from: Dialer_Interval.NoRingBackDetect
No Dialtone	The number of contacts in the half-hour interval that did not detect a dial tone. Derived from: Dialer_Interval.NoDialToneDetect
Fax	The number of contacts in the half-hour interval that detected a fax. Derived from: Dialer_Interval.FaxDetect
Network IVR	The number of contacts in the half-hour interval that detected a network answering machine. Derived from: Dialer_Interval.NetworkAnsMachineDetect
Answering Machine	The number of contacts in the half-hour interval that detected an answering machine. Derived from: Dialer_Interval.AnsweringMachineDetect
SIT Tone	The number of contacts in the half-hour interval that detected a special information tone (SIT). Derived from: Dialer_Interval.SITToneDetect
Agent Rejected	The number of preview or callback contacts in the half-hour interval that were rejected by the agent. Derived from: Dialer_Interval.AgentRejectedDetect
Agent Closed	The number of preview or callback contacts that were rejected by the agent. The agent did not call these customers. Derived from: Dialer_Interval.AgentClosedDetect
Customer Not Home	The number of contacts in a half-hour interval where the party answering the phone was not the customer. Derived from: Dialer_Interval.CustomerNotHomeCount
Wrong Number	The number of contacts in a half-hour interval where the party answering the phone indicated that the customer did not live there. Derived from: Dialer_Interval.WrongNumberCount

Columns (Fields)	Description
Canceled	The number of contacts in the half-hour interval where the dialer canceled a ringing customer call. Derived from: Dialer_Interval.CancelledDetect
Dialer Abandon	The number of contacts in the half-hour interval abandoned by the dialer. Derived from: Dialer_Interval.AbandonDetect
Abandon to IVR	The number of contacts in the half-hour interval that were abandoned by the dialer and transferred to IVR, which plays a message. Derived from: Dialer_Interval.AbandonToIVR
Customer Abandon	The number of contacts in the half-hour interval where the customer ended the call immediately after picking up the phone. Derived from: Dialer_Interval.CustomerAbandonDetect

Dialer Capacity Daily

The Dialer Capacity Daily report displays the status of each dialer for the selected time period.

Views: This report has one grid view, Dialer Capacity Daily Report.

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

Value List: Dialers

Database Schema Tables from which data is retrieved:

- Dialer
- Dialer_Interval

Current Fields in the Dialer Capacity Daily Report View

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

Columns (Fields)	Description
Dialer	The name of the dialer. Derived from: Dialer.DialerName
Date	The date for the row's data in MM/DD/YYYY (month, day, year) format. Derived from: Dialer_Interval.DateTime
Port Status	

Columns (Fields)	Description
Ports in Service	The full-time equivalent value of registered dialer ports during the interval. If this is less than the full number of ports allocated, then it describes a system issue where ports were offline for some time. Derived from: (Dialer_Interval.IdlePortTime+Dialer_Interval.ReservePortTime + Dialer_Interval.DialingTime)/ Dialer_Interval.ReportingInterval
Idle	The percentage of nonbusy ports in the current interval. Derived from: Dialer_Interval.IdlePortTime/ (Dialer_Interval.IdlePortTime + Dialer_Interval.ReservePortTime + Dialer_Interval.DialingTime)
Contacting Customers	The percentage of time spent by the dialer ports for calling customers during the current interval. Derived from: Dialer_Interval.DialingTime /(Dialer_Interval.IdlePortTime + Dialer_Interval.ReservePortTime + Dialer_Interval.DialingTime)
Reserved Agents	The percentage of time spent by the dialer ports for reserving agents during the current interval for an agent campaign. Derived from: Dialer_Interval.ReservePortTime/ (Dialer_Interval.IdlePortTime + Dialer_Interval.ReservePortTime + Dialer_Interval.DialingTime)
Out of Ports	The percentage of time maxed out by the dialer during the current interval. Derived from: Dialer_Interval.AllPortsBusyTime/(Dialer_Interval.IdlePortTime + Dialer_Interval.ReservePortTime + Dialer_Interval.DialingTime)
Dialer Statistics	
Attempts	The number of customer contact calls attempted by the dialer during the current interval. This includes all attempts, whether customers were reached or not. Derived from: Dialer_Interval.ContactsDialed
Avg Attempt Time	The average time length in seconds of a customer attempt. Derived from: Dialer_Interval.DialingTime/Dialer_Interval.ContactsDialed
Reservation Calls	The total number of reservation calls placed. This includes dialer requests to reserve agents that were rejected in the routing script because no agents were available or otherwise. Derived from: Dialer_Interval.ReservationCallAttempts
Avg Reservation Time	The average length of a reservation call in seconds. Derived from: Dialer_Interval.ReservePortTime/ Dialer_Interval.ReservationCallAttempts

Dialer Capacity Half Hour

The Dialer Capacity Half Hour report displays the status of each dialer for the selected time period.

Views: This report has one grid view, Dialer Capacity Half Hour Report.

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

Value List: Dialers

Database Schema Tables from which data is retrieved:

- Dialer
- Dialer_Interval

Current Fields in the Dialer Capacity Half Hour Report View

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

Columns (Fields)	Description
Dialer	The name of the dialer. Derived from: Dialer.DialerName
DateTime	The date and time of the start of the half-hour interval for the row's data in MM/DD/YYYY (month, day, year) and HH:MM:SS (hour, minute, second) format. Derived from: Dialer_Interval.DateTime
Port Status	
Ports in Service	The full-time equivalent value of registered dialer ports during the half-hour interval. If this value is less than the full number of ports allocated, then it describes a system issue where ports were offline for some time. Derived from: (Dialer_Interval.IdlePortTime+Dialer_Interval.ReservePortTime + Dialer_Interval.DialingTime)/ Dialer_Interval.ReportingInterval
Idle	The percentage of nonbusy ports in the current half-hour interval. Derived from: Dialer_Interval.IdlePortTime/ (Dialer_Interval.IdlePortTime + Dialer_Interval.ReservePortTime + Dialer_Interval.DialingTime)
Contacting Customers	The percentage of time spent by the dialer ports for calling customers during the current half-hour interval. Derived from: Dialer_Interval.DialingTime /(Dialer_Interval.IdlePortTime + Dialer_Interval.ReservePortTime + Dialer_Interval.DialingTime)
Reserved Agents	The percentage of time spent by the dialer ports for reserved agents during the current half-hour interval for an agent campaign. Derived from: Dialer_Interval.ReservePortTime/ (Dialer_Interval.IdlePortTime + Dialer_Interval.ReservePortTime + Dialer_Interval.DialingTime)
Out of Ports	The percentage of time maxed out by the dialer during the current half-hour interval. Derived from: Dialer_Interval.AllPortsBusyTime/(Dialer_Interval.IdlePortTime + Dialer_Interval.ReservePortTime + Dialer_Interval.DialingTime)

Columns (Fields)	Description
Dialer Statistics: Attempts	The number of customer contact calls attempted by the dialer during the current half-hour interval. This number includes all attempts, whether customers were reached or not. Derived from: Dialer_Interval.ContactsDialed
Dialer Statistics	
Attempts	The number of customer contact calls attempted by the dialer during the current half-hour interval. This includes all attempts, whether customers were reached or not. Derived from: Dialer_Interval.ContactsDialed
Avg Attempt Time	The average time length of a customer attempt in seconds. Derived from: Dialer_Interval.DialingTime/Dialer_Interval.ContactsDialed
Reservation Calls	The total number of reservation calls placed the current half-hour interval. This number includes dialer requests to reserve agents that were rejected in the routing script because no agents were available or otherwise. Derived from: Dialer_Interval.ReservationCallAttempts
Avg Reservation Calls	The average length of a reservation call in seconds. Derived from: Dialer_Interval.ReservePortTime / Dialer_Interval.ReservationCallAttempts

Import Rule

The Import Rule report displays the status of imported records for the selected time period.

Views: This report has one grid view, Import Rule Report.

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

Value List: Import Rule

Database Schema Tables from which data is retrieved:

- Import_Rule
- Import_Rule_History

Current Fields in the Import Rule Report View

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

Columns (Fields)	Description
Import	The name of the import rule. Derived from: Import_Rule.ImportRuleName
Start Date	The date and time the import rule is scheduled to start. Derived from: Import_Rule_History.StartDateTime
End Date	The date and time the import rule finished. Derived from: Import_Rule_History.EndDateTime
Duration	The total time duration. Derived from: DateDiff(ss,Import_Rule_History.StartDateTime, Import_Rule_History.EndDateTime)
Records Status	
Total Records	The total number of records present in the import list. Derived from: Import_Rule_History.TotalRecords
Imported	The total number of records imported into the Do Not Call List. Derived from: Import_Rule_History.GoodRecords
Failed	The total number of import records that did not meet format criteria. These records are captured in an import error file. Derived from: Import_Rule_History.BadRecords
Records To Dial	The total number of records imported to dialing lists based on existing query rules. Derived from: Import_Rule_History. ImportedToDialingListCount
Records With Unknown Prefix	The total number of records that did not match the prefixes in the region prefix table and were assigned with the default time zone for the campaign. Derived from: Import_Rule_History.UnmatchedRegionPrefixCount

Query Rule Within Campaign Daily

The Query Rule Within Campaign Daily report shows the breakdown of attempts (in percentage) of each campaign for the selected time period and the status (summary and percentage) of each campaign for the selected time period.

Views: This report has the following grid views:

- Breakdown of Attempts per Query Rule Daily (the default)
- Attempts per Query Rule Within Campaign Daily.

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

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

Value List: Campaigns

Database Schema Tables from which data is retrieved:

- Campaign
- Campaign_Query_Rule_Interval
- Query_Rule

Breakdown of Attempts Per Query Rule Within Campaign Daily Report

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

Columns (Fields)	Description
Campaign	The name of the campaign. Derived from: Campaign.CampaignName
Query Rule	The name of the query rule. Derived from: Query_Rule.QueryRuleName
Date	The date for the record in MM/DD/YYYY (month, day, year) format. Derived from: Campaign_Query_Rule_Interval.DateTime
Attempts	The total number of outbound calls attempted. Derived from: Campaign_Query_Rule_Interval.ContactsAttempted
Customer Answered	
Right Party Connect	The percentage of call attempts as indicated by agents using their desktop, when the actual customer was contacted and handled. Derived from: Campaign_Query_Rule_Interval.VoiceDetect/ Campaign_Query_Rule_Interval.ContactsAttempted
Dialer Abandon	The percentage of contacts or attempts abandoned by the dialer because of no agent was available to take the call and "Abandon to IVR" was not configured. Derived from: Campaign_Query_Rule_Interval. AbandonDetect/ Campaign_Query_Rule_Interval.ContactsAttempted
Abandon to IVR	The percentage of attempts that were sent to IVR (or another dialed number) for treatment after the dialer reached a contact and no agent was available to take the call. Derived from: Campaign_Query_Rule_Interval. AbandonToIVR/ Campaign_Query_Rule_Interval.ContactsAttempted

Columns (Fields)	Description
Callback	The percentage of callbacks requested by the customer when the campaign is not configured for personal callback. Derived from: Campaign_Query_Rule_Interval.CallbackCount/ Campaign_Query_Rule_Interval.ContactsAttempted
Personal Callback	The percentage of callback scheduled and requested by the customer when the campaign was configured for personal callback. Derived from: Campaign_Query_Rule_Interval.PersonalCallbackCount/ Campaign_Query_Rule_Interval.ContactsAttempted
Customer Not Home	The percentage of contacts where the party answering the phone was not the customer. Derived from: Campaign_Query_Rule_Interval.CustomerNotHomeCount/ Campaign_Query_Rule_Interval.ContactsAttempted
Wrong Number	The percentage of contacts where the party answering the phone indicated that the customer did not live there. Derived from: Campaign_Query_Rule_Interval.WrongNumberCount/ Campaign_Query_Rule_Interval.ContactsAttempted
Customer Abandon	The percentage of contacts where the customer ended the call immediately after being connected to an agent. Derived from: Campaign_Query_Rule_Interval.CustomerAbandonDetect/ Campaign_Query_Rule_Interval.ContactsAttempted
Customer Did Not Answer	
Answering Machine	The percentage of contacts that detected an answering machine. Derived from: Campaign_Query_Rule_Interval.AnsweringMachineDetect
No Answer	The percentage of contacts that were not answered. Derived from: Campaign_Query_Rule_Interval. NoAnswerDetect/ Campaign_Query_Rule_Interval.ContactsAttempted
Busy	The percentage of contacts that detected a busy signal. Derived from: Campaign_Query_Rule_Interval. BusyDetect/ Campaign_Query_Rule_Interval.ContactsAttempted
Canceled	The percentage of contacts where the dialer canceled a ringing customer call. Derived from: Campaign_Query_Rule_Interval.CanceledDetect/ Campaign_Query_Rule_Interval.ContactsAttempted
Problem	
SIT Tone	The percentage of contacts that detected a Special Information Tone (SIT). Derived from: Campaign_Query_Rule_Interval.SITToneDetect

Columns (Fields)	Description
No Dial tone	The percentage of contacts that did not detect a dial tone. Derived from: Campaign_Query_Rule_Interval.NoDialToneDetect
Fax	The percentage of contacts that detected a fax machine. Derived from: Campaign_Query_Rule_Interval.FaxDetect
Network Error	The number of contacts that encountered one of the following problems: • No Ringback from network when dial attempted. • Network disconnected while alerting. • Low Energy ("or dead air") call detected by the dialer. Derived from: Campaign_Query_Rule_Interval.NoRingBackDetect

Attempts Per Query Rule Within Campaign Daily Report

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

Columns (Fields)	Description
Campaign	The name of the campaign. Derived from: Campaign.CampaignName
Query Rule	The name of the query rule. Derived from: Query_Rule.QueryRuleName
Date	The date for the row's data in MM/DD/YYYY (month, day, year) format. Derived from: Campaign_Query_Rule_Interval.DateTime
Key Statistics	
Customer Answered	The number of the outbound calls (attempts) that reached a live voice. Derived from: Campaign_Query_Rule_Interval.VoiceDetect + Campaign_Query_Rule_Interval.WrongNumberCount + Campaign_Query_Rule_Interval.CustomerNotHomeCount + Campaign_Query_Rule_Interval.CustomerAbandonDetect + Campaign_Query_Rule_Interval.CallbackCount + Campaign_Query_Rule_Interval.PersonalCallbackCount + Campaign_Query_Rule_Interval.AbandonDetect + Campaign_Query_Rule_Interval.AbandonToIVR
Right Party Connect	The number of call attempts as indicated by agents using their desktop, when the actual customer was contacted and handled. Derived from: Campaign_Query_Rule_Interval.VoiceDetect

Columns (Fields)	Description
Dialer Abandon & Abandon to IVR	The number of calls that were abandoned by the dialer or abandoned to IVR because there were no agents available to take the call. Campaign configuration determines whether these calls are abandoned at the dialer or to IVR. Dialer Abandon is derived from: Campaign_Query_Rule_Interval.AbandonDetect Abandon to IVR is derived from: Campaign_Query_Rule_Interval.AbandonToIVR
Attempts	
Total	The total number of outbound calls attempted. Derived from: Campaign_Query_Rule_Interval.ContactsAttempted
Customer Answered	The percentage of attempted calls that reached a live voice. Derived from: (Campaign_Query_Rule_Interval.VoiceDetect + Campaign_Query_Rule_Interval.WrongNumberCount + Campaign_Query_Rule_Interval.CustomerNotHomeCount + Campaign_Query_Rule_Interval.CustomerAbandonDetect + Campaign_Query_Rule_Interval.CallbackCount + Campaign_Query_Rule_Interval.PersonalCallbackCount + Campaign_Query_Rule_Interval.AbandonDetect + Campaign_Query_Rule_Interval.AbandonToIVR)/ Campaign_Query_Rule_Interval.ContactsAttempted
Did Not Answer	The percentage of calls attempted when the number was dialed but the customer (live voice) was not reached and there were no problems with the call ("Ring No Answer"). Derived from: (Campaign_Query_Rule_Interval. AnsweringMachineDetect + Campaign_Query_Rule_Interval.BusyDetect + Campaign_Query_Rule_Interval.NoAnswerDetect + Campaign_Query_Rule_Interval.CancelledDetect)/ Campaign_Query_Rule_Interval.ContactsAttempted

Columns (Fields)	Description
Problem	The percentage of calls attempted where the contact was dialed and one of the following problems was encountered: • Fax machine detected. • No dial tone when dialer port went off hook. • No Ringback from network when dial attempted. • Network disconnected while alerting. • Low Energy ("or dead air") call detected by the dialer. • Operator intercept (SIT Tone) was returned from network when dial attempted. Derived from: (Campaign_Query_Rule_Interval.FaxDetect + Campaign_Query_Rule_Interval.NoDialToneDetect + Campaign_Query_Rule_Interval.NoRingBackDetect + Campaign_Query_Rule_Interval.SITToneDetect)/ Campaign_Query_Rule_Interval.ContactsAttempted
Did Not Dial	
Agent Rejected	The number of preview or callback calls that were rejected by the agent. Derived from: Campaign_Query_Rule_Interval.AgentRejectedDetect
Agent Closed	The number of preview or callback calls that were rejected by the agent. The agent did not call these customers. Derived from: Campaign_Query_Rule_Interval.AgentClosedDetect Note that these calls were not counted as attempted.

Query Rule Within Campaign Half Hour

The Query Rule Within Campaign Half Hour report shows the breakdown of attempts (in percentage) of each campaign for the selected time period, the status (summary and percentage) of each campaign for the selected time period, and the status for each Query rule within a campaign for the selected time interval.

Views: This report has the following grid views:

- Breakdown of Attempts per Query Rule within Campaign Half Hour (the default)
- Call Counts per Query Rule within Campaign Half Hour
- Summary of Attempts per Query Rule Within Campaign Half Hour

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

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

Value List: Campaigns

Database Schema Tables from which data is retrieved:

- Campaign
- Campaign_Query_Rule_Interval
- Query_Rule

Current Fields in the Breakdown of Attempts (%) Per Query Rule Within Campaign Half Hour Report View

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

Columns (Fields)	Description
Campaign	The name of the campaign. Derived from: Campaign.CampaignName
Query Rule	The name of the query rule. Derived from: Query_Rule.QueryRuleName
DateTime	The date and time of the start of the half-hour interval for the row's data in MM/DD/YYYY (month, day, year) and HH:MM:SS (hour, minute, second) format. Derived from: Campaign_Query_Rule_Interval.DateTime
Attempts	The total number of outbound calls attempted. Derived from: Campaign_Query_Rule_Interval.ContactsAttempted
Customers Answered	
Right Party Connect	The percentage of call attempts as indicated by agents using their desktop, when the actual customer was contacted and handled. Derived from: Campaign_Query_Rule_Interval.VoiceDetect /Campaign_Query_Rule_Interval.ContactsAttempted
Dialer Abandon	The percentage of contacts or attempts in the half-hour interval abandoned by the dialer because no agents were available and "Abandon to IVR" was not configured. Derived from: Campaign_Query_Rule_Interval. AbandonDetect/Campaign_Query_Rule_Interval.ContactsAttempted **Note:** This column is calculated as a percentage of all attempts because all the remaining numbers are represented in percentage only. These columns always add up to 100%.
Abandon to IVR	The percentage of attempts that were sent to IVR (or another dialed number) for treatment after the dialer reached a contact and no agent was available to take the call. Derived from: Campaign_Query_Rule_Interval. AbandonToIVR/Campaign_Query_Rule_Interval.ContactsAttempted
Callback	The percentage of callbacks requested by the customer when the campaign is not configured for personal callback. Derived from: Campaign_Query_Rule_Interval.CallbackCount/ Campaign_Query_Rule_Interval.ContactsAttempted

Columns (Fields)	Description
Personal Callback	The percentage of callbacks scheduled and requested by the customer when the campaign was configured for personal callback. Derived from: Campaign_Query_Rule_Interval.PersonalCallbackCount/ Campaign_Query_Rule_Interval.ContactsAttempted
Customers Not Home	The percentage of contacts in the half-hour interval where the party answering the phone was not the customer. Derived from: Campaign_Query_Rule_Interval.CustomersNotHomeCount/ Campaign_Query_Rule_Interval.ContactsAttempted
Wrong Number	The percentage of contacts in the half-hour interval where the party answering the phone indicated that the customer did not live there. Derived from: Campaign_Query_Rule_Interval.WrongNumberCount/ Campaign_Query_Rule_Interval.ContactsAttempted
Customer Abandon	The percentage of contacts in the half-hour interval where the customer ended the call immediately after being connected to an agent. Derived from: Campaign_Query_Rule_Interval.CustomerAbandonDetect/ Campaign_Query_Rule_Interval.ContactsAttempted
Customers Did Not Answer	
Answering Machine	The percentage of contacts in the half-hour interval that detected an answering machine. Derived from: Campaign_Query_Rule_Interval. AnsweringMachineDetectToHal/ Campaign_Query_Rule_Interval.ContactsAttempted
No Answer	The percentage of contacts in the half-hour interval that were not answered. Derived from: Campaign_Query_Rule_Interval. NoAnswerDetect/ Campaign_Query_Rule_Interval.ContactsAttempted
Busy	The percentage of contacts in the half-hour interval that detected a busy signal. Derived from: Campaign_Query_Rule_Interval. BusyDetect/ Campaign_Query_Rule_Interval.ContactsAttempted
Canceled	The percentage of contacts in the half-hour interval where the dialer canceled a ringing customer call. Derived from: Campaign_Query_Rule_Interval.CanceledDetect/ Campaign_Query_Rule_Interval.ContactsAttempted
Problem	
SIT Tone	The number of contacts in the half-hour interval that detected a Special Information Tone (SIT). Derived from: Campaign_Query_Rule_Interval.SITToneDetect
No Dialtone	The number of contacts in the half-hour interval that did not detect a dial tone. Derived from: Campaign_Query_Rule_Interval.NoDialToneDetect

Columns (Fields)	Description
Fax	The number of contacts in the half-hour interval that detected a fax machine. Derived from: Campaign_Query_Rule_Interval.FaxDetect
Network Error	The number of contacts that encountered one of the following problems: • No Ringback from network when dial attempted • Network disconnected while alerting • Low Energy ("or dead air") call detected by the dialer. Derived from: Campaign_Query_Rule_Interval.NoRingBackDetect

Current Fields in the Call Counts Per Query Rule Within Campaign Half Hour Report View

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

Columns (Fields)	Description
Campaign	The name of the campaign. Derived from: Campaign.CampaignName
Query Rule	The name of the query rule. Derived from: Query_Rule.QueryRuleName
DateTime	The central controller date and time at the start of the half-hour interval. Derived from: Campaign_Query_Rule_Interval.DateTime
Attempts	Summary total of the number of calls attempted in the half-hour interval. Derived from: Campaign_Query_Rule_Interval.ContactsAttempted
Requested Callback	The number of callback contacts. Derived from: Campaign_Query_Rule_Interval.CallBackCount
Requested Personal Callback	The number of callback contacts scheduled. Derived from: Campaign_Query_Rule_Interval.PersonalCallbackCount
Voice	The number of contacts for which a voice was detected during the half-hour interval. Derived from: Campaign_Query_Rule_Interval.VoiceDetect
Busy	The number of contacts in the half-hour interval that detected a busy signal. Derived from: Campaign_Query_Rule_Interval.BusyDetect
No Answer	The number of contacts in the half-hour interval that were not answered. Derived from: Campaign_Query_Rule_Interval.NoAnswerDetect

Columns (Fields)	Description
No Ringback	The number of contacts in the half-hour interval that did not detect a ring back. The Calls with CallResults 4, 27 and 28 are mentioned in this column. Derived from: Campaign_Query_Rule_Interval.NoRingBackDetect
No Dialtone	The number of contacts in the half-hour interval that did not detect a dial tone. Derived from: Campaign_Query_Rule_Interval.NoDialToneDetect
Fax	The number of contacts in the half-hour interval that detected a fax. Derived from: Campaign_Query_Rule_Interval.FaxDetect
Network IVR	The number of contacts in the half-hour interval that detected a network answering machine. Derived from: Campaign_Query_Rule_Interval.NetworkAnsMachineDetect
Answering Machine	The number of contacts in the half-hour interval that detected an answering machine. Derived from: Campaign_Query_Rule_Interval.AnsweringMachineDetect
SIT Tone	The number of contacts in the half-hour interval that detected a special information tone (SIT). Derived from: Campaign_Query_Rule_Interval.SITToneDetect
Agent Rejected	The number of preview or callback contacts in the half-hour interval that were rejected by the agent. Derived from: Campaign_Query_Rule_Interval.AgentRejectedDetect
Agent Closed	The number of preview or callback contacts that were rejected by the agent. (The agent did not call these customers.) Derived from: Campaign_Query_Rule_Interval.AgentClosedDetect
Customer Not Home	The number of contacts in the half-hour interval where the party answering the phone was not the customer. Derived from: Campaign_Query_Rule_Interval.CustomerNotHomeCount
Wrong Number	The number of contacts in the half-hour interval where the party answering the phone indicated the customer didn't live there. Derived from: Campaign_Query_Rule_Interval.WrongNumberCount
Canceled	The number of contacts in the half-hour interval where the dialer canceled a ringing customer call. Derived from: Campaign_Query_Rule_Interval.CanceledDetect
Dialer Abandon	The number of contacts in the half-hour interval abandoned by the dialer. Derived from: Campaign_Query_Rule_Interval.AbandonDetect

Columns (Fields)	Description
Abandon to IVR	The number of contacts in the half-hour interval that were abandoned by the dialer and transferred to IVR, which plays a message. Derived from: Campaign_Query_Rule_Interval.AbandonToIVR
Customer Abandon	The number of contacts in the half-hour interval where the customer ended the call immediately after picking up the phone. Derived from: Campaign_Query_Rule_Interval.CustomerAbandonDetect
Talk Time	The total time in HH:MM:SS (hours, minutes, seconds) that agents spent talking on the phone in the half-hour interval. Derived from: Campaign_Query_Rule_Interval.TalkTime
Wrap Up Time	The length of time the agents spent in wrap-up work. Derived from: Campaign_Query_Rule_Interval.WrapupTime

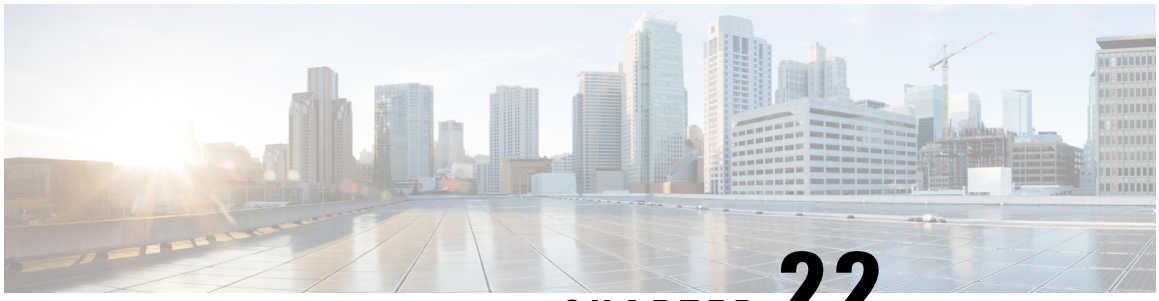
Current Fields in the Summary of Attempts Per Query Rule Within Campaign Half Hour Report View

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

Columns (Fields)	Description
Campaign	The name of the campaign. Derived from: Campaign.CampaignName
Query Rule	The name of the query rule. Derived from: Query_Rule.QueryRuleName
DateTime	The date and time at the start of the half-hour interval for the row's data in MM/DD/YYYY (month, day, year) and HH:MM:SS (hours, minutes, seconds) format. Derived from: Campaign_Query_Rule_Interval.DateTime
Key Statistics	
Customer Answered	The number of the outbound calls (attempts) that reached a live voice. Derived from: Campaign_Query_Rule_Interval.VoiceDetect + Campaign_Query_Rule_Interval.WrongNumberCount + Campaign_Query_Rule_Interval.CustomerNotHomeCount + Campaign_Query_Rule_Interval.CustomerAbandonDetect + Campaign_Query_Rule_Interval.CallbackCount +Campaign_Query_Rule_Interval.PersonalCallbackCount + Campaign_Query_Rule_Interval.AbandonDetect + Campaign_Query_Rule_Interval.AbandonToIVR
Right Party Connect	The number of call attempts as indicated by agents using their desktop, when the actual customer was contacted and handled. Derived from: Derived from: Campaign_Query_Rule_Interval.VoiceDetect

Columns (Fields)	Description
Dialer Abandon & Abandon to IVR	The number of calls that were abandoned by the dialer or abandoned to IVR because there were no agents available to take the call. Campaign configuration determines whether these calls are abandoned at the dialer or to IVR. Dialer Abandon is derived from: Campaign_Query_Rule_Interval.AbandonDetect AbandtoIVR is derived from: Campaign_Query_Rule_Interval.AbandonToIVR
Attempts	
Total	The total number of outbound calls attempted. Derived from: Campaign_Query_Rule_Interval.ContactsAttempted
Customer Answered	The percentage of attempted calls that reached a live voice. Derived from: (Campaign_Query_Rule_Interval.VoiceDetect + Campaign_Query_Rule_Interval.WrongNumberCount + Campaign_Query_Rule_Interval.CustomerNotHomeCount + Campaign_Query_Rule_Interval.CustomerAbandonDetect + Campaign_Query_Rule_Interval.CallbackCount + Campaign_Query_Rule_Interval.PersonalCallbackCount + Campaign_Query_Rule_Interval.AbandonDetect + Campaign_Query_Rule_Interval.AbandonToIVR)/ Campaign_Query_Rule_Interval.ContactsAttempted
Did Not Answer	The percentage of calls attempted when the number was dialed but the customer (live voice) was not reached and there were no problems with the call ("Ring No Answer"). Derived from: (Campaign_Query_Rule_Interval. AnsweringMachineDetect + Campaign_Query_Rule_Interval.BusyDetect + Campaign_Query_Rule_Interval.NoAnswerDetect + Campaign_Query_Rule_Interval.CancelledDetect)/ Campaign_Query_Rule_Interval.ContactsAttempted

Columns (Fields)	Description
Problem	The percentage of calls attempted where the contact was dialed and one of the following problems was encountered: • Fax machine detected. • No dial tone when dialer port went off hook. • No Ringback from network when dial attempted. • Network disconnected while alerting. • Low Energy ("or dead air") call detected by the dialer. • Operator intercept (SIT Tone) was returned from network when dial attempted. Derived from: (Campaign_Query_Rule_Interval.FaxDetect + Campaign_Query_Rule_Interval.NoDialToneDetect + Campaign_Query_Rule_Interval.NoRingBackDetect + Campaign_Query_Rule_Interval.SITToneDetect)/ Campaign_Query_Rule_Interval.ContactsAttempted
Did Not Dial	
Agent Rejected	The number of preview or callback calls in the half-hour interval that were rejected by the agent. Derived from: Campaign_Query_Rule_Interval.AgentRejectedDetect Note: These calls are not counted as attempted.
Agent Closed	The number of preview or callback calls that were rejected by the agent (these customers are not dialed). Derived from: Campaign_Query_Rule_Interval.AgentClosedDetect Note: These calls are not counted as attempted.



CHAPTER 22

Real Time Outbound Option Report Templates

- Call Summary Count Per Campaign Real Time, on page 307
- Dialer Real Time, on page 311
- Import Status Real Time, on page 313
- Query Rule Within Campaign Real Time, on page 314

Call Summary Count Per Campaign Real Time

The Call Summary Count per Campaign Real Time report displays the status of each query rule within a campaign, the current status of all campaign records, and the currently valid campaign dialing times.

Views: This report has the following grid views and chart view:

- Call Summary Count per Campaign Real Time (the default)
- Valid Campaign Dialing Times Real Time
- Summary of Call Counts Per Campaign Real Time

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

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

Value List: Campaigns

Database Schema Tables from which data is retrieved:

- Campaign
- Campaign_Query_Rule_Real_Time

Current Fields in the Call Summary Count Per Campaign Real Time View

Current fields are those fields that appear by default in a report generated from the stock template. Current fields are listed in the order (left to right) in which they appear by default in the stock template.

Columns (Fields)	Description
Campaign	The name of the campaign. Derived from: Campaign.CampaignName

Columns (Fields)	Description
Total Records	The total number of records. Derived from: Campaign_Query_Rule_Real_Time.TotalCount
Available	The number of available records. Derived from: Campaign_Query_Rule_Real_Time.TotalCount-Campaign_Query_Rule_Real_Time.FutureUseInt1-Campaign_Query_Rule_Real_Time.ClosedCount
Closed	The number of contacts closed. Derived from: Campaign_Query_Rule_Real_Time.ClosedCount
Voice	The number of calls for the day that ended in successful customer contact. Derived from: Campaign_Query_Rule_Real_Time.VoiceCount

Current Fields in the Summary of Call Counts Per Campaign Real Time Report View

Current fields are those fields that appear by default in a report generated from the stock template. Current fields are listed in the order (left to right) in which they appear by default in the stock template.

Columns (Fields)	Description
Campaign	The name of the campaign. Derived from: Campaign.CampaignName
Attempts	Summary total of the number of calls attempted. Derived from: Campaign_Query_Rule_Real_Time.AttemptedCount
Requested Personal Callback	The number of callback contacts scheduled. Derived from: Campaign_Query_Rule_Real_Time.PersonalCallBackCount
Requested Callback	The number of callback contacts. Derived from: Campaign_Query_Rule_Real_Time.CallBackCount
Voice	The number of calls for the day that ended in successful customer contact. Derived from: Campaign_Query_Rule_Real_Time.VoiceCount
Busy	The number of calls that detected a busy signal. Derived from: Campaign_Query_Rule_Real_Time.BusyCount
No Answer	The number of calls that were not answered. Derived from: Campaign_Query_Rule_Real_Time.NoAnswerDetectCount
No Ringback	The number of calls that did not detect a ring back. The Calls with CallResults 4, 27 and 28 are mentioned in this column. Derived from: Campaign_Query_Rule_Real_Time.NoRingBackDetectCount

Columns (Fields)	Description
No Dialtone	The number of calls that did not detect a dial tone. Derived from: Campaign_Query_Rule_Real_Time.NoDialToneDetectCount
Fax	The number of calls that detected a fax. Derived from: Campaign_Query_Rule_Real_Time.FaxDetectCount
Network IVR	The number of calls that detected a network answering machine. Derived from: Campaign_Query_Rule_Real_Time.NetworkAnsMachinesCount
Answering Machine	The number of calls that detected an answering machine. Derived from: Campaign_Query_Rule_Real_Time.AnsweringMachineCount
SIT Tone	The number of calls that detected a special information tone (SIT). Derived from: Campaign_Query_Rule_Real_Time.SITToneDetectCount
Agent Rejected	The number of preview or callback calls that were rejected by the agent. Derived from: Campaign_Query_Rule_Real_Time.AgentRejectedCount
Agent Closed	The number of preview or callback calls that were rejected by the agent. The agent did not call these customers. Derived from: Campaign_Query_Rule_Real_Time.AgentClosedCount
Customer Not Home	The number of contacts where the party answering the phone was not the customer. Derived from: Campaign_Query_Rule_Real_Time.CustomerNotHomeCount
Wrong Number	The number of contacts where the party answering the phone indicated that the customer did not live there. Derived from: Campaign_Query_Rule_Real_Time.WrongNumberCount
Canceled	The number of calls where the dialer canceled a ringing customer call. Derived from: Campaign_Query_Rule_Real_Time.CancelledDetectCount
Dialer Abandon	The number of calls abandoned by the dialer. Derived from: Campaign_Query_Rule_Real_Time.AbandonDetectCount
Abandon to IVR	The number of calls that were abandoned by the dialer and transferred to IVR, which plays a message. Derived from: Campaign_Query_Rule_Real_Time.AbandonToIVRCount
Customer Abandon	The number of calls where the customer ended the call immediately after picking up the phone. Derived from: Campaign_Query_Rule_Real_Time.CustomerAbandonDetectCount

Columns (Fields)	Description
Talk Time	The total time in HH:MM:SS (hours, minutes, seconds) that agents spent talking on the phone today. Derived from: Campaign_Query_Rule_Real_Time.TalkTimeCount
Wrap Up Time	The length of time the agents spent in wrap-up work. Derived from: Campaign_Query_Rule_Real_Time.WrapupTimeCount

Current Fields in the Valid Campaign Dialing Times Real Time Report View

Current fields are those fields that appear by default in a report generated from the stock template. Current fields are listed in the order (left to right) in which they appear by default in the stock template.

Columns (Fields)	Description
Campaign	The name of the campaign. Derived from: Campaign.CampaignName
Start Zone 1 Time	Campaign Start Zone 1 time measured in HH:MM format. Campaign Start Zone 1 time is the start time that a customer can be phoned at Zone 1. Zone 1 time and Zone 2 time cannot overlap. Derived from: Campaign.HomeStartHours ':' Campaign.HomeStartMinutes
End Zone 1 Time	Campaign End Zone 1 time measured in HH:MM format. Campaign End Zone 1 time is the time beyond which a customer can no longer be phoned at Zone 1. Derived from: Campaign.HomeEndHours ':' Campaign.HomeEndMinutes
Zone 1 Duration	The total Zone 1 time. Zone 1 Duration = End Zone 1 Time-Start Zone 1 Time Derived from: Campaign.HomeDuration
Start Zone 2 Time	Campaign Start Zone 2 time measured in HH:MM:SS format. Campaign Start Zone 2 time is the start time that a customer can be phoned at Zone 2. Campaign time is set to the customer's time zone. For example, if the campaign runs from 3 to 6 p.m. Eastern Standard time and it is past 6 p.m. on the East coast, you can still dial someone in Chicago because it is not yet 6 p.m. there. Derived from: Campaign.WorkStartHours : Campaign.WorkStartMinutes
End Zone 2 Time	Campaign End Zone 2 time measured n HH:MM:SS format. Campaign End Zone 2 time is the time beyond which a customer can no longer be phoned at Zone 2. Derived from: Campaign.WorkEndHours : Campaign.WorkEndMinutes
Zone 2 Duration	The total Zone 2 time. Zone 2 Duration = End Zone 2 Time - Start Zone 2 Time Derived from: Campaign.WorkDuration

Dialer Real Time

The Dialer Real Time report provides the current status of each dialer.

This report is based on the Outbound Option Dialer: contacts, busy, voice, answering machine, SIT Tone detects, no answer, and abandoned calls for each dialer.

Views: This report has one grid view, Dialer Real Time.

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

Grouping: This report is grouped by Dialer.

Value List: Dialers

Database Schema Tables from which data is retrieved:

- Dialer
- Dialer_Real_Time

Current Fields in the Dialer Real Time Report

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

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

Columns (Fields)	Description
Dialer	The name of the dialer. Derived from: Dialer.DialerName
Attempts	The summary total of the number of contacts dialed today. Derived from: Dialer_Real_Time.ContactsDialedToday
Requested Personal Callback	The number of callback contacts scheduled. Derived from: Dialer_Real_Time.PersonalCallBackCount
Requested Callback	The number of callback contacts. Derived from: Dialer_Real_Time.CallBackCount
Voice	The number of contacts for which a voice was detected today. Derived from: Dialer_Real_Time.VoiceDetectToday
Busy	The number of contacts for which busy signals were detected today. Derived from: Dialer_Real_Time.BusyDetectToday
No Answer	The number of contacts that were not answered today. Derived from: Dialer_Real_Time.NoAnswerDetectToday

Columns (Fields)	Description
No Ringback	The number of contacts today that did not detect a ring back. The Calls with CallResults 4, 27, and 28 are mentioned in this column. Derived from: Dialer_Real_Time.NoRingBackDetectHalf
No Dialtone	The number of contacts today that did not detect a dial tone. Derived from: Dialer_Real_Time.NoDialToneDetectHalf
Fax	The number of contacts today that detected a fax. Derived from: Dialer_Real_Time.FaxDetectHalf
Network IVR	The number of contacts today that detected a network answering machine. Derived from: Dialer_Real_Time.NetworkAnsMachineDetectHalf
Answering Machine	The number of contacts today that detected an answering machine. Derived from: Dialer_Real_Time.AnsweringMachineDetectToday
SIT Tone	The number of contacts today that detected a special information tone (SIT). Derived from: Dialer_Real_Time.SITToneDetectToday
Agent Rejected	The number of preview or callback contacts that were rejected by the agent. (The agent did not call these customers.) Derived from: Dialer_Real_Time.AgentRejectedDetectHalf
Agent Closed	The number of preview or callback contacts that were closed by the agent. (The agent did not call these customers.) Derived from: Dialer_Real_Time.AgentClosedDetectHalf
Customer Not Home	The number of contacts today where the party answering the phone was not the customer. Derived from: Dialer_Real_Time.CustomerNotHomeCount
Wrong Number	The number of contacts today where the party answering the phone indicated that the customer did not call. Derived from: Dialer_Real_Time.WrongNumberCount
Canceled	The number of contacts today where the dialer canceled a ringing customer call. Derived from: Dialer_Real_Time.CancelledDetectHalf
Dialer Abandon	The number of contacts in the half-hour interval abandoned by the dialer. Derived from: Dialer_Real_Time.AbandonDetectToday
Abandon to IVR	The number of contacts today that were abandoned by the dialer and transferred to an IVR, which plays a message. Derived from: Dialer_Real_Time.AbandonToIVRHalf

Columns (Fields)	Description
Customer Abandon	The number of contacts today where the customer ended the call immediately after picking up the phone. Derived from: Dialer_Real_Time.CustomerAbandonDetectHalf

Import Status Real Time

The Import Status Real Time report provides the status of Outbound Option import records.

This report is based on the Import Rule. It provides the number of good, bad, and total records imported, or to be imported.

Views: This report has one grid view, Import Rule.

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

Grouping: There is no grouping for this report. The report is sorted by Import.

Value List: Import Rule

Database Schema Tables from which data is retrieved:

- Import_Rule
- Import_Rule_Real_Time

Current Fields in the Import Status Real Time Report View

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

Columns (Fields)	Description
Import	The name of the import rule. Derived from: Import_Rule.ImportRuleName
Start Date	The time the import rule is scheduled to start. Derived from: Import_Rule_Real_Time.DateTimeStart

Columns (Fields)	Description
Status	The status of the import rule. These are the codes: 380 = "IMPORT_BEGIN" 385 = "IMPORT_UPDATE" 390 = "BUILD_BEGIN" 410 = "BUILD_END" 420 = "IMPORT_END" 430 = "DNC_BEGIN" 450 = "DNC_END" 455 = "IMPORT_FAILED" All other values = "IDLE" Derived from: Import_Rule_Real_Time.Status
Good Records	The number of good records imported or to be imported. Derived from: Import_Rule_Real_Time.GoodRecords
Bad Records	The number of bad records imported. Derived from: Import_Rule_Real_Time.BadRecords
Total Records	The total number of records imported or to be imported. Derived from: Import_Rule_Real_Time.TotalRecords

Query Rule Within Campaign Real Time

The Query Rule Within Campaign Real Time report displays the current status of all campaign records, dialing times, and query rule within a campaign.

Views: This report has the following grid views and chart view:

- Call Counts of Query Rule within Campaign (the default)
- Call Summary Count Of Query Rule Within Campaign
- Query Rule Dialing Times

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

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

Grouping: This report is grouped by Campaign and Query Rule. The report is sorted by Campaign.

Value List: Campaigns

Database Schema Tables from which data is retrieved:

- Campaign

- Query_Rule
- Campaign_Query_Rule_Real_Time
- Campaign_Query_Rule

Current Fields in the Call Counts of Query Rule Within Campaign View

Current fields are those fields that appear by default in a report generated from the stock template. Current fields are listed in the order (left to right) in which they appear by default in the stock template.

Columns (Fields)	Description
Campaign	The name of the campaign. Derived from: Campaign.CampaignName
Query Rule	The name of the query rule. Derived from: Query_Rule.QueryRuleName
DateTime	The date and time in MM/DD/YYYY (month, day, year) and HH:MM (hours, minutes, seconds) format. Derived from: Campaign_Query_Rule_Real_Time.DateTime
Attempts	The summary total of the number of calls attempted. Derived from: Campaign_Query_Rule_Real_Time.AttemptedCount
Requested Personal Callback	The number of callback contacts scheduled. Derived from: Dialer_Real_Time.PersonalCallBackCount
Requested Callback	The number of callback contacts. Derived from: Dialer_Real_Time.CallBackCount
Voice	The number of contacts for which a voice was detected today. Derived from: Dialer_Real_Time.VoiceDetectToday
Busy	The number of contacts for which busy signals were detected today. Derived from: Dialer_Real_Time.BusyDetectToday
No Answer	The number of contacts that were not answered today. Derived from: Dialer_Real_Time.NoAnswerDetectToday
No Ringback	The number of contacts today that did not detect a ring back. The Calls with CallResults 4, 27 and 28 are mentioned in this column. Derived from: Dialer_Real_Time.NoRingBackDetectHalf
No Dialtone	The number of contacts today that did not detect a dial tone. Derived from: Dialer_Real_Time.NoDialToneDetectHalf

Columns (Fields)	Description
Fax	The number of contacts today that detected a fax. Derived from: Dialer_Real_Time.FaxDetectHalf
Network IVR	The number of contacts today that detected a network answering machine. Derived from: Dialer_Real_Time.NetworkAnsMachineDetectHalf
Answering Machine	The number of contacts today that detected an answering machine. Derived from: Dialer_Real_Time.AnsweringMachineDetectToday
SIT Tone	The number of contacts today that detected a special information tone (SIT). Derived from: Dialer_Real_Time.SITToneDetectToday
Agent Rejected	The number of preview or callback contacts today that were rejected by the agent. (The agent did not call these customers.) Derived from: Dialer_Real_Time.AgentRejectedDetectHalf
Agent Closed	The number of preview or callback contacts that were closed by the agent. (The agent did not call these customers.) Derived from: Dialer_Real_Time.AgentClosedDetectHalf
Customer Not Home	The number of contacts today where the party answering the phone was not the customer. Derived from: Dialer_Real_Time.CustomerNotHomeCount
Wrong Number	The number of contacts today where the party answering the phone indicated that the customer did not live there. Derived from: Dialer_Real_Time.WrongNumberCount
Canceled	The number of contacts today where the dialer canceled a ringing customer call. Derived from: Dialer_Real_Time.CancelledDetectHalf
Dialer Abandon	The number of contacts in the half-hour interval abandoned by the dialer. Derived from: Dialer_Real_Time.AbandonDetectToday
Abandon to IVR	The number of contacts today that were abandoned by the dialer and transferred to an IVR, which plays a message. Derived from: Dialer_Real_Time.AbandonToIVRHalf
Customer Abandon	The number of contacts today where the customer ended the call immediately after picking up the phone. Derived from: Dialer_Real_Time.CustomerAbandonDetectHalf
Talk Time	The total time in HH:MM (hours, minutes, seconds) that agents spent talking on the phone today. Derived from: Campaign_Query_Rule_Real_Time.TalkTimeCount

Columns (Fields)	Description
Wrap Up Time	The length of time the agents spent in wrap-up work. Derived from: Campaign_Query_Rule_Real_Time.WrapupTimeCount

Current Fields in the Call Summary Count of Query Rule Within Campaign View

Current fields are those fields that appear by default in a report generated from the stock template. Current fields are listed in the order (left to right) in which they appear by default in the stock template.

Columns (Fields)	Description
Campaign	The name of the campaign. Derived from: Campaign.CampaignName
Query Rule	The name of the query rule. Derived from: Query_Rule.QueryRuleName
Total Records	The total number of records. Derived from: Campaign_Query_Rule_Real_Time.TotalCount
Available	The number of available records. Derived from: Campaign_Query_Rule_Real_Time.TotalCount - Campaign_Query_Rule_Real_Time.VoiceCount - Campaign_Query_Rule_Real_Time.ClosedCount
Closed	The number of contacts attempted. Derived from: Campaign_Query_Rule_Real_Time.ClosedCount
Voice	The number of contacts for which a voice was detected today. Derived from: Dialer_Real_Time.VoiceDetectToday

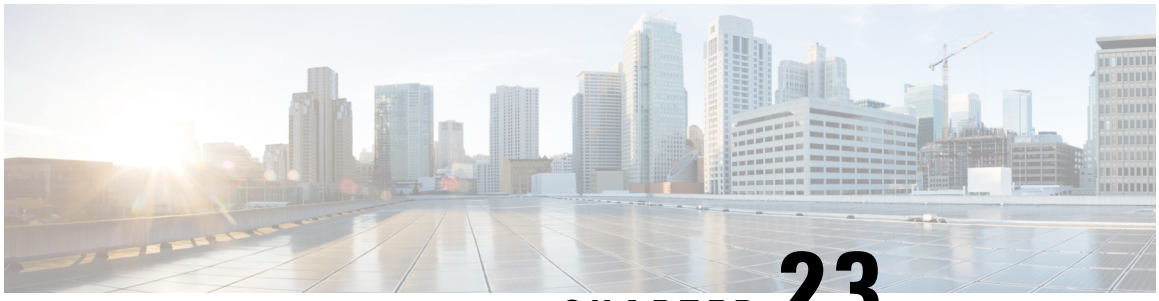
Current Fields in the Query Rule Dialing Times View

Current fields are those fields that appear by default in a report generated from the stock template. Current fields are listed in the order (left to right) in which they appear by default in the stock template.

Columns (Fields)	Description
Campaign	The name of the campaign. Derived from: Campaign.CampaignName
Query Rule	The name of the query rule. Derived from: Query_Rule.QueryRuleName
CAMPAIGN DATA	

Columns (Fields)	Description
Start Zone 1 Time	Campaign Start Zone 1 time measured in HH:MM format. Campaign Start Zone 1 time is the start time that a customer can be phoned at Zone1. Zone 1 time and Zone 2 time cannot overlap. Derived from: Campaign.HomeStartHours ':' Campaign.HomeStartMinutes
End Zone 1 Time	Campaign End Zone 1 time measured in HH:MM format. Campaign End Zone 1 time is the time beyond which a customer can no longer be phoned at Zone1. Derived from: Campaign.WorkEndHours ':' Campaign.WorkEndMinutes
Zone 1 Duration	The total Zone 1 time. Home Duration = End Home Time - Start Home Time. Derived from: (((Campaign.HomeEndHours * 60) + (Campaign.HomeEndMinutes)) - ((Campaign.HomeStartHours * 60) + (Campaign.HomeStartMinutes)))
Start Zone 2 Time	Campaign Start Zone 2 time measured in HH:MM format. Campaign Start Zone 2 time is the start time that a customer can be phoned at Zone2. Campaign time is set to the customer's time zone. For example, if the campaign runs from 3 to 6 p.m. Eastern Standard time and it is past 6 p.m. on the East coast, you can still dial someone in Chicago because it is not yet 6 p.m. there. Derived from: Campaign.WorkStartHours ':' Campaign.WorkStartMinutes
End Zone 2 Time	The Zone 2 time in HH:MM format at which the campaign ends. Derived from: Campaign.WorkEndHours ':' Campaign.WorkEndMinutes
Zone 2 Duration	The total Zone 2 time. Work Duration = End Work Time - Start Work Time. Derived from: (((Campaign.WorkEndHours * 60) + (Campaign.WorkEndMinutes)) - ((Campaign.WorkStartHours * 60) + (Campaign.WorkStartMinutes)))
QUERY RULE DATA	
Query Rule Start Time	The time in HH:MM format that the query rule starts. Query rule time is based on the Central Controller's time zone. Typically, the Administration and Data Server from which a query is run is in the Central Controller's time zone. Derived from: Campaign_Query_Rule.StartHours ":" Campaign_Query_Rule.StartMinutes
Query Rule End Time	The time in HH:MM format that the query rule ends. Derived from: Campaign_Query_Rule.EndHours ':' Campaign_Query_Rule.EndMinutes
Query Rule Duration	The total query rule time. Work Duration = End Query Rule Time - Start Query Rule Time. Derived from: (((Campaign_Query_Rule.EndHours * 60) + (Campaign_Query_Rule.EndMinutes)) - ((Campaign_Query_Rule.StartHours * 60) + (Campaign_Query_Rule.StartMinutes)))

Note Campaign_Query_Rule_Real_Time report is not applicable for API campaign.



CHAPTER 23

Live Data Report Templates

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- Live Data Failover, on page 321
- Agent, on page 322
- Agent Summary Report, on page 328
- Recent Call History, on page 333
- Recent State History, on page 337
- Agent Skill Group, on page 339
- Precision Queue, on page 344
- Skill Group, on page 352

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
- Unified CCE Live Data NGINX Service

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

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

Agent

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

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

Views: This report has the following grid views:

- Agent
- Agent Names All Fields

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

Grouping: Grouping is not supported in Live Data reports.

Agent View

Current Fields in the Agent View

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

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

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

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

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

Agent 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.
Team Name	The Enterprise Name of the Agent Team.

Report Field	Description
State	The current state of the agent: • Logged Out • Logged On • Not Ready • Ready • Talking • Work Not Ready • Work Ready • Busy Other • Reserved • Unknown • Hold • Active • Paused • Interrupted • Not Active
Reason	The reason code and text indicating the reason the agent entered the Not Ready state. **Note:** If an agent is Not Ready, the Not Ready reason code and text are only updated when the agent goes to Ready or to another Not Ready state with a different Reason code. If the Not Ready agent receives an internal call or makes an outbound call, Reason continues to show the current Not Ready code and text.
Duration	The time spent in the current agent state in HH:MM:SS (hours, minutes, seconds) format.
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	The direction of the call that the agent is currently working on: • Not Applicable • In (inbound task - non voice tasks are always inbound). • Out (outgoing external task). • Other (outgoing or incoming internal task). • Not Applicable (if the logged in agent is not active in the skill group).
Destination	The type of outbound task on which the agent is currently working: • 1 = ACD • 2 = Direct • 3 = Auto Out • 4 = Reserve • 5 = Preview • All other values = Not Applicable
Routable	Calls can be routed to the agent: • 1 = Yes • All other values = No
Tasks in Progress	The number of tasks currently queued for the skill group.
Max Tasks	The maximum number of tasks that may be assigned to an agent.
Device Type	The kind of phone being used: • 0 = Local agent; normal ACD/Unified CCE phone or non-voice task. • 1 = Remote phone, call by call (Mobile agent's phone is connected for each incoming call). • 2 = Remote phone, nailed connection (Mobile agent calls and logs in once; line remains connected through multiple calls).

Report Field	Description
Available in MRD	Whether or not the agent is available to accept a task in this Media Routing Domain: • NO (Not available) • YES_ICM (Unified ICM available in media routing domain) • YES_APP (Application available in media routing domain) • All other values = No An agent is available for a task in a media routing domain (MRD) if the agent's state in that MRD is anything other than Not Ready; the agent is not at the agent's maximum task limit for the MRD; and the agent is not working on a non-interruptible task in another MRD. If an agent is Unified 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.
Request Supervisor Assist	Whether or not the agent requested supervisor assistance: • 1 = Yes • All other values = No
Precision Queue Attributes	The attributes used in the precision queue definition. The report shows only those attributes that are used.
Extension	The phone extension into which the agent is logged.
Remote Address	The remote address associated with this MRD (remote extension used for Mobile Agents).
Last Level Change	The date and time of the agent's last task level change in this MRD. 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). This applies to all other agents as well; however, the task level is always 0 or 1.

Report Field	Description
Last Mode Change	The date and time of the agent last mode change in this MRD. An agent has a mode with respect to each Media Routing Domain the agent is logged in to. These modes are either routable or not routable. If the mode is routable, the Unified 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. If the mode is not routable, the application instance controls the agent and assigns tasks to the agent. The software tracks the agent activity by monitoring Offer Task, Start Task, and other messages from the application that describe the task the agent is working on. For Enterprise Chat and Email, an agent mode never changes. Each agent is always routable. An agent mode is always routable with respect to the voice MRD.
Last State Change	The date and time of the agent's last state change in this MRD.
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.

Agent Summary Report

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

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

Views: This report has the following grid views:

- Agent Summary
- Agent Summary All Fields

Grouping: Grouping is not supported in Live Data reports.

Agent Summary

Current Fields in the Agent Summary

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

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

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

This report displays the statistics on daily basis.

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

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

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

Columns (Fields)	Description
Avg Handled Calls Time	Average handle time in seconds, for inbound ACD calls counted as handled by the agent. The time that agent spent on the call to the time the agent wrap-up the work on the call. Includes hold time that is associated with the call.
Avg Handled Calls Talk Time	Average talk time, in seconds, for Inbound ACD calls counted as handled by the agent.
Avg Handled Calls Held Time	Average held time, in seconds, for Inbound ACD calls counted as handled by the agent.
Avg Wrap-UpTime	The average length of time the agents spent in wrap-up work.
Total Wrap-UpTime	The total number of seconds agents spent in wrap-up work.
%Wrap-UpTime	The percentage of time that agents spent in the wrap-up state.
Other On PhoneTime	Total time the agent spent on Other calls.

Agent Summary All Fields

Current Fields in the All Fields View

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

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

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

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

Columns (Fields)	Description
Ready Time	The total time that the agent spent in Ready state. For this time to be accurate, ensure that time on the client machine is set correctly as per the timezone.
Handled Calls	The number of inbound calls that were answered and have completed wrap-up by the agent.
Handled Calls Time	Total handle time, in seconds, for inbound ACD calls counted as handled by the agent. The time that is spent from the call being answered by the agent to the time the agent wrap-up time for the call. Includes hold time associated with the call.
Handled Calls Talk Time	Total talk time in seconds, for Inbound ACD calls counted as handled by the agent.
Handled Calls Held	The total number of completed inbound ACD call agent placed on hold at least once.
Handled Calls Held Time	Total number of seconds completed inbound ACD calls were placed on hold.
Wrap-UpTime	The length of time the agent spent in wrap-up work.
Auto Out Calls	Total number of AutoOut (predictive) calls completed by the agent.
Auto Out Calls Time	Total handle time, in seconds, for completed AutoOut (predictive) calls handled by the agent. The value includes the time that is spent from the call being initiated to the time the agent wrap-up time for the call. The time includes hold time associated with the call.
Auto Out Calls Talk Time	Total talk time, in seconds, for completed AutoOut (predictive) calls handled by the agent.
Auto Out Calls Held Time	Total time, in seconds, for AutoOut (predictive) calls were placed on hold by the agent.
Auto Out Calls Held	The total number of completed AutoOut (predictive) calls that the agent has placed on hold at least once.
Agent Out Calls	Total number of completed outbound ACD calls made by the agent.
Agent Out Calls Time	Total handle time, in seconds, for completed outbound ACD calls handled by the agent. The value includes the time that is spent from the call being initiated by the agent to the time the agent wrap-up time for the call. The time includes hold time associated with the call.
Agent Out Calls Talk Time	Total talk time, in seconds, for completed outbound ACD calls handled by the agent.
Agent Out Calls Held	The total number of completed outbound ACD calls that the agent has placed on hold at least once.
Agent Out Calls Held Time	Total time, in seconds, the calls were placed on hold by the agent.

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

Columns (Fields)	Description
Non-ACD Call OutTime	Total time, in seconds, spent by the agent on a Non-ACD outbound call.

Recent Call History

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

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

Views: This report has the following grid views:

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

Grouping: Grouping is not supported in Live Data reports.

Note:

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

Recent Call History View

Current Fields in the Recent Call History View

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

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

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

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

Recent Call History All Fields

Current Fields in the Recent Call History All Fields View

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

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

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

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

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

Recent Call History for Agent

Current Fields in the Recent Call History for Agent View

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

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

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

Columns (Fields)	Description
Start Time	The time when the call started.
Duration	The duration of the call in seconds.
Type	The call type: Inbound or outbound call. The value is Inbound or Outbound in the following scenarios: • If the agent receives a call, this field reports the call type as Inbound. • If the agent initiates a call, this field reports the call type as Outbound. • If Outbound Options feature initiates the call, this field reports the call type as Inbound.

Columns (Fields)	Description
Number	The number of the phone that made or received the call. If the call is an inbound call, the number is picked from the Source field. If the call is an outbound call, the number is picked from the Destination field. **Note** When agents have not logged in, this field will display UNKNOWN for local CUCM DN.
Disposition	The final disposition of the call. For more information on call disposition, see the *Database Schema Handbook for Cisco Unified Contact Center Enterprise* at https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-technical-reference-list.html.
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 tables that display the historical state information for each Agent. Live Data stores and displays details for each agent including the state, reason code, start time, duration.

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

Views: This report has the following grid views:

- Recent State History
- Recent State History All Fields

Grouping: Grouping is not supported in Live Data reports.

Note:

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

Recent State History View

Current Fields in the Recent State History View

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

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

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

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

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

Recent State History All Fields

Current Fields in the Recent State History All Fields View

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

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

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

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

Columns (Fields)	Description
Agent Name	The name of the agent, which includes the Last Name and the First Name.

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

- Agent Skill Group
- Agent Skill Group All Fields

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

Grouping:Grouping is not supported in Live Data reports.

Agent Skill Group View

Current Fields in the Agent Skill Group View

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

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

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

Columns (Fields)	Description
Destination	The type of outbound task on which the agent is currently working: • 1 = ACD • 2 = Direct • 3 = Auto Out • 4 = Reserve • 5 = Preview • All other values = Not Applicable
Attributes	The names of the attributes used in the precision queue definition. The report shows only those attributes that are used.

Agent Skill Group All Fields

Current Fields in the Agent Skill Group All Fields View

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

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

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

Column (Field)	Description
Domain	The media routing domain name.
Direction	The direction of the call that the agent is currently working on: • In • Out • Other In • Other Out • Out Reserve • Out Preview • Out Predictive • Not Applicable (if the logged in agent is not active in the skill group)
Logged On	The date and time that the agent logged in. The format is MM/DD/YYYY (month, day, year) and HH:MM:SS (hours, minutes, seconds) format.
Destination	The type of outbound task on which the agent is currently working: • 1 = ACD • 2 = Direct • 3 = Auto Out • 4 = Reserve • 5 = Preview • All other values = Not Applicable
Extension	The phone extension into which the agent is logged.

Column (Field)	Description
Available in MRD	Whether or not the agent is available to accept a task in this Media Routing Domain: • NO (Not available) • YES_ICM (Unified CCE available in media routing domain) • YES_APP (Application available in media routing domain) • All other values = No An agent is available for a task in a media routing domain (MRD) if the agent's state in that MRD is anything other than Not Ready; the agent is not at the agent's maximum task limit for the MRD; and the agent is not working on a non-interruptible task in another MRD. If an agent is Unified CCE-available, then the Unified CCE can assign tasks to the agent. If an agent is Application-available, then the application can assign tasks to the agent. In the former case, only the Unified CCE can assign tasks to the agent. In the latter, only the application can assign tasks to the agent.
Device Type	The kind of phone being used: • 0 = Local agent; general ACD/Unified CCE phone or non-voice task. • 1 = Remote phone, call by call (Mobile agent's phone is connected for each incoming call). • 2 = Remote phone, nailed connection (Mobile agent calls and logs in once; line remains connected through multiple calls).
Team	The Enterprise Name of the Agent Team.
Attributes	The attributes used in the precision queue definition. The report shows only those attributes that are used.
Tasks in Progress	The number of tasks currently queued for the agent's skill group.
Max Tasks	The maximum number of tasks that may be assigned to an agent.
On Hold	Agent on hold: • 1 = Yes • All other values = No
Requested Supervisor Assist	Whether or not the agent requested supervisor assistance: • 1 = Yes • All other values = No

Column (Field)	Description
Routable	Calls can be routed to the agent: • 1 = Yes • All other values = No
Reason Code	A code received from the peripheral that indicates the reason for the agent's last state change. If not defined, Reason is None.

Precision Queue

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

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

Views: This report has the following grid views:

- Agent Utilization view
- All Fields view
- Default view

Grouping: Grouping is not supported in Live Data reports.

Precision Queue Default View

Current Fields in the Precision Queue Default View

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

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

Column (Fields)	Description
Precision Queue	The enterprise name of the precision queue.
Domain	The enterprise name of the Media Routing Domain associated with the precision queue. **Domain** is derived from: Media_Routing_Domain.EnterpriseName.
Queued	The number of tasks currently queued for the precision queue.

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

Column (Fields)	Description
Busy Other	The number of agents currently in the BusyOther state. Busy Other is a state in which the agent is handling calls assigned to other precision queues during the interval. For example, an agent might be talking on an inbound call in one precision queue while simultaneously logged on to and ready to accept calls from other precision queues. The agent can be active (talking on or handling calls) in only one precision queue at a time. Therefore, while active in one precision queue, for the other precision queue the agent is considered to be in the Busy Other state.
TO INTERVAL	
Handled	The number of inbound calls that were answered and have completed wrap-up by agents in the precision queue during the current interval.
Average Handle Time	The average time spent by agents in the precision queue in handling a task during the current interval, measured in HH:MM:SS (hours, minutes, seconds).
% Ready	The percentage of Logged On time during which an agent was Ready during the current interval.
TODAY	
Handled	The number of inbound calls that were answered and have completed wrap-up by agents in the precision queue today.
Average Handle Time	The average time spent by agents in the precision queue in handling a task today, measured in HH:MM:SS (hours, minutes, seconds).
% Ready	The percentage of Logged On time during which an agent was Ready today.

Precision Queue Agent Utilization View

Current Fields in the Precision Queue Agent Utilization View

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

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

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

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

Column (Field)	Description
% Ready	The percentage of Logged On time during which an agent was Ready today.

Precision Queue All Fields

Current Fields in the Precision Queue All Fields View

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

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

Column (Field)	Description
Precision Queue	The enterprise name of the precision queue.
Domain	The enterprise name of the Media Routing Domain associated with the precision queue. **Domain** is derived from: Media_Routing_Domain.EnterpriseName.
Queued	The number of tasks currently queued for the precision queue.
Longest Queued	The longest call in queue as reported by the router.
Logged On	The number of agents who are currently logged in to the precision queue. This count is updated each time an agent logs on and each time an agent logs off.
CURRENT STATE DISTRIBUTION	
Ready	The number of agents in this precision queue in the Ready state.
Reserved	The number of agents in this precision queue who are in Reserved state and awaiting incoming tasks.
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	The number of agents who have all active calls on hold or whose state to the precision queue is Paused. The agent is not in the Hold state with one call on hold and talking on another call (for example, a consultative call). The agent must have all active calls on hold.
Wrap Up	The number of agents in this precision queue who are in the Work Not Ready state and Work Ready state. The Wrap Up state is a state in which an agent is involved in after task work and is assumed not to be ready to accept incoming tasks when done. The Work Ready state is a state in which an agent is involved in after a task work and is assumed to be ready to accept incoming tasks when done.
Not Ready	The number of agents in this precision queue who are in the Not Ready state, a state in which agents are logged in but are neither involved in any task handling activity nor available to handle a task.
Busy Other	The number of agents currently in the BusyOther state. Busy Other is a state in which the agent is handling calls assigned to other precision queues during the interval. For example, an agent might be talking on an inbound call in one precision queue while simultaneously logged on to and ready to accept calls from other precision queues. The agent can be active (talking on or handling calls) in only one precision queue at a time. Therefore, while active in one precision queue, for the other precision queue the agent is considered to be in the Busy Other state.
OUTBOUND OPTION STATES	
Active Reserve	The number of agents in the precision queue currently talking on agent reservation calls.
Active Preview	The number of agents in the precision queue currently talking on outbound Preview calls.
Active Auto Out	The number of agents in the precision queue currently talking on AutoOut (predictive) calls.
(no header)	

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

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

Skill Group

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

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

Views: This report has three views:

- Agent Utilization
- All Fields
- Default View

Grouping: Grouping is not supported in Live Data reports.

Skill Group Default View

Current Fields in the Default View

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

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

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

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

Columns (Fields)	Description
Average Handle Time	The average time spent by agents in handling a task during the current interval, measured in HH:MM:SS (hours, minutes, seconds).
Today	
Handled	The number of inbound calls that were answered and have completed wrap-up by agents in the skill group today.
Average Handle Time	The average time spent by agents in handling a task today, measured in HH:MM:SS (hours, minutes, seconds).
(no header)	
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

Current Fields in the Agent Utilization View

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

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

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

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

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

Columns (Fields)	Description
Busy Other	The number of agents currently in the Busy Other state. Busy Other is a state in which the agent is handling calls assigned to other skill groups during the interval. For example, an agent might be talking on an inbound call in one skill group while simultaneously logged on to and ready to accept calls from other skill groups. The agent can be active (talking on or handling calls) in only one skill group at a time. Therefore, while active in one skill group, for the other skill group the agent is considered to be in the Busy Other state.
To Interval	
Logged On	The total time in HH:MM:SS (hours, minutes, and seconds) that agents were logged into this skill group during the current interval.
Ready	The total time in seconds an agent associated with this skill group was in the Not_Active state with respect to this skill group during the current interval. AvailTime is included in the calculation of LoggedOnTime.
Not Ready	The total time that the agents spent in Not Ready state for this skill for the current interval. This value is taken directly from the database.
% Ready	The percentage of Logged On time during which agents were Ready during the current interval.
Today	
Logged On	The total time in HH:MM:SS (hours, minutes, and seconds) that agents were logged into this skill group today.
Ready	The total time in seconds an agent associated with this skill group was in the Not_Active state with respect to this skill group today. AvailTime is included in the calculation of LoggedOnTime.
Not Ready	The total time that the agents spent in Not Ready state for this skill today. This value is taken directly from the database.
% Ready	The percentage of Logged On time during which an agent was Ready today.
(no header)	

Columns (Fields)	Description
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 All Fields

Current Fields in the All Fields View

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

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

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

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

Columns (Fields)	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 Wrap Up state and Work Ready state. The Wrap Up state is a state in which an agent is involved in after task work and is assumed not to be ready to accept incoming tasks when done. The Work Ready state is a state in which an agent is involved in after a task work and is assumed to be ready to accept incoming tasks when done.
Not Ready	The number of agents in the skill group who are in the Not Ready state, a state in which agents are logged in but are neither involved in any task handling activity nor available to handle a task.
Busy Other	The number of agents currently in the BusyOther state. Busy Other is a state in which the agent is handling calls assigned to other skill groups during the interval. For example, an agent might be talking on an inbound call in one skill group while simultaneously logged on to and ready to accept calls from other skill groups. The agent can be active (talking on or handling calls) in only one skill group at a time. Therefore, while active in one skill group, for the other skill group the agent is considered to be in the Busy Other state.
Outbound Option States	
Active Reserve	The number of agents in the skill group currently talking on agent reservation calls.

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

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

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