



Type of Records Available in Each Repository

The following table describes the type of records aggregated in each customer and agent activity and session repository.

Record Type	Description	Examples
Customer Activity Record	Represents an atomic step in the customer workflow	<ul style="list-style-type: none"> • Customer in IVR or queue, talking to agent, on hold • Customer on home page, product page, checkout page
Customer Session Record	Represents the customer workflow, consisting of a sequence of customer activities	<ul style="list-style-type: none"> • Customer call to a call center • Customer visit to a Web site • Customer visits Web site and chats with agent • Customer sends email and agent responds
Agent Activity Record	Represents an atomic step in the agent workflow	<ul style="list-style-type: none"> • Agent idle, available, talking, wrapping up • Agent offline, dialing, talking, entering notes • Agent idle, available, chatting, wrapping up • Agent offline, reading email, responding, wrapping up

Record Type	Description	Examples
Agent Session Record	Represents the agent workflow, consisting of a sequence of agent activities	<ul style="list-style-type: none"> • Agent handles a service call and logs an incident • Agent places an outbound call and sets up a meeting • Agent chats with a customer and answers a question • Agent reads and responds to a customer email

The following sections provide more detail about record contents:

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Standard CSR and CAR Fields and Measures

Customer Session Repository (CSR)

The standard fields and measures aggregated in the CSR are described in the following sections:

Column Name	Description	Field or Measure	Data Type
Abandoned SL Count	Number of calls that got terminated while in queue within the Service Level threshold provisioned for the queue or skill.	Measure	Integer
Abandoned Type	<p>The Abandoned Type is set when the call is abandoned. The following values show the states of the call when abandoned.</p> <ul style="list-style-type: none"> • new • queue • treatment • agent-connect <p>Checks the previous event before the ended event and sets the value accordingly. For instance, if the previous event before the ended event is parked, the Abandoned Type is set to queue.</p>	Field	Integer

Column Name	Description	Field or Measure	Data Type
Abandonment Reason	Reason for the call abandonment. The abandonment reason can be one of the following: <ul style="list-style-type: none"> • Agent Left: The agent ended the call. • Customer Left: The customer ended the call. • Queue Timeout: The call ended because it was queued for longer than the configured timeout in a queue. • System Error: The call ended because of system errors. • Agent Disconnected: The call ended because the agent was disconnected from the call. • Blind Transfer Failed: The inbound call ended because the call contact transfer to either an external or third-party Dial Number (DN) through the Interactive Voice Response (IVR) without agent intervention failed. • RONA Timer Expired: The outbound call ended because the agent was unable to answer the call. • Interaction Cleanup: The contact was cleaned up for serviceability or troubleshooting purpose. 	Field	String
Activity Span	The amount of time, in seconds, that an agent was engaged in the activity during the specified interval.	Measure	Long
Agent Endpoint (DN)	The endpoint (number, email, or chat handle) on which an agent receives calls, chats, or emails.	Field	String
Agent Hangup Count	Number of times an agent hung up a call.	Measure	Integer
Agent ID	A string that identifies an agent.	Field	String
Agent Leg Blob ID	String identifier for the blob that contains the recording of the agent's side of the call.	Field	String
Agent Login	Login name using which an agent signs in to the Agent Desktop.	Field	String
Agent Name	The name of the agent who answers customer calls, chats, and emails.	Field	String
Agent Session ID	A string that identifies an agent's login session.	Field	String
Agent System ID	A string that identifies an agent.	Field	String

Column Name	Description	Field or Measure	Data Type
Agent To Agent Transfer Count	The number of times an agent transferred inbound contacts to another agent after consult.	Measure	Integer
Agent To Entrypoint Transfer Count	Number of times a call was transferred from an agent to an EP.	Measure	Integer
Agent To Queue Transfer Count	Number of times a call was transferred from an agent to a queue.	Measure	Integer
Agent Transferred In Count	Number of times a call was transferred to an agent.	Measure	Integer
Automatic Number Identification (ANI)	ANI digits delivered with a call. Note ANI is a service provided by the phone company that delivers the caller's phone number along with the call.	Field	String
BargedIn Count	Barged in count. The count is incremented across callLeg for Barged In event until barge-ended event is received.	Measure	Integer
BargedIn Duration	Duration (in milli-seconds) between barged-started and ended events.	Measure	Long
BargedIn Failed Count	Count of barged-failed events.	Measure	Integer
Blind Transfer Count	The number of times a call was transferred by an agent to another agent or an external DN (Dial Number) via a blind transfer.	Measure	Integer
Bot Name	Name of the bot.	Field	String
Callback Agent Name	Name of the agent making the callback.	Field	String
Callback Connected Time	Time at which the callback was connected between the agent and the customer.	Measure	Long
Callback Number	Number based on the ANI or the number that was configured in the workflow.	Field	String
Callback Queue Name	Name of the queue used for callback.	Field	String
Callback Request Time	Time at which the customer opted for the callback.	Measure	Long
Callback Team Name	Name of the team to which the agent who does the callback, belongs to.	Field	String
Call Completed Count	Number of calls that were completed.	Measure	Integer
Call Direction	Indicates whether the call is an inbound call or an outbound call.	Field	String
Caller Leg Blob ID	String identifier for the blob that contains the recording of the caller side of the call.	Field	String

Column Name	Description	Field or Measure	Data Type
Call Escalated to Queue	Indicates whether the call was escalated to queue.	Measure	Integer
Call Paused Count	Number of times a call was in paused state.	Measure	Integer
Call Progress Detection	Represents the call progress detection (CPD) value returned from telephony for outdial call.	Field	String
Call Resumed Count	Number of times a call was resumed.	Measure	Integer
Campaign Id	ID of the campaign.	Measure	Integer
Campaign Name	Name of the campaign created.	Measure	String
Campaign Status	Status of the campaign call—either success or failure.	Measure	String
Chained In To Entrypoint Count	Calls transferred from one EP to another.	Measure	Integer
Chained In To Queue Count	Calls moved from EP to Queue.	Measure	Integer
Channel ID	ID assigned to the media channel to which the agent is logged in.	Field	String
Channel Type	Number of media channels to which agents are currently logged in.	Field	String
Chat Exit Reason	Reason to leave the customer chat.	Measure	String
Chat Note	Summarizes the customer conversation with an agent.	Field	String
Chat Priority	Priority for chat.	Field	String
Chat Reason	Reason why the customer is in chat with the support team.	Field	String
Conference Count	Number of times an agent established a conference call with the caller and another agent.	Measure	Integer
Conference Duration	The amount of time an agent spent in conference with a caller and another agent.	Measure	Integer
Connected Count	Number of times the contact was in connected state (that is, talking).	Measure	Integer
Connected Duration	Duration of connected (talking) state within this interaction.	Measure	Long
Consult Count	Number of times an agent initiated a consult call with another agent or someone at an external number while handling a call.	Measure	Integer
Consult Duration	The amount of time an agent spent consulting with another agent while handling a call.	Measure	Integer

Column Name	Description	Field or Measure	Data Type
Consult Ep Count	Number of calls that went for consult to EP.	Measure	Integer
Consult Ep Duration	Duration in milli-seconds, for consult to EP.	Measure	Long
Contact Count	Number of contacts.	Measure	Integer
Contact End Timestamp	Time when the contact ended.	Measure	Long
Contact Reason	Reason why the customer is contacting the call center.	Field	String
Contact Session ID	A unique string that identifies the contact session.	Field	String
Contact Start Timestamp	Time when the contact started.	Measure	Long
CPA Status	Call Progress Analysis (CPA) monitors and reports on various call progress scenarios, indicating successful connections or failures.	Field	String
CSAT Score	Customer satisfaction score.	Measure	Integer
CTQ Count	Number of consult-to-queue within an interaction.	Measure	Integer
CTQ Duration	Total duration spent on consult-to queue within an interaction.	Measure	Integer
Current State	Current state of the contact.	Field	String
Customer Email Address	Email address of the customer.	Field	String
Customer Name	Name of the customer.	Field	String
Customer Phone Number	Phone number of the customer.	Field	String
Dialed Number Identification Service (DNIS)	DNIS digits delivered with the call. Note DNIS is a service provided by the phone company to deliver a digit string indicating the number that the caller dialed from, along with the call.	Field	String
Email BCC List	List of BCC for the email.	Field	String
Email Body	Body of the email.	Field	String
Email CC List	List of CC for the email.	Field	String
Email Content	Content of the email.	Field	String
Email Content Type	Content type of the email.	Field	String
Email Date	Date on which the email was received.	Field	String

Column Name	Description	Field or Measure	Data Type
Email Disposition	Indicates that the email message doesn't require retention or are kept as long as needed by the agent, but can be deleted any time.	Field	String
Email Full Message	Full message of the email.	Field	String
Email Message Deleted	Email message that was deleted.	Field	String
Email Message Id	A unique string that identifies the email message.	Field	String
Email Meta Data	Additional information attached to an email message that contains details about the message and its transmission.	Field	String
Email Ref	Reference of the email.	Field	String
Email Reply Body	Body of the reply to the email.	Field	String
Email Reply Content	Content type of the reply to an email.	Field	String
Email Reply To	Reply to the sender of the email.	Field	String
Email Sent Flag	Flag that indicates whether email was sent.	Field	String
Email Subject	Subject of the email.	Field	String
Email To List	List of recipients of the email.	Field	String
Entrypoint (EP) ID	ID assigned to an entry point.	Field	String
Entrypoint Name	Name of the EP, which is the landing place for customer calls on the Webex Contact Center system. One or more toll-free or dial numbers can be associated with a given EP. IVR call treatment is performed while a call is in the EP. Calls are moved from the EP into a queue and are then distributed to agents.	Field	String
Entrypoint System ID	ID assigned to an EP.	Field	String
Entrypoint To Entrypoint Transfer Count	Number of times a call was transferred from an EP to another EP.	Measure	Integer
External ID	This is a reference to the call in an external system.	Field	String
Failed Callback Retry Count	The number of times a callback retry failed.	Measure	Integer
Feedback Comment	Customer feedback.	Field	String
Feedback Survey OptIn	Indicates whether the customer has opted for feedback.	Field	String
Feedback Type	The type of survey that the customers have opted for (Inline survey or Deferred survey).	Field	String

Column Name	Description	Field or Measure	Data Type
Final Queue ID	ID of the the queue to which the call was queued to in the Webex Contact Center system.	Field	String
Final Queue Name	Name of the the queue to which the call was queued to in the Webex Contact Center system.	Field	String
Final Queue System ID	ID of the queue in which the task is lined up.	Field	String
First Queue ID	ID of the first queue in which the task is lined up.	Field	String
First Queue Name	Name of the the first queue parked in the Webex Contact Center system.	Field	String
First Queue System ID	ID of the first queue in which the task is lined up.	Field	String
Full Monitoring Count	Number of calls that were completely monitored.	Measure	Integer
Global_FeedbackSurveyOptIn	Indicates whether the customer has opted to participate in (opt-in) or not participate in (opt-out) a post call survey.	Field	String
Global_Language	Indicates the language that a customer uses in the flow. Note The default value is en-US.	Field	String
Global_VoiceName	Indicates the output-recorded name used in the flow. Note The default value is Automatic. When the value is Automatic, dialogflow chooses the voice name for a given language.	Field	String
Handle Type	Shows how the call was handled: <i>short</i> , <i>abandoned</i> , or <i>normal</i> .	Field	String
Has Callback	Indicates whether the customer has requested for a call back.	Measure	Integer
Hold Count	Number of times an agent put an inbound caller on hold.	Measure	Integer
Hold Duration	Total duration for which a call was on hold.	Measure	Integer
Inbound Transcript	Entire chat transcript or inbound email transcript.	Field	String
Is Barged	Indicates whether the call was monitored. Supported values are 0 and 1. 1 indicates that the call was monitored.	Field	Integer
Is Campaign	Indicates whether the call was a campaign call.	Measure	Integer
Is Coached	Indicates whether an agent is being coached.	Measure	Integer

Column Name	Description	Field or Measure	Data Type
Is Contact Handled	Flag that indicates whether the contact was handled by an agent. Supported values are 0 and 1.	Measure	Integer
Is Current Session	Flag that indicates whether the session is an active session. Supported values are 0 and 1. The value 1 indicates that the session is active.	Measure	Integer
Is Handled By Preferred Agent	Indicates whether the contact was handled by preferred agent.	Measure	Integer
Is Monitored	Flag indicates whether the call is being monitored. Supported values are 0 and 1.	Measure	Integer
Is Offered	Indicates whether the call was offered to an agent. Supported values are 0 and 1. 1 indicates that the call was offered to an agent.	Measure	Integer
Is Outdial	Flag that indicates whether this was an outdial contact or not. Supported values are 0 and 1.	Measure	Integer
Is Recorded	Flag that indicates whether the contact was recorded. Supported values are 0 and 1.	Field	Integer
Is Recording Deleted	Flag that indicates whether the recording has been deleted.	Measure	Integer

Column Name	Description	Field or Measure	Data Type
Is Within Service Level	<p>Flag that indicates whether the call is within the service level threshold. Supported values are 0 and 1.</p> <p>Service level threshold for each queue is configured when creating or editing a queue via the Provisioning module in the Management Portal, under the Advanced Settings section of the Queue window.</p> <p>The call is considered within the service level when the call is connected to an agent within the service level threshold specified for that queue. In this scenario, Is Within Service Level is set to 1.</p> <p>The call is considered within the service level when the call is connected to the agent directly (straight transfer) without being parked in a queue. In this scenario, Is Within Service Level is set to 1.</p> <p>The call is considered outside the service level if the call handle type is <i>short</i> or <i>abandoned</i>, or the call is sent to overflow, or the queue duration is greater than the service level threshold specified for that queue. In this scenario, Is Within Service Level is set to 0.</p> <p>The self-service call (with termination type = self_service) will also have Is within Service Level set to 0.</p> <p>Is Within Service Level is calculated on the last queue before the call is connected to an agent, abandoned, or sent to overflow.</p>	Measure	Integer
IVR Count	Number of times the contact was in IVR state.	Measure	Integer
IVR Duration	The amount of time, in minutes, during which a call was in IVR state.	Measure	Integer
IVR Ended Count	Number of times the contact was ended in IVR state.	Measure	Integer
IVR Script ID	A string that identifies IVR.	Field	String
IVR Script Name	The name of the flow in the Call Control section of the routing strategy configuration.	Field	String
IVR Script Tag ID	A string that identifies the IVR's flow tag.	Field	String
IVR Script Tag Name	The name of the flow tag in the Call Control section of the routing strategy configuration.	Field	String
IVR Summary	Summary of the number of contacts in the IVR.	Field	String

Column Name	Description	Field or Measure	Data Type
Last Callback Status	Status of the callback—either success or not processed.	Field	String
LCM Contact	List and Campaign Manager (LCM) contact details.	Field	String
Midcall Monitoring Count	Number of calls for which monitoring started midcall.	Measure	Integer
Monitor End TimeStamp	Timestamp at which the supervisor ended the monitoring.	Measure	Long
Monitor Full Name	Name of the supervisor who is monitoring the call.	Field	String
Monitoring Duration	Duration in milli-seconds for which a call is monitored.	Measure	Long
Monitoring Error Count	Count of monitoring-error events.	Measure	Integer
Monitoring Hold Count	Count is incremented in case of a monitoring-hold event. This count is incremented across callLeg until monitoring-unhold event is received.	Measure	Integer
Monitoring Hold Duration	Duration in milli-seconds for which a call is on hold during monitoring.	Measure	Long
Monitoring URI	URI of the supervisor	Field	String
Monitor Status	Indicates if call is being monitored. The status of the monitoring session could be one of the following: <ul style="list-style-type: none"> • Request Pending: The request is submitted. • Monitoring: The supervisor has picked up the phone. 	Field	String
Monitor TimeStamp	Timestamp at which the supervisor started the monitoring.	Measure	Long
Monitor Type	Type of monitoring.	Field	String
Monitor User Id	ID of the supervisor who monitors the call.	Field	String
Monitor User System Id	ID of the supervisor who monitors the call.	Field	String
Monitor Visibility	Indicates whether the monitoring session is being displayed on the Management Portal for other users. To prevent the monitoring session from being displayed on the Management Portal for other users, check the Use Invisible Mode check box.	Measure	Integer
Name of Activity	Shows the name of the activity such as CVA, Play Prompt, Menu, and Queue.	Field	String

Column Name	Description	Field or Measure	Data Type
Number of Opt-outs	The number of customer contacts that opted out of a particular queue on the given date.	Measure	Integer
Outbound Transcript	Outbound email transcript.	Field	String
Outbound Type	Indicates whether the call is an inbound call or an outbound call.	Field	String
Outdial Consult Count	Number of times the call had any kind of consult within an outdial interaction.	Measure	Integer
Outdial Consult Ep Count	Number of times the call had a consult to Entry Point within an outdial interaction.	Measure	Integer
Outdial Consult Ep Duration	Duration in milli-seconds for consult to EP-DN in case of outdial call.	Measure	Long
Outdial CTQ Count	Number of times the call had a consult-to-queue within an outdial interaction.	Measure	Integer
Outdial Type	Indicates the type of outdial call.	Field	String
Overflow Count	Count of calls overflowed in queue.	Measure	Integer
Paused Duration	The amount of time in milli-seconds during which a call was in pause state.	Measure	Integer
Preferred Agent Name	Name of the preferred agent who made the callback to the contact in queue.	Field	String
Preferred Agent System Id	A string that identifies preferred agent.	Field	String
Previous Agent ID	A string that identifies an agent.	Field	String
Previous Agent Name	Name of an agent, that is, a person who answers customer calls.	Field	String
Previous Agent Session ID	A string that identifies an agent's login session.	Field	String
Previous Queue ID	ID of the queue associated with the interactions.	Field	String
Previous Queue Name	Name of the queue associated with the interactions.	Field	String
Questions Answered	Number of questions answered as part of IVR post call survey.	Measure	Integer
Questions Presented	Total number of questions posted to the customer as a part of IVR post call survey.	Measure	Integer
Queue Count	Number of queues that the contact entered in its entirety.	Measure	Integer

Column Name	Description	Field or Measure	Data Type
Queue Duration	The amount of time, in seconds, that a contact spent in queue waiting.	Measure	Integer
Queue To Entrypoint Transfer Count	Number of times a call was transferred from a queue to an EP.	Measure	Integer
Queue To Queue Transfer Count	Number of times a call was transferred from a queue to another queue.	Measure	Integer
Realtime Update Timestamp	The time when the realtime process updated the record.	Measure	Long

Column Name	Description	Field or Measure	Data Type
Reason	<p>Reason for ending the call. The reason can be one of the following:</p> <ul style="list-style-type: none"> • Agent Ends: The agent did not answer the call within the configured RONA timeout duration. • Agent Left: The agent ended the call. • Customer Busy: The called line is detected as busy. • Customer Left: The customer ended the call. • Customer Unavailable: The customer phone number is not registered. • No Answer From Customer: The customer did not answer within the configured RONA timeout duration. • Not Found: The user ID does not exist at the domain specified in the Request-URI or the domain in the Request-URI does not match any of the domains that are handled by the recipient of the request. • Participant Invite Timer Expired: The call was ended because the agent device could not be invited to or notified about the call within the configured timeout duration. • Queue Timeout: The call was queued for longer than the configured timeout in a queue. • RONA Timer Expired: The agent was unable to answer the call within the configured RONA timeout duration. • Interaction cleanup: The contacts that are stuck are cleaned up by the system. • Bad Request: The server cannot understand the request due to invalid syntax. • System Admit Failed: The system is unable to place the incoming call in queue. • System Errors: The call ends due to system errors. 	Field	String
Recording Count	The number of times a call was recorded.	Measure	Integer
Recording Deleted Timestamp	Time when the recording was deleted.	Measure	Long

Column Name	Description	Field or Measure	Data Type
Recording Error Count	Count of recording error events.	Measure	Integer
Recording File ID	Unique ID of the recording file.	Field	String
Recording File Size	Represents the size of the recorded file.	Measure	Long
Recording Location	Location of the conversation record file.	Field	String
Routing Type	The routing type used to route the contacts to the agent. The routing type can be skillBased or Longest Available.	Field	String
Sequence of Activity	A string with the sequence of flow activities the interaction went through separated by comma.	Field	String
Short in IVR Count	Indicates if a call was terminated as short while in IVR state. A call is considered short if terminated within the configured Short Call Threshold , calculated from the start of the call.	Measure	Integer
Short In Queue Count	Indicates if a call was terminated as short while in parked state. A call is considered short if terminated within the configured Short Call Threshold , calculated from the start of the call.	Measure	Integer
Silent Monitoring Count	Number of times a contact was silently monitored.	Measure	Integer
Site ID	ID assigned to a call center location. Note The field displays N/A until the call is connected to an agent.	Field	String
Site Name	Call center location to which a call was distributed. Note The field displays N/A until the call is connected to an agent.	Field	String
Site System ID	The ID assigned to a call center location. Note The field displays N/A until the call is connected to an agent.	Field	String
Source of Callback	The source of the callback. The source of a callback can be web, chat, or IVR.	Field	String
Stereo Blob ID	String identifier for the blob that contains recording of the call in stereo.	Field	String
Sub Channel Type	The Social Channels (Facebook and SMS) are displayed with statistics.	Field	String

Column Name	Description	Field or Measure	Data Type
Sudden Disconnect Count	Indicates if the call was terminated with a sudden disconnect. A call is considered suddenly disconnected if it is terminated within the configured sudden disconnect threshold after connecting to an agent (timer starts on agent connect)	Measure	Integer
Survey Completed	Indicates if the survey was completed during the interaction.	Measure	Integer
Team ID	ID assigned to a team. Note The field displays N/A until the call is connected to an agent.	Field	String
Team Name	A group of agents at a specific site who handle a particular type of call.	Field	String
Team System ID	The ID of the team that the agent handled the contact belongs to. Note The field displays N/A until the call is connected to an agent.	Field	String
TenantId	Id assigned to the tenant.	Field	String

Column Name	Description	Field or Measure	Data Type
Terminated By	<p>Indicates the party that terminated the interaction. The terminating end can be one of the following:</p> <ul style="list-style-type: none"> • Agent: The agent terminated the interaction. • Customer: The customer terminated the interaction. • System: The call was terminated during or after IVR processing because of the following reasons: <ul style="list-style-type: none"> • Errors while adding a contact to the queue • Errors while fetching the routing-strategy for a new contact in the Outdial flow • Errors while parking a contact in the queue • Errors while assigning an agent to the parked contact within the configured timeout period • Errors while escalating a call to an agent • Errors while fetching the routing-strategy for processing the contact hand-off to a destination flow • Errors while assigning a contact to an agent even after the agent accepts the offer, due to an error in Media • Errors due to crossing the maximum vteam transition allowed limit • Errors due to special scenarios of the RONA timeout during the Blind Transfer activity • Internal cleanup events (InteractionCleanup or ContactCleanup) 	Field	String
Termination Type	A text string specifying how a call was terminated.	Field	String
Total Monitoring Count	Number of times a contact was monitored.	Measure	Integer
Total Outdial CTQ Time	Total duration spent on consult-to queue within an outdial interaction.	Measure	Long
Total Ringing Duration	The amount of time in milli-seconds spent by the agent in the ringing state, during the session.	Measure	Long

Column Name	Description	Field or Measure	Data Type
Transcription Available	Indicates whether transcription available(true) or not available(null).	Measure	Integer
Transcript Requested	Flag that indicates whether the customer has requested the chat transcript. Supported values are 0 and 1. The value 1 indicates that the customer has requested the chat transcript	Field	String
Transfer Count	The number of times a call was transferred by an agent.	Measure	Integer
Transfer Error Count	Count of transfer error failures.	Measure	Integer
Transfer In To Entrypoint Count	Count of calls transferred by agents to EP.	Measure	Integer
Type of Callback	The type of the callback. The callback type can be either Courtesy or Web UI .	Field	String
Whisper Coach Count	Indicates the number of times whisper coaching is initiated during a call.	Measure	Integer
Whisper Coach Duration	Duration in milli-seconds, between coach-started and ended.	Measure	Long
Whisper Coach Failed Count	Count of CoachFailed events.	Measure	Integer
Wrapup Code Name	Wrapup code that the agent gave for the interaction.	Field	String
Wrapup Code System ID	A string that identifies a Wrapup code.	Field	String
Wrapup Duration	Total time the agents spent in the Wrapup state after handling interactions.	Measure	Integer

Customer Activity Repository (CAR)

The standard fields and measures aggregated in the CAR are described in the following sections:

Column Name	Description	Field or Measure	Data Type
Activity Count	The count of the activity (CAR) record. Note: The value of this field is always set to 1.	Measure	Integer
Activity Duration	The amount of time between the start of an activity and the end of the activity. Note: This value is not populated in real-time, it is recorded after the completion of the activity.	Measure	Integer

Column Name	Description	Field or Measure	Data Type
Activity End Timestamp	The timestamp when the activity was terminated.	Measure	Long
Activity Name	Name of the activity executed in the flow. For example, QueueContact_5g0	Field	String
Activity Span	The amount of time, in seconds, that an agent was engaged in the activity during the specified interval.	Measure	Long
Activity Start Timestamp	The timestamp when the activity started.	Measure	Long
Activity State	Represents state of an activity.	Field	String
Activity Type	Type of the activity executed in the flow. For example, queue-contact.	Field	String
Agent Endpoint (DN)	The endpoint (number, email, or chat handle) on which an agent receives calls, chats, or emails.	Field	String
Agent ID	A string that identifies an agent.	Field	String
Agent Login	Login name with which an agent logs in to Agent Desktop.	Field	String
Agent Name	The name of an agent, that is, a person who answers customer calls, chats, and emails.	Field	String
Agent Session ID	A string that uniquely identifies an agent's login session.	Field	String
Agent System ID	A string that identifies an agent.	Field	String
ANI	ANI digits delivered with a call. Note Automatic Number Identification (ANI) is a service provided by the phone company that delivers the caller's phone number along with the call.	Field	String
Call Paused Count	Number of times a call was in the Paused state.	Measure	Integer
Call Resumed Count	Number of times a call was resumed.	Measure	Integer
Callback Request Time	The time at which the customer opted for the callback.	Measure	Long
Channel ID	The Channel ID of the agent associated with the contact.	Field	String
Channel Type	The type of media assigned to a media channel.	Field	String
Child Contact Id	The ID of the call in the case of consult to EP-DN.	Field	String

Column Name	Description	Field or Measure	Data Type
Child Contact Type	The type of the call in the case of consult to EP-DN.	Field	String
Consult EntryPoint Id	Entry point ID in the event of consult to EP-DN.	Field	String
Consult EntryPoint Name	Name of the entry point in the event of consult to EP-DN.	Field	String
Consult EntryPoint System Id	Entry point System ID in the event of consult to EP-DN.	Field	String
Contact Session ID	A unique string that identifies the contact session.	Field	String
Customer Email Address	The email address of the customer.	Field	String
Customer Name	The name of the customer.	Field	String
Destination Queue Id	Queue ID to which the call was transferred.	Field	String
Destination System Id	Queue System ID to which the call was transferred.	Field	String
DNIS	DNIS digits delivered with the call. Note Dialed Number Identification Service (DNIS) is a service provided by the phone company to deliver a digit string indicating the number that the caller dialed from, along with the call.	Field	String
Email BCC List	List of BCC for the email.	Field	String
Email Body	Body of the email.	Field	String
Email CC List	List of CC for the email.	Field	String
Email Content	Content of the email.	Field	String
Email Content Type	Content type of the email.	Field	String
Email Date	Date on which the email was received.	Field	String
Email Disposition	Indicates that the email message doesn't require retention or are kept as long as needed by the user, but can be deleted any time.	Field	String
Email Full Message	Full message of the email.	Field	String
Email In Reply To	Reply to the sender of the email.	Field	String
Email Message Deleted	Email message that was deleted.	Field	String
Email Message Id	A unique string that identifies email message.	Field	String

Column Name	Description	Field or Measure	Data Type
Email Meta Data	Additional information attached to an email message that contains details about the message and its transmission.	Field	String
Email Ref	Reference of the email.	Field	String
Email Reply Body	Body of the reply to an email.	Field	String
Email Reply Content	Content type of the reply to an email.	Field	String
Email Reply To	Reply to the sender of the email.	Field	String
Email Sent Flag	Flag that indicates whether email was sent.	Field	String
Email Subject	Subject of the email.	Field	String
Email To List	List of recipients of the email.	Field	String
Entrypoint ID	The ID assigned to an entry point (EP).	Field	String
Entrypoint Name	The name of the EP, which is the landing place for customer calls on the Webex Contact Center system. One or more toll-free or dial numbers can be associated with a given EP. IVR call treatment is performed while a call is in the EP. Calls are moved from the EP into a queue and are then distributed to agents.	Field	String
Entrypoint System ID	The ID assigned to an EP.	Field	String
Failed Callback Retry Count	The number of times a callback retry failed.	Field	String
Is Current Activity	Flag that indicates whether the activity is a current activity, and that activity hasn't ended. Supported values are 0 and 1.	Measure	Integer
Is Outdial	Flag that indicates whether this activity occurred while making an outdial call. Supported values are 0 and 1.	Measure	Integer
IVR Script ID	A string that identifies an IVR.	Field	String
IVR Script Name	The name of the flow in the Call Control section of the routing strategy configuration.	Field	String
IVR Script Tag ID	A string that identifies an IVR's tag.	Field	String
IVR Script Tag Name	The name of the flow tag in the Call Control section of the routing strategy configuration.	Field	String

Column Name	Description	Field or Measure	Data Type
Next State	If this isn't a current activity, this field shows the state of the following activity.	Field	String
Paused Duration	The amount of time in mill-seconds, during which a call was in pause state.	Measure	Integer
Preferred Agent Name	Name of the preferred agent.	Field	String
Preferred Agent System Id	A string that identifies preferred agent.	Field	String
Previous Agent ID	A string that identifies an agent.	Field	String
Previous Agent Name	The name of an agent who answers customer calls.	Field	String
Previous Agent Session ID	A string that identifies an agent session.	Field	String
Previous Channel ID	ID of the previous channel.	Field	String
Previous Queue ID	ID of the previous queue.	Field	String
Previous Queue Name	Name of the previous queue.	Field	String
Previous State	This field shows the state of the previous activity.	Field	String
Queue ID	The ID assigned to a queue. Note The field displays N/A until the call is connected to an agent.	Field	String
Queue Name	The name of a queue, which is the holding place for calls while they await handling by an agent. Calls are moved from an EP into a queue and are then distributed to agents.	Field	String
Queue System ID	The ID assigned to a queue Note The value of the field displays as N/A until the call is connected to an agent.	Field	String
Realtime Update Timestamp	The time when the realtime process updated the record.	Measure	Long
Record Unique ID	Unique string that identifies this activity record.	Field	String
Routing Type	The routing type used to route the contacts to the agent. The routing type can be skillBased or Longest Available.	Field	String
Second Agent Endpoint (DN)	This field is the endpoint of the second agent, for instance in case of transfers.	Field	String
Second Agent ID	This field is the ID of the second agent, for instance in case of transfers.	Field	String

Column Name	Description	Field or Measure	Data Type
Second Agent Name	This field is the name of the second agent, for instance in case of transfers.	Field	String
Second Agent Session ID	This is the agent session ID of the second agent, for instance in case of transfers.	Field	String
Second Channel ID	This field is the channel ID of the second agent, for instance in case of transfers.	Field	String
Second Team ID	This field shows the name of the second team.	Field	String
Second Team Name	This field shows the ID of the second team.	Field	String
Site ID	The ID assigned to a call center location. Note The field displays N/A until the call is connected to an agent.	Field	String
Site Name	The call center location to which a call was distributed. Note The field displays N/A until the call is connected to an agent.	Field	String
Site System ID	The ID assigned to a call center location. Note The value of the field displays as N/A until the call is connected to an agent.	Field	String
Source of Callback	The source of the callback. The source of a callback can be web, chat, or IVR.	Field	String
Sub Channel Type	The Social Channels (Facebook and SMS) are displayed with statistics.	Field	String
Team ID	The ID assigned to a team. Note The field displays N/A until the call is connected to an agent.	Field	String
Team Name	A group of agents at a specific site who handle a particular type of call.	Field	String
Team System ID	The ID assigned to a team. Note The value of the field displays as N/A until the call is connected to an agent.	Field	String
tenantId	ID assigned to the tenant.	Field	String

Column Name	Description	Field or Measure	Data Type
Termination Reason	The reason for ending the contact. The reason can be one of the following: <ul style="list-style-type: none"> • Agent Left • Customer Busy • Customer Left • Customer Unavailable • Not Found • Participant Invite Timer Expired. 	Field	String
Transferred to Queue	The queue name to which the call was transferred.	Field	String
Transfer Type	The type of transfer such as Blind Transfer and Consult Transfer.	Field	String
Type of Callback	The type of the callback. The callback type can be Courtesy or Web UI.	Field	String
Wrapup Code Name	The Wrapup code that the agent gave for the interaction.	Field	String
Wrapup Code System ID	A string that identifies a Wrapup code.	Field	String

Standard ASR and AAR fields and measures

Agent Session Repository (ASR)

The standard fields aggregated in the ASR are described in the following table:



Note The **Disconnected Count** field is currently not used and not populated in the ASR.

Column Name	Description	Field or Measure	Data Type
Activity Span	The amount of time in seconds that an agent was engaged in the activity during the specified interval.	Measure	Long
Agent Channel ID	The ID assigned to the media channel to which the agent is logged in.	Field	String
Agent Endpoint (DN)	The endpoint (number, email, or chat handle) on which an agent receives calls, chats, or emails.	Field	String

Column Name	Description	Field or Measure	Data Type
Agent ID	A string that identifies an agent.	Field	String
Agent Login	The login name using which an agent logs in to the Agent Desktop.	Field	String
Agent Name	Name of an agent, that is, a person who answers customer calls or chats or emails.	Field	String
Agent Session ID	A string that identifies an agent's login session.	Field	String
Agent Skills	The skill of an agent, such as language fluency or product expertise. The column shows multiple skills mapped to the corresponding skill profile, in the format: skill_name1=skill_value1, skill_name2=skill_value2.	Field	Object
Agent System ID	A string that identifies an agent.	Field	String
Agent To Agent Transfer Count	The number of times an agent transferred inbound contacts to another agent after consult.	Measure	Integer
Agent Transfer To Queue Request Count	The number of times an agent requested transfer to queue (inbound only).	Measure	Integer
Available Count	The number of times an agent went into the Available state.	Measure	Integer
Blind Transfer Count	The number of times an agent transferred without consulting first.	Measure	Integer
Call Back Count	The count of callbacks done.	Measure	Integer
Channel ID	The channel ID of the channel type such as telephony, email, or chat.	Field	String
Channel Type	The media type of the contact, such as telephony, email, or chat.	Field	String
Conference Count	The number of times an agent established a conference call with the caller and another agent (inbound only).	Measure	Integer
Connected Count	The number of times an agent was in a Connected state, that is, talking to the customer, during this session (inbound only).	Measure	Integer
Consult Answer Count	The number of times an agent answered a consult request (inbound calls).	Measure	Integer
Consult Count	The number of times an agent consulted with another agent (inbound only).	Measure	Integer
Consult Request Count	The number of times an agent initiated a consult request (inbound calls).	Measure	Integer

Column Name	Description	Field or Measure	Data Type
Consult To EntryPoint Answered Count	The count of the number of calls answered to EP-DN for a call-leg.	Measure	Integer
Consult To EntryPoint Answered Duration	The answered duration of consult to EP-DN for a call-leg.	Measure	Long
Consult To EntryPoint Requested Count	The number of times consult was requested to EP-DN Field for a call-leg.	Measure	Integer
Consult To EntryPoint Requested Duration	The request duration of consult to EP-DN for a call-leg.	Measure	Long
CTQ Answer Count	The number of times an agent answered a consult-to-queue request (inbound calls).	Measure	Integer
CTQ Count	The number of consult-to-queue in a session.	Measure	Integer
CTQ Request Count	The number of times an agent initiated a consult-to-queue request (inbound).	Measure	Integer
Current State	The current state of an agent.	Field	String
Disconnected Count	The number of calls that were answered (that is, connected to an agent or distributed to and accepted by a destination site), but that were then immediately disconnected within the Sudden Disconnect threshold provisioned for the enterprise.	Measure	Integer
Disconnected Hold Calls Count	The number of calls that got disconnected while on hold during an agent session.	Measure	Integer
Email Handled Count	The number of emails handled through the channel type as email.	Measure	Integer
Email Wrapup Count	The number of times an agent was in email wrap-up state.	Measure	Integer
Historical Update Timestamp	The time when the historical process updated the record.	Measure	Long
Hold Count	The number of times calls were put on hold (inbound).	Measure	Integer
Idle Count	The number of times an agent went into an Idle state.	Measure	Integer
Is Current Session	Flag that indicates whether the session is active. Supported values are 0 and 1. The value 1 indicates that the session is active.	Measure	Integer
Login Timestamp	The time when an agent logged in.	Measure	Long
Logout Timestamp	The time when an agent logged out.	Measure	Long

Column Name	Description	Field or Measure	Data Type
Multi Media Profile Type	The type of blended profile configured for the agent. The blended profile types are Blended, Blended Real-time, and Exclusive.	Field	String
Not Responded Count	The number of times an agent failed to respond to an incoming request due to which the contact couldn't be connected to the agent.	Measure	Integer
Outdial Agent To Agent Transfer Count	The number of times an agent transferred to another agent (outdial only).	Measure	Integer
Outdial Agent Transfer To Queue Request Count	The number of times an agent requested transfer to queue (outdial only).	Measure	Integer
Outdial Blind Transfer Count	The number of times an agent transferred a call without consulting first while in an outdial call.	Measure	Integer
Outdial Conference Count	The number of times an agent established a conference call with the caller and another agent while in an outdial call.	Measure	Integer
Outdial Connected Count	The number of times an agent was in the Connected state while in an outdial call.	Measure	Integer
Outdial Consult Answer Count	The number of times an agent answered a consult request (outdial calls).	Measure	Integer
Outdial Consult Count	The number of times an agent consulted with another agent (outdial only).	Measure	Integer
Outdial Consult Request Count	The number of times an agent initiated a consult request (outdial calls).	Measure	Integer
Outdial Consult To EntryPoint Answered Count	The count of calls answered for Outdial Consult To EntryPoint.	Measure	Integer
Outdial Consult To EntryPoint Answered Duration	The total duration of answered calls for Outdial Consult To EntryPoint.	Measure	Long
Outdial Consult To EntryPoint Requested Count	The total count of requests for Outdial Consult To EntryPoint.	Measure	Integer
Outdial Consult To EntryPoint Requested Duration	The total duration of requests for Outdial Consult To EntryPoint.	Measure	Long
Outdial Consult Transfer Duration	The total time in milli-seconds, taken for an agent to consult and transfer the call to another agent.	Measure	Long
Outdial Count	The number of calls an agent made (dialed out) during this session.	Measure	Integer

Column Name	Description	Field or Measure	Data Type
Outdial CTQ Answer Count	The number of times an agent answered a consult-to-queue request while handling an outdial call.	Measure	Integer
Outdial CTQ Request Count	The number of times an agent initiated a consult-to-queue request while handling an outdial call.	Measure	Integer
Outdial Hold Count	The number of times calls were put on hold (outdial).	Measure	Integer
Outdial Not Responded Count	The number of times contact couldn't be connected to the agent while making an outdial request.	Measure	Integer
Outdial Ringing Count	The number of times an agent was in the Outdial Reserved state, a state indicating that the agent has initiated an outdial call, but the call isn't connected yet.	Measure	Integer
Outdial Transfer Count	The number of outdial calls an agent transferred during this session.	Measure	Integer
Outdial Wrapup Count	The number of times agents went into the wrap-up state after an outdial call.	Measure	Integer
Realtime Update Timestamp	The time when the real-time process updated the record.	Measure	Long
Reason	<p>The reason for the agent logout. The logout reason can be one of the following:</p> <ul style="list-style-type: none"> • Agent Logged Out: The agent clicks the Log Out button in the Agent Desktop window. • Supervisor Logged Out: A supervisor logs out the agent. • Admin Logged Out: An administrator logs out the agent. • Machine Logged Out: The agent is logged out because of a network interruption that exceeded two minutes (unless your administrator has set a different timeout period in the system). • Helpdesk Logged Out: The system logs out the agent in response to a command initiated by Cisco Webex Contact Center Operations or Technical Support. • Stale Agent Logout: The agent is logged out by the periodical stale agent session cleaning task. 	Field	String
Ringing Count	The number of times an agent was in a ringing state in this session (inbound only).	Measure	Integer
Session Count	The number of agent sessions.	Measure	Integer

Column Name	Description	Field or Measure	Data Type
Site ID	The ID assigned to a call center location. Note The field displays the N/A value until the call is connected to an agent.	Field	String
Site Name	The call center location to which a call was distributed. Note The field displays the N/A value until the call is connected to an agent.	Field	String
Site System ID	The ID assigned to a call center location. Note The field displays the N/A value until the call is connected to an agent.	Field	String
Sub Channel Type	The Social Channels (Facebook and SMS) are displayed with statistics. Filter: Channel Type Field: Social Used As: Row Segment	Field	String
Team ID	The ID assigned to a team. Note The field displays the N/A value until the call is connected to an agent.	Field	String
Team Name	A group of agents at a specific site who handle a particular type of call.	Field	String
Team System ID	The ID assigned to a team. Note The field displays the N/A value until the call is connected to an agent.	Field	String
TenantId	The unique identification ID of a tenant.	Field	String
Total Available Duration	The total amount of time in milli-seconds, the agent spent in the Available state.	Measure	Long
Total Conference Duration	The amount of time in milli-seconds, an agent spent in a conference call with the caller and another agent (inbound only).	Measure	Long
Total Connected Duration	The amount of time in milli-seconds, an agent spent in connected state, that is, talking to the customer, during this session (inbound only).	Measure	Long
Total Consult Answer Duration	The amount of time in milli-seconds, an agent spent on answering consult requests (for inbound calls).	Measure	Long

Column Name	Description	Field or Measure	Data Type
Total Consult Duration	The amount of time in milli-seconds, an agent spent in answering or making consult requests (for inbound calls).	Measure	Long
Total Consult Request Duration	The amount of time in milli-seconds, an agent spent on making consult requests (for inbound calls).	Measure	Long
Total CTQ Answer Duration	The amount of time in milli-seconds, an agent spent on answering consult-to-queue requests from an agent (for inbound calls).	Measure	Long
Total CTQ Duration	Total duration in milli-seconds, spent on consult-to queue within an interaction.	Measure	Long
Total CTQ Request Duration	The amount of time in milli-seconds, an agent spent on making consult-to-queue requests from an agent (for inbound calls).	Measure	Long
Total Hold Duration	The amount of time in milli-seconds, spent on hold (inbound).	Measure	Long
Total Idle Duration	The amount of time in milli-seconds, spent by an agent in Idle state.	Measure	Long
Total Not Responded Duration	The amount of time in milli-seconds, an agent spent in the Not Responding state (inbound).	Measure	Long
Total Outdial Conference Duration	The amount of time in milli-seconds, an agent spent in a conference call with the caller and another agent while in an outdial call.	Measure	Long
Total Outdial Connected Duration	The amount of time in milli-seconds, an agent spent in the Connected state while in an outdial call.	Measure	Long
Total Outdial Consult Answer Duration	The amount of time in milli-seconds, an agent spent on answering consult requests (outdial calls).	Measure	Long
Total Outdial Consult Duration	The amount of time in milli-seconds, an agent spent on answering or making consult requests (for outdial calls).	Measure	Long
Total Outdial Consult Request Duration	The amount of time in milli-seconds, an agent on spent making consult requests for outdial calls.	Measure	Long
Total Outdial CTQ Answer Duration	The amount of time in milli-seconds, an agent spent on answering consult-to-queue requests from an agent while handling an outdial call.	Measure	Long
Total Outdial CTQ Request Duration	The amount of time in milli-seconds, an agent on spent making consult-to-queue requests to an agent while handling an outdial call.	Measure	Long

Column Name	Description	Field or Measure	Data Type
Total Outdial Hold Duration	The duration in milli-seconds, for which calls were placed on hold after an outdial call.	Measure	Long
Total Outdial Not Responded Duration	The amount of time in milli-seconds, an agent spent in the Not Responding state after an outdial call.	Measure	Long
Total Outdial Ringing Duration	The duration in milli-seconds, an agent was in the Outdial Reserved state, a state indicating that the agent has initiated an outdial call, but the call isn't connected yet.	Measure	Long
Total Outdial Wrapup Duration	The amount of time in milli-seconds, agents spent in the Wrap-up state after an outdial call.	Measure	Long
Total Ringing Duration	The amount of time in milli-seconds, spent by the agent in the Ringing state, during the session (inbound only).	Measure	Long
Total Wrapup Duration	The amount of time in milli-seconds, an agent was in the Wrap-up state after a call (inbound only).	Measure	Long
Wrapup Count	The number of agents in the wrap-up state after a call.	Measure	Integer

Agent Activity Repository (AAR)

The standard fields aggregated in the AAR are described in the following table:

Column Name	Description	Field or Measure	Data Type
Activity Count	The number of activities.	Measure	Integer
Activity Duration	The amount of time between when the agent activity started and when the agent activity ended. Note: This value is not populated in real time, it is recorded after completion of the activity.	Measure	Integer
Activity End Timestamp	The time when the agent activity ended.	Measure	Long
Activity Span	The amount of time in seconds that an agent was engaged in the activity during the specified interval.	Measure	Long
Activity Start Timestamp	The time when the agent activity started.	Measure	Long
Activity State	The state of an agent activity. Eg: Connected, Idle, Available, Ringing, etc.	Field	String
Agent Endpoint (DN)	The endpoint (number, e-mail, or chat handle) on which an agent receives calls, chats, or emails. Eg: +9189797990	Field	String

Column Name	Description	Field or Measure	Data Type
Agent ID	A string that identifies an agent.	Field	String
Agent Login	Login name with which an agent logs into the Agent Desktop.	Field	String
Agent Name	Name of an agent, that is, a person who answers customer calls or chats or emails.	Field	String
Agent Session ID	A string that identifies an agent's login session.	Field	String
Agent Skills	The skills associated with an agent.	Field	String
Agent System ID	A string that identifies an agent.	Field	String
Call Back Type	The type of the callback. The callback type can be courtesy or web.	Field	String
Channel ID	The channel ID of the channel type, such as telephony, email, or chat. Note: If the agent has multiple channels assigned of the same type, each channel will have a unique ID.	Field	String
Channel Type	The media type of the contact, such as telephony, email, or chat.	Field	String
Child Contact Id	The child interaction ID is the subsequent leg in each call that has a consult to EP-DN.	Field	String
Child Contact Type	Determines the type of consult.	Field	String
Consult EntryPoint Id	Entry point ID in the event of consult to EP-DN.	Field	String
Consult EntryPoint Name	Entry point Name in the event of consult to EP-DN.	Field	String
Consult EntryPoint System Id	Entry point System ID in the event of consult to EP-DN.	Field	String
Contact Session ID	Unique identifier that identifies the contact session.	Field	String
Email Handled Count	The number of emails handled through the channel type as email.	Measure	Integer
Email Wrapup Count	The number of times an agent was in email wrap-up state.	Measure	Integer
Idle Code ID	A string that identifies an idle code.	Field	String
Idle Code Name	The name of the idle code.	Field	String
Idle Code System ID	A system-generated ID that identifies an idle code..	Field	String

Column Name	Description	Field or Measure	Data Type
Is Current Activity	Flag that indicates whether the activity is a current activity, that is, activity hasn't ended. Supported values are 0 and 1.	Measure	Integer
Is Login Activity	Flag that indicates whether the activity is a current activity, that is, activity hasn't ended. Supported values are 0 and 1.	Measure	Integer
Is Logout Activity	Flag that indicates whether this activity was the logout activity. Supported values are 0 and 1.	Measure	Integer
Is Outdial	Flag that indicates whether this activity occurred while making an outdial call.	Measure	Integer
Multi Media Profile Type	Shows the type of blended profile configured for the agent. The blended profile types are Blended, Blended Real-time, and Exclusive.	Field	String
Outbound Type	Identifies the call direction type - outbound or inbound.	Field	String
Queue ID	A string that identifies a queue. Note The field displays the N/A value until the call is connected to an agent.	Field	String
Queue Name	A string that identifies the name of a queue.	Field	String
Queue System ID	A string that identifies a queue. Note The field displays the N/A value until the call is connected to an agent.	Field	String
Realtime Update Timestamp	Last timestamp when the agent activity record was updated.	Measure	Long
Record Unique ID	Unique string that identifies this activity record.	Field	String
Site ID	The ID assigned to a call center location. Note The field displays the N/A value until the call is connected to an agent.	Field	String
Site Name	The call center location to which a call was distributed. Note The field displays the N/A value until the call is connected to an agent.	Field	String

Column Name	Description	Field or Measure	Data Type
Site System ID	The ID assigned to a call center location. Note The field displays the N/A value until the call is connected to an agent.	Field	String
Sub Channel Type	The Social Channels (Facebook and SMS) are displayed with statistics. Filter: Channel Type Field: Social Used As: Row Segment	Field	String
Team ID	The ID assigned to a team. Note The field displays the N/A value until the call is connected to an agent.	Field	String
Team Name	A group of agents at a specific site who handle a particular type of call.	Field	String
Team System ID	The ID assigned to a team. Note The field displays the N/A value until the call is connected to an agent.	Field	String
TenantId	The unique identification ID of a tenant.	Field	String
Wrapup Code Name	The wrap-up code that the agent assigns for an interaction.	Field	String
Wrapup Code System ID	A system-generated string that identifies a wrap-up code.	Field	String

Agent States

Table 1: Agent States

State	Description
available	Generated when the agent is ready to accept and respond to the routed contact requests. After the agent signs in, the agent must select Available from the drop-down list to accept voice call, chat, email, and social messaging conversation requests.
available-consulting	Generated when the destination agent, who is in the Available state, accepts the consult request and is added to the call.
AvailableConsultReserved	Generated when a consult request to an agent is initiated, and the destination agent is in the Available state.

State	Description
conference-done	Generated when the conference call ends. This status is generated for both the agents—the one who initiated the consult request and the one who receives the call. The Conference Done state is displayed when the destination agent exits the conference call, until the agent who initiated the conference request clicks Resume to take the customer off hold.
conferencing	Generated when the conference call is in progress.
connected	Generated when the agent accepts the request and is connected with the customer.
connected-consulting	Generated when the destination agent accepts the consult request and the consult call is connected.
ConnectedConsultReserved	Generated when a consult request is forwarded to the media to perform call associated operations initiating a consult call.
consult-done	Generated when the consult call ends. This status is generated for both the agents—the one who initiated the consult request and the one who was consulted. The Consult Done state is displayed when the destination agent exits the consult call, until the agent who initiated the consult request clicks Resume to take the customer off hold.
consulting	Generated when the consult call is in progress.
ctq-ready/ctq-reserved/ctq-accepted	Generated after a consult-to-queue request is initiated, when the destination agent is available for the queued consult call.
hold-done	Generated when the agent removes the call on hold and the call is then moved back to in-progress.
idle	Generated when the agent signs in but is not ready to accept any routed requests. When the agent signs in to the desktop, the state is set to Idle by default.
idle-consulting	Generated when the destination agent, who is in the Idle state, accepts the consult request and is added to the call.
IdleConsultReserved	Generated when a consult request to an agent is initiated, and the destination agent is in the Idle state.
logged-out	Generated when the agent signs out from the desktop.
not-responding	Generated when the agent does not respond to the routed contact requests, and goes into the RONA state.
on-hold	Generated when the agent places the customer on hold by clicking the Hold button. The Call on Hold state is displayed next to the timer. Agent can click Resume to take a call off hold
ringing	Generated when the incoming call popover is being displayed at the bottom-right corner of the desktop.

State	Description
wrapup	Generated when the agent clicks End or Transfer or Send button during an active interaction with a customer. The Wrap Up state is displayed until the wrap-up reasons are submitted.
vt-transfer	Generated after an agent transfers a call to an entry point or a queue through blind transfer.
skillUpdate	Generated when the management portal notifies about the skill profile or skills update for an agent.

Call States

Table 2: Analyzer Event Sequences

Event	Purpose	Next Event Expected: Y= Accepted, N= Not Accepted																			
		new	ivr-	ivr-	parked	connect	conn	on-	hold-	consu	consu	confer	confe	ended	recor	transf	monit	moni	moni	wrapup	update
no contact	No interaction with the customer	Y	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N
new	New interaction starts with the customers	N	Y	Y	Y	Y	N	Y	Y	N	N	N	Y	N	N	N	N	N	N	Y	
ivr-connected	ivr instance is connected	N	N	Y	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	Y	
ivr-done	ivr instance is completed	N	Y	N	Y	Y	N	N	N	N	N	N	Y	Y	N	N	N	N	N	Y	

Event	Purpose	Next Event Expected: Y= Accepted, N= Not Accepted																			
		new	ivr-	ivr-	parked	connect	conn	on-	hold-	consu	consu	confer	confe	ended	recor	transf	monit	moni	moni	wrapup	update
parked	Call is kept in parked state	N	Y	Y	Y	Y	N	N	N	N	N	N	Y	Y	N	N	N	N	N	Y	
connect	New call starts with the customer	N	N	N	Y	Y	N	N	N	N	N	N	Y	Y	N	N	N	N	N	Y	
connected	Call in-progress with the customer	N	N	N	N	N	Y	N	N	N	Y	N	Y	Y	Y	Y	N	N	Y	Y	
on-hold	Call is on-hold with the customer	Y	N	N	Y	Y	N	Y	Y	N	Y	N	Y	N	Y	N	N	N	Y	Y	
hold-done	Call is put back to in-progress state from on-hold state	Y	N	N	N	N	Y	N	N	N	Y	N	Y	Y	Y	Y	N	N	Y	Y	
consulting	Call is put in consulting state	N	N	N	N	N	N	N	N	Y	Y	N	N	N	Y	N	N	N	Y	Y	

Type of Records Available in Each Repository

Event	Purpose	Next Event Expected: Y= Accepted, N= Not Accepted																				
		new	ivr-	ivr-	parked	connect	conn	on-	hold-	consu	consu	confer	confe	ended	recor	transf	monit	moni	moni	wrapup	update	
			conn	done				ected	hold	done	lting	lt-done	encing	rence-		ding-	erred	oring-	toring-	toring-	-done	-cs-
			ected											done	started		reque	started	ended			ibutes
consu	Call is put back to in-progress state from consulting state	N	N	N	Y	Y	N	Y	Y	N	Y	N	Y	N	Y	N	N	N	Y	Y		
confer	Call is put in conference state	N	N	N	N	N	N	N	N	N	Y	Y	N	N	N	N	N	N	Y	Y		
confer	Call is put back to in-progress state from conference state	N	N	N	N	N	N	Y	N	N	N	N	Y	N	Y	N	N	N	Y	Y		
ended	Call with the customer is ended	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	Y	Y		
recor	Call recording started	N	N	N	Y	Y	N	N	N	N	N	N	N	N	N	N	N	N	N	N	Y	
transf	Call is transferred	N	N	N	N	Y	N	N	N	N	N	N	Y	N	N	N	N	N	Y	Y		

Event	Purpose	Next Event Expected: Y= Accepted, N= Not Accepted																			
		new	ivr-	ivr-	parked	connect	conn	on-	hold-	consu	consu	confer	confe	ended	recor	transf	monit	moni	moni	wrapup	update
moni	Call monitoring is requested	N	N	N	N	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N	Y	N	N	Y	
moni	Call monitoring is started	N	N	N	N	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N	N	Y	N	Y	
moni	Call monitoring is ended	N	N	N	N	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N	Y	
wrap	Wrapup done by the agent	N	N	N	N	Y	N	N	N	N	N	N	N	N	N	N	N	N	Y	Y	
update	update -csr-attr ibutes	N	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	

Call Reason Codes

Table 3: Call Reason Codes

Reason Codes	Reason	Description
400	Bad Request	The server cannot understand the request due to malformed syntax.
401	Unauthorized	The request requires user authentication.
403	Forbidden	The server understands the request, but refuses to fulfill it. Authorization does not help. Do not repeat the request.

Reason Codes	Reason	Description
404	Not Found	The user ID does not exist at the domain specified in the Request-URI or the domain in the Request-URI does not match any of the domains that are handled by the recipient of the request.
405	Method Not Allowed	The specified method in the Request-Line is understood, but not allowed for the address identified by the Request-URI. The response must include an Allow header field containing a list of valid methods for the indicated address.
406	Not Acceptable	The resource identified by the request generates response entities with content characteristics that are not acceptable according to the Accept header field sent in the request.
407	Proxy Authentication Required	This code is similar to 401 (Unauthorized), but indicates that the client must first authenticate itself with the proxy.
408	Request Timeout	The server cannot produce a response within the timeout duration set by the administrator.
410	Gone	The requested resource is no longer available at the server and no forwarding address is known.
413	Request Entity Too Large	The server cannot process the request because the body of the request entity exceeds the value that the server is able to process. The server may close the connection to prevent the client from continuing with the request.
414	Request-URI Too Long	The server cannot process the request because the request-URI is longer than the value that the server is able to interpret.
415	Unsupported Media Type	The server cannot process the request because the message body of the request is in a format that is not supported by the server for the requested method.
416	Unsupported URI Scheme	The server cannot process the request because the scheme of the URI in the Request-URI is unknown to the server.
420	Bad Extension	The server cannot understand the protocol extension specified in a Proxy-Require or Require header field.
421	Extension Required	The User Agent Server (UAS) needs a particular extension to process the request, but this extension is not listed in the Supported header field in the request.

Reason Codes	Reason	Description
423	Interval Too Brief	The server cannot process the request because the expiration time of the requested resource is too short. This response can be used by a registrar to reject a registration whose Contact header field expiration time was too small.
480	Temporarily Unavailable	User's end system is contacted successfully, but the user is currently unavailable (for example, the user is not logged in, or the Do not Disturb feature is activated.)
481	Call/Transaction Does Not Exist	The UAS received a request that does not match with any existing dialog or transaction.
482	Loop Detected	The server has detected a loop.
483	Too Many Hops	The server cannot process the request because the request contains a Max-Forwards header field with the value zero.
484	Address Incomplete	The Request-URI is incomplete. Additional information should be provided in the reason phrase.
485	Ambiguous	The Request-URI is ambiguous.
486	Busy here	User's end system is contacted successfully, but the user is currently not willing or able to take calls at this end system.
487	Request Terminated	The request is terminated by the BYE or CANCEL request.
488	Not Acceptable Here	The response has the same meaning as the reason code 606 (Not Acceptable), but only applies to the specific resource addressed by the Request-URI and the request may succeed elsewhere.
491	Request Pending	The request is received by a UAS that has a pending request within the same dialog.
493	Undecipherable	The request is received by a UAS that contains an encrypted Multipurpose Internet Mail Extensions (MIME) body for which the recipient does not possess or does not provide an appropriate decryption key.
500	Server Internal Error	The server encountered an unexpected condition that prevented it from fulfilling the request.
501	Not Implemented	The server does not support the functionality that is required to fulfill the request.

Reason Codes	Reason	Description
502	Bad Gateway	The server, while acting as a gateway or proxy, receives an invalid response from the downstream server that it accessed to fulfill the request.
503	Service Unavailable	The server is temporarily unable to process the request due to a temporary overloading or maintenance of the server.
504	Server Time-out	The server did not receive a timely response from an external server it accessed to process the request.
505	Version Not Supported	The server does not support, or refuses to support the SIP protocol version that is used in the request.
513	Message Too Large	The server cannot process the request because the message length exceeded its capabilities.
600	Busy Everywhere	User's end system is contacted successfully, but the user is busy and does not wish to accept the call currently.
603	Decline	User's machine is contacted successfully, but the user does not wish to or cannot participate.
604	Does Not Exist Anywhere	The user who is indicated in the Request-URI does not exist anywhere.
606	Not Acceptable	User's agent is contacted successfully, but some aspects of the session description such as the requested media, bandwidth, or addressing style are not acceptable.
mCCG	Timeout at mCCG	The timeout occurs when the voice controller sends a request to the dependent services and does not receive a response within a specified time.

Call Progress Analysis (CPA) - Condition Detect Reasons

CPA is used to detect call progress, for example, busy and operator intercept, and analyze a call after it is connected. The call progress conditions can be attributed to the following reasons:

- Pre-Connect Reasons
 - busy1: The called line is detected as busy.
 - busy2: The called line is detected as busy.
 - no_answer/no-answer: The called line did not answer.
 - no_ringback/no-ringback: No ringback received on the line.
 - sit_no_circuit/sit-no-circuit: The *no circuit* tone is detected in the Special Information Tones (SIT) in the called line.

- sit_operator_intercept/sit-operator-intercept: The *operator intercept* tone is detected in the SIT in the called line.
- sit_vacant_circuit/sit-vacant-circuit: The *vacant circuit* tone is detected in the SIT in the called line.
- sit_reorder/sit-reorder: The *reorder* tone is detected in the SIT in the called line.
- Post-Connect Reasons
 - voice: A voice is detected in the called line.
 - answering_machine/answer-machine: An answering machine is detected in the called line.
 - cadence_break/cadence-break: The connection to the called line is lost due to cadence break.
 - ced: A fax machine or modem is detected in the called line.
 - cng: A fax machine or modem is detected in the called line.

