



Report Template Reference Guide For Cisco Unified Intelligence Center

Release 8.5(4)

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Preface

Purpose

This guide explains the [stock templates \(page 199\)](#) that are installed with the Cisco Unified Intelligence Center (Unified IC) reporting platform.

Audience

This guide is intended for reporting users and report designers who use the Cisco Unified Intelligence Center (Unified IC) web server to run the stock reports that are installed with Cisco Unified Intelligence Center.

Organization

This guide is organized as follows:

This section	Covers
Chapter 2 (page 41)	The Agent and Agent Skill Group report templates
Chapter 3 (page 101)	The Call Type and Call Type Skill Group templates
Chapter 4 (page 131)	The Enterprise Service and Peripheral Service report templates
Chapter 5 (page 143)	The Enterprise and Peripheral Skill Group report templates
Chapter 6 (page 195)	The IVR Ports Performance report template

This section	Covers
Chapter 7 (page 199)	Working with Unified ICM/CCE Reporting Templates
Chapter 8 (page 207)	Unified ICM/CCE Reporting Concepts

Related Documentation

The following documentation supplements and complements this guide:

[Guides for the Cisco Unified Intelligence Center](http://www.cisco.com/en/US/products/ps9755/products_user_guide_list.html) (http://www.cisco.com/en/US/products/ps9755/products_user_guide_list.html)

The Unified IC online help (available from the Unified IC web application interface)

[Troubleshooting tips for the Cisco Unified Intelligence Center](http://docwiki.cisco.com/wiki/Troubleshooting_Unified_Intelligence_Suite) (http://docwiki.cisco.com/wiki/Troubleshooting_Unified_Intelligence_Suite)

[The Developers' Forum for the Cisco Unified Intelligence Center](http://developer.cisco.com/web/ccr) (<http://developer.cisco.com/web/ccr>)

The [Hardware & System Software Specification \(Bill of Materials\) for Unified ICM/CCE](http://www.cisco.com/en/US/products/sw/custcosw/ps1001/products_user_guide_list.html) (http://www.cisco.com/en/US/products/sw/custcosw/ps1001/products_user_guide_list.html)

The [Reporting Guide for Cisco Unified ICM/Contact Center Enterprise & Hosted](http://www.cisco.com/en/US/products/sw/custcosw/ps1844/products_user_guide_list.html) (http://www.cisco.com/en/US/products/sw/custcosw/ps1844/products_user_guide_list.html)

The [Unified ICM/CCE Database Schema Handbook](http://www.cisco.com/en/US/products/sw/custcosw/ps1001/prod_technical_reference_list.html). (http://www.cisco.com/en/US/products/sw/custcosw/ps1001/prod_technical_reference_list.html)

Conventions

This manual uses the following conventions:

Convention	Description
boldface font	<p>Boldface font is used to indicate commands, such as user entries, keys, buttons, and folder and submenu names. For example:</p> <ul style="list-style-type: none"> Choose Edit > Find. Click Finish.
<i>italic</i> font	<p>Italic font is used to indicate the following:</p> <ul style="list-style-type: none"> To introduce a new term. Example: <i>A skill group</i> is a collection of agents who share similar skills.

Convention	Description
	<ul style="list-style-type: none"> • For emphasis. Example: <i>Do not</i> use the numerical naming convention. • A syntax value that the user must replace. Example: IF (<i>condition, true-value, false-value</i>) • A book title. Example: See the <i>Cisco CRS Installation Guide</i>.
window font	<p>Window font, such as Courier, is used for the following:</p> <ul style="list-style-type: none"> • Text as it appears in code or that the window displays. Example: <code><html><title>Cisco Systems, Inc. </title></html></code>
< >	<p>Angle brackets are used to indicate the following:</p> <ul style="list-style-type: none"> • 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.

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Chapter 1

Unified CCE Release 8.x Agent and Agent Skill Group Reports

This chapter contains the following topics:

- [Agent Historical All Fields, page 5](#)
- [Agent Not Ready Detail, page 10](#)
- [Agent Real Time, page 13](#)
- [Agent Skill Group Historical All Fields, page 15](#)
- [Agent Skill Group Real Time, page 21](#)
- [Agent State Real Time Graph, page 26](#)
- [Agent Team Historical All Fields, page 27](#)
- [Agent Team Real Time, page 32](#)
- [Agent Team State Counts Real Time, page 35](#)

Agent Historical All Fields

Reports generated from this template show all data for the agents in the selected skill groups for the selected interval.

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

Views: This report has a grid view only.

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

Value List: Agent

Historical Key Field: AgentID

Database Schema Table(s) from which data is retrieved:

- Agent

Agent Historical All Fields

- Media_Routing_Domain
- Person
- Agent_Skill_Group_Interval
- Skill_Group

See also:

[Current Fields in the Agent Historical All Fields Grid View \(page 6\)](#)

[Available Fields in the Agent Historical All Fields Grid View \(page 9\)](#)

Current Fields in the Agent Historical All Fields Historical Grid View

Current fields are those fields that appear by default in a grid view generated from the stock template. You can change them. See [Current Fields and Available Fields \(page 205\)](#).

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	This is a calculated field, derived from: Person.LastName ", " Person.FirstName The first and last name of the agent.
Skill Group Name	Derived from: Skill_Group.EnterpriseName The agent skill group's enterprise name
DateTime	Derived from: Agent_Skill_Group_Interval.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.
COMPLETED TASKS	
Handled	Derived from: Agent_Skill_Group_Interval.HandledCallsTalkTime The number of inbound calls that have been answered and have completed wrap-up by agents in the skill group during the interval.
AHT	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).

Column (Field)	Description
Held	<p>Derived from: Agent_Skill_Group_Interval.IncomingCallsOnHold</p> <p>The number of incoming calls to this agent that were placed on hold in the interval.</p>
Avg Hold	<p>This is a calculated field, derived from: (Agent_Skill_Group_Interval.IncomingCallsOnHoldTime / Agent_Skill_Group_Interval.IncomingCallsOnHold)</p> <p>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.</p>
Aban Rings	<p>Derived from: Agent_Skill_Group_Interval.AbandonRingCalls</p> <p>For voice: the total number of calls that were abandoned while the agent's phone was ringing.</p> <p>For non-voice: the total number of tasks that were abandoned while being offered to an agent.</p>
RONA	<p>Derived from: Agent_Skill_Group_Interval.RedirectNoAnsCalls</p> <p>The number of tasks that left the agent's phone or terminal that were redirected to another dialed number because of no answer in the interval.</p>
Aban Hold	<p>Derived from: Agent_Skill_Group_Interval.AbandonHoldCalls</p> <p>The number of Unified ICM routed calls to the agent that abandoned while the call was on hold and/or the number of paused tasks that the agent ended in the interval.</p>
Trans In	<p>Derived from: Agent_Skill_Group_Interval.TransferredInCalls</p> <p>The number of incoming calls that were transferred to this agent from other agents within the same peripheral that did not go to IVR for queuing in the interval. This value is updated when the agent completes the call.</p> <p>Note: For blind transfers in Unified CCE with a Unified CCE System PG, this field is updated 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 Unified CCE without an Unified CCE System PG</p>
Trans Out	<p>This is a calculated field, derived from: Agent_Skill_Group_Interval.TransferredOutCalls + Agent_Skill_Group_Interval.NetTransferredOutCalls</p>

Agent Historical All Fields

Column (Field)	Description
	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.
Ext Out	Derived from: Agent_Skill_Group_Interval.AgentOutCalls The number of outgoing external calls that this agent made in the interval.
AGENT STATE TIMES	
Log On Duration	Derived from: Agent_Skill_Group.LoggedOnTime The total time during the interval the agent was logged in, measured in HH:MM:SS (hours, minutes, seconds) format.
% Active	This is a calculated field, derived from: $\frac{(\text{Agent_Skill_Group_Interval.TalkInTime} + \text{Agent_Skill_Group_Interval.TalkOutTime} + \text{Agent_Skill_Group_Interval.TalkOtherTime} + \text{Agent_Skill_Group_Interval.TalkAutoOutTime} + \text{Agent_Skill_Group_Interval.TalkPreviewTime} + \text{Agent_Skill_Group_Interval.TalkReserveTime})}{\text{Agent_Skill_Group_Interval.LoggedOnTime}}$ The percentage of time that the agent has spent talking on calls in this skill group in relation to the agent's LoggedOnTime.
% Hold	This is a calculated field, derived from: $\frac{\text{Agent_Skill_Group_Interval.HoldTime}}{\text{Agent_Interval.LoggedOnTime}}$ 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.
% Not Active	This is a calculated field derived from: $\frac{(\text{Agent_Skill_Group_Interval.AvailTime})}{\text{Agent_Interval.LoggedOnTime}}$ The percentage of time that the agent has spent in the Not Active or Available state in relation to LoggedOnTime. Applies to all skill groups.
% Not Ready	This is a calculated field, derived from: $\frac{(\text{Agent_Skill_Group_Interval.NotReadyTime})}{\text{Agent_Skill_Group_Interval.LoggedOnTime}}$ The percentage of time that the agent has spent in the Not Ready state in relation to LoggedOnTime or the interval, whichever is less. Applies to all skill groups.

Column (Field)	Description
% Reserved	<p>This is a calculated field, derived from: $(Agent_Skill_Group_Interval.ReservedStateTime / Agent_Skill_Group_Interval.LoggedOnTime)$</p> <p>The percentage of time that the agent has spent in Reserved state waiting for an Unified ICM routed task from this skill group in relation to LoggedOnTime.</p>
% Wrap Up	<p>This is a calculated field, derived from: $((Agent_Skill_Group_Interval.WorkReadyTime + Agent_Skill_Group_Interval.WorkNotReadyTime) / Agent_Skill_Group_Interval.LoggedOnTime)$</p> <p>The percentage of time that the agent has spent in Wrap-up state after an incoming or outgoing calls to/from this skill group in relation to LoggedOnTime.</p>
% Busy Other	<p>This is a calculated field, derived from: $(Agent_Skill_Group_Interval.BusyOtherTime / Agent_Skill_Group_Interval.LoggedOnTime)$</p> <p>The percentage of time that the agent has spent in the BusyOther state in relation to LoggedOnTime.</p> <p>Note: The agent state time percentages in the Report Summary row will only add up to 100% when ALL of the skill groups for an agent have been selected. When viewing a subset of an agent's skill groups, the percentages may not balance.</p>

Report Summary: There is a summary for for all data except %BusyOther. See [About Report Summaries \(page 204\)](#).

Available Fields in the Agent Historical All Fields Grid View

Available fields for this report include the fields that display by default as Current. Additional Available fields in this report are derived from the Agent_Interval, Agent_Skill_Group_Interval, and Media Routing Domain tables.

All fields but one take their value directly from the database. For example, **Agent Not Ready** is derived from Agent_Interval.NotReadyTime.

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.

Agent Not Ready Detail

Sample Agent Historical All Fields Report

This illustration is a sample of the report generated from the Agent Historical All Fields template.

Figure 1: Agent Historical All Fields Report 1 of 3

Agent Name	Skill Group Name	DateTime	Handled	AHT	Held
			11003, Agent	CCMPG1_1.Cisco_Voice.defau.51445	Mar 22, 2010 4:30 PM
		Mar 22, 2010 4:45 PM	0	00:00:00	0
		Mar 22, 2010 5:00 PM	0	00:00:00	0
		Mar 22, 2010 5:15 PM	0	00:00:00	0
		Mar 22, 2010 5:30 PM	0	00:00:00	0
		Mar 22, 2010 5:45 PM	0	00:00:00	0
		Mar 22, 2010 6:00 PM	0	00:00:00	0

Figure 2: Agent Historical All Fields Report 2 of 3

Completed Tasks						
Avg Hold	Aban Rings	RONA	Aban Hold	Trans In	Trans Out	Ext Out
00:00:00	0	0	0	0	0	0
00:00:00	0	0	0	0	0	0
00:00:00	0	0	0	0	0	0
00:00:00	0	0	0	0	0	0
00:00:00	0	0	0	0	0	0
00:00:00	0	0	0	0	0	0

Figure 3: Agent Historical All Fields Report 3 of 3

Agent State Times							
Log On Duration	%Active	%Hold	%Not Active	%Not Ready	%Reserved	%Wrap Up	%Busy Othe
00:09:42	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%
00:15:00	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%
00:15:00	0.00%	0.00%	80.88%	0.00%	0.00%	0.00%	19.11%
00:15:00	0.00%	0.00%	46.44%	0.00%	0.00%	0.00%	53.56%
00:15:00	0.00%	0.00%	45.00%	0.00%	0.00%	0.00%	55.00%

Agent Not Ready Detail

Run this report to check agent availability in a logon session.

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

Views: This report has a grid view only.

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

Value List: Agent

Database Schema Table(s) from which data is retrieved:

- Agent

- Agent_Event_Detail
- Media_Routing_Domain
- Person
- Reason_Code

Notes:

The report returns accurate data for COMPLETED Not Ready activity only. Rows in the report marked with an asterisk (*) have incomplete data.

Important: To report on agent Not Ready reason codes, configure the Not Ready Reason codes in the ICM Configuration Manager AND on the agent desktop software (CTI or Cisco Agent Desktop).

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 for the Unified CCE peripheral only.

See also:

[Current Fields in the Agent Not Ready Detail Grid View \(page 11\)](#)

[Available Fields in the Agent Not Ready Detail Grid View \(page 12\)](#)

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. You can change them. See [Current Fields and Available Fields \(page 205\)](#).

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 and last name of the agent. Derived from: Person.LastName ", " Person.FirstName
Log On Date Time	The date and time the agent logged on, measured in MM:DD:YYYY (month, day, year) and HH:MM:SS (hours, minutes, seconds) format This is a calculated field derived from: (Agent_Logout.LogoutDateTime - Agent_Logout.LoginDuration)
Log On Duration	The date and time the agent logged on, measured in MM:DD:YYYY (month, day, year) and HH:MM:SS (hours, minutes, seconds) format.

Agent Not Ready Detail

Column (Field)	Description
	This is a calculated field derived from: (Agent_Logout.LogoutDateTime - Agent_Logout.LoginDuration)
Reason Code	A code and text (if configured) from the peripheral that indicates the reason for the agent's last state change. If not defined, this displays 0. This 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 logon session that the agent spent in the Not Ready state for the given reason. This is a calculated field derived from: (Agent_Event_Detail.Duration / (Agent_Event_Detail.DateTime - Agent_Event_Detail.LoginDateTime))
% Not Ready	The percentage of time an agent spent in each Not Ready state relative to the other Not Ready states. This is a calculated field derived from: 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 Name and a report summary for all data. See [About Report Summaries \(page 204\)](#).

Available Fields in the Agent Not Ready Detail Grid View

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

- **EndDate** This is a calculated field derived from the SQL query.
- **EnterpriseName** Derived from Media_Routing_Domain.EnterpriseName
- **MRDomainID** Derived from Media_Routing_Domain.MRDomainID
- **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 is a calculated field derived from the SQL query.
- **Suspect** This is a calculated field derived from the SQL query.
- **Total Time Not Ready** This is a calculated field derived from the SQL query.

Sample Agent Not Ready Detail Report

This illustration is a sample of the report generated from the Agent Not Ready Detail template.

Figure 4: Agent Not Ready Detail Report

Agent Name	Log On DateTime	Log On Duration	Reason Code	Duration	% Log On Duration	%Not Ready
1001, Agent	Apr 2, 2010 5:04 PM	00:00:00	Undefined[0]	00:00:54	null	100.00%
1001, Agent		00:00:00		00:00:54	0.00%	
1002, Agent	Apr 2, 2010 5:04 PM	00:00:00	Undefined[0]	00:00:48	null	100.00%
1002, Agent		00:00:00		00:00:48	0.00%	
		00:00:00		00:01:42	0.00%	

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.

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

Views: This report has a grid view only.

Grouping: This report is grouped and sorted by agent name.

Value List: Agent

Database Schema Table(s) from which data is retrieved:

- Agent
- Agent_Real_Time
- Controller_Time
- Media_Routing_Domain
- Person
- Skill_Group

See also:

[Current Fields in the Agent Real Time Grid View \(page 14\)](#)

[Available Fields in the Agent Real Time Grid View \(page 15\)](#)

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. You can change them. See [Current Fields and Available Fields \(page 205\)](#).

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

Column (Field)	Description
Agent Name	Derived from: Person.LastName ", " Person.FirstName The last and first name of the agent.
Active Skill Group	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. Since an agent can be logged into multiple skill groups, this field is not filled until the agent is assigned a task.
State	Derived from: Agent_Real_Time.AgentState The current state of the agent. See Agent States (page 208) .
Destination	Derived from: Agent_Real_Time.Destination The type of outbound task on which the agent is currently working.
Direction	Derived from: Agent_Real_Time.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
Duration	This is a calculated field derived from: DATEDIFF(seconds, Agent_Real_Time.DateTimeLastStateChange, getdate()) The time spent in the current agent state in HH:MM:SS (hours, minutes, seconds) format.
Reason Code	Derived from: Agent_Real_Time.ReasonCode

Column (Field)	Description
	<p>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.</p> <p>Note: For reason codes to be displayed in a report, the agent's CTI OS desk settings and CTI OS registry settings need to be configured to display the reason code. Set this in the Unified ICM Configuration Manager Agent Desk Settings List tool.</p>

Available Fields in the Agent Real Time Grid View

Available fields for this report include the fields that display 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 Guide](http://www.cisco.com/en/US/products/sw/custcosw/ps1844/prod_technical_reference_list.html) (http://www.cisco.com/en/US/products/sw/custcosw/ps1844/prod_technical_reference_list.html).

Fields from other tables:

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

Sample Agent Real Time Report

This illustration is a sample of the report generated from the Agent Real Time All Fields template.

Figure 5: Agent Real Time Report

Agent Team Name	Supervisor	Agent Name	Active Skill Group	State	Duration In Current State	Reason Code	Destination	Direction
GS_P0001_1.Team20000.001	LastName20091, FirstName20091	L6002, 1F6002	Not Applicable	Talking	00:00:00	0	Not Applicable	In
		L6003, 1F6003	Not Applicable	Talking	00:00:00	0	Not Applicable	In
		L6004, 1F6004	Not Applicable	Ready	00:02:20	0	Not Applicable	Not Applicable
		L6005, 1F6005	Not Applicable	Ready	00:02:18	0	Not Applicable	Not Applicable
		L6006, 1F6006	Not Applicable	Ready	00:02:14	0	Not Applicable	Not Applicable
		L6007, 1F6007	Not Applicable	Ready	00:02:10	0	Not Applicable	Not Applicable
		L6007, 1F6007	Not Applicable	Ready	00:02:10	0	Not Applicable	Not Applicable

Agent Skill Group Historical All Fields

Reports generated from this template pull data from the Agent_Skill_Group_Interval database table to show activity for selected agents for a selected interval, sorted by skill group.

Agent Skill Group Historical All Fields

Note: This report is the same report as the [Agent Historical All Fields \(page 27\)](#) report except that this report is first sorted by skill group rather than by agent.

Views: This report has a grid view only.

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

Value List: Skill Group

Database Schema Table(s) from which data is retrieved:

- Agent
- Agent_Skill_Group_Interval
- Skill_Group

See also:

[Current Fields in the Agent Skill Group Historical All Fields Grid View \(page 16\)](#)

[Available Fields in the Agent Skill Group Historical All Fields Grid View \(page 20\)](#)

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. You can change them. See [Current Fields and Available Fields \(page 205\)](#).

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	Derived from: Skill_Group.EnterpriseName The agent skill group's enterprise name
Agent Name	This is a calculated field, derived from: Person.LastName + ", " + Person.FirstName The first and last name of the agent.
DateTime	Derived from: Agent_Skill_Group_Interval.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.
COMPLETED TASKS	
Handled	Derived from: Agent_Skill_Group_Interval.CallsHandled

Column (Field)	Description
	The number of inbound calls that have been answered and have completed wrap-up by agents in the skill group during the interval.
AHT	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	Derived from: Agent_Skill_Group_Interval.IncomingCallsOnHold The number of incoming calls to this agent that were placed on hold in the interval.
Avg Hold	This is a calculated field, derived from: (Agent_Skill_Group_Interval.IncomingCallsOnHoldTime / Agent_Skill_Group_Interval.IncomingCallsOnHold) 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.
Aban Rings	Derived from: Agent_Skill_Group_Interval.AbandonRingCalls 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.
RONA	Derived from: Agent_Skill_Group_Interval.RedirectNoAnsCalls 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.
Aban Hold	Derived from: Agent_Skill_Group_Interval.AbandonHoldCalls The number of Unified ICM routed calls to the agent that abandoned while the call was on hold and/or the number of paused tasks that the agent ended in the interval.

Agent Skill Group Historical All Fields

Column (Field)	Description
Trans In	<p>Derived from: Agent_Skill_Group_Interval.TransferredInCalls</p> <p>The number of incoming calls that were transferred to this agent from other agents within the same peripheral that did not go to IVR for queuing in the interval. This value is updated when the agent completes the call.</p> <p>Note: For blind transfers in Unified CCE with a Unified CCE System PG, this field is updated 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 Unified CCE without an Unified CCE System PG</p>
Trans Out	<p>This is a calculated field, derived from: Agent_Skill_Group_Interval.TransferredOutCalls + Agent_Skill_Group_Interval.NetTransferredOutCalls</p> <p>The number of calls this agent transferred to another agent or skill group in the interval. This includes Consultative Calls if this transfer was consultative-not blind. The value is updated at the time the agent completes the transfer of the call.</p>
Ext Out	<p>Derived from: Agent_Skill_Group_Interval.AgentOutCalls</p> <p>The number of outgoing external calls that this agent made in the interval.</p>
AGENT STATE TIMES	
Log On Time	<p>Derived from: Agent_Skill_Group.LoggedOnTime</p> <p>The total time during the interval the agent was logged in, measured in HH:MM:SS (hours, minutes, seconds) format.</p>
% Active	<p>This 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</p>

Column (Field)	Description
	<p>+ Agent_Skill_Group_Interval.TalkReserveTime) /Agent_Skill_Group_Interval.LoggedOnTime</p> <p>The percentage of time that the agent has spent talking on calls in this skill group in relation to the agent's LoggedOnTime.</p>
% Hold	<p>This is a calculated field, derived from: Agent_Skill_Group_Interval.HoldTime / Agent_Interval.LoggedOnTimeTime</p> <p>The percentage of time that the agent has put a call on hold or paused a task in relation to LoggedOnTime or the interval, whichever is less.</p>
% Not Active	<p>This is a calculated field derived from: (Agent_Skill_Group_Interval. AvailTime/Agent_Interval.LoggedOnTime)</p> <p>The percentage of time that the agent has spent in the Not Active or Available state in relation to LoggedOnTime. Applies to all skill groups.</p>
% Not Ready	<p>This is a calculated field, derived from: (Agent_Skill_Group_Interval.NotReadyTime /Agent_Skill_Group_Interval.LoggedOnTime)</p> <p>The percentage of time that the agent has spent in the Not Ready state in relation to LoggedOnTime or the interval, whichever is less. Applies to all skill groups.</p>
% Reserved	<p>This is a calculated field, derived from: (Agent_Skill_Group_Interval.ReservedStateTime /Agent_Skill_Group_Interval.LoggedOnTime)</p> <p>The percentage of time that the agent has spent in Reserved state waiting for an ICM routed task from this skill group in relation to LoggedOnTime.</p>
% Wrap Up	<p>This is a calculated field, derived from: (Agent_Skill_Group_Interval.WorkReadyTime +Agent_Skill_Group_Interval.WorkNotReadyTime)/Agent_Skill_Group_Interval.LoggedOnTime</p> <p>The percentage of time that the agent has spent in Wrap-up state after an incoming or outgoing calls to/from this skill group in relation to LoggedOnTime.</p>

Agent Skill Group Historical All Fields

Column (Field)	Description
% Busy Other	<p>This is a calculated field, derived from: $(Agent_Skill_Group_Interval.BusyOtherTime / Agent_Skill_Group_Interval.LoggedOnTime)$</p> <p>The percentage of time that the agent has spent in the BusyOther state in relation to LoggedOnTime.</p> <p>Note: The agent state time percentages in the Report Summary row will only add up to 100% when ALL of the skill groups for an agent have been selected. When viewing a subset of an agent's skill groups, the percentages may not balance</p>

Report Summary: There is a summary for Skill Group Name and a report summary for all data. See [About Report Summaries \(page 204\)](#).

Available Fields in the Agent Skill Group 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 HandledCallsTalkTime in the Agent_Skill_Group table.

Handled is the number of inbound calls that have been 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.

Sample Agent Skill Group Historical All Fields Report

This illustration is a sample of the report generated from the Agent Skill Group Historical All Fields template.

Figure 6: Agent Skill Group Historical All Fields Report 1 of 3

Skill Group Name	Agent Name	DateTime	Handled	AHT	Held	Avg Hold		
G3_PG001_1.CV.PG1001.pri	L6001, 1F6001	Mar 22, 2010 12:00 AM	2	00:01:04	0	00:00:00		
		Mar 22, 2010 12:15 AM	2	00:01:00	0	00:00:00		
		Mar 22, 2010 12:30 AM	2	00:01:03	0	00:00:00		
		Mar 22, 2010 12:45 AM	2	00:01:04	0	00:00:00		
		Mar 22, 2010 1:00 AM	3	00:01:01	0	00:00:00		
		Mar 22, 2010 1:15 AM	2	00:01:10	0	00:00:00		
		Mar 22, 2010 1:30 AM	2	00:01:04	0	00:00:00		
		Mar 22, 2010 1:45 AM	2	00:01:01	0	00:00:00		
		Mar 22, 2010 2:00 AM	2	00:01:04	0	00:00:00		
		Mar 22, 2010 2:15 AM	2	00:01:05	0	00:00:00		
		Mar 22, 2010 2:30 AM	2	00:01:02	0	00:00:00		
			L6001, 1F6001		23	00:01:03	0	00:00:00

Figure 7: Agent Skill Group Historical All Fields Report 2 of 3

Completed Tasks							Log On Time	%Active
Aban Rings	RONA	Aban Hold	Trans In	Trans Out	Ext Out			
0	0	0	0	0	0	0	00:15:00	13.33%
0	0	0	0	0	0	0	00:15:00	13.33%
0	0	0	0	0	0	0	00:14:59	13.46%
0	0	0	0	0	0	0	00:15:00	19.56%
0	0	0	0	0	0	0	00:15:00	14.00%
0	0	0	0	0	0	0	00:14:59	13.35%
0	0	0	0	0	0	0	00:15:00	13.33%
0	0	0	0	0	0	0	00:15:00	13.33%
0	0	0	0	0	0	0	00:14:59	13.79%
0	0	0	0	0	0	0	00:15:00	13.00%
0	0	0	0	0	0	0	00:15:00	13.44%
0	0	0	0	0	0	0	02:44:57	13.99%

Figure 8: Agent Skill Group Historical All Fields Report 3 of 3

Agent State Times					
%Hold	%Not Active	%Not Ready	%Reserved	%Wrap Up	%Busy Other
0.00%	85.89%	0.00%	0.00%	0.78%	0.00%
0.00%	86.67%	0.00%	0.00%	0.00%	0.00%
0.00%	85.98%	0.00%	0.00%	0.56%	0.00%
0.00%	79.67%	0.00%	0.00%	0.78%	0.00%
0.00%	86.00%	0.00%	0.00%	0.00%	0.00%
0.00%	84.54%	0.00%	0.00%	2.11%	0.00%
0.00%	85.78%	0.00%	0.00%	0.89%	0.00%
0.00%	86.56%	0.00%	0.00%	0.11%	0.00%
0.00%	85.21%	0.00%	0.00%	1.00%	0.00%
0.00%	86.00%	0.00%	0.00%	1.00%	0.00%
0.00%	86.33%	0.00%	0.00%	0.22%	0.00%
0.00%	85.30%	0.00%	0.00%	0.68%	

Agent Skill Group Real Time

This report is a table showing current agent status within the specified skill group(s).

Views: This report has a grid view only.

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

Agent Skill Group Real Time

Grouping: by Skill Group Name

Value List: Skill Group

Database Schema Table(s) from which data is retrieved:

- Agent
- Agent_Real_Time
- Agent_Skill_Group_Real_Time
- Controller_Time
- Media_Routing_Domain
- Person
- Skill_Group

See also:

[Current Fields in the Agent Skill Group Real Time Grid View \(page 22\)](#)

[Available Fields in the Agent Skill Group Real Time Grid View \(page 25\)](#)

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. You can change them. See [Current Fields and Available Fields \(page 205\)](#).

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 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. Since 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 + Skill_Group.SkillTargetID
Agent Name	Derived from: Person.LastName + ", " + Person.FirstName The last and first name of the agent.

Column (Field)	Description
Ent Queued Now	<p>The number of tasks currently queued for the skill group.</p> <p>Note: This field is Current by default and is applicable to CCE only. The equivalent field for Unified ICM is named Queued Now (ICM) is Available by default.</p> <p>Derived from: Skill_Group_Real_Time.RouterCallsQNow</p>
Extension	<p>Derived from: Agent_Real_Time.Extension</p> <p>The phone extension into which the agent is logged.</p>
Agent State	<p>Derived from: Agent_Real_Time.AgentState</p> <p>The current state of the agent. See Agent States (page 208).</p>
LogOn DateTime	<p>Derived from: Agent_Real_Time.DateTimeLogin</p> <p>The date and time that the agent logged in. The format is MM/DD/YYYY (month, day, year) and HH:MM:SS (hour, minute, second) format.</p>
Duration in Current State	<p>The time spent in the current agent state in HH:MM:SS (hours, minutes, seconds) format.</p> <p>This is a calculated field derived from: DATEDIFF(seconds, Agent_Real_Time.DateTimeLastStateChange, getdate())</p>
Mobile Agent Mode	<p>Derived from: Agent_Real_Time.PhoneType</p> <p>The mode by which the agent is connected (populated for CCE only):</p> <p>0 = Not Mobile (Local agent; normalACD/CCE phone or non-voice task)</p> <p>1 = Call By Call (Mobile agent's phone is connected for each incoming call)</p> <p>2 = Nailed Connection (Mobile agent calls and logs in once; line remains connected through multiple calls)</p>
Mobile Agent Phone#	<p>Derived from: Agent_Real_Time.RemotePhoneNumber</p> <p>For a mobile agent (an agent working remotely), the current phone number. Populated for CCE only.</p>
Reason Code	<p>Derived from: Agent_Real_Time.ReasonCode</p>

Agent Skill Group Real Time

Column (Field)	Description
	<p>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.</p> <p>Note: For reason codes to be displayed in a report, the agent's CTI OS desk settings and CTI OS registry settings need to be configured to display the reason code. Set this in the Unified ICM Configuration Manager Agent Desk Settings List tool.</p>
Supv Assist Reqstd	<p>Derived from: Agent_Real_Time.RequestedSupervisorAssist</p> <p>Whether or not the agent requested supervisor assistance: No Yes.</p>
Destination	<p>Derived from: Agent_Real_Time.Destination</p> <p>The type of outbound task on which the agent is currently working.</p>
Direction	<p>Derived from: Agent_Real_Time.Direction</p> <p>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</p>
Avail in MRD	<p>Derived from: Agent_Real_Time.AvailableInMRD</p> <p>Whether or not the agent is available to accept a task in this media routing domain:</p> <ul style="list-style-type: none"> • 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, and 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 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 Unified ICM can assign tasks to the agent. In the

Column (Field)	Description
	latter, only the application can assign tasks to the agent.
Active Tasks	The number of tasks associated with the skill group that the agent is working on. Derived from: Agent_Skill_Group_Real_Time.CallsInProgress

Available Fields in the Agent Skill Group Real Time Grid View

Available fields for this report include the fields that display 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 Guide](http://www.cisco.com/en/US/products/sw/custcosw/ps1844/prod_technical_reference_list.html) (http://www.cisco.com/en/US/products/sw/custcosw/ps1844/prod_technical_reference_list.html).

Fields from other tables:

- **Active Tasks** is derived from Agent_Skill_Group_Real_Time
- **CallsInProgress.** The number of tasks associated with the skill group that the agent is working on
- **Media** is derived from: Media_Routing_Domain.EnterpriseName
- **Service Name** is derived from: Service.EnterpriseName
- **Enterprise Name** is derived from: Agent.EnterpriseName
- **Person**

Sample Agent Skill Group Real Time Report

This illustration is a sample of the report generated from the Agent Skill Group Real Time All Fields template.

Figure 9: Agent Skill Group Real Time Report 1 of 2

Skill Group Name	Agent Name	Ent Queued Now	Extension	Agent State	Log On DateTime	Duration In Current State	Mobile Agent Mode	Mobile Agent Phone#
G3_PG001_1.CV.PG-1001.pri	L6001, 1F6001	0	4500	Ready	Mar 16, 2010 1:52 PM	00:00:48	Not Mobile	
	L6002, 1F6002	0	4501	Ready	Mar 16, 2010 1:52 PM	00:00:44	Not Mobile	
	L6003, 1F6003	0	4502	Ready	Mar 16, 2010 1:52 PM	00:00:40	Not Mobile	
	L6004, 1F6004	0	4503	Ready	Mar 16, 2010 1:52 PM	00:00:32	Not Mobile	

Agent State Real Time Graph

Figure 10: Agent Skill Group Real Time Report 2 of 2

Reason Code	Supv Assist Reqstd	Destination	Direction	Avail In MRD	Active Tasks
NONE	No	Not Applicable	Not Applicable	Yes_ICM	0
NONE	No	Not Applicable	Not Applicable	Yes_ICM	0
NONE	No	Not Applicable	Not Applicable	Yes_ICM	0
NONE	No	Not Applicable	Not Applicable	Yes_ICM	0

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 a pie chart only.

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

Value List: Agent

Database Schema Table(s) from which data is retrieved: Agent_Real_Time.AgentState

The following data is represented in the Agent State Real Time pie chart graph.

Field	Description
Logged Out	The agent is logged off.
Logged On	The agent is logged on.
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 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.

Field	Description
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 on 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..

Agent Team Historical All Fields

Reports generated from this template show all the available report team data from the Agent_Skill_Group_Interval database table for each selected team during the time period selected.

Views: This report has a grid view only.

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

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

Value List: Agent Team

Database Schema Table(s) from which data is retrieved:

- Agent
- Agent_Interval
- Agent_Skill_Group_Interval
- Agent_Team
- Agent_Team_Member
- Media_Routing_Domain
- Person

Agent Team Historical All Fields

- Skill_Group

See also:

[Current Fields in the Agent Team Historical Grid View \(page 28\)](#)

[Available Fields in the Agent Team Historical Grid View \(page 31\)](#)

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. You can change them. See [Current Fields and Available Fields \(page 205\)](#).

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	Derived from: Agent_Team.EnterpriseName The Enterprise Name of the agent team.
Supervisor	Derived from: Person.LastName + ' ' + Person.FirstName The agent teams' primary supervisor.
Agent Name	Derived from: Person.LastName ", " Person.FirstName The last and first name of the agent.
DateTime	
COMPLETED TASKS	
Handled	The number of Unified ICM Routed tasks this agent has handled. Derived from: Agent_Skill_Group_Interval.CallsHandled
AHT	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, measured in HH:MM:SS (hours, minutes, seconds).
Held Tasks	Derived from: Agent_Skill_Group_Interval.IncomingCallsOnHold The number of incoming calls to this agent that were placed on hold.
Avg Hold	The average time in HH:MM:SS (hours, minutes, seconds) that calls were put on hold, for all incoming calls which included hold time.

Column (Field)	Description
	This is a calculated field derived from: (Agent_Skill_Group_Interval.IncomingCallsOnHoldTime / Agent_Skill_Group_Interval.IncomingCallsOnHold)
Aban Rings	Derived from: Agent_Skill_Group_Interval.AbandonRingCalls 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.
RONA	Derived from: Agent_Skill_Group_Interval.RedirectNoAnsCalls The number of tasks that left the agent's phone or terminal that were redirected to another dialed number because of no answer.
Aban Hold	Derived from: Agent_Skill_Group_Interval.AbandonHoldCalls The number of Unified ICM routed calls to the agent that abandoned while the call was on hold and/or the number of paused tasks that the agent ended in the interval.
Trans In	Derived from: Agent_Skill_Group_Interval.TransferredInCalls 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.
Trans Out	This is a calculated field derived from: Agent_Skill_Group_Interval.TransferredOutCalls + Agent_Skill_Group_Interval.NetTransferredOutCalls The number of calls this agent transferred to another agent or skill group. This includes Consultative Calls if this transfer was consultative-not blind. This value is updated when the agent completes the transfer.
Ext Out	Derived from: Agent_Skill_Group_Interval.AgentOutCalls The number of Outgoing external calls that this agent made in the interval.
AGENT STATE TIMES	
Log On Duration	Derived from: Agent_Interval.LoggedOnTime

Agent Team Historical All Fields

Column (Field)	Description
	The total time in the interval the agent was logged in, measured in HH:MM:SS (hours, minutes, seconds) format.
% Active	<p>This is a calculated field derived from: $(Agent_Skill_Group_Interval.TalkInTime + Agent_Skill_Group_Interval.TalkOutTime + Agent_Skill_Group_Interval.TalkOtherTime + Agent_Skill_Group_Interval.TalkAutoOutTime + Agent_Skill_Group_Interval.TalkPreviewTime + Agent_Skill_Group_Interval.TalkReserveTime) / Agent_Interval.LoggedOnTime$</p> <p>The percentage of time that the agent has spent talking on calls in this skill group in relation to LoggedOnTime.</p>
% Hold	<p>This is a calculated field derived from: $Agent_Skill_Group_Interval.HoldTime / Agent_Interval.LoggedOnTime$</p> <p>The percentage of time that the agent has put a call on hold or paused a task in relation to LoggedOnTime or the interval, whichever is less.</p>
% Not Active	<p>This is a calculated field derived from: $(Agent_Skill_Group_Interval.AvailTime / Agent_Interval.LoggedOnTime)$</p> <p>The percentage of time that the agent has spent in the Not Active or Available state in relation to LoggedOnTime. Applies to all skill groups.</p>
% Not Ready	<p>This is a calculated field derived from: $(Agent_Skill_Group_Interval.NotReadyTime / Agent_Interval.LoggedOnTime)$</p> <p>The percentage of time that the agent has spent in the Not Ready state in relation to LoggedOnTime or the interval, whichever is less. Applies to all skill groups.</p>
% Reserved	<p>This is a calculated field derived from: $(Agent_Skill_Group_Interval.ReservedStateTime / Agent_Interval.LoggedOnTime)$</p> <p>The percentage of time that the agent has spent in Reserved state waiting for an Unified ICM routed task from this skill group in relation to LoggedOnTime.</p>
% Wrap Up	<p>This is a calculated field derived from: $((Agent_Skill_Group_Interval.WorkReadyTime + Agent_Skill_Group_Interval.WorkNotReadyTime) / Agent_Interval.LoggedOnTime)$</p>

Column (Field)	Description
	The percentage of time that the agent has spent in Wrap-up state after an incoming or outgoing calls to/from this skill group in relation to LoggedOnTime.

Report Summary: There is a summary row for Agent Team Name, a summary row for each Supervisor and a report summary for all data. See [About Report Summaries \(page 204\)](#).

Available Fields in the Agent Team Historical All Fields Grid View

Available fields for this report include the fields that display 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.AbandRingCalls.

Two exceptions are:

- **Wrap Time**, which is a calculated field derived from:
(Agent_Skill_Group_Interval.WorkNotReadyTime + Agent_Skill_Group_Interval.WorkReadyTime)
- **% Busy Other** This is a calculated field derived from
(Agent_Skill_Group_Interval.BusyOtherTime / Agent_Skill_Group_Interval.LoggedOnTime)

Other tables used for Available fields in this report are:

- **Agent_Team**
 - Agent_Team.AgentTeamID
- **Agent_Skill_Group**
 - AnswerWaitTime - Derived from: AgentSkillGroup.AnswerWaitTime
 - AutoOutCalls - Derived from: AgentSkillGroup.AutoOutCalls
 - AutoOutCalls On Hold - Derived from: AgentSkillGroup.AutoOutCallsOnHold
 - AutoOutCalls On Hold Time - Derived from: AgentSkillGroup.AutoOutCallsOnHoldTime
 - AutoOutCalls Talk Time - Derived from: AgentSkillGroup.AutoOutCallsTalkTime
- **Agent_Interval**
 - Avail Time - Derived from: Agent_Interval.AvailTime
- **Media_Routing_Domain.** The Media field is derived from:
Media_Routing_Domain.EnterpriseName

Agent Team Real Time

Sample Agent Team Historical All Fields Report

This illustration is a sample of the report generated from the Agent Team Historical All Fields template.

Figure 11: Agent Team Historical All Fields Report 1 of 3

Agent Team Name	Supervisor	Agent Name	DateTime	Completed Tasks									
				Handled	AHT	Held Tasks	Avg Hold	Aban Rings	RONA	Aban Hold	Trans In	Trans Out	
75_10_SUP_TEAM	IPCC_sgt_472002	IPCC_sgt_472001	Jan 7, 2011 3:00 PM	0	00:00:00	0	00:00:00	0	0	0	0	0	0
			Jan 7, 2011 3:30 PM	0	00:00:00	0	00:00:00	0	0	0	0	0	0
			Jan 7, 2011 4:00 PM	0	00:00:00	0	00:00:00	0	0	0	0	0	0
			Jan 7, 2011 4:30 PM	0	00:00:00	0	00:00:00	0	0	0	0	0	0
			Jan 7, 2011 5:00 PM	0	00:00:00	0	00:00:00	0	0	0	0	0	0
			Jan 7, 2011 5:30 PM	0	00:00:00	0	00:00:00	0	0	0	0	0	0
			Jan 7, 2011 6:00 PM	1	00:00:12	0	00:00:00	0	0	0	0	0	0
			Jan 7, 2011 6:30 PM	1	00:05:40	0	00:00:00	0	0	0	0	0	0
			Jan 7, 2011 7:00 PM	1	00:06:25	0	00:00:00	0	0	0	0	0	0
			Jan 7, 2011 7:30 PM	0	00:00:00	0	00:00:00	0	0	0	0	0	0
			Jan 7, 2011 8:00 PM	0	00:00:00	0	00:00:00	0	0	0	0	0	0
			Jan 7, 2011 8:30 PM	0	00:00:00	0	00:00:00	0	0	0	0	0	0
			Jan 7, 2011 9:00 PM	0	00:00:00	0	00:00:00	0	0	0	0	0	0
		Jan 7, 2011 9:30 PM	0	00:00:00	0	00:00:00	0	0	0	0	0	0	
		Jan 7, 2011 10:00 PM	0	00:00:00	0	00:00:00	0	0	0	0	0	0	
		Jan 7, 2011 10:30 PM	0	00:00:00	0	00:00:00	0	0	0	0	0	0	
		Jan 7, 2011 11:00 PM	0	00:00:00	0	00:00:00	0	0	0	0	0	0	
		Jan 7, 2011 11:30 PM	0	00:00:00	0	00:00:00	0	0	0	0	0	1	
		Jan 7, 2011 7:30 PM	0	00:00:00	0	00:00:00	0	0	0	0	0	0	
		Jan 7, 2011 8:00 PM	0	00:00:00	0	00:00:00	0	0	0	0	0	1	
		Jan 7, 2011 8:30 PM	2	00:00:07	0	00:00:00	0	0	0	0	0	1	
		Jan 7, 2011 9:00 PM	7	00:00:03	0	00:00:00	0	0	0	0	0	0	
		Jan 7, 2011 9:30 PM	0	00:00:00	0	00:00:00	0	0	0	0	0	0	
		Jan 7, 2011 10:00 PM	0	00:00:00	0	00:00:00	0	0	0	0	0	0	
		Jan 7, 2011 10:30 PM	0	00:00:00	0	00:00:00	0	0	0	0	0	0	
		Jan 7, 2011 11:00 PM	0	00:00:00	0	00:00:00	0	0	0	0	0	0	
Jan 7, 2011 11:30 PM	0	00:00:00	0	00:00:00	0	0	0	0	0	0			
Jan 8, 2011 12:00 AM	0	00:00:00	0	00:00:00	0	0	0	0	0	0			

Figure 12: Agent Team Historical All Fields Report 2 of 3

Completed Tasks								Log On Duration	%Active
Avg Hold	Aban Rings	RONA	Aban Hold	Trans In	Trans Out	Ext Out			
00:00:00	0	0	0	0	0	0	0	01:15:00	14.22%
00:00:00	0	0	0	0	0	0	0	01:15:00	13.44%
00:00:00	0	0	0	0	0	0	0	01:15:00	13.44%
00:00:00	0	0	0	0	0	0	0	01:15:00	13.33%
00:00:00	0	0	0	0	0	0	0	01:15:00	13.89%
00:00:00	0	0	0	0	0	0	0	01:15:00	19.67%
00:00:00	0	0	0	0	0	0	0	01:15:00	13.44%

Figure 13: Agent Team Historical All Fields Report 3 of 3

Agent State Times				
%Hold	%Not Active	%Not Ready	%Reserved	%Wrap Up
0.00%	85.33%	0.00%	0.00%	0.33%
0.00%	94.11%	0.00%	0.00%	0.00%
0.00%	100.00%	0.00%	0.00%	1.22%
0.00%	100.00%	0.00%	0.00%	0.22%
0.00%	100.00%	0.00%	0.00%	0.00%
0.00%	77.78%	0.00%	0.00%	2.67%

Agent Team Real Time

This report shows the current status of the selected agent team(s) and the current agent states of each agent within the selected agent team(s).

Views: This report has a grid view only.

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

Grouping: This report is grouped and sorted by Agent Team Name and then by Supervisor.

Value List: Agent Team

Database Schema Table(s) from which data is retrieved:

- Agent
- Agent_Real_Time
- Agent_Team
- Agent_Team_Member
- Media_Routing_Domain
- Person
- Skill_Group

See also:

[Current Fields in the Agent Team Real Time Grid View \(page 33\)](#)

[Available Fields in the Agent Team Real Time Grid View \(page 34\)](#)

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. You can change them. See [Current Fields and Available Fields \(page 205\)](#).

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	Derived from: Agent_Team.EnterpriseName The Enterprise Name of the agent team.
Supervisor	Derived from: Person.LastName ", " Person.FirstName The agent team's primary supervisor.
Agent Name	Derived from: Person.LastName ", " Person.FirstName The last and first name of the agent.
Active Skill Group	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

Agent Team Real Time

Column (Field)	Description
	shows Not Applicable. Since an agent can be logged into multiple skill groups, this field is not filled until the agent is assigned a task.
State	Derived from: Agent_Real_Time.AgentState The current state of the agent. See Agent States (page 208) .
Duration in Current State	Derived from: DATEDIFF(second, Agent_Real_Time.DateTimeLastStateChange, getdate()) The length of time since the agent's state last changed, measured in HH:MM:SS (hours, minutes, seconds) format.
Reason Code	Derived from: Agent_Real_Time.ReasonCode A code received from the peripheral that indicates the reason for the agent's last state change. If not defined, this displays 0.
Destination	Derived from: Agent_Real_Time.Destination The type of outbound task on which the agent is currently working.
Direction	Derived from: Agent_Real_Time.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

Report Summary: There is a summary row for Agent Team Name, a summary row for each Supervisor and a report summary for all data. See [About Report Summaries \(page 204\)](#).

Available Fields in the Agent Team Real Time Grid View

Available fields for this report include the fields that display by default as Current. Additional Available fields in this report are from the Agent_Real_Time table as documented in the [Database Schema Guide](http://www.cisco.com/en/US/products/sw/custcosw/ps1844/prod_technical_reference_list.html) (http://www.cisco.com/en/US/products/sw/custcosw/ps1844/prod_technical_reference_list.html).

Other tables used are:

- **Agent_Team**
 - The Agent Team field is derived from: Derived from: Agent_Team.AgentTeamID
 - The PriSupervisor Skill Target ID field is derived from: Agent_Team.PriSupervisorID

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

Sample Agent Team Real Time Report

This illustration is a sample of the report generated from the Agent Team Real Time All Fields template.

Figure 14: Agent Team Real Time Report

Agent Team Name	Supervisor	Agent Name	Active Skill Group	State	Duration In Current State	Reason Code	Destination	Direction
G3_P0001_1.Team20000.001	LastName20091, FirstName20091	L6002, 1F6002	Not Applicable	Talking	00:00:00	0	Not Applicable	In
		L6003, 1F6003	Not Applicable	Talking	00:00:00	0	Not Applicable	In
		L6004, 1F6004	Not Applicable	Ready	00:02:20	0	Not Applicable	Not Applicable
		L6005, 1F6005	Not Applicable	Ready	00:02:18	0	Not Applicable	Not Applicable
		L6006, 1F6006	Not Applicable	Ready	00:02:14	0	Not Applicable	Not Applicable
		L6007, 1F6007	Not Applicable	Ready	00:02:10	0	Not Applicable	Not Applicable
		L6007, 1F6007	Not Applicable	Ready	00:02:10	0	Not Applicable	Not Applicable

Agent Team State Counts Real Time

This report is a table summary of the number of agents in various agent states.

Provides real-time agent team information on number of agents assigned to a team, number of agents logged on, number of agents in different states, and number of agents available to receive incoming tasks.

Views: This report has a grid view only.

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 Table(s) from which data is retrieved:

Agent Team State Counts Real Time

- Agent
- Agent_Real_Time
- Agent_Team
- Agent_Team_Member
- Media_Routing_Domain
- Person

See also:

[Current Fields in the Agent Team State Counts Grid View \(page 36\)](#)

[Available Fields in the Agent Team State Counts Grid View \(page 38\)](#)

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. You can change them. See [Current Fields and Available Fields \(page 205\)](#).

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 Name	Derived from: Agent_Team.EnterpriseName The enterprise name of the agent team.
Supervisor	Derived from: Person.LastName + ' ' + Person.FirstName The team's primary supervisor.
Total On Team	Derived from: Agent_Team_Member The count of agents configured for the individual team.
Agent Logged On	The number of agents currently logged on. Derived from: count of agents with Agent_Real_Time.AgentState =0.
Active In	Derived from: count of agents where Agent_Real_Time.AgentState is 11 or 4 and Agent_Real_Time.Direction is 1. The number of agents currently working on incoming tasks.

Columns (Fields)	Description
Active Out	<p>Derived from: count of agents where Agent_Real_Time.AgentState is 11 or 4 and Agent_Real_Time.Direction is 2.</p> <p>The number of agents currently working on outbound tasks.</p>
Active Other In	<p>Derived from: count of agents where Agent_Real_Time.AgentState is 11 or 4 and Agent_Real_Time.Direction is 3.</p> <p>The number of agents currently working on internal(neither inbound nor outbound) tasks/calls received. Examples of other tasks include agent-to-agent transfers and supervisor tasks.</p>
Active Other Out /Active Outbound Direct Preview	<p>Derived from: count of agents where Agent_Real_Time.AgentState is 11 or 4 and Agent_Real_Time.Direction is 4.</p> <p>The number of agents currently working on internal(neither inbound nor outbound) tasks/calls originated/dialed or Outbound direct preview calls. Examples of other tasks include agent-to-agent transfers and supervisor tasks and Dialer outbound direct preview calls.</p>
Active Outbound Reserve	<p>Derived from: count of agents where Agent_Real_Time.AgentState is 11 or 4 and Agent_Real_Time.Direction is 5.</p> <p>The number of agents currently working on Dialer Outbound reservation calls.</p>
Active Outbound Preview	<p>Derived from: count of agents where Agent_Real_Time.AgentState is 11 or 4 and Agent_Real_Time.Direction is 6.</p> <p>The number of agents currently working on Dialer Outbound preview calls.</p>
Active Outbound Predictive / Progressive	<p>Derived from: count of agents where Agent_Real_Time.AgentState is 11 or 4 and Agent_Real_Time.Direction is 7.</p> <p>The number of agents currently working on Dialer Outbound predictive/progressive calls.</p>
Hold	<p>Derived from: Count of agents where Agent_Real_Time.AgentState is 10 or 12</p> <p>The number of agents that have all active tasks on hold and/or have paused tasks. The agent is not in the Hold state with one task on hold and talking on another task</p>

Agent Team State Counts Real Time

Columns (Fields)	Description
	(for example, a consultative call). The agent must have all active tasks on hold.
Not Active	Derived from: Count of agents where Agent_Real_Time.AgentState is 3 or 14 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.
Wrap Up	Derived from: Count of agents where Agent_Real_Time.AgentState is 5 or 6. The number of agents in the Work Not Ready state 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 task work and is assumed to be ready to accept incoming tasks when done.
Not Ready	Derived from: Count of agents where Agent_Real_Time.AgentState is 2. 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.
Reserved	Derived from: Count of agents where Agent_Real_Time.AgentState is 8. The number of agents currently in the Reserved state, a state in which an agent has been selected to receive a task. An agent is in the Reserved state until the task is answered.

Report Summary: There is a summary row for the total report. See [About Report Summaries \(page 204\)](#).

Available Fields in the Agent Team State Counts Real Time Report

Available fields for this report include all fields that display 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_Real_Time.agentteamid
- **Media** Derived from: Media_Routing_Domain.Enterprise

- **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.

It is possible for an agent to be in the NotActive state (available) and yet be not 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 also that it is possible for an agent to be currently working on a task (Active In state) and yet 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 a MSC task, an agent is eligible to receive a task up to the maximum task limit configured in the system.

Sample Agent Team State Counts Real Time Report

This illustration is a sample of the report generated from the Agent Team State Counts Real Time template.

Figure 15: Agent Team State Counts Report 1 of 2

Agent Team Name	Supervisor	Total On Team	Agent Logged On	Active In	Active Out	Active Other
G3_PG001_1.Team20000.001	LastName20091, FirstName20091	10	10	0	0	0
G3_PG001_1.Team20000.002	LastName20092, FirstName20092	7	7	0	0	0
ReskillTestA	Supervisor1, Reskill	50	20	13	0	0
ReskillTestB	Supervisor2, Reskill	50	50	20	0	0

Figure 16: Agent Team State Counts Report 2 of 2

Hold	Not Active	Wrap Up	Not Ready	Reserved
0	10	0	0	0
0	7	0	0	0
0	10	0	0	0
0	40	0	0	0

Agent Team State Counts Real Time



Chapter 2

Unified CCE Release 7.5 Agent and Agent Skill Group Reports

This chapter contains the following topics:

- [Agent Historical All Fields, page 41](#)
- [Agent Not Ready Detail, page 46](#)
- [Agent Real Time, page 49](#)
- [Agent Skill Group Historical All Fields, page 53](#)
- [Agent Skill Group Real Time, page 59](#)
- [Agent State Real Time Graph, page 63](#)
- [Agent Team Historical All Fields, page 65](#)
- [Agent Team Real Time, page 70](#)
- [Agent Team State Counts Real Time, page 74](#)

Agent Historical All Fields

Reports generated from this template show all data for the agents in the selected skill groups for the selected interval.

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

Views: This report has a grid view only.

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

Value List: Agent

Historical Key Field: AgentID

Database Schema Table(s) from which data is retrieved:

- Agent

Agent Historical All Fields

- Media_Routing_Domain
- Person
- Agent_Skill_Group_Half_Hour
- Skill_Group

See also:

[Current Fields in the Agent Historical All Fields Grid View \(page 42\)](#)

[Available Fields in the Agent Historical All Fields Grid View \(page 45\)](#)

Current Fields in the Agent Historical All Fields Historical Grid View

Current fields are those fields that appear by default in a grid view generated from the stock template. You can change them. See [Current Fields and Available Fields \(page 205\)](#).

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	This is a calculated field, derived from: Person.LastName ", " Person.FirstName The first and last name of the agent.
Skill Group Name	Derived from: Skill_Group.EnterpriseName The agent skill group's enterprise name
DateTime	Derived from: Agent_Skill_Group_Half_Hour.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.
COMPLETED TASKS	
Handled	Derived from: Agent_Skill_Group.HandledCallsTalkTime The number of inbound calls that have been answered and have completed wrap-up by agents in the skill group during the interval.
AHT	This is a calculated field, derived from: (Agent_Skill_Group_Half_Hour.HandledCallsTimeToHalf / Agent_Skill_Group_Half_Hour.CallsHandledToHalf) The average time spent by the agent in handling a task in the interval, measured in HH:MM:SS (hours, minutes, seconds).

Column (Field)	Description
Held	<p>Derived from: Agent_Skill_Group_Half_Hour.IncomingCallsOnHoldToHalf</p> <p>The number of incoming calls to this agent that were placed on hold in the interval.</p>
Avg Hold	<p>This is a calculated field, derived from: (Agent_Skill_Group_Half_Hour.IncomingCallsOnHoldTimeToHalf / Agent_Skill_Group_Half_Hour.IncomingCallsOnHoldToHalf)</p> <p>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.</p>
Aban Rings	<p>Derived from: Agent_Skill_Group_Half_Hour.AbandonRingCallsToHalf</p> <p>For voice: the total number of calls that were abandoned while the agent's phone was ringing.</p> <p>For non-voice: the total number of tasks that were abandoned while being offered to an agent.</p>
RONA	<p>Derived from: Agent_Skill_Group_Half_Hour.RedirectNoAnsCallsToHalf</p> <p>The number of tasks that left the agent's phone or terminal that were redirected to another dialed number because of no answer in the interval.</p>
Aban Hold	<p>Derived from: Agent_Skill_Group_Half_Hour.AbandonHoldCallsToHalf</p> <p>The number of Unified ICM routed calls to the agent that abandoned while the call was on hold and/or the number of paused tasks that the agent ended in the interval.</p>
Trans In	<p>Derived from: Agent_Skill_Group_Half_Hour.TransferredInCallsToHalf</p> <p>The number of incoming calls that were transferred to this agent from other agents within the same peripheral that did not go to IVR for queuing in the interval. This value is updated when the agent completes the call.</p> <p>Note: For blind transfers in Unified CCE with a Unified CCE System PG, this field is updated 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 Unified CCE without a Unified CCE System PG</p>

Agent Historical All Fields

Column (Field)	Description
Trans Out	<p>This is a calculated field, derived from: Agent_Skill_Group_Half_Hour.TransferredOutCallsToHalf + Agent_Skill_Group_Half_Hour.NetTransferredOutCallsToHalf</p> <p>The number of calls this agent transferred to another agent or skill group in the interval. This includes Consultative Calls if this transfer was consultative-not blind. The value is updated at the time the agent completes the transfer of the call.</p>
Ext Out	<p>Derived from: Agent_Skill_Group_Half_Hour.AgentOutCallsToHalf</p> <p>The number of outgoing external calls that this agent made in the interval.</p>
AGENT STATE TIMES	
Log On Duration	<p>Derived from: Agent_Skill_Group.LoggedOnTime</p> <p>The total time during the interval the agent was logged in, measured in HH:MM:SS (hours, minutes, seconds) format.</p>
% Active	<p>This is a calculated field, derived from: (Agent_Skill_Group_Half_Hour.TalkInTimeToHalf + Agent_Skill_Group_Half_Hour.TalkOutTimeToHalf + Agent_Skill_Group_Half_Hour.TalkOtherTimeToHalf + Agent_Skill_Group_Half_Hour.TalkAutoOutTimeToHalf + Agent_Skill_Group_Half_Hour.TalkPreviewTimeToHalf + Agent_Skill_Group_Half_Hour.TalkReserveTimeToHalf) / Agent_Skill_Group_Half_Hour.LoggedOnTimeToHalf</p> <p>The percentage of time that the agent has spent talking on calls in this skill group in relation to the agent's LoggedOnTime.</p>
% Hold	<p>This is a calculated field, derived from: Agent_Skill_Group_Half_Hour.HoldTimeToHalf / Agent_Half_Hour.LoggedOnTimeTimeToHalf</p> <p>The percentage of time that the agent has put a call on hold or paused a task in relation to LoggedOnTime or the interval, whichever is less.</p>
% Not Active	<p>This is a calculated field derived from: (Agent_Skill_Group_Half_Hour.AvailTimeToHalf /Agent_Half_Hour.LoggedOnTimeToHalf)</p> <p>The percentage of time that the agent has spent in the Not Active or Available state in relation to LoggedOnTime. Applies to all skill groups.</p>
% Not Ready	<p>This is a calculated field, derived from: (Agent_Skill_Group_Half_Hour.NotReadyTimeToHalf / Agent_Skill_Group_Half_Hour.LoggedOnTimeToHalf)</p>

Column (Field)	Description
	The percentage of time that the agent has spent in the Not Ready state in relation to LoggedOnTime or the interval, whichever is less. Applies to all skill groups.
% Reserved	This is a calculated field, derived from: $(Agent_Skill_Group_Half_Hour.ReservedStateTimeToHalf / Agent_Skill_Group_Half_Hour.LoggedOnTimeToHalf)$ The percentage of time that the agent has spent in Reserved state waiting for an Unified ICM routed task from this skill group in relation to LoggedOnTime.
% Wrap Up	This is a calculated field, derived from: $(Agent_Skill_Group_Half_Hour.WorkReadyTimetoHalf + Agent_Skill_Group_Half_Hour.WorkNotReadyTimetoHalf) / Agent_Skill_Group_Half_Hour.LoggedOnTimeToHalf$ The percentage of time that the agent has spent in Wrap-up state after an incoming or outgoing calls to/from this skill group in relation to LoggedOnTime.
% Busy Other	This is a calculated field, derived from: $(Agent_Skill_Group_Half_Hour.BusyOtherTimetoHalf / Agent_Skill_Group_Half_Hour.LoggedOnTimeToHalf)$ The percentage of time that the agent has spent in the BusyOther state in relation to LoggedOnTime. Note: The agent state time percentages in the Report Summary row will only add up to 100% when ALL of the skill groups for an agent have been selected. When viewing a subset of an agent's skill groups, the percentages may not balance.

Report Summary: There is a summary for for all data except %BusyOther. See [About Report Summaries \(page 204\)](#).

Available Fields in the Agent Historical All Fields Grid View

Available fields for this report include the fields that display by default as Current. Additional Available fields in this report are derived from the Agent, Agent_Skill_Group_Half_Hour and Media_Routing_Domain tables as documented in the [Database Schema Guide](http://www.cisco.com/en/US/products/sw/custcosw/ps1844/prod_technical_reference_list.html) (http://www.cisco.com/en/US/products/sw/custcosw/ps1844/prod_technical_reference_list.html).

All fields but one take their value directly from the database. For example, **Agent Not Ready** is derived from Agent_Skill_Group_Half_Hour.NotReadyTime.

The one exception is **Wrap Time**, which is a calculated field derived from:
 $(Agent_Skill_Group_Half_Hour.WorkNotReadyTime + Agent_Skill_Group_Half_Hour.WorkReadyTime)$

Agent Not Ready Detail

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.

Sample Agent Historical All Fields Report

This illustration is a sample of the report generated from the Agent Historical All Fields template.

Figure 17: Agent Historical All Fields Report 1 of 3

Agent Name	Skill Group Name	DateTime	Handled	AHT	Held
			11003, Agent	CCMPG1_1.Cisco_Voice.defau.51445	Mar 22, 2010 4:30 PM
		Mar 22, 2010 4:45 PM	0	00:00:00	0
		Mar 22, 2010 5:00 PM	0	00:00:00	0
		Mar 22, 2010 5:15 PM	0	00:00:00	0
		Mar 22, 2010 5:30 PM	0	00:00:00	0
		Mar 22, 2010 5:45 PM	0	00:00:00	0
		Mar 22, 2010 6:00 PM	0	00:00:00	0

Figure 18: Agent Historical All Fields Report 2 of 3

Completed Tasks						
Avg Hold	Aban Rings	RONA	Aban Hold	Trans In	Trans Out	Ext Out
00:00:00	0	0	0	0	0	0
00:00:00	0	0	0	0	0	0
00:00:00	0	0	0	0	0	0
00:00:00	0	0	0	0	0	0
00:00:00	0	0	0	0	0	0
00:00:00	0	0	0	0	0	0

Figure 19: Agent Historical All Fields Report 3 of 3

Agent State Times							
Log On Duration	%Active	%Hold	%Not Active	%Not Ready	%Reserved	%Wrap Up	%Busy Othe
00:09:42	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%
00:15:00	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%
00:15:00	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%
00:15:00	0.00%	0.00%	80.89%	0.00%	0.00%	0.00%	19.11%
00:15:00	0.00%	0.00%	46.44%	0.00%	0.00%	0.00%	53.56%
00:15:00	0.00%	0.00%	45.00%	0.00%	0.00%	0.00%	55.00%

Agent Not Ready Detail

Run this report to check agent availability in a logon session.

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

Views: This report has a grid view only.

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

Value List: Agent

Database Schema Table(s) from which data is retrieved:

- Agent
- Agent_Event_Detail
- Media_Routing_Domain
- Person
- Reason_Code

Notes:

The report returns accurate data for COMPLETED Not Ready activity only. Rows in the report marked with an asterisk (*) have incomplete data.

Important: To report on agent Not Ready reason codes, configure the Not Ready Reason codes in the ICM Configuration Manager AND on the agent desktop software (CTI or Cisco Agent Desktop).

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 for the Unified CCE peripheral only.

See also:

[Current Fields in the Agent Not Ready Detail Grid View \(page 47\)](#)

[Available Fields in the Agent Not Ready Detail Grid View \(page 48\)](#)

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. You can change them. See [Current Fields and Available Fields \(page 205\)](#).

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 and last name of the agent. Derived from: Person.LastName ", " Person.FirstName
Log On Date Time	The date and time the agent logged on, measured in MM:DD:YYYY (month, day, year) and HH:MM:SS (hours, minutes, seconds) format This is a calculated field derived from: (Agent_Logout.LogoutDateTime - Agent_Logout.LoginDuration)

Agent Not Ready Detail

Column (Field)	Description
Log On Duration	The date and time the agent logged on, measured in MM:DD:YYYY (month, day, year) and HH:MM:SS (hours, minutes, seconds) format. This is a calculated field derived from: (Agent_Logout.LogoutDateTime - Agent_Logout.LoginDuration)
Reason Code	A code and text (if configured) from the peripheral that indicates the reason for the agent's last state change. If not defined, this displays 0. This 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 logon session that the agent spent in the Not Ready state for the given reason. This is a calculated field derived from: (Agent_Event_Detail.Duration / (Agent_Event_Detail.DateTime - Agent_Event_Detail.LoginDateTime))
% Not Ready	The percentage of time an agent spent in each Not Ready state relative to the other Not Ready states. This is a calculated field derived from: 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 Name and a report summary for all data. See [About Report Summaries \(page 204\)](#).

Available Fields in the Agent Not Ready Detail Grid View

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

- **EndDate** This is a calculated field derived from the SQL query.
- **EnterpriseName** Derived from Media_Routing_Domain.EnterpriseName
- **MRDomainID** Derived from Media_Routing_Domain.MRDomainID

- **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 is a calculated field derived from the SQL query.
- **Suspect** This is a calculated field derived from the SQL query.
- **Total Time Not Ready** This is a calculated field derived from the SQL query.

Sample Agent Not Ready Detail Report

This illustration is a sample of the report generated from the Agent Not Ready Detail template.

Figure 20: Agent Not Ready Detail Report

Agent Name	Log On DateTime	Log On Duration	Reason Code	Duration	% Log On Duration	%Not Ready
1001, Agent	Apr 2, 2010 5:04 PM	00:00:00	Undefined[0]	00:00:54	null	100.00%
1001, Agent		00:00:00		00:00:54	0.00%	
1002, Agent	Apr 2, 2010 5:04 PM	00:00:00	Undefined[0]	00:00:48	null	100.00%
1002, Agent		00:00:00		00:00:48	0.00%	
		00:00:00		00:01:42	0.00%	

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.

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

Views: This report has a grid view only.

Grouping: This report is grouped and sorted by agent name.

Value List: Agent

Database Schema Table(s) from which data is retrieved:

- Agent
- Agent_Real_Time
- Controller_Time
- Media_Routing_Domain
- Person
- Skill_Group

See also:

[Current Fields in the Agent Real Time Grid View \(page 50\)](#)

[Available Fields in the Agent Real Time Grid View \(page 52\)](#)

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. You can change them. See [Current Fields and Available Fields \(page 205\)](#).

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

Column (Field)	Description
Agent Name	Derived from: Person.LastName ", " Person.FirstName The last and first name of the agent.
Extension	Derived from: Agent_Real_Time.Extension The phone extension into which the agent is logged.
LogOn DateTime	Derived from: Agent_Real_Time.DateTimeLogin The date and time that the agent logged in. The format is <i>MM/DD/YYYY (month, day, year) and HH:MM:SS (hour, minute, second)</i> format.
Active Skill Group	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. Since an agent can be logged into multiple skill groups, this field is not filled until the agent is assigned a task.
Agent State	Derived from: Agent_Real_Time.AgentState The current state of the agent. See Agent States (page 208) .
Mobile Agent Mode	Derived from: Agent_Real_Time.PhoneType The mode by which the agent is connected (populated for CCE only): 0 = Not Mobile (Local agent; normal ACD/CCE phone or non-voice task)

Column (Field)	Description
	<p>1 = Call By Call (Mobile agent's phone is connected for each incoming call)</p> <p>2 = Nailed Connection (Mobile agent calls and logs in once; line remains connected through multiple calls)</p>
Mobile Agent Phone#	<p>Derived from: Agent_Real_Time.RemotePhoneNumber</p> <p>For a mobile agent (an agent working remotely), the current phone number Populated for CCE only.</p>
Duration in Current State	<p>This is a calculated field derived from: DATEDIFF(seconds, Agent_Real_Time.DateTimeLastStateChange, getdate())</p> <p>The time spent in the current agent state in HH:MM:SS (hours, minutes, seconds) format.</p>
Reason Code	<p>Derived from: Agent_Real_Time.ReasonCode</p> <p>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.</p> <p>Note: For reason codes to be displayed in a report, the agent's CTI OS desk settings and CTI OS registry settings need to be configured to display the reason code. Set this in the Unified ICM Configuration Manager Agent Desk Settings List tool.</p>
Supv Assit Reqd	<p>Derived from: Agent_Real_Time.RequestedSupervisorAssist</p> <p>Whether or not the agent requested supervisor assistance: No Yes</p>
Direction	<p>Derived from: Agent_Real_Time.Direction</p> <p>The direction of active task:</p> <ul style="list-style-type: none"> • In (inbound task - non voice tasks are always inbound) • Out (outgoing external task) • Other (outgoing or incoming internal task)

Agent Real Time

Column (Field)	Description
	<ul style="list-style-type: none"> Not Applicable (if the logged in agent is not active in the skill group)
Destination	<p>Derived from: Agent_Real_Time.Destination</p> <p>The type of outbound task on which the agent is currently working.</p>
Avail on MRD	<p>Derived from: Agent_Real_Time.AvailableInMRD</p> <p>Whether or not the agent is available to accept a task in this media routing domain:</p> <ul style="list-style-type: none"> NO (Not available) YES_ICM (Unified ICM available in media routing domain) YES_APP (Application available in media routing domain) <p>An agent is available for a task in a media routing domain (MRD) if the agent's state in that MRD is anything other than Not Ready, and 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 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 Unified ICM can assign tasks to the agent. In the latter, only the application can assign tasks to the agent</p>

Available Fields in the Agent Real Time Grid View

Available fields for this report include the fields that display 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 Guide](http://www.cisco.com/en/US/products/sw/custcosw/ps1844/prod_technical_reference_list.html) (http://www.cisco.com/en/US/products/sw/custcosw/ps1844/prod_technical_reference_list.html)

Fields from other tables:

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

- **Enterprise Name** is derived from: Skill_Group.EnterpriseName

Sample Agent Real Time Report

This illustration is a sample of the report generated from the Agent Real Time All Fields template.

Figure 21: Agent Real Time Report

Agent Name	Active Skill Group	State	Destination	Direction	Duration	Reason Code
11001_Agent	CCMP01_1.11001_Agent	Talking	Not Applicable	In	00:00:34	NONE
11002_Agent	CCMP01_1.11002_Agent	Ready	Not Applicable	Not Applicable	00:00:22	NONE

Agent Skill Group Historical All Fields

Reports generated from this template pull data from the Agent_Skill_Group_Half_Hour and Agent_Half_Hour database tables to show activity for selected agents for a selected interval, sorted by skill group.

Note: This report is the same report as the [Agent Historical All Fields \(page 41\)](#) report except that this report is first sorted by skill group rather than by agent.

Views: This report has a grid view only.

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

Value List: Skill Group

Database Schema Table(s) from which data is retrieved:

- Agent
- Agent_Skill_Group_Half_Hour
- Skill_Group

See also:

[Current Fields in the Agent Skill Group Historical All Fields Grid View \(page 53\)](#)

[Available Fields in the Agent Skill Group Historical All Fields Grid View \(page 57\)](#)

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. You can change them. See [Current Fields and Available Fields \(page 205\)](#).

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

Agent Skill Group Historical All Fields

Column (Field)	Description
Skill Group Name	Derived from: Skill_Group.EnterpriseName The agent skill group's enterprise name
Agent Name	This is a calculated field, derived from: Person.LastName + ", " + Person.FirstName The first and last name of the agent.
DateTime	Derived from: Agent_Skill_Group_Interval.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.
COMPLETED TASKS	
Handled	Derived from: Agent_Skill_Group_Half_Hour.CallsHandledToHalf The number of inbound calls that have been answered and have completed wrap-up by agents in the skill group during the interval.
AHT	This is a calculated field, derived from: $(\text{Agent_Skill_Group_Half_Hour.HandledCallsTimeToHalf} / \text{Agent_Skill_Group_Half_Hour.CallsHandledToHalf})$ The average time spent by the agent in handling a task in the interval, measured in HH:MM:SS (hours, minutes, seconds).
Held	Derived from: Agent_Skill_Group_Half_Hour.IncomingCallsOnHoldToHalf The number of incoming calls to this agent that were placed on hold in the interval.
Avg Hold	This is a calculated field, derived from: $(\text{Agent_Skill_Group_Half_Hour.IncomingCallsOnHoldTimeToHalf} / \text{Agent_Skill_Group_Half_Hour.IncomingCallsOnHoldToHalf})$ 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.
Aban Rings	Derived from: Agent_Skill_Group_Half_Hour.AbandonRingCallsToHalf For voice: the total number of calls that were abandoned while the agent's phone was ringing.

Column (Field)	Description
	For non-voice: the total number of tasks that were abandoned while being offered to an agent.
RONA	<p>Derived from: Agent_Skill_Group_Half_Hour.RedirectNoAnsCallsToHalf</p> <p>The number of tasks that left the agent's phone or terminal that were redirected to another dialed number because of no answer in the interval.</p>
Aban Hold	<p>Derived from: Agent_Skill_Group_Half_Hour.AbandonHoldCallsToHalf</p> <p>The number of Unified ICM routed calls to the agent that abandoned while the call was on hold and/or the number of paused tasks that the agent ended in the interval.</p>
Trans In	<p>Derived from: Agent_Skill_Group_Half_Hour.TransferredInCallsToHalf</p> <p>The number of incoming calls that were transferred to this agent from other agents within the same peripheral that did not go to IVR for queuing in the interval. This value is updated when the agent completes the call.</p> <p>Note: For blind transfers in Unified CCE with a Unified CCE System PG, this field is updated 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 Unified CCE without an Unified CCE System PG</p>
Trans Out	<p>This is a calculated field, derived from: Agent_Skill_Group_Half_Hour.TransferredOutCallsToHalf + Agent_Skill_Group_Half_Hour.NefTransferredOutCallsToHalf</p> <p>The number of calls this agent transferred to another agent or skill group in the interval. This includes Consultative Calls if this transfer was consultative-not blind. The value is updated at the time the agent completes the transfer of the call.</p>
Ext Out	<p>Derived from: Agent_Skill_Group_Half_Hour.AgentOutCallsToHalf</p>

Agent Skill Group Historical All Fields

Column (Field)	Description
	The number of outgoing external calls that this agent made in the interval.
AGENT STATE TIMES	
Log On Duration	Derived from: Agent_Skill_Group.LoggedOnTimeToHalf The total time during the interval the agent was logged in, measured in HH:MM:SS (hours, minutes, seconds) format.
% Active	This is a calculated field, derived from: (Agent_Skill_Group_Half_Hour.TalkInTimeToHalf + Agent_Skill_Group_Half_Hour.TalkOutTimeToHalf + Agent_Skill_Group_Half_Hour.TalkOtherTimeToHalf + Agent_Skill_Group_Half_Hour.TalkAutoOutTimeToHalf + Agent_Skill_Group_Half_Hour.TalkPreviewTimeToHalf + Agent_Skill_Group_Half_Hour.TalkReserveTimeToHalf) / Agent_Skill_Group.LoggedOnTimeToHalf) The percentage of time that the agent has spent talking on calls in this skill group in relation to the agent's LoggedOnTime.
% Hold	This is a calculated field, derived from: $\frac{\text{Agent_Skill_Group_Half_Hour.HoldTimeToHalf}}{\text{Agent_Half_Hour.LoggedOnTimeToHalf}}$ 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.
% Not Active	This is a calculated field derived from: (Agent_Skill_Group_Half_Hour.AvailTimeToHalf / Agent_Half_Hour.LoggedOnTimeToHalf) The percentage of time that the agent has spent in the Not Active or Available state in relation to LoggedOnTime. Applies to all skill groups.
% Not Ready	This is a calculated field, derived from: (Agent_Skill_Group_Half_Hour.NotReadyTimeToHalf / Agent_Half_Hour.LoggedOnTimeToHalf) The percentage of time that the agent has spent in the Not Ready state in relation to

Column (Field)	Description
	LoggedOnTime or the interval, whichever is less. Applies to all skill groups.
% Reserved	<p>This is a calculated field, derived from: $(Agent_Skill_Group_Half_Hour.ReservedStateTimeToHalf / Agent_Half_Hour.LoggedOnTimeToHalf)$</p> <p>The percentage of time that the agent has spent in Reserved state waiting for an ICM routed task from this skill group in relation to LoggedOnTime.</p>
% Wrap Up	<p>This is a calculated field, derived from: $((Agent_Skill_Group_Half_Hour.WorkReadyTimeToHalf + Agent_Skill_Group_Half_Hour.WorkNotReadyTimeToHalf) / Agent_Half_Hour.LoggedOnTimeToHalf)$</p> <p>The percentage of time that the agent has spent in Wrap-up state after an incoming or outgoing calls to/from this skill group in relation to LoggedOnTime.</p>
% Busy Other	<p>This is a calculated field, derived from: $(Agent_Skill_Group_Interval.BusyOtherTime / Agent_Skill_Group_Interval.LoggedOnTime)$</p> <p>The percentage of time that the agent has spent in the BusyOther state in relation to LoggedOnTime.</p> <p>Note: The agent state time percentages in the Report Summary row will only add up to 100% when ALL of the skill groups for an agent have been selected. When viewing a subset of an agent's skill groups, the percentages may not balance</p>

Report Summary: There is a summary for Skill Group Name and a report summary for all data. See [About Report Summaries \(page 204\)](#).

Available Fields in the Agent Skill Group 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 as documented in the [Database Schema Guide](http://www.cisco.com/en/US/products/sw/custcosw/ps1844/prod_technical_reference_list.html) (http://www.cisco.com/en/US/products/sw/custcosw/ps1844/prod_technical_reference_list.html).

Handled is derived from HandledCallsTalkTime in the Agent_Skill_Group table.

Agent Skill Group Historical All Fields

Handled is the number of inbound calls that have been 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.

Sample Agent Skill Group Historical All Fields Report

This illustration is a sample of the report generated from the Agent Skill Group Historical All Fields template.

Figure 22: Agent Skill Group Historical All Fields Report 1 of 3

Skill Group Name	Agent Name	DateTime	Handled	AHT	Held	Avg Hold
G3_PG001_1.CV.PG1001.pri	L6001, 1F6001	Mar 22, 2010 12:00 AM	2	00:01:04	0	00:00:00
		Mar 22, 2010 12:15 AM	2	00:01:00	0	00:00:00
		Mar 22, 2010 12:30 AM	2	00:01:03	0	00:00:00
		Mar 22, 2010 12:45 AM	2	00:01:04	0	00:00:00
		Mar 22, 2010 1:00 AM	3	00:01:01	0	00:00:00
		Mar 22, 2010 1:15 AM	2	00:01:10	0	00:00:00
		Mar 22, 2010 1:30 AM	2	00:01:04	0	00:00:00
		Mar 22, 2010 1:45 AM	2	00:01:01	0	00:00:00
		Mar 22, 2010 2:00 AM	2	00:01:04	0	00:00:00
		Mar 22, 2010 2:15 AM	2	00:01:05	0	00:00:00
		Mar 22, 2010 2:30 AM	2	00:01:02	0	00:00:00
			L6001, 1F6001		23	00:01:03

Figure 23: Agent Skill Group Historical All Fields Report 2 of 3

Completed Tasks						Log On Time	%Active
Aban Rings	RONA	Aban Hold	Trans In	Trans Out	Ext Out		
0	0	0	0	0	0	00:15:00	13.33%
0	0	0	0	0	0	00:15:00	13.33%
0	0	0	0	0	0	00:14:59	13.46%
0	0	0	0	0	0	00:15:00	19.56%
0	0	0	0	0	0	00:15:00	14.00%
0	0	0	0	0	0	00:14:59	13.35%
0	0	0	0	0	0	00:15:00	13.33%
0	0	0	0	0	0	00:15:00	13.33%
0	0	0	0	0	0	00:14:59	13.79%
0	0	0	0	0	0	00:15:00	13.00%
0	0	0	0	0	0	00:15:00	13.44%
0	0	0	0	0	0	02:44:57	13.39%

Figure 24: Agent Skill Group Historical All Fields Report 3 of 3

Agent State Times					
%Hold	%Not Active	%Not Ready	%Reserved	%Wrap Up	%Busy Other
0.00%	85.89%	0.00%	0.00%	0.78%	0.00%
0.00%	86.67%	0.00%	0.00%	0.00%	0.00%
0.00%	85.98%	0.00%	0.00%	0.56%	0.00%
0.00%	79.67%	0.00%	0.00%	0.78%	0.00%
0.00%	86.00%	0.00%	0.00%	0.00%	0.00%
0.00%	84.54%	0.00%	0.00%	2.11%	0.00%
0.00%	85.78%	0.00%	0.00%	0.89%	0.00%
0.00%	86.56%	0.00%	0.00%	0.11%	0.00%
0.00%	85.21%	0.00%	0.00%	1.00%	0.00%
0.00%	86.00%	0.00%	0.00%	1.00%	0.00%
0.00%	86.33%	0.00%	0.00%	0.22%	0.00%
0.00%	85.30%	0.00%	0.00%	0.68%	

Agent Skill Group Real Time

This report is a table showing current agent status within the specified skill group(s).

Views: This report has a grid view only.

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

Grouping: by Skill Group Name

Value List: Skill Group

Database Schema Table(s) from which data is retrieved:

- Agent
- Agent_Real_Time
- Agent_Skill_Group_Real_Time
- Controller_Time
- Media_Routing_Domain
- Person
- Skill_Group

See also:

[Current Fields in the Agent Skill Group Real Time Grid View \(page 60\)](#)

[Available Fields in the Agent Skill Group Real Time Grid View \(page 62\)](#)

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. You can change them. See [Current Fields and Available Fields \(page 205\)](#).

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 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. Since 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 + Skill_Group.SkillTargetID
Agent Name	Derived from: Person.LastName + ", " + Person.FirstName The last and first name of the agent.
Ent Queued Now	The number of tasks currently queued for the skill group. Note: This field is Current by default and is applicable to CCE only. The equivalent field for Unified ICM is named Queued Now (ICM) is Available by default. Derived from: Skill_Group_Real_Time.RouterCallsQNow
Extension	Derived from: Agent_Real_Time.Extension The phone extension into which the agent is logged.
Agent State	Derived from: Agent_Real_Time.AgentState The current state of the agent. See Agent States (page 208) .
LogOn DateTime	Derived from: Agent_Real_Time.DateTimeLogin The date and time that the agent logged in. The format is MM/DD/YYYY (month, day, year) and HH:MM:SS (hour, minute, second) format.
Duration in Current State	The time spent in the current agent state in HH:MM:SS (hours, minutes, seconds) format.

Column (Field)	Description
	This is a calculated field derived from: DATEDIFF(seconds, Agent_Real_Time.DateTimeLastStateChange, getdate())
Mobile Agent Mode	Derived from: Agent_Real_Time.PhoneType The mode by which the agent is connected (populated for CCE only): 0 = Not Mobile (Local agent; normalACD/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)
Mobile Agent Phone#	Derived from: Agent_Real_Time.RemotePhoneNumber For a mobile agent (an agent working remotely), the current phone number. Populated for CCE only.
Reason Code	Derived from: Agent_Real_Time.ReasonCode 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. Note: For reason codes to be displayed in a report, the agent's CTI OS desk settings and CTI OS registry settings need to be configured to display the reason code. Set this in the Unified ICM Configuration Manager Agent Desk Settings List tool.
Supv Assist Reqstd	Derived from: Agent_Real_Time.RequestedSupervisorAssist Whether or not the agent requested supervisor assistance: No Yes.
Destination	Derived from: Agent_Real_Time.Destination The type of outbound task on which the agent is currently working.
Direction	Derived from: Agent_Real_Time.Direction The direction of active task: <ul style="list-style-type: none"> In (inbound task - non voice tasks are always inbound)

Agent Skill Group Real Time

Column (Field)	Description
	<ul style="list-style-type: none"> • Out (outgoing external task) • Other (outgoing or incoming internal task) • Not Applicable (if the logged in agent is not active in the skill group)
Avail in MRD	<p>Derived from: Agent_Real_Time.AvailableInMRD</p> <p>Whether or not the agent is available to accept a task in this media routing domain:</p> <ul style="list-style-type: none"> • 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, and 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 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 Unified ICM can assign tasks to the agent. In the latter, only the application can assign tasks to the agent.
Active Tasks	<p>The number of tasks associated with the skill group that the agent is working on.</p> <p>Derived from: Agent_Skill_Group_Real_Time.CallsInProgress</p>

Available Fields in the Agent Skill Group Real Time Grid View

Available fields for this report include the fields that display 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 Guide](http://www.cisco.com/en/US/products/sw/custcosw/ps1844/prod_technical_reference_list.html) (http://www.cisco.com/en/US/products/sw/custcosw/ps1844/prod_technical_reference_list.html).

Fields from other tables:

- **Active Tasks** is derived from Agent_Skill_Group_Real_Time
- **CallsInProgress.** The number of tasks associated with the skill group that the agent is working on
- **Media** is derived from: Media_Routing_Domain.EnterpriseName
- **Service Name** is derived from: Service.EnterpriseName
- **Enterprise Name** is derived from: Agent.EnterpriseName
- **Person**

Sample Agent Skill Group Real Time Report

This illustration is a sample of the report generated from the Agent Skill Group Real Time All Fields template.

Figure 25: Agent Skill Group Real Time Report 1 of 2

Skill Group Name	Agent Name	Ent Queued Now	Extension	Agent State	Log On DateTime	Duration In Current State	Mobile Agent Mode	Mobile Agent Phone#
G3_PG001_1.CV.PG1001.pri	L6001, 1F6001	0	4500	Ready	Mar 16, 2010 1:52 PM	00:00:48	Not Mobile	
	L6002, 1F6002	0	4501	Ready	Mar 16, 2010 1:52 PM	00:00:44	Not Mobile	
	L6003, 1F6003	0	4502	Ready	Mar 16, 2010 1:52 PM	00:00:40	Not Mobile	
	L6004, 1F6004	0	4503	Ready	Mar 16, 2010 1:52 PM	00:00:32	Not Mobile	

Figure 26: Agent Skill Group Real Time Report 2 of 2

Reason Code	Supv Assist Reqstd	Destination	Direction	Avail In MRD	Active Tasks
NONE	No	Not Applicable	Not Applicable	Yes_ICM	0
NONE	No	Not Applicable	Not Applicable	Yes_ICM	0
NONE	No	Not Applicable	Not Applicable	Yes_ICM	0
NONE	No	Not Applicable	Not Applicable	Yes_ICM	0

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 a pie chart only.

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

Value List: Agent

Database Schema Table(s) from which data is retrieved: Agent_Real_Time.AgentState

Agent State Real Time Graph

The following data is represented in the Agent State Real Time pie chart graph.

Field	Description
Logged Out	The agent is logged off.
Logged On	The agent is logged on.
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 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 on 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..

Agent Team Historical All Fields

Reports generated from this template show all the available report team data from the Agent_Skill_Group_Half_Hour and Agent_Half_Hour database tables for each selected team during the time period selected.

Views: This report has a grid view only.

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

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

Value List: Agent Team

Database Schema Table(s) from which data is retrieved:

- Agent
- Agent_Interval
- Agent_Skill_Group_Interval
- Agent_Team
- Agent_Team_Member
- Media_Routing_Domain
- Person
- Skill_Group

See also:

[Current Fields in the Agent Team Historical Grid View \(page 65\)](#)

[Available Fields in the Agent Team Historical Grid View \(page 69\)](#)

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. You can change them. See [Current Fields and Available Fields \(page 205\)](#).

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

Agent Team Historical All Fields

Column (Field)	Description
Agent Team Name	Derived from: Agent_Team.EnterpriseName The Enterprise Name of the agent team.
Supervisor	Derived from: Person.LastName + ' ' + Person.FirstName The agent teams' primary supervisor.
Agent Name	Derived from: Person.LastName ", " Person.FirstName The last and first name of the agent.
DateTime	
COMPLETED TASKS	
Handled	The number of Unified ICM Routed tasks this agent has handled. Derived from: Agent_Skill_Group_Half_Hour.CallsHandledToHalf
AHT	This is a calculated field derived from: : (Agent_Skill_Group_Half_Hour.HandledCallsTimeToHalf / Agent_Skill_Group_Half_Hour.CallsHandledToHalf) The average time spent by the agent in handling a task, measured in HH:MM:SS (hours, minutes, seconds).
Held Tasks	Derived from: Agent_Skill_Group_Half_Hour.IncomingCallsOnHoldToHalf The number of incoming calls to this agent that were placed on hold.
Avg Hold	The average time in HH:MM:SS (hours, minutes, seconds) that calls were put on hold, for all incoming calls which included hold time. This is a calculated field derived from: (Agent_Skill_Group_Half_Hour.IncomingCallsOnHoldTimeToHalf / Agent_Skill_Group_Half_Hour.IncomingCallsOnHoldToHalf)
Aban Rings	Derived from: Agent_Skill_Group_Half_Hour.AbandonRingCallsToHalf 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.
RONA	Derived from: Agent_Skill_Group_Half_Hour.RedirectNoAnsCallsToHalf

Agent Team Historical All Fields

Column (Field)	Description
	$\frac{\text{Agent_Skill_Group_Half_Hour.TalkReserveTimeToHalf}}{\text{Agent_Half_Hour.LoggedOnTimeToHalf}}$ <p>The percentage of time that the agent has spent talking on calls in this skill group in relation to LoggedOnTime.</p>
% Hold	<p>This is a calculated field derived from:</p> $\frac{\text{Agent_Skill_Group_Interval.HoldTime}}{\text{Agent_Interval.LoggedOnTime}}$ <p>The percentage of time that the agent has put a call on hold or paused a task in relation to LoggedOnTime or the interval, whichever is less.</p>
% Not Active	<p>This is a calculated field derived from:</p> $\frac{\text{Agent_Skill_Group_Half_Hour.HoldTimeToHalf} + \text{Agent_Half_Hour.LoggedOnTimeToHalf}}{\text{Agent_Skill_Group_Half_Hour.HoldTimeToHalf} + \text{Agent_Half_Hour.LoggedOnTimeToHalf}}$ <p>The percentage of time that the agent has spent in the Not Active or Available state in relation to LoggedOnTime. Applies to all skill groups.</p>
% Not Ready	<p>This is a calculated field derived from:</p> $\frac{(\text{Agent_Skill_Group_Half_Hour.AvailTimeToHalf} / \text{Agent_Half_Hour.LoggedOnTimeToHalf})}{\text{Agent_Half_Hour.LoggedOnTimeToHalf}}$ <p>The percentage of time that the agent has spent in the Not Ready state in relation to LoggedOnTime or the interval, whichever is less. Applies to all skill groups.</p>
% Reserved	<p>This is a calculated field derived from:</p> $\frac{(\text{Agent_Skill_Group_Half_Hour.ReservedStateTimeToHalf} / \text{Agent_Half_Hour.LoggedOnTimeToHalf})}{\text{Agent_Half_Hour.LoggedOnTimeToHalf}}$ <p>The percentage of time that the agent has spent in Reserved state waiting for an Unified ICM routed task from this skill group in relation to LoggedOnTime.</p>
% Wrap Up	<p>This is a calculated field derived from:</p> $\frac{((\text{Agent_Skill_Group_Half_Hour.WorkReadyTimeToHalf} + \text{Agent_Skill_Group_Half_Hour.WorkNotReadyTimeToHalf}) / \text{Agent_Half_Hour.LoggedOnTimeToHalf})}{\text{Agent_Half_Hour.LoggedOnTimeToHalf}}$ <p>The percentage of time that the agent has spent in Wrap-up state after an incoming or outgoing calls to/from this skill group in relation to LoggedOnTime.</p>
%Busy Other	<p>This is a calculated field derived from:</p> $\frac{(\text{Agent_Skill_Group_Half_Hour.BusyOtherTimeToHalf} / \text{Agent_Skill_Group_Interval.LoggedOnTimeToHalf})}{\text{Agent_Skill_Group_Interval.LoggedOnTimeToHalf}}$ <p>The percentage of time that the agent has spent in the BusyOther state in relation to LoggedOnTime.</p>

Report Summary: There is a summary row for Agent Team Name, a summary row for each Supervisor and a report summary for all data. See [About Report Summaries \(page 204\)](#).

Available Fields in the Agent Team Historical All Fields Grid View

Available fields for this report include the fields that display by default as Current. Additional Available fields in this report are populated directly from the Agent_Skill_Group_Interval table as documented in the [Database Schema Guide](http://www.cisco.com/en/US/products/sw/custcosw/ps1844/prod_technical_reference_list.html) (http://www.cisco.com/en/US/products/sw/custcosw/ps1844/prod_technical_reference_list.html). For example, **Aban Calls Ring Time** is derived from Agent_Skill_Group_Interval.AbandRingCalls.

Two exceptions are:

- **Wrap Time**, which is a calculated field derived from:
(Agent_Skill_Group_Interval.WorkNotReadyTime + Agent_Skill_Group_Interval.WorkReadyTime)
- **% Busy Other** This is a calculated field derived from
(Agent_Skill_Group_Interval.BusyOtherTime / Agent_Skill_Group_Interval.LoggedOnTime)

Other tables used for Available fields in this report are:

- **Agent_Team**
 - Agent_Team.AgentTeamID
- **Agent_Skill_Group**
 - AnswerWaitTime - Derived from: AgentSkillGroup.AnswerWaitTime
 - AutoOutCalls - Derived from: AgentSkillGroup.AutoOutCalls
 - AutoOutCalls On Hold - Derived from: AgentSkillGroup.AutoOutCallsOnHold
 - AutoOutCalls On Hold Time - Derived from: AgentSkillGroup.AutoOutCallsOnHoldTime
 - AutoOutCalls Talk Time - Derived from: AgentSkillGroup.AutoOutCallsTalkTime
- **Agent_Interval**
 - Avail Time - Derived from: Agent_Interval.AvailTime
- **Media_Routing_Domain.** The Media field is derived from:
Media_Routing_Domain.EnterpriseName

Sample Agent Team Historical All Fields Report

This illustration is a sample of the report generated from the Agent Team Historical All Fields template.

Agent Team Real Time

Figure 27: Agent Team Historical All Fields Report 1 of 3

Agent Team Name	Supervisor	Agent Name	DateTime	Completed Tasks								
				Handled	AHT	Held Tasks	Avg Hold	Aban Rings	RONA	Aban Hold	Trans In	Trans Out
76_10_SUP_TEAM	IPCC_ast 4720092	IPCC_ast 4720001	Jan 7, 2011 3:00 PM	0	00:00:00	0	00:00:00	0	0	0	0	0
			Jan 7, 2011 3:30 PM	0	00:00:00	0	00:00:00	0	0	0	0	
			Jan 7, 2011 4:00 PM	0	00:00:00	0	00:00:00	0	0	0	0	
			Jan 7, 2011 4:30 PM	0	00:00:00	0	00:00:00	0	0	0	0	
			Jan 7, 2011 5:00 PM	0	00:00:00	0	00:00:00	0	0	0	0	
			Jan 7, 2011 5:30 PM	0	00:00:00	0	00:00:00	0	0	0	0	
			Jan 7, 2011 6:00 PM	1	00:00:12	0	00:00:00	0	0	0	0	
			Jan 7, 2011 6:30 PM	1	00:05:40	0	00:00:00	0	0	0	0	
			Jan 7, 2011 7:00 PM	1	00:06:25	0	00:00:00	0	0	0	0	
			Jan 7, 2011 7:30 PM	0	00:00:00	0	00:00:00	0	0	0	0	
			Jan 7, 2011 8:00 PM	0	00:00:00	0	00:00:00	0	0	0	0	
			Jan 7, 2011 8:30 PM	0	00:00:00	0	00:00:00	0	0	0	0	
			Jan 7, 2011 9:00 PM	0	00:00:00	0	00:00:00	0	0	0	0	
			Jan 7, 2011 9:30 PM	0	00:00:00	0	00:00:00	0	0	0	0	
			Jan 7, 2011 10:00 PM	0	00:00:00	0	00:00:00	0	0	0	0	
			Jan 7, 2011 10:30 PM	0	00:00:00	0	00:00:00	0	0	0	0	
			Jan 7, 2011 11:00 PM	0	00:00:00	0	00:00:00	0	0	0	0	
			Jan 7, 2011 3:30 PM	0	00:00:00	0	00:00:00	0	0	0	1	
			Jan 7, 2011 7:30 PM	0	00:00:00	0	00:00:00	0	0	0	0	
			Jan 7, 2011 8:00 PM	0	00:00:00	0	00:00:00	0	0	0	1	
			Jan 7, 2011 8:30 PM	2	00:00:07	0	00:00:00	0	0	0	1	
			Jan 7, 2011 9:00 PM	7	00:00:03	0	00:00:00	0	0	0	0	
			Jan 7, 2011 9:30 PM	0	00:00:00	0	00:00:00	0	0	0	0	
			Jan 7, 2011 10:00 PM	0	00:00:00	0	00:00:00	0	0	0	0	
			Jan 7, 2011 10:30 PM	0	00:00:00	0	00:00:00	0	0	0	0	
			Jan 7, 2011 11:00 PM	0	00:00:00	0	00:00:00	0	0	0	0	
			Jan 7, 2011 11:30 PM	0	00:00:00	0	00:00:00	0	0	0	0	
			Jan 8, 2011 12:00 AM	0	00:00:00	0	00:00:00	0	0	0	0	

Figure 28: Agent Team Historical All Fields Report 2 of 3

Completed Tasks							Log On Duration	%Active
Avg Hold	Aban Rings	RONA	Aban Hold	Trans In	Trans Out	Ext Out		
00:00:00	0	0	0	0	0	0	01:15:00	14.22%
00:00:00	0	0	0	0	0	0	01:15:00	13.44%
00:00:00	0	0	0	0	0	0	01:15:00	13.44%
00:00:00	0	0	0	0	0	0	01:15:00	13.33%
00:00:00	0	0	0	0	0	0	01:15:00	13.89%
00:00:00	0	0	0	0	0	0	01:15:00	19.67%
00:00:00	0	0	0	0	0	0	01:15:00	13.44%

Figure 29: Agent Team Historical All Fields Report 3 of 3

Agent State Times				
%Hold	%Not Active	%Not Ready	%Reserved	%Wrap Up
0.00%	85.33%	0.00%	0.00%	0.33%
0.00%	94.11%	0.00%	0.00%	0.00%
0.00%	100.00%	0.00%	0.00%	1.22%
0.00%	100.00%	0.00%	0.00%	0.22%
0.00%	100.00%	0.00%	0.00%	0.00%
0.00%	77.78%	0.00%	0.00%	2.67%

Agent Team Real Time

This report shows the current status of the selected agent team(s) and the current agent states of each agent within the selected agent team(s).

Views: This report has a grid view only.

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

Grouping: This report is grouped and sorted by Agent Team Name and then by Supervisor.

Value List: Agent Team

Database Schema Table(s) from which data is retrieved:

- Agent
- Agent_Real_Time
- Agent_Team
- Agent_Team_Member
- Media_Routing_Domain
- Person
- Skill_Group

See also:

[Current Fields in the Agent Team Real Time Grid View \(page 71\)](#)

[Available Fields in the Agent Team Real Time Grid View \(page 73\)](#)

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. You can change them. See [Current Fields and Available Fields \(page 205\)](#).

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	Derived from: Agent_Team.EnterpriseName The Enterprise Name of the agent team.
Supervisor	Derived from: Person.LastName " , " Person.FirstName The agent team's primary supervisor.
Agent Name	Derived from: Person.LastName " , " Person.FirstName The last and first name of the agent.
Extension ¹	Derived from: Agent_Real_Time.Extension The phone extension that the agent has logged into.
Login Time ²	Derived from: Agent_Real_Time.DateTimeLogin

1) Only visible in the stock templates that support UCCE Rel 7.5

2) Only visible in the CUIC Rel 8.x stock templates

Agent Team Real Time

Column (Field)	Description
	Date and time of the login of the agent measured in MM/DD/YYYY HH:MM:SS (month, day,year, hour, minute, second) format.
LogOnDateTime ³	Derived from: Agent_Real_Time.DateTimeLogin Date and time of the login of the agent measured in MM/DD/YYYY HH:MM:SS (month, day,year, hour, minute, second) format.
Active Skill Group	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. Since an agent can be logged into multiple skill groups, this field is not filled until the agent is assigned a task.
Agent State	Derived from: Agent_Real_Time.AgentState The current state of the agent. See Agent States (page 208) .
Mobile Agent Mode ⁴	Derived from: Agent_Real_Time.PhoneType The mode by which the agent is connected: 0 Derived from: Not Mobile (Local agent; normalACD/CCE phone or non-voice task) 1 Derived from: Call By Call (Mobile agent's phone isconnected for each incoming call) 2 Derived from: Nailed Connection (Mobile agent calls andlogs in once; line remains connected through multiple calls)
Mobile Agent Phone# ⁵	Derived from: Agent_Real_Time.RemotePhoneNumber For a mobile agent (an agent working remotely), the current phone number.
Duration in Current State	Derived from: DATEDIFF(second, Agent_Real_Time.DateTimeLastStateChange, getdate()) The length of time since the agent's state last changed, measured in HH:MM:SS (hours, minutes, seconds) format.
Reason Code	Derived from: Agent_Real_Time.ReasonCode

3) Only visible in the stock templates that support UCCE Rel 7.5

4) Only visible in the stock templates that support UCCE Rel 7.5

5) Only visible in the stock templates that support UCCE Rel 7.5

Column (Field)	Description
	A code received from the peripheral that indicates the reason for the agent's last state change. If not defined, this displays 0.
SupervAssist	Derived from: Agent_Real_Time.RequestedSupervisorAssist Whether or not the agent requested supervisor assistance: No Yes
Destination	Derived from: Agent_Real_Time.Destination The type of outbound task on which the agent is currently working.
Direction	Derived from: Agent_Real_Time.Direction The direction of the call that the agent is currently working on: NULL= None 0 = None 1 = In 2 =Out 3 = Other
Avail In MRD ⁶	Derived from: Agent_Real_Time.AvailableInMRD Whether or not the agent is available to accept a task in this media routing domain.

Report Summary: There is a summary row for Agent Team Name, a summary row for each Supervisor and a report summary for all data. See [About Report Summaries \(page 204\)](#).

Available Fields in the Agent Team Real Time Grid View

Available fields for this report include the fields that display by default as Current. Additional Available fields in this report are from the Agent_Real_Time table as documented in the [Database Schema Guide](http://www.cisco.com/en/US/products/sw/custcosw/ps1844/prod_technical_reference_list.html) (http://www.cisco.com/en/US/products/sw/custcosw/ps1844/prod_technical_reference_list.html).

Other tables used are:

- **Agent_Team**

- The Agent Team field is derived from: Derived from: Agent_Team.AgentTeamID
- The PriSupervisor Skill Target ID field is derived from: Agent_Team.PriSupervisorID

Person

- FirstName is derived from: Person.FirstName
- LastName is derived from: Person.LastName

6) Only visible in the stock templates that support UCCE Rel 7.5

Agent Team State Counts Real Time

Media_Routing_Domain

- The Media field is derived from: Media_Routing_Domain.EnterpriseName

Service

- Service Name is derived from: Service.EnterpriseName

Sample Agent Team Real Time Report

This illustration is a sample of the report generated from the Agent Team Real Time All Fields template.

Figure 30: Agent Team Real Time Report

Agent Team Name	Supervisor	Agent Name	Active Skill Group	State	Duration In Current State	Reason Code	Destination	Direction
03_P0001_1.Team20000.001	LastName20091, FirstName20091	L6002, 1F6002	Not Applicable	Talking	00:00:00	0	Not Applicable	In
		L6003, 1F6003	Not Applicable	Talking	00:00:00	0	Not Applicable	In
		L6004, 1F6004	Not Applicable	Ready	00:02:20	0	Not Applicable	Not Applicable
		L6005, 1F6005	Not Applicable	Ready	00:02:18	0	Not Applicable	Not Applicable
		L6006, 1F6006	Not Applicable	Ready	00:02:14	0	Not Applicable	Not Applicable
		L6007, 1F6007	Not Applicable	Ready	00:02:10	0	Not Applicable	Not Applicable

Agent Team State Counts Real Time

This report is a table summary of the number of agents in various agent states.

Provides real-time agent team information on number of agents assigned to a team, number of agents logged on, number of agents in different states, and number of agents available to receive incoming tasks.

Views: This report has a grid view only.

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 Table(s) from which data is retrieved:

- Agent
- Agent_Real_Time
- Agent_Team
- Agent_Team_Member

- Media_Routing_Domain
- Person

See also:

[Current Fields in the Agent Team State Counts Grid View \(page 75\)](#)

[Available Fields in the Agent Team State Counts Grid View \(page 77\)](#)

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. You can change them. See [Current Fields and Available Fields \(page 205\)](#).

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 Name	Derived from: Agent_Team.EnterpriseName The enterprise name of the agent team.
Supervisor	Derived from: Person.LastName + ' ' + Person.FirstName The team's primary supervisor.
Total On Team	Derived from: Agent_Team_Member The count of agents configured for the individual team.
Agent Logged On	The number of agents currently logged on. Derived from: count of agents with Agent_Real_Time.AgentState =0.
Active In	Derived from: count of agents where Agent_Real_Time.AgentState is 11 or 4 and Agent_Real_Time.Direction is 2. The number of agents currently working on incoming tasks.
Active Out	Derived from: count of agents where Agent_Real_Time.AgentState is 11 or 4 and Agent_Real_Time.Direction is 3. The number of agents currently working on outbound tasks.
Active Other	Derived from: count of agents where Agent_Real_Time.AgentState is 11 or 4 and Agent_Real_Time.Direction is 3.

Agent Team State Counts Real Time

Columns (Fields)	Description
	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.
Hold	<p>Derived from: Count of agents where Agent_Real_Time.AgentState is 10 or 12</p> <p>The number of agents that have all active tasks on hold and/or 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.</p>
Not Active	<p>Derived from: Count of agents where Agent_Real_Time.AgentState is 3 or 14</p> <p>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.</p>
Wrap Up	<p>Derived from: Count of agents where Agent_Real_Time.AgentState is 5 or 6.</p> <p>The number of agents in the Work Not Ready state 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 task work and is assumed to be ready to accept incoming tasks when done.</p>
Not Ready	<p>Derived from: Count of agents where Agent_Real_Time.AgentState is 2.</p> <p>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.</p>
Reserved	<p>Derived from: Count of agents where Agent_Real_Time.AgentState is 8.</p> <p>The number of agents currently in the Reserved state, a state in which an agent has been selected to receive a task. An agent is in the Reserved state until the task is answered.</p>
Eligible For Task	<p>Derived from: Count of agents where Agent_Real_Time.AvailableInMRD is 0.</p> <p>The number of agents who are eligible to receive tasks in the specified media routing domain.</p> <p>Note: It is possible for an agent to be in the Not Active state (available) and yet be not EligibleFor Task in a media routing domain.</p>

Columns (Fields)	Description
	<p>This can occur under the following circumstances:</p> <ul style="list-style-type: none"> • 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. <p>Note also that it is possible for an agent to be currently working on a task (Active In state) and yet 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 a MSC task, an agent is eligible to receive a task up to the maximum task limit configured in the system.</p>

Report Summary: There is a summary row for the total report. See [About Report Summaries \(page 204\)](#).

Available Fields in the Agent Team State Counts Real Time Report

Available fields for this report include all fields that display 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_Real_Time.agentteamid
- **Media** Derived from: Media_Routing_Domain.Enterprise
- **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.

It is possible for an agent to be in the NotActive state (available) and yet be not 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.

Agent Team State Counts Real Time

Note also that it is possible for an agent to be currently working on a task (Active In state) and yet 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 a MSC task, an agent is eligible to receive a task up to the maximum task limit configured in the system.

Sample Agent Team State Counts Real Time Report

This illustration is a sample of the report generated from the Agent Team State Counts Real Time template.

Figure 31: Agent Team State Counts Report 1 of 2

Agent Team Name	Supervisor	Total On Team	Agent Logged On	Active In	Active Out	Active Other
G3_PG001_1.Team20000.001	LastName20091, FirstName20091	10	10	0	0	0
G3_PG001_1.Team20000.002	LastName20092, FirstName20092	7	7	0	0	0
ReskillTestA	Supervisor1, Reskill	50	20	13	0	0
ReskillTestB	Supervisor2, Reskill	50	50	20	0	0

Figure 32: Agent Team State Counts Report 2 of 2

Hold	Not Active	Wrap Up	Not Ready	Reserved
0	10	0	0	0
0	7	0	0	0
0	10	0	0	0
0	40	0	0	0



Chapter 3

Intelligence Center Admin

Cisco Unified Intelligence Center now supports Audit Trail Logging. This feature allows you to view the sequence of audit records of each of the transaction or action that is performed on a Cisco Unified Intelligence Center server. You can view the audit trails using the Audit Trail stock report. Only SystemAdministrators can access and view this feature by default. However, a System Administrator can then give permissions to other Intelligence Center users to use this feature.

This chapter contains the following topics:

- [Viewing the Audit Trail Logging in Unified Intelligence Center, page 79](#)
- [Audit Trail Report, page 79](#)
- [Current Fields in the Audit Trail Report Grid View, page 80](#)
- [Sample Audit Trail Report, page 81](#)

Viewing the Audit Trail Logging in Unified Intelligence Center

Follow this procedure to view the Audit Trail Logging.

-
- Step 1** Log in to the Unified IC Reporting Interface.
- Step 2** Navigate to **Reports > Stock > Intelligence Center Admin** and click **Audit Trail**.

The system opens the Audit Trail Report Filter window.

Audit Trail Report

Views: This report has three grid views - Non-grouped, Groupby – EntityName, Groupby – Username.

Current Fields in the Audit Trail Report Grid View

Grouping: This report has two grouped views - grouped and sorted by User and Entity Name. The third view is un-grouped which is also the default view for this report.

Value List: CUIC Users, CUIC Operations, CUIC Entity Types.

Database Schema Table(s) from which data is retrieved:

- CUICAUDITLOG
- CUICLOGEDENTITY

See also:

[Current Fields in the Audit Trail Report Grid View \(page ?\)](#)

Current Fields in the Audit Trail Report Grid View

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

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

Column (Field)	Description
Event Time	The date and time when the user performed the operation in the CUIC system. Derived from cuicauditlog.loggedtime
User	Domain name and the Login ID of the user who logged in. Derived from cuicauditlog.userid
Operation	The action that the user had performed on the system. Derived from: cuicauditlog.operation
Entity Type	The type of entity on which the user performed the action. Derived from: cuicauditlog.category
Entity Name	The name of the specific entity that the user accessed. Derived from: cuiclogedentity.entityname
Status	The outcome of the user operation. Derived from cuicauditlog.status
Description	A brief description of the action that the user performed. Derived from cuicauditlog.description

Column (Field)	Description
RunAs User	The RunAs User for this action. For more details, see Run As (page ?) . Derived from cuicauditlog.runasuserid
Server IP	The IP address of the CUIC system that this user accessed. Derived from cuicauditlog.serverip
Server Name	The name of the CUIC system that this user accessed. Derived from cuicauditlog.servername

Sample Audit Trail Report

This illustration is a sample of the report generated from the Audit Trail Report template.

Figure 33: Sample Audit Trail Report

Event Time	User	Operation	Entity Type	Entity Name	Status	Description	RunAs User	Serve
12/11/11 7:19:13 PM	CUICAdministrator	CREATE	DASHBOARD	demo > demo_dash	SUCCESS	User CUICAdministrator created dashboard demo_dash at Thu Dec 01 19:19:13 IST 2011	CUICAdministrator	10.78.6
12/2/11 2:11:26 PM	CUICAdministrator	CREATE	SCHEDULER	TestSch_SchedulerCsvFileTest_FF_35634	SUCCESS	User CUICAdministrator created scheduler TestSch_SchedulerCsvFileTest_FF_35634 at Fri Dec 02 14:11:26 IST 2011	CUICAdministrator	10.78.6
12/2/11 2:11:58 PM	CUICAdministrator	RUN_NOW	SCHEDULER	TestSch_SchedulerCsvFileTest_FF_35634	SUCCESS	User CUICAdministrator ran scheduler TestSch_SchedulerCsvFileTest_FF_35634 at Fri Dec 02 14:11:58 IST 2011	CUICAdministrator	10.78.6
12/2/11 2:13:15 PM	CUICAdministrator	DELETE	SCHEDULER	TestSch_SchedulerCsvFileTest_FF_35634	SUCCESS	User CUICAdministrator deleted scheduler TestSch_SchedulerCsvFileTest_FF_35634 at Fri Dec 02 14:13:15 IST 2011	CUICAdministrator	10.78.6
12/2/11 2:14:33 PM	CUICAdministrator	CREATE	SCHEDULER	TestSch_SchedulerCsvFileTest_FF_27293	SUCCESS	User CUICAdministrator created scheduler TestSch_SchedulerCsvFileTest_FF_27293 at Fri Dec 02 14:14:33 IST 2011	CUICAdministrator	10.78.6
12/2/11 2:15:05 PM	CUICAdministrator	RUN_NOW	SCHEDULER	TestSch_SchedulerCsvFileTest_FF_27293	SUCCESS	User CUICAdministrator ran scheduler TestSch_SchedulerCsvFileTest_FF_27293 at Fri Dec 02 14:15:05 IST 2011	CUICAdministrator	10.78.6

Sample Audit Trail Report



Chapter 4

Unified CCE Release 8.x Call Type and Call Type Skill Group Reports

This chapter contains the following topics:

- [Call Type Abandon/Answer Distribution Historical, page 83](#)
- [Call Type Historical All Fields, page 88](#)
- [Call Type Real Time, page 94](#)
- [Call Type Skill Group Historical All Fields, page 97](#)

Call Type Abandon/Answer Distribution Historical

For each call type, reports generated from this template show the number of answered and abandoned calls for separate intervals for the report's time period, broken out into interval summaries.

Views: This report has a grid view only.

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

Value List: Call Type

Database Schema Table(s) from which data is retrieved:

- Bucket_Intervals
- Call_Type
- Call_Type_Interval

See also:

Call Type Abandon/Answer Distribution Historical

[Current Fields in the Call Type Abandon/Answer Distribution Historical Grid View \(page 84\)](#)

[Available Fields in the Call Type Abandon/Answer Distribution Historical Grid View \(page 87\)](#)

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. You can change them. See [Current Fields and Available Fields \(page 205\)](#).

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 have defined.

Column (Field)	Description
Call Type Name	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
ASA	Average Speed of Answer. The average answer wait time from when first queue to skill group or LAA select node was executed for this call to when this call was answered. This is an important measure of service quality because the time can vary, even over the course of one day, due to call volumes and staff levels. This is a calculated field, derived from: Call_Type_Interval.AnswerWaitTime/ Call_Type_Interval.CallsAnswered
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 abandoned in queue, calls that abandoned while at the IVR (prompting or self service) and calls that abandoned while ringing at the agent's phone or en route to the agent's phone.

Column (Field)	Description
	This 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)
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

Call Type Abandon/Answer Distribution Historical

Column (Field)	Description
	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)
MaxCallsQueued	The maximum number of calls in queue for this call type during this interval. Derived from : Call_Type_Interval. MaxCallsQueued Note: The system displays data in this field only if your CUIC system is connected to ICM Release 8.0(3) or later.
MaxCallWaitTime	The longest time a call had to wait before it was dispositioned (abandoned or answered) in this interval.

Column (Field)	Description
	Derived from : Call_Type_Interval. MaxCallWaitTime Note: The system displays data in this field only if your CUIC system is connected to ICM Release 8.0(3) or later.

Report Summary: The summary line shows an average for the ASA and Avg Aban Delay columns, totals for the interval columns, and Max for MaxCallsQueued and MaxCallWaitTime columns. See [About Report Summaries \(page 204\)](#) .

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

Available fields for this report include the fields that display 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.CallTypeID
- **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 Guide](#) (http://www.cisco.com/en/US/products/sw/custcosw/ps1844/prod_technical_reference_list.html):

int1 - int 9: Derived from: Bucket_Intervals.IntervalUpperBound1 - IntervalUpperBound9

Sample Call Type Abandon/Answer Distribution Historical Report

This illustration is a sample of the report generated from the Call Type Abandon/Answer Distribution Historical Report template.

Call Type Historical All Fields

Figure 34: Call Type Abandon Answer Distribution Historical Report 1 of 2

Call Type Name	DateTime	ASA	Avg Aban Delay	00:00-08-Ans	00:00-08-Aban	00:00-30-Ans	00:00-30-Aban	00:01-00-Ans	00:01-00-Aban
CT12	Mar 31, 2010 10:00 AM	null	00:00:00	0	0	0	0	0	0
	Mar 31, 2010 10:30 AM	null	00:00:00	0	0	0	0	0	0
	Mar 31, 2010 11:00 AM	null	00:00:00	0	0	0	0	0	0
	Mar 31, 2010 11:30 AM	null	00:00:00	0	0	0	0	0	0
	Mar 31, 2010 12:00 PM	null	00:00:00	0	0	0	0	0	0

Figure 35: Call Type Abandon Answer Distribution Historical Report 2 of 2

00:00-08-Ans	00:00-08-Aban	00:00-30-Ans	00:00-30-Aban	>00:20:00-Ans	>00:20:00-Aban	MaxCallsQueued	MaxCallWaitTime
0	0	0	0	0	0	0	00:00:01
0	0	0	0	0	0	0	00:00:01
0	0	0	0	0	0	0	00:00:01
0	0	0	0	0	0	0	00:00:01
0	0	0	0	0	0	0	00:00:18

Generated on June 14, 2011 5:25:31 PM IST by CUCIAdministrator (18 records).
Filter Interval: From 05/11/2011 12:00 AM To 05/11/2011 11:59 PM, Days - Mon,Tue,Wed,Thu,Fri,Sat,Sun, CallTypeID: Sol_Load

Call Type Historical All Fields

Reports generated from this template show the interval status of call types for the selected time period.

Note: For Unified ICM, the presence of certain data depends on the use of Enterprise Queuing and on whether Translation Routing has been implemented.

Views: This report has a grid view and a pie chart view.

Grouping: By call type and then by date and time

Value List: Call Type

Database Schema Table(s) from which data is retrieved:

- Call_Type
- Call_Type_Interval

See also:

[Current Fields in the Call Type Historical All Fields Grid View \(page 89\)](#)

[Available Fields in the Call Type Historical All Fields Grid View \(page 93\)](#)

[Call Type Historical All Fields Calls Answered by Call Types Chart \(page 94\)](#)

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. You can change them. See [Current Fields and Available Fields \(page 205\)](#).

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
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
SL	Service Level Type used to calculate Service level for the interval. See Service Levels (page 219) . Derived from: Call_Type_Interval.ServiceLevel
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 CC Enterprise and standard ACD targets that use translation routes. Derived from: Call_Type_Interval.ServiceLevelAband
ASA	Average Speed of Answer. The average answer wait time from when first queue to skill group or LAA select node was executed for this call to when this call was answered. This is an important measure of service quality because the time can vary, even over the course of one day, due to call volumes and staff levels. This is a calculated field, derived from: Call_Type_Interval.AnswerWaitTime / Call_Type_Interval.CallsAnswered
TASKS	
Offered	Tasks that have been offered to this call type during the interval.

Call Type Historical All Fields

Column (Field)	Description
	Derived from: Call_Type_Interval.CallsOffered
Assigned from Q	<p>The number of tasks of the call type assigned from the queue to be routed in the interval.</p> <p>Derived from: Call_Type_Interval.RouterQueueCalls</p>
Answered	<p>The total number of calls of this call type answered by agents in the interval. This field is applicable to both Unified ICM and Unified CC Enterprise with the following exception: if the call is answered by an agent on a standard ACD, this field is incremented only if the call was translation routed.</p> <p>Derived from: Call_Type_Interval.CallsAnswered</p>
AWT	<p>Answer Wait Time. The answer wait time in seconds for all calls that were handled for the call type during the interval. This field is applicable to both Unified ICM and Unified CC Enterprise with the following exception: if the call is answered by an agent on a standard ACD, this field is incremented only if the call was translation routed.</p> <p>Derived from Call_Type_Interval.AnswerWaitTime</p>
COMPLETED TASKS	
Handled	<p>The total number of tasks handled to completion for the call type in the interval.</p> <p>Derived from: Call_Type_Interval.CallsHandled</p>
Aban	<p>The total number of calls abandoned while in VRU (that is, while undergoing prompting or listening to voice menus options), calls abandoned while queued to skill group, and calls abandoned at agent desktop. This value also includes abandons for calls that are not in the queue; for example, when the caller hangs up while listening to aVRU prompt. Therefore, the number of calls abandoned at aVRU before being queued is TotalCallsAband minus RouterCallsAbandToAgent and RouterCallsAbandQ. Does not include short calls.</p>

Column (Field)	Description
	Derived from: Call_Type_Interval.TotalCallsAband
Return	The number of tasks of the call type that ICM software routed to Return nodes in the interval. This 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 have been 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 not by ICM software but by the carrier in the interval. For pre-routed 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
Calls Error	The number of calls for this CallType that had errors or were incomplete in the interval. This 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, have been routed to non Agent targets, and/or have been redirected in the interval. This 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.

Call Type Historical All Fields

Column (Field)	Description
	This is a calculated field, derived from: (Call_Type_Interval.CallsHandled / 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 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)
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 abandoned in queue, calls that abandoned while at the IVR (prompting or self service) and calls that abandoned while ringing at the agent's phone or en route to the agent's phone. This is a calculated field.
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
MaxCallsQueued	The maximum number of calls in queue for this call type during this interval. Derived from : Call_Type_Interval. MaxCallsQueued Note: The system displays data in this field only if your CUIC system is connected to ICM Release 8.0(3) or later.

Column (Field)	Description
MaxCallWaitTime	<p>The longest time a call had to wait before it was dispositioned (abandoned or answered) in this interval.</p> <p>Derived from : Call_Type_Interval. MaxCallWaitTime</p> <p>Note: The system displays data in this field only if your CUIC system is connected to ICM Release 8.0(3) or later.</p>

Report Summaries

- **Call Type Summary**

Field totals, with the exception of the SL (service level) field, for each call type in the report. The SL fields have percentage values

- **Report Summary**

Field totals, with the exception of the SL (service level) field, for all call types in the report. The SL fields have percentage values. The summary also displays the Max for MaxCallsQueued and MaxCallWaitTime.

Available Fields the Call Type Historical All Fields Grid 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 Call_Type_Interval table.

The exception is BucketIntervalID, which is from the Bucket_Intervals table, as documented in the [Database Schema Guide](http://www.cisco.com/en/US/products/sw/custcosw/ps1844/prod_technical_reference_list.html) (http://www.cisco.com/en/US/products/sw/custcosw/ps1844/prod_technical_reference_list.html).

Sample Call Type Historical All Fields Report

This illustration is a sample of the report generated from the Call Type Historical All Fields Report template.

Call Type Real Time

Figure 36: Call Type Historical All Fields Report 1 of 2

Figure 37: Call Type Historical All Fields Report 2 of 2

Call Type Historical All Fields Calls Answered by Call Types Chart

The stock graph for this report is a pie chart that shows Calls Answered by Call Type.

To select this view, run the Call Type Historical report. Then select Calls Answered by Call Types from the Report Viewer.

Call Type Real Time

Reports generated from this template show the current status of call types.

Views: This report has a grid view and a gauge view.

Value List: Call Type

Database Schema Table(s) from which data is retrieved:

- Call_Type
- Call_Type_Real_Time

See also:

[Current Fields in the Call Type Real Time Grid View \(page 95\)](#)

[Available Fields in the Call Type Real Time Grid View \(page 96\)](#)

[Call Type Real Time Queue Now Pie Chart \(page 97\)](#)

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. You can change them. See [Current Fields and Available Fields \(page 205\)](#).

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
ASA5	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)
VRU (not Q) Now	The number of tasks in RunVRUScript or Wait state. This represents the number of tasks at VRU prompting or self service. This is a calculated field, derived from: Call_Type_Real_Time.CallsAtVRUNow - Call_Type_Real_Time.RouterCallsQNow
Queue 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 CCE agents but are not yet ended. This column is incremented when the call is answered and decremented when the call ends, i.e., after wrap up has completed, if applicable. Derived from: Call_Type_Real_Time.CallsAtAgentNow

Call Type Real Time

Column (Field)	Description
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.
SL	The Unified ICM/CCE 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
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
Aband Within SL	Derived from: Call_Type_Interval.HandleTime The number of tasks abandoned before the service level timer expired.
Avg Aban	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 is a calculated field, derived from: Call_Type_Real_Time.CallDelayAbandTimeTo5 / Call_Type_Real_Time.TotalCallsAbandTo5

Derived from: Call_Type_Real_Time.ServiceLevelAbandTo5

Report Summary: There is a summary for all data in the report. See [About Report Summaries \(page 204\)](#).

Available Fields in the Call Type Real Time Grid View

Available fields for this report include the fields that display 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 Guide](http://www.cisco.com/en/US/products/sw/custcosw/ps1844/prod_technical_reference_list.html) (http://www.cisco.com/en/US/products/sw/custcosw/ps1844/prod_technical_reference_list.html).

Sample Call Type Real Time Report

This illustration is a sample of the report generated from the Call Type All Fields Real Time template.

Figure 38: Call Type Real Time Report

Call Type Name	ASA5	VRU not Q Now	Queue Now	CCE Agent Now	Longest Queued	SL	Handled5	Aband5	Aban within SL	Avg Aban
CT11	00:00:00	0	0	0	0	null	0	0	0	0.0000
CT12	00:00:00	0	0	0	0	null	0	0	0	0.0000
CT13	00:00:00	0	0	0	0	null	0	0	0	0.0000
	00:00:00	0	0	0			0	0	0	0.0000

Call Type Real Time Queue Now Pie Chart

The stock graphical view for this report is a gauge that shows The number of tasks currently in the queue.

To select this view, run the Call Type Real Time report. Then select Call Type_Queue Now from the Report Viewer.

Figure 39: Call Type Real Time Queue Now Pie Chart



Call Type Skill Group Historical All Fields

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

Note: For Unified ICM, the presence of certain data depends on the use of Enterprise Queuing and on whether Translation Routing has been implemented.

Views: This report has a grid view only.

Grouping: By call type and then by date and time

Value List: Call Type

Database Schema Table(s) from which data is retrieved:

- Call_Type

Call Type Skill Group Historical All Fields

- Skill_Group
- Call_Type_Skill_Group_Interval

See also:

[Current Fields in the Call Type Skill Group Historical All Fields Grid View \(page 98\)](#)

[Available Fields in the Call Type Historical Skill Group All Fields Grid View \(page 100\)](#)

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

Current fields are those fields that appear by default in a report grid view generated from the stock template. You can change them. See [Current Fields and Available Fields \(page 205\)](#).

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.
Skill Group Name	The skill group's enterprise name Derived from: Skill_Group.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_Skill_Group_Interval.DateTime.
Handled	The total number of tasks handled to completion for the call type in the interval. Derived from: Call_Type_Skill_Group_Interval.CallsHandled.
AHT	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: Call_Type_Skill_Group_Interval.Handle Time / Call_Type_Skill_Group_Interval.CallsHandled
%Queued	The percentage of all handled tasks of the call type that were queued in the interval.

Column (Field)	Description
	<p>This is a calculated field, derived from Call_Type_Skill_Group_Interval.CallsQHandled / Call_Type_Skill_Group_Interval.CallsHandled</p>
SL	<p>Service Level Type used to calculate Service level for the interval.</p> <p>See Service Levels (page 219).</p> <p>Derived from: Call_Type_Skill_Group_Interval.ServiceLevel</p>
ASA	<p>Average Speed of Answer. The average answer wait time from when first queue to skill group or LAA select node was executed for this call to when this call was answered. This is an important measure of service quality because the time can vary, even over the course of one day, due to call volumes and staff levels.</p> <p>This is a calculated field, derived from: Call_Type_Skill_Group_Interval.AnswerWaitTime / Call_Type_Skill_Group_Interval.CallsAnswered</p>
Aban Within SL	<p>The total number of calls of this call type abandoned within the service level threshold during the interval. Valid for both Unified CC Enterprise and standard ACD targets that use translation routes.</p> <p>Derived from: Call_Type_Skill_Group_Interval.ServiceLevelAband</p>
Aban in Queue	<p>The number of calls to the call type that abandoned in the Router queue during the interval.</p> <p>Derived from: Call_Type_Skill_Group_Interval.RouterCallsAbandQ</p>
MaxCallsQueued	<p>The maximum number of calls in queue for this call type during this interval.</p> <p>Derived from : Call_Type_Skill_Group_Interval.MaxCallsQueued</p> <p>Note: The system displays data in this field only if your CUIC system is connected to ICM Release 8.0(3) or later.</p>

Call Type Skill Group Historical All Fields

Column (Field)	Description
MaxCallWaitTime	<p>The longest time a call had to wait before it was dispositioned (abandoned or answered) in this interval.</p> <p>Derived from : Call_Type_SG_Interval.MaxCallWaitTime</p> <p>Note: The system displays data in this field only if your CUIC system is connected to ICM Release 8.0(3) or later.</p>

Report Summaries

The summary line displays the Max for MaxCallsQueued and MaxCallWaitTime.

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

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

Additional Available fields in this report are taken directly from the Call_Type_Skill_Group_Interval table.

Sample Call Type Skill Group Historical All Fields Report

Figure 40: Call Type Skill Group Historical All Fields Report

Call Type Name	Skill Group Name	DateTime	Handled	AHT	% Queued	SL	ASA	Aban within SL	Aban In Queue	MaxCallsQueued	MaxCallWaitTime
oL_Load	IPCC_1_Cisco_Voice_SelnMob_001	May 11, 2011 12:00 PM	0			100.00%	00:00:00	0	0	30	00:00:00
		May 11, 2011 12:30 PM	1229	00:00:55	0.00%	100.00%	00:00:00	0	0	30	00:00:00
		May 11, 2011 1:00 PM	1294	00:00:55	0.00%	100.00%	00:00:00	0	0	30	00:00:00
		May 11, 2011 1:30 PM	1305	00:00:55	0.00%	100.00%	00:00:00	0	0	30	00:00:00
		May 11, 2011 2:00 PM	1289	00:00:55	0.00%	100.00%	00:00:00	0	0	30	00:00:00
		May 11, 2011 2:30 PM	1295	00:00:55	0.00%	100.00%	00:00:00	0	0	30	00:00:00
		May 11, 2011 3:00 PM	725	00:00:55	0.00%	100.00%	00:00:00	0	0	30	00:00:00
		May 11, 2011 3:30 PM	362	00:00:55	0.00%	100.00%	00:00:00	0	0	30	00:00:00
		May 11, 2011 4:00 PM	1281	00:00:55	0.00%	100.00%	00:00:00	0	0	30	00:00:00
		May 11, 2011 4:30 PM	1285	00:00:55	0.00%	100.00%	00:00:00	0	0	30	00:00:00
			578453	00:00:53	0.00%	100.00%	00:00:00	0	0	40080	00:00:00

Generated on June 14, 2011 2:29:34 PM IST by CUIC administrator (1335 records).
Filter calltypeId: oL_Load; datetime: From 05/11/2011 12:00 AM To 05/11/2011 11:59 PM, Days - Mon,Tue,Wed,Thu,Fri,Sat,Sun



Chapter 5

Unified CCE Release 7.5 Call Type and Call Type Skill Group Reports

This chapter contains the following topics:

- [Call Type Abandon/Answer Distribution Historical, page 101](#)
- [Call Type Historical All Fields, page 106](#)
- [Call Type Real Time, page 113](#)

Call Type Abandon/Answer Distribution Historical

For each call type, reports generated from this template show the number of answered and abandoned calls for separate intervals for the report's time period, broken out into interval summaries.

Views: This report has a grid view only.

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

Value List: Call Type

Database Schema Table(s) from which data is retrieved:

- Bucket_Intervals
- Call_Type
- Call_Type_Half_Hour

See also:

[Current Fields in the Call Type Abandon/Answer Distribution Historical Grid View \(page 102\)](#)

Call Type Abandon/Answer Distribution Historical

[Available Fields in the Call Type Abandon/Answer Distribution Historical Grid View \(page 104\)](#)

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. You can change them. See [Current Fields and Available Fields \(page 205\)](#).

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 have defined.

Column (Field)	Description
Call Type Name	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_Half_Hour.DateTime
ASA	Average Speed of Answer. The average answer wait time from when first queue to skill group or LAA select node was executed for this call to when this call was answered. This is an important measure of service quality because the time can vary, even over the course of one day, due to call volumes and staff levels. This is a calculated field, derived from: Call_Type_Half_Hour.AnswerWaitTimeHalf / Call_Type_Half_Hour.CallsHandledToHalf
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 abandoned in queue, calls that abandoned while at the IVR (prompting or self service) and calls that abandoned while ringing at the agent's phone or en route to the agent's phone. This is a calculated field, derived from: Call_Type_Half_Hour.CallDelayAbandTime

Column (Field)	Description
	/ Call_Type_Half_Hour.TotalCallsAbandToHalf
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_Half_Hour.AnsInterval(1) and Call_Type_Half_Hour.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_Half_Hour.AnsInterval(2) and Call_Type_Half_Hour.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_Half_Hour.AnsInterval(3) and Call_Type_Half_Hour.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_Half_Hour.AnsInterval(4) and Call_Type_Half_Hour.AbandInterval(4)
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_Half_Hour.AnsInterval(5) and Call_Type_Half_Hour.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

Call Type Abandon/Answer Distribution Historical

Column (Field)	Description
	Derived from: Call_Type_Half_Hour.AnsInterval(6) and Call_Type_Half_Hour.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_Half_Hour.AnsInterval(7) and Call_Type_Half_Hour.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_Half_Hour.AnsInterval(8) and Call_Type_Half_Hour.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_Half_Hour.AnsInterval(9) and Call_Type_Half_Hour.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_Half_Hour.AnsInterval(10) and Call_Type_Half_Hour.AbandInterval(10)

Report Summary: The summary line shows an average for the ASA and Avg Aban Delay columns and totals for the interval columns. See [About Report Summaries \(page 204\)](#) .

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

Available fields for this report include the fields that display 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, as documented in the [Database Schema Guide](#) (http://www.cisco.com/en/US/products/sw/custcosw/ps1844/prod_technical_reference_list.html):

- **Ans Wait Time** Derived from: Call_Type_Half_Hour.AnswerWaitTimeHalf
- **BucketIntervalID** Derived from: Call_Type_Half_Hour.BucketIntervalID
- **Calls Handled** Derived from: Call_Type_Half_Hour.CallsHandledHalf
- **CallTypeID** Derived from: Call_Type_Half_Hour.CallTypeID
- **DelayQAban** Derived from: Call_Type_Half_Hour.CallDelayAbandTimeToHalf
- **Router Calls Aban:** Derived from: Call_Type_Half_Hour.TotalCallsAbandToHalf

These fields are derived from the Bucket_Intervals table, as documented in the [Database Schema Guide](http://www.cisco.com/en/US/products/sw/custcosw/ps1844/prod_technical_reference_list.html) (http://www.cisco.com/en/US/products/sw/custcosw/ps1844/prod_technical_reference_list.html):

int1 - int 9: Derived from: Bucket_Intervals.IntervalUpperBound1 - IntervalUpperBound9

Sample Call Type Abandon/Answer Distribution Historical Report

This illustration is a sample of the report generated from the Call Type Abandon/Answer Distribution Historical Report template.

Figure 41: Call Type Abandon Answer Distribution Historical Report 1 of 2

Call Type Name	DateTime	ASA	Avg Aban Delay	00:00:08- Ans	00:00:08- Aban	00:00:30- Ans	00:00:30- Aban	00:01:00- Ans	00:01:00- Aban
CT12	Mar 31, 2010 10:00 AM	null	00:00:00	0	0	0	0	0	0
	Mar 31, 2010 10:30 AM	null	00:00:00	0	0	0	0	0	0
	Mar 31, 2010 11:00 AM	null	00:00:00	0	0	0	0	0	0
	Mar 31, 2010 11:30 AM	null	00:00:00	0	0	0	0	0	0
	Mar 31, 2010 12:00 PM	null	00:00:00	0	0	0	0	0	0

Figure 42: Call Type Abandon Answer Distribution Historical Report 2 of 2

00:00:30- Aban	00:01:00- Ans	00:01:00- Aban	00:01:30- Ans	00:01:30- Aban	00:02:00- Ans	00:02:00- Aban	00:03:00- Ans	00:03:00- Aban
0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0

Call Type Historical All Fields

Reports generated from this template show the interval status of call types for the selected time period.

Note: For Unified ICM, the presence of certain data depends on the use of Enterprise Queuing and on whether Translation Routing has been implemented.

Views: This report has a grid view and a pie chart view.

Grouping: By call type and then by date and time

Value List: Call Type

Database Schema Table(s) from which data is retrieved:

- Call_Type
- Call_Type_Half_Hour

See also:

[Current Fields in the Call Type Historical All Fields Grid View \(page 106\)](#)

[Available Fields in the Call Type Historical All Fields Grid View \(page 111\)](#)

[Call Type Historical All Fields Calls Answered by Call Types Chart \(page 113\)](#)

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. You can change them. See [Current Fields and Available Fields \(page 205\)](#).

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
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_Half_Hour.DateTime

Column (Field)	Description
SL	<p>Service Level Type used to calculate Service level for the interval.</p> <p>See Service Levels (page 219).</p> <p>Derived from: Call_Type_Half_Hour.ServiceLevelHalf</p>
Aban Within SL	<p>The total number of calls of this call type abandoned within the service level threshold during the interval. Valid for both Unified CC Enterprise and standard ACD targets that use translation routes.</p> <p>Derived from: Call_Type_Half_Hour.ServiceLevelAbandHalf</p>
ASA	<p>Average Speed of Answer. The average answer wait time from when first queue to skill group or LAA select node was executed for this call to when this call was answered. This is an important measure of service quality because the time can vary, even over the course of one day, due to call volumes and staff levels.</p> <p>This is a calculated field, derived from: Call_Type_Half_Hour.AnswerWaitTimeHalf / Call_Type_Half_Hour.CallsAnsweredToHalf</p>
TASKS	
Offered	<p>Tasks that have been offered to this call type during the interval.</p> <p>Derived from: Call_Type_Half_Hour.CallsOfferedHalf</p>
Assigned from Q	<p>The number of tasks of the call type assigned from the queue to be routed in the interval.</p> <p>Derived from: Call_Type_Half_Hour.RouterQueueCallsToHalf</p>
Answered	<p>The total number of calls of this call type answered by agents in the interval. This field is applicable to both Unified ICM and Unified CC Enterprise with the following exception: if the call is answered by an agent on a standard ACD, this field is incremented only if the call was translation routed.</p> <p>Derived from: Call_Type_Half_Hour.CallsAnsweredToHalf</p>

Call Type Historical All Fields

Column (Field)	Description
AWT	<p>Answer Wait Time. The answer wait time in seconds for all calls that were handled for the call type during the interval. This field is applicable to both Unified ICM and Unified CC Enterprise with the following exception: if the call is answered by an agent on a standard ACD, this field is incremented only if the call was translation routed.</p> <p>Derived from Call_Type_Half_Hour.AnswerWaitTimeHalf</p>
COMPLETED TASKS	
Total	<p>The number of tasks of the call type that were completed in the half hour interval.</p> <p>This is a calculated field, derived from: Call_Type_Half_Hor. TotalCallsAbandToHalf + Call_Type_Half_Hour. RouterCallsAbandQToHalf + Call_Type_Half_Hour. IncompleteCallsHalf + Call_Type_Half_Hour. ReturnBusyToHalf + Call_Type_Half_Hour. ReturnRingToHalf + Call_Type_Half_Hour. ICRDefaultRoutedToHalf + Call_Type_Half_Hour. NetworkDefaultRoutedToHalf + Call_Type_Half_Hour.OverflowOutHalf + Call_Type_Half_Hour. CallsRONAToHalf + Call_Type_Half_Hour. ReturnReleaseToHalf + Call_Type_Half_Hour. CallsRoutedNonAgentToHalf + Call_Type_Half_Hour.ShortCallsHalf + Call_Type_Half_Hour. ErrorCountToHalf + Call_Type_Half_Hour. AgentErrorCountToHalf</p>
Handled	<p>The total number of tasks handled to completion for the call type in the interval.</p> <p>Derived from: Call_Type_Half_Hour.CallsHandledHalf</p>

Column (Field)	Description
Aban	<p>The total number of calls abandoned while in VRU (that is, while undergoing prompting or listening to voice menus options), calls abandoned while queued to skill group, and calls abandoned at agent desktop. This value also includes abandons for calls that are not in the queue; for example, when the caller hangs up while listening to aVRU prompt. Therefore, the number of calls abandoned at aVRU before being queued is TotalCallsAband minus RouterCallsAbandToAgent and RouterCallsAbandQ. Does not include short calls.</p> <p>Derived from: Call_Type_Half_Hour.TotalCallsAbandToHalf</p>
Return	<p>The number of tasks of the call type that ICM software routed to Return nodes in the interval.</p> <p>This is a calculated field, derived from: Call_Type_Half_Hour. ReturnBusyToHalf +Call_Type_Half_Hour. ReturnRingToHalf +Call_Type_Half_Hour. ReturnReleaseToHalf</p>
Default Treatment	<p>The number of tasks of the call type that have been given default treatment or end nodes in the interval.</p> <p>Derived from: Call_Type_Half_Hour.ICRDefaultRoutedToHalf</p>
Network Routed	<p>The number of tasks of the call type that were routed not by ICM software but by the carrier in the interval. For pre-routed calls, the carrier decides where to route the call.</p> <p>Derived from: Call_Type_Half_Hour.NetworkDefaultRoutedToHalf</p>
Flow Out	<p>The number of tasks of the call type that flowed out of the call type to another call type in the interval.</p> <p>Derived from: Call_Type_Half_Hour.OverflowOutHalf</p>
Calls Error	<p>The number of calls for this CallType that had errors or were incomplete in the interval.</p>

Call Type Historical All Fields

Column (Field)	Description
	<p>This is a calculated field, derived from: Call_Type_Half_Hour. ErrorCountToHalf + Call_Type_Half_Hour. IncompleteCallsHalf + Call_Type_Half_Hour. AgentErrorCountToHalf</p>
Other	<p>The number of tasks of the call type that are Short, have been routed to non Agent targets, and/or have been redirected in the interval.</p> <p>This is a calculated field, derived from: Call_Type_Half_Hour.CallsRONAToHalf + Call_Type_Half_Hour. CallsRoutedNonAgentToHalf + Call_Type_Half_Hour.ShortCallsHalf</p>
% Queued	<p>The percentage of all handled tasks of the call type that were queued in the interval.</p> <p>This is a calculated field, derived from: (Call_Type_Half_Hour.CallsHandledToHalf / Call_Type_Half_Hour.CallsHandledHalf)</p>
% Aban	<p>The percentage of all the tasks that came in to the call type in the interval that were abandoned.</p> <p>This is a calculated field, derived from: (Call_Type_Half_Hour. TotalCallsAbandToHalf / (Call_Type_Half_Hour. CallsHandledHalf+ Call_Type_Half_Hour. TotalCallsAbandToHalf + Call_Type_Half_Hour. IncompleteCallsHalf + Call_Type_Half_Hour. ReturnBusyToHalf + Call_Type_Half_Hour. ReturnRingToHalf + Call_Type_Half_Hour. ICRDefaultRoutedToHalf + Call_Type_Half_Hour. NetworkDefaultRoutedToHalf + Call_Type_Half_Hour.OverflowOutHalf + Call_Type_Half_Hour. CallsRONAToHalf + Call_Type_Half_Hour. ReturnReleaseToHalf +</p>

Column (Field)	Description
	$\text{Call_Type_Half_Hour. CallsRoutedNonAgentToHalf} + \text{Call_Type_Half_Hour.ShortCallsHalf} + \text{Call_Type_Half_Hour. ErrorCountToHalf} + \text{Call_Type_Half_Hour. AgentErrorCountToHalf}$
Avg Aban Delay	<p>The average delay time of all abandoned calls that ended in this call type during the current interval. This includes calls that abandoned in queue, calls that abandoned while at the IVR (prompting or self service) and calls that abandoned while ringing at the agent's phone or en route to the agent's phone.</p> <p>This is a calculated field.</p>
Short Calls	<p>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.</p> <p>Derived from: Call_Type_Half_Hour.ShortCallsHalf</p>

Report Summaries

- **Call Type Summary**

Field totals, with the exception of the SL (service level) field, for each call type in the report. The SL fields have percentage values

- **Report Summary**

Field totals, with the exception of the SL (service level) field, for all call types in the report. The SL fields have percentage values.

Available Fields the Call Type Historical All Fields Grid 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 Call_Type_Interval table as documented in the [Database Schema Guide](http://www.cisco.com/en/US/products/sw/custcosw/ps1844/prod_technical_reference_list.html) (http://www.cisco.com/en/US/products/sw/custcosw/ps1844/prod_technical_reference_list.html).

The exception is BucketIntervalID, which is from the Bucket_Intervals table, as documented in the [Database Schema Guide](http://www.cisco.com/en/US/products/sw/custcosw/ps1844/prod_technical_reference_list.html) (http://www.cisco.com/en/US/products/sw/custcosw/ps1844/prod_technical_reference_list.html).

Call Type Historical All Fields

Sample Call Type Historical All Fields Report

This illustration is a sample of the report generated from the Call Type Historical All Fields Report template.

Figure 43: Call Type Historical All Fields Report 1 of 2

Call Type Name	DateTime	SL	Aban within SL	ASA	Tasks				Completed Tasks				Ob				
					Offered	Assigned from Q	Answered	AWT	Total	Handled	Aban	Return		Default Treatment	Network Routed	Flow Out	Calls Error
OB_IVR	Jan 18, 2011 3:00 AM	0.00%	0	00:00:00	2495	2487	0	00:00:00	2487	0	0	2487	0	0	0	0	0
	Jan 18, 2011 3:30 AM	0.00%	0	00:00:00	2493	2501	0	00:00:00	2501	0	0	2501	0	0	0	0	0
	Jan 18, 2011 4:00 AM	0.00%	0	00:00:00	2498	2492	0	00:00:00	2493	0	0	2491	0	0	0	0	2
	Jan 18, 2011 4:30 AM	0.00%	0	00:00:00	2498	2508	0	00:00:00	2508	0	0	2508	0	0	0	0	1
	Jan 18, 2011 5:00 AM	0.00%	0	00:00:00	2498	2493	0	00:00:00	2493	0	0	2493	0	0	0	0	0
	Jan 18, 2011 5:30 AM	0.00%	0	00:00:00	2519	2519	0	00:00:00	2519	0	0	2518	0	0	0	0	1
	Jan 18, 2011 6:00 AM	0.00%	0	00:00:00	1103	1145	0	00:00:00	1146	0	0	1145	0	0	0	0	1
	Jan 18, 2011 6:30 PM	0.00%	0	00:00:00	181	113	0	00:00:00	113	0	0	113	0	0	0	0	0
	Jan 18, 2011 9:30 PM	0.00%	0	00:00:00	2092	2091	0	00:00:00	2091	0	0	2091	0	0	0	0	0
	Jan 18, 2011 9:00 PM	0.00%	0	00:00:00	2028	2031	0	00:00:00	2031	0	0	2030	0	0	0	0	1
	Jan 18, 2011 9:30 PM	0.00%	0	00:00:00	2043	2038	0	00:00:00	2038	0	0	2038	0	0	0	0	0
	Jan 18, 2011 10:00 PM	0.00%	0	00:00:00	2040	2059	0	00:00:00	2059	0	0	2058	0	0	0	0	1
	Jan 18, 2011 10:30 PM	0.00%	0	00:00:00	2065	2059	0	00:00:00	2059	0	0	2058	0	0	0	0	1
	Jan 18, 2011 11:00 PM	0.00%	0	00:00:00	2028	2033	0	00:00:00	2033	0	0	2033	0	0	0	0	0
	Jan 18, 2011 11:30 PM	0.00%	0	00:00:00	2025	2050	0	00:00:00	2050	0	0	2050	0	0	0	0	0
	Jan 19, 2011 12:30 AM	0.00%	0	00:00:00	2060	2024	0	00:00:00	2025	0	0	2024	0	0	0	0	1
	Jan 19, 2011 12:30 AM	0.00%	0	00:00:00	1999	1995	0	00:00:00	1995	0	0	1995	0	0	0	0	0
	Jan 19, 2011 1:00 AM	0.00%	0	00:00:00	2035	2042	0	00:00:00	2043	0	0	2041	0	0	0	0	2
	Jan 19, 2011 1:30 AM	0.00%	0	00:00:00	2017	2020	0	00:00:00	2020	0	0	2020	0	0	0	0	0
	Jan 19, 2011 2:00 AM	0.00%	0	00:00:00	2054	2053	0	00:00:00	2053	0	0	2053	0	0	0	0	0
Jan 19, 2011 2:30 AM	0.00%	0	00:00:00	2013	2019	0	00:00:00	2019	0	0	2017	0	0	0	0	2	
Jan 19, 2011 3:00 AM	0.00%	0	00:00:00	2047	2030	0	00:00:00	2030	0	0	2030	0	0	0	0	0	
Jan 19, 2011 3:30 AM	0.00%	0	00:00:00	2011	2017	0	00:00:00	2017	0	0	2016	0	0	0	0	1	
Jan 19, 2011 4:00 AM	0.00%	0	00:00:00	2028	2034	0	00:00:00	2034	0	0	2034	0	0	0	0	0	
Jan 19, 2011 4:30 AM	0.00%	0	00:00:00	2041	2028	0	00:00:00	2028	0	0	2028	0	0	0	0	0	
Jan 19, 2011 5:00 AM	0.00%	0	00:00:00	2058	2064	0	00:00:00	2064	0	0	2064	0	0	0	0	0	
Jan 19, 2011 5:30 AM	0.00%	0	00:00:00	1859	1909	0	00:00:00	1909	0	0	1909	0	0	0	0	0	
Jan 19, 2011 6:00 AM	0.00%	0	00:00:00	18	42	0	00:00:00	42	0	0	42	0	0	0	0	0	
			149	00:00:01	2882754	54894	1916310	5414115		1915246	265	54882	0	0	0	876228	

Generated on February 11, 2011 10:37:53 AM IST by CUCAdministrator (444 records)

Figure 44: Call Type Historical All Fields Report 2 of 2

Completed Tasks										
Aban	Return	Default Treatment	Network Routed	Flow Out	Calls Error	Other	% Queued	% Aban	Avg Aban Delay	Short Calls
0	0	0	0	61146	0	0	0.00%	0.00%	00:00:00	0
0	0	0	0	61232	0	0	0.00%	0.00%	00:00:00	0
0	0	0	0	60683	0	0	0.00%	0.00%	00:00:00	0
0	0	0	0	60718	0	0	0.00%	0.00%	00:00:00	0
0	0	0	0	61128	0	0	0.00%	0.00%	00:00:00	0

Call Type Historical All Fields Calls Answered by Call Types Chart

The stock graph for this report is a pie chart that shows Calls Answered by Call Type.

To select this view, run the Call Type Historical report. Then select Calls Answered by Call Types from the Report Viewer.

Call Type Real Time

Reports generated from this template show the current status of call types.

Views: This report has a grid view and a gauge view.

Value List: Call Type

Database Schema Table(s) from which data is retrieved:

- Call_Type
- Call_Type_Real_Time

See also:

[Current Fields in the Call Type Real Time Grid View \(page 113\)](#)

[Available Fields in the Call Type Real Time Grid View \(page 116\)](#)

[Call Type Real Time Queue Now Pie Chart \(page 117\)](#)

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. You can change them. See [Current Fields and Available Fields \(page 205\)](#).

Call Type Real Time

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
ASA5	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)
VRU (not Q) Now	The number of tasks in RunVRUScript or Wait state. This represents the number of tasks at VRU prompting or self service. This is a calculated field, derived from: Call_Type_Real_Time.CallsAtVRUNow - Call_Type_Real_Time.RouterCallsQNow
Queue 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 CCE agents but are not yet ended. This column is incremented when the call is answered and decremented when the call ends, i.e., after wrap up has completed, 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 is a calculated field, calculated by subtracting the time the task entered the queue from the current time.
SL	The Unified ICM/CCE service level for the rolling five minute interval. Derived from: Call_Type_Interval.ServiceLevelTo5

Column (Field)	Description
Offered5	The total handle time in HH:MM:SS (hours,minutes,seconds) for all tasks of this call type ending in the half hour interval. Derived from: Call_Type_Real_Time.CallsOfferedTo5
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
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
Aband Within SL	Derived from: Call_Type_Interval.HandleTime The number of tasks abandoned before the service level timer expired.
Default Label	The number of tasks of this type that ICM software used default routing for during the half-hour interval. Derived from: Call_Type_Real_Time.ICRDefaultRoutedToHalf Network Routed
Network Routed	The number of tasks of this type for which the IXC used default routing during the current half-hour interval. For pre-routed tasks, the carrier decides where to route the task. Derived from: Call_Type_Real_Time.NetworkDefaultRoutedToHalf Flow Out5
Flow out5	The number of tasks that executed a Requalify or Call Type node and Moved to another call type during the rolling five minute interval. Derived from: Call_Type_Real_Time.OverflowOutTo5
Calls Error	The number of errors for tasks of this type in the current half-hour interval. Derived from: Call_Type_Real_Time.ErrorCountToHalf

Call Type Real Time

Column (Field)	Description
Calls Other	<p>The number of tasks of this type that ICM software routed to the Return nodes and tasks that were Redirected On No Answer and tasks that were routed to non-agent targets such as a label during the half-hour interval.</p> <p>This is a calculated field, derived from: (Call_Type_Real_Time.ReturnBusyToHalf + Call_Type_Real_Time.ReturnRingToHalf + Call_Type_Real_Time.ReturnReleaseHalf + Call_Type_Real_Time.CallsRONAHalf + Call_Type_Real_Time.CallsRoutedNonAgentHalf)</p>
Avg Aban	<p>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.</p> <p>This is a calculated field, derived from: Call_Type_Real_Time.CallDelayAbandTimeTo5 / Call_Type_Real_Time.TotalCallsAbandTo5</p>

Derived from: Call_Type_Real_Time.ServiceLevelAbandTo5

Report Summary: There is a summary for all data in the report. See [About Report Summaries \(page 204\)](#).

Available Fields in the Call Type Real Time Grid View

Available fields for this report include the fields that display 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 Guide](http://www.cisco.com/en/US/products/sw/custcosw/ps1844/prod_technical_reference_list.html) (http://www.cisco.com/en/US/products/sw/custcosw/ps1844/prod_technical_reference_list.html).

Sample Call Type Real Time Report

This illustration is a sample of the report generated from the Call Type All Fields Real Time template.

Figure 45: Call Type Real Time Report

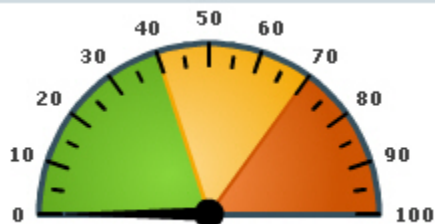
Call Type Name	ASA5	VRU not Q Now	Queue Now	CCE Agent Now	Longest Queued	SL	Handled5	Aband5	Aban within SL	Avg Aban
CT11	00:00:00	0	0	0	0	null	0	0	0	0.0000
CT12	00:00:00	0	0	0	0	null	0	0	0	0.0000
CT13	00:00:00	0	0	0	0	null	0	0	0	0.0000
	00:00:00	0	0	0	0		0	0	0	0.0000

Call Type Real Time Queue Now Pie Chart

The stock graphical view for this report is a gauge that shows The number of tasks currently in the queue.

To select this view, run the Call Type Real Time report. Then select Call Type_Queue Now from the Report Viewer.

Figure 46: Call Type Real Time Queue Now Pie Chart



Call Type Real Time



Chapter 6

Unified CCE Release 8.x Enterprise and Peripheral Service Reports

This chapter contains the following topics:

- [Enterprise Service Historical All Fields](#) , page 119
- [Peripheral Service Historical All Fields](#), page 122
- [Peripheral Service Real Time All Fields](#) , page 126

Enterprise Service Historical All Fields

This report shows all the available Enterprise Service Historical All Fields report data in the Service_Interval database table so that you can select which data you want for a customized enterprise-service historical report.

Views: This report has a grid view only.

Grouping: by Enterprise Name

Value List: Service

Database Schema Table(s) from which data is retrieved:

- Enterprise_Service
- Enterprise_Service_Member
- Service_Interval

See also:

[Current Fields in the Enterprise Service Historical All Fields Grid View \(page 120\)](#)

[Available Fields in the Enterprise Service Historical All Fields Grid View \(page 121\)](#)

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. You can change them. See [Current Fields and Available Fields \(page 205\)](#).

Column (Field)	Description
Enterprise Name	The enterprise name of the enterprise service. Derived from: Enterprise_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
ASA	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
AHT	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
Aban Q	The number of tasks associated with the service that were abandoned in queue in the interval. Derived from: Service_Interval.CallsAbandQ
Avg Delay Q Aban	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 Q	The number of tasks associated with the service that were queued in the interval. Derived from: Service_Interval.CallsQ

Column (Field)	Description
Avg Delay Q	The average delay in the queue for the tasks associated with the service in the interval. Derived from: Service_Interval.AvgDelayQ
SL	The number of tasks associated with the service answered within the ICM/IPCC Enterprise service level threshold in the interval. Derived from: Service_Interval.ServiceLevel
SL Type	The default value that indicates how Unified ICM 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
Trans 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
Trans 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: Skill_Group_Interval.ServiceLevelCallsDequeued

Report Summary: The report has a summary row for each Enterprise Name in the table and a total summary for all Enterprise Names. See [About Report Summaries \(page 204\)](#).

Available Fields in the Enterprise Service Historical All Fields Grid View

Available fields for this report include the fields that display by default as Current. Additional Available fields in this report are populated from the Service_Interval table as documented in the [Database Schema Guide](http://www.cisco.com/en/US/products/sw/custcosw/ps1844/prod_technical_reference_list.html) (http://www.cisco.com/en/US/products/sw/custcosw/ps1844/prod_technical_reference_list.html).

Peripheral Service Historical All Fields

Sample Enterprise Service Historical All Fields Report

This illustration is a sample of the report generated from the Enterprise Service Historical All Fields template.

Figure 47: Enterprise Service Historical All Fields Report 1 of 2

Enterprise Name	DateTime	Ans	ASA	Handled	AHT	Aban Q	Avg Delay Q Aban	Task Q
Enterprise_Service_1	Mar 28, 2010 12:00 AM	0	00:00:00	0	00:00:00	0	00:00:00	0
	Mar 28, 2010 12:00 AM	0	00:00:00	0	00:00:00	0	00:00:00	0
	Mar 28, 2010 12:00 AM	0	00:00:00	0	00:00:00	0	00:00:00	0
	Mar 28, 2010 12:00 AM	0	00:00:00	0	00:00:00	0	00:00:00	0
	Mar 28, 2010 12:00 AM	0	00:00:00	0	00:00:00	0	00:00:00	0
	Mar 28, 2010 12:00 AM	0	00:00:00	0	00:00:00	0	00:00:00	0
	Mar 28, 2010 12:00 AM	0	00:00:00	0	00:00:00	0	00:00:00	0
	Mar 28, 2010 12:00 AM	0	00:00:00	0	00:00:00	0	00:00:00	0
	Mar 28, 2010 12:00 AM	0	00:00:00	0	00:00:00	0	00:00:00	0
	Mar 28, 2010 12:15	198723	00:12:12	198699	00:00:01	0	00:00:00	0

Figure 48: Enterprise Service Historical All Fields Report 2 of 2

Avg Delay Q	SL	SL Type	Trans In	Trans Out	Out	RONA
0	0.00%	1	0	0	0	0
0	0.00%	1	0	0	0	0
0	0.00%	1	0	0	0	0
0	0.00%	1	0	0	0	0
0	0.00%	1	0	0	0	0
0	0.00%	1	0	0	0	0
0	0.00%	1	0	0	0	0
0	0.00%	1	0	0	0	0
0	0.00%	1	0	0	0	0
0			0	0	0	0

Peripheral Service Historical All Fields

This report shows peripheral service historical report data.

Views: This report has a grid view only.

Grouping: by Service Name

Value List: Service

Database Schema Table(s) from which data is retrieved:

- Service
- Service_Interval

See also:

[Current Fields in the Peripheral Service Historical All Fields Grid View \(page 123\)](#)

[Available Fields in the Peripheral Service Historical All Fields Grid View \(page 125\)](#)

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. You can change them. See [Current Fields and Available Fields \(page 205\)](#).

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

Column (Field)	Description
Service Name	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
Ans	The total number of tasks associated with the service that were answered by agents in the interval. Derived from: Service_Interval.CallsAnswered
ASA	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

Peripheral Service Historical All Fields

Column (Field)	Description
AHT	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
Aban Q	The number of tasks associated with the service that were abandoned in queue in the interval. Derived from: Service_Interval.CallsAbandQ
Avg Delay Q Aban	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 Q	The total number of tasks associated with the service that were queued in the interval. Derived from: Service_Interval.CallsQ
Avg Delay Q	The average delay in queue for tasks associated with the service in the interval. Derived from: Service_Interval.AvgDelayQ
SL	The Enterprise service level for the service in the interval. Derived from: Service_Interval.ServiceLevel
SL Type	The default value that indicates how ICM 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
Trans 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
Trans 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

Column (Field)	Description
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.ServiceLevelCallsDequeued

Report Summary: The report has a summary row for each Service Name and a total summary for all Services. See [About Report Summaries \(page 204\)](#).

Available Fields in the Peripheral Service Historical All Fields Grid View

Available fields for this report grid include the fields that display by default as Current. Additional Available fields in this report are populated from the Service_Interval table as documented in the [Database Schema Guide](http://www.cisco.com/en/US/products/sw/custcosw/ps1844/prod_technical_reference_list.html) (http://www.cisco.com/en/US/products/sw/custcosw/ps1844/prod_technical_reference_list.html).

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

Sample Peripheral Service Historical All Fields Report

This illustration is a sample of the report generated from the Peripheral Service Historical All Fields template.

Figure 49: Peripheral Service Historical All Fields Report 1 of 2

Service Name	DateTime	Ans	ASA	Handled	AHT	Aban Q	Avg Delay Q Aban	Task Q
G3_PG001_1.CV.SV1801	Mar 28, 2010 12:00 AM	0	00:00:00	0	00:00:00	0	00:00:00	0
	Mar 28, 2010 12:15 AM	0	00:00:00	0	00:00:00	0	00:00:00	0
	Mar 28, 2010 12:30 AM	0	00:00:00	0	00:00:00	0	00:00:00	0
	Mar 28, 2010 12:45 AM	0	00:00:00	0	00:00:00	0	00:00:00	0
	Mar 28, 2010 1:00 AM	0	00:00:00	0	00:00:00	0	00:00:00	0
	Mar 28, 2010 1:15 AM	0	00:00:00	0	00:00:00	0	00:00:00	0
	Mar 28, 2010 1:30 AM	0	00:00:00	0	00:00:00	0	00:00:00	0
	Mar 28, 2010 1:45 AM	0	00:00:00	0	00:00:00	0	00:00:00	0
	Mar 28, 2010 2:00 AM	0	00:00:00	0	00:00:00	0	00:00:00	0
	Mar 28, 2010 2:15 AM	0	00:00:00	0	00:00:00	0	00:00:00	0
		70697	00:00:01	70697	00:00:11	0	00:00:00	0

Column (Field)	Description
Service Name	The enterprise name of the peripheral service Derived from: Service.EnterpriseName
In Progress	Number of inbound and outbound calls currently that had previously been 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
Q Now	The tasks in queue associated with the service now at the peripheral. Derived from: Service_Real_Time.CallsQNow
Aban Q 5	Derived from: The number of tasks associated with the service that abandoned while in queue or ringing during the rolling five minute interval. An abandoned task is one in which the caller hung up before being connected with an agent. If the caller hangs up 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. Service_Real_Time.CallsAbandQTo5
Avg Delay Q 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: $\text{DelayQAbandTimeTo5} / \text{CallsAbandQTo5}$. Derived from: Service_Real_Time.AvgDelayQAbandTo5
ASA5	The average answer wait time for tasks associated with the service during the rolling five minute interval: $\text{AnswerWaitTimeTo5} / \text{CallsOfferedTo5}$. 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

Peripheral Service Real Time All Fields

Column (Field)	Description
AHT5	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: $\text{HandleTimeTo5} / \text{CallsHandledTo5}$. Derived from: Service_Real_Time.AvgHandleTimeTo5
LAA	The time that the longest available agent associated with the service became available. Derived from: Service_Real_Time.LongestAvailAgent
Longest Task Q	Time that the longest call in the queue for the service was put there. Derived from: Service_Real_Time.LongestCallQ
Flow In 5	Number of calls the peripheral allowed into this service during the rolling five-minute interval. Derived from: Service_Real_Time.OverFlowInTo5
Flow Out 5	Number of calls allowed out of this service during the rolling five-minute interval. Derived from: Service_Real_Time.OverFlowOutTo5
SL5	The Enterprise service level for the service during the rolling five minute interval. Derived from: Service_Real_Time.ServiceLevelTo5
SL5 Aban	Number of calls to the service abandoned within the service level threshold during the rolling five-minute interval. Derived from: Service_Real_Time.ServiceLevelAbandTo5
SL5 Tasks	Number of calls to the service answered within the ICM service level during the rolling five-minute interval. Derived from: Service_Real_Time.ServiceLevelCallsTo5

Report Summary: The report has total summary row, with the exception of the SL5 column. See [About Report Summaries \(page 204\)](#).

Available Fields in the Peripheral Service Real Time All Fields Grid View

Available fields for this report grid include the fields that display by default as Current. Available fields in this report are populated from the Service_Real_Time table as documented in the [Database Schema Guide](http://www.cisco.com/en/US/products/sw/custcosw/ps1844/prod_technical_reference_list.html) (http://www.cisco.com/en/US/products/sw/custcosw/ps1844/prod_technical_reference_list.html).

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

Sample Peripheral Service Real Time All Fields Report

This illustration is a sample of the report generated from the Peripheral Service Real Time All Fields template.

Figure 51: Peripheral Service Real Time All Fields Report 1 of 2

Service Name	In Progress	Q Now	Aban Q 5	Avg Delay Q Aban5	ASA5	AHT5	LAA	Longest Task Q
G3_PG001_1.CV.SV1801	0	0	0	00:00:00	00:00:00	00:00:00	00:46:30	00:00:00
G3_PG001_1.CV.SV1802	0	0	0	00:00:00	00:00:00	00:00:00	00:46:30	00:00:00
G3_PG001_1.CV.SV1803	0	0	0	00:00:00	00:00:00	00:00:00	00:46:30	00:00:00
G3_PG001_1.CV.SV1804	0	0	0	00:00:00	00:00:00	00:00:00	00:46:30	00:00:00
G3_PG001_1.CV.SV1805	0	0	0	00:00:00	00:00:00	00:00:00	00:46:30	00:00:00
	0	0	0	00:00:00	00:00:00	00:00:00	00:46:30	00:00:00

Figure 52: Peripheral Service Real Time All Fields Report 2 of 2

Flow In 5	Flow Out 5	SL5	SL5 Aban	SL5 Tasks
0	0	0.00%	0	0
0	0	0.00%	0	0
0	0	0.00%	0	0
0	0	0.00%	0	0
0	0	0.00%	0	0
0	0		0	0

Peripheral Service Real Time All Fields



Chapter 7

Unified CCE Release 7.5 Enterprise and Peripheral Service Reports

This chapter contains the following topics:

- [Enterprise Service Historical All Fields](#) , page 131
- [Peripheral Service Historical All Fields](#), page 134
- [Peripheral Service Real Time All Fields](#) , page 138

Enterprise Service Historical All Fields

This report shows all the available Enterprise Service Historical All Fields report data in the Service_Interval database table so that you can select which data you want for a customized enterprise-service historical report.

Views: This report has a grid view only.

Grouping: by Enterprise Name

Value List: Service

Database Schema Table(s) from which data is retrieved:

- Enterprise_Service
- Enterprise_Service_Member
- Service_Half_Hour

See also:

[Current Fields in the Enterprise Service Historical All Fields Grid View \(page 132\)](#)

[Available Fields in the Enterprise Service Historical All Fields Grid View \(page 133\)](#)

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. You can change them. See [Current Fields and Available Fields \(page 205\)](#).

Column (Field)	Description
Enterprise Name	The enterprise name of the enterprise service. Derived from: Enterprise_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_Half_Hour.DateTime
Ans	The total number of tasks associated with the service that were answered by agents in the interval. Derived from: Service_Half_Hour.CallsAnsweredToHalf
ASA	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_Half_Hour.AvgSpeedAnswer
Handled	The number of tasks associated with the service that were handled in the interval. Derived from: Service_Half_Hour.CallsHandledToHalf
AHT	The average handle time in HH:MM:SS (hours, minutes, seconds) of tasks associated with the service ending in the interval. Derived from: Service_Half_Hour.AvgHandleTimeToHalf
Aban Q	The number of tasks associated with the service that were abandoned in queue in the interval. Derived from: Service_Half_Hour.CallsAbandQToHalf
Avg Delay Q Aban	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_Half_Hour.AvgDelayQAbandToHalf
Task Q	The number of tasks associated with the service that were queued in the interval. Derived from: Service_Half_Hour.CallsQToHalf

Column (Field)	Description
Avg Delay Q	The average delay in the queue for the tasks associated with the service in the interval. Derived from: Service_Half_Hour.AvgDelayQToHalf
SL	The number of tasks associated with the service answered within the ICM/IPCC Enterprise service level threshold in the interval. Derived from: Service_Half_Hour.ServiceLevelToHalf
SL Type	The default value that indicates how Unified ICM 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_Half_Hour.ServiceLevelType
Trans 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_Half_Hour.TransferInCallsToHalf
Trans 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_Half_Hour.TransferOutCallsToHalf
Out	The number of outbound tasks placed by agents associated with the service in the interval. Derived from: Service_Half_Hour.CallsOutToHalf
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_Half_Hour.RedirectNoAnsCallsToHalf

Report Summary: The report has a summary row for each Enterprise Name in the table and a total summary for all Enterprise Names. See [About Report Summaries \(page 204\)](#).

Available Fields in the Enterprise Service Historical All Fields Grid View

Available fields for this report include the fields that display by default as Current. Additional Available fields in this report are populated from the Service_Half_Hour table as documented in the [Database Schema Guide](http://www.cisco.com/en/US/products/sw/custcosw/ps1844/prod_technical_reference_list.html) (http://www.cisco.com/en/US/products/sw/custcosw/ps1844/prod_technical_reference_list.html).

Peripheral Service Historical All Fields

Sample Enterprise Service Historical All Fields Report

This illustration is a sample of the report generated from the Enterprise Service Historical All Fields template.

Figure 53: Enterprise Service Historical All Fields Report 1 of 2

Enterprise Name	DateTime	Ans	ASA	Handled	AHT	Aban Q	Avg Delay Q Aban	Task Q
Enterprise_Service_1	Mar 28, 2010 12:00 AM	0	00:00:00	0	00:00:00	0	00:00:00	0
	Mar 28, 2010 12:00 AM	0	00:00:00	0	00:00:00	0	00:00:00	0
	Mar 28, 2010 12:00 AM	0	00:00:00	0	00:00:00	0	00:00:00	0
	Mar 28, 2010 12:00 AM	0	00:00:00	0	00:00:00	0	00:00:00	0
	Mar 28, 2010 12:00 AM	0	00:00:00	0	00:00:00	0	00:00:00	0
	Mar 28, 2010 12:00 AM	0	00:00:00	0	00:00:00	0	00:00:00	0
	Mar 28, 2010 12:00 AM	0	00:00:00	0	00:00:00	0	00:00:00	0
	Mar 28, 2010 12:00 AM	0	00:00:00	0	00:00:00	0	00:00:00	0
	Mar 28, 2010 12:00 AM	0	00:00:00	0	00:00:00	0	00:00:00	0
	Mar 28, 2010 12:15							
		198723	00:12:12	198699	00:00:01	0	00:00:00	0

Figure 54: Enterprise Service Historical All Fields Report 2 of 2

Avg Delay Q	SL	SL Type	Trans In	Trans Out	Out	RONA
0	0.00%	1	0	0	0	0
0	0.00%	1	0	0	0	0
0	0.00%	1	0	0	0	0
0	0.00%	1	0	0	0	0
0	0.00%	1	0	0	0	0
0	0.00%	1	0	0	0	0
0	0.00%	1	0	0	0	0
0	0.00%	1	0	0	0	0
0	0.00%	1	0	0	0	0
0	0.00%	1	0	0	0	0
0			0	0	0	0

Peripheral Service Historical All Fields

This report shows peripheral service historical report data.

Views: This report has a grid view only.

Grouping: by Service Name

Value List: Service

Database Schema Table(s) from which data is retrieved:

- Service
- Service_Half_Hour

See also:

[Current Fields in the Peripheral Service Historical All Fields Grid View \(page 135\)](#)

[Available Fields in the Peripheral Service Historical All Fields Grid View \(page 137\)](#)

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. You can change them. See [Current Fields and Available Fields \(page 205\)](#).

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

Column (Field)	Description
Service Name	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_Half_Hour.DateTime
Ans	The total number of tasks associated with the service that were answered by agents in the interval. Derived from: Service_Half_Hour.CallsAnsweredToHalf
ASA	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_Half_Hour.AvgSpeedAnswerToHalf
Handled	The number of tasks associated with the service that were handled in the interval. Derived from: Service_Half_Hour.CallsHandledToHalf

Peripheral Service Historical All Fields

Column (Field)	Description
AHT	The average handle time in HH:MM:SS (hours, minutes, seconds) of tasks associated with the service ending in the interval. Derived from: Service_Half_Hour.AvgHandleTimeToHalf
Aban Q	The number of tasks associated with the service that were abandoned in queue in the interval. Derived from: Service_Half_Hour.CallsAbandQToHalf
Avg Delay Q Aban	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_Half_Hour.AvgDelayQAbandToHalf
Task Q	The total number of tasks associated with the service that were queued in the interval. Derived from: Service_Half_Hour.CallsQToHalf
Avg Delay Q	The average delay in queue for tasks associated with the service in the interval. Derived from: Service_Half_Hour.AvgDelayQToHalf
SL	The Enterprise service level for the service in the interval. Derived from: Service_Half_Hour.ServiceLevelToHalf
SL Type	The default value that indicates how ICM 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_Half_Hour.ServiceLevelType
Trans 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_Half_Hour.TransferInCallsToHalf
Trans 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_Half_Hour.TransferOutCallsToHalf
Out	The number of outbound tasks placed by agents associated with the service in the interval.

Column (Field)	Description
	Derived from: Service_Half_Hour.CallsOutToHalf
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_Half_Hour.RedirectNoAnsCallsToHalf

Report Summary: The report has a summary row for each Service Name and a total summary for all Services. See [About Report Summaries \(page 204\)](#).

Available Fields in the Peripheral Service Historical All Fields Grid View

Available fields for this report grid include the fields that display by default as Current. Additional Available fields in this report are populated from the Service_Half_Hour table as documented in the [Database Schema Guide](http://www.cisco.com/en/US/products/sw/custcosw/ps1844/prod_technical_reference_list.html) (http://www.cisco.com/en/US/products/sw/custcosw/ps1844/prod_technical_reference_list.html).

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

Sample Peripheral Service Historical All Fields Report

This illustration is a sample of the report generated from the Peripheral Service Historical All Fields template.

Figure 55: Peripheral Service Historical All Fields Report 1 of 2

Service Name	DateTime	Ans	ASA	Handled	AHT	Aban Q	Avg Delay Q Aban	Task Q
G3_PG001_1.CV.SV1801	Mar 28, 2010 12:00 AM	0	00:00:00	0	00:00:00	0	00:00:00	0
	Mar 28, 2010 12:15 AM	0	00:00:00	0	00:00:00	0	00:00:00	0
	Mar 28, 2010 12:30 AM	0	00:00:00	0	00:00:00	0	00:00:00	0
	Mar 28, 2010 12:45 AM	0	00:00:00	0	00:00:00	0	00:00:00	0
	Mar 28, 2010 1:00 AM	0	00:00:00	0	00:00:00	0	00:00:00	0
	Mar 28, 2010 1:15 AM	0	00:00:00	0	00:00:00	0	00:00:00	0
	Mar 28, 2010 1:30 AM	0	00:00:00	0	00:00:00	0	00:00:00	0
	Mar 28, 2010 1:45 AM	0	00:00:00	0	00:00:00	0	00:00:00	0
	Mar 28, 2010 2:00 AM	0	00:00:00	0	00:00:00	0	00:00:00	0
	Mar 28, 2010 2:15 AM	0	00:00:00	0	00:00:00	0	00:00:00	0
			70697	00:00:01	70697	00:00:11	0	00:00:00

Peripheral Service Real Time All Fields

Figure 56: Peripheral Service Historical All Fields Report 2 of 2

Avg Delay Q	SL	SL Type	Trans In	Trans Out	Out	RONA
00:00:00	0.00%	1	0	0	0	0
00:00:00	0.00%	1	0	0	0	0
00:00:00	0.00%	1	0	0	0	0
00:00:00	0.00%	1	0	0	0	0
00:00:00	0.00%	1	0	0	0	0
00:00:00	0.00%	1	0	0	0	0
00:00:00	0.00%	1	0	0	0	0
00:00:00	0.00%	1	0	0	0	0
00:00:00	0.00%	1	0	0	0	0
00:00:00	0.00%	1	0	0	0	0
00:00:00			0	0	0	0

Peripheral Service Real Time All Fields

This report shows available peripheral-service real-time data.

Views: This report has a grid view only.

Value List: Service

Database Schema Table(s) from which data is retrieved:

- Service
- Service_Real_Time

See also:

[Current Fields in the Peripheral Service Real Time All Fields Grid View \(page 138\)](#)

[Available Fields in the Peripheral Service Real Time All Fields Grid View \(page 141\)](#)

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. You can change them. See [Current Fields and Available Fields \(page 205\)](#).

Column (Field)	Description
Service Name	The enterprise name of the peripheral service Derived from: Service.EnterpriseName
In Progress	Number of inbound and outbound calls currently that had previously been 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
Q Now	The tasks in queue associated with the service now at the peripheral. Derived from: Service_Real_Time.CallsQNow
Aban Q 5	Derived from: The number of tasks associated with the service that abandoned while in queue or ringing during the rolling five minute interval. An abandoned task is one in which the caller hung up before being connected with an agent. If the caller hangs up 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
Avg Delay Q 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: $\text{DelayQAbandTimeTo5} / \text{CallsAbandQTo5}$. Derived from: Service_Real_Time.AvgDelayQAbandTo5
ASA5	The average answer wait time for tasks associated with the service during the rolling five minute interval: $\text{AnswerWaitTimeTo5} / \text{CallsOfferedTo5}$. 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

Peripheral Service Real Time All Fields

Column (Field)	Description
AHT5	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: $\text{HandleTimeTo5} / \text{CallsHandledTo5}$. Derived from: Service_Real_Time.AvgHandleTimeTo5
LAA	The time that the longest available agent associated with the service became available. Derived from: Service_Real_Time.LongestAvailAgent
Longest Task Q	Time that the longest call in the queue for the service was put there. Derived from: Service_Real_Time.LongestCallQ
Flow In 5	Number of calls the peripheral overÄowed into this service during the rolling five-minute interval. Derived from: Service_Real_Time.OverÄowInTo5
Flow Out 5	Number of calls overÄowed out of this service during the rolling five-minute interval. Derived from: Service_Real_Time.OverÄowOutTo5
SL5	The Enterprise service level for the service during the rolling five minute interval. Derived from: Service_Real_Time.ServiceLevelTo5
SL5 Aban	Number of calls to the service abandoned within the service level threshold during the rolling five-minute interval. Derived from: Service_Real_Time.ServiceLevelAbandTo5
SL5 Tasks	Number of calls to the service answered within the ICM service level during the rolling five-minute interval. Derived from: Service_Real_Time.ServiceLevelCallsTo5

Report Summary: The report has total summary row, with the exception of the SL5 column. See [About Report Summaries \(page 204\)](#).

Available Fields in the Peripheral Service Real Time All Fields Grid View

Available fields for this report grid include the fields that display by default as Current. Available fields in this report are populated from the Service_Real_Time table as documented in the [Database Schema Guide](http://www.cisco.com/en/US/products/sw/custcosw/ps1844/prod_technical_reference_list.html) (http://www.cisco.com/en/US/products/sw/custcosw/ps1844/prod_technical_reference_list.html).

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

Sample Peripheral Service Real Time All Fields Report

This illustration is a sample of the report generated from the Peripheral Service Real Time All Fields template.

Figure 57: Peripheral Service Real Time All Fields Report 1 of 2

Service Name	In Progress	Q Now	Aban Q 5	Avg Delay Q Aban5	ASA5	AHT5	LAA	Longest Task Q
G3_PG001_1.CV.SV1801	0	0	0	00:00:00	00:00:00	00:00:00	00:46:30	00:00:00
G3_PG001_1.CV.SV1802	0	0	0	00:00:00	00:00:00	00:00:00	00:46:30	00:00:00
G3_PG001_1.CV.SV1803	0	0	0	00:00:00	00:00:00	00:00:00	00:46:30	00:00:00
G3_PG001_1.CV.SV1804	0	0	0	00:00:00	00:00:00	00:00:00	00:46:30	00:00:00
G3_PG001_1.CV.SV1805	0	0	0	00:00:00	00:00:00	00:00:00	00:46:30	00:00:00
	0	0	0	00:00:00	00:00:00	00:00:00	00:46:30	00:00:00

Figure 58: Peripheral Service Real Time All Fields Report 2 of 2

Flow In 5	Flow Out 5	SL5	SL5 Aban	SL5 Tasks
0	0	0.00%	0	0
0	0	0.00%	0	0
0	0	0.00%	0	0
0	0	0.00%	0	0
0	0	0.00%	0	0
0	0		0	0

Peripheral Service Real Time All Fields



Chapter 8

Unified CCE Release 8.x Enterprise and Peripheral Skill Group Reports

This chapter contains the following topics:

- [Enterprise Skill Group Historical All Fields, page 143](#)
- [Enterprise Skill Group Real Time, page 149](#)
- [Peripheral Skill Group Historical All Fields, page 153](#)
- [Peripheral Skill Group Abandon/Answer Distribution Historical, page 160](#)
- [Peripheral Skill Group Real Time All Fields, page 165](#)

Enterprise Skill Group Historical All Fields

Views: This report has a grid view only.

Grouping: by Enterprise Skill Group Name

Value List: Enterprise Skill Group

Database Schema Table(s) from which data is retrieved:

- Enterprise_Skill_Group
- Enterprise_Skill_Group_Member
- Skill_Group
- Skill_Group_Interval

See also:

[Current Fields in the Enterprise Skill Group Historical All Fields Grid View \(page 144\)](#)

Enterprise Skill Group Historical All Fields

[Available Fields in the Enterprise Skill Group Historical All Fields Grid View \(page 147\)](#)

[Peripheral Skill Group Historical Skill Group Service Level Chart \(page 160\)](#)

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. You can change them. See [Current Fields and Available Fields \(page 205\)](#).

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 Name	The enterprise skill group's enterprise name and ID. Derived from: Enterprise_Skill_Group.EnterpriseName (Enterprise_Skill_Group.EnterpriseSkillGroupID)
Ent Queued	The number of tasks queued to this Skill Group in the interval. Derived from: Skill_Group_Interval.RouterCallsQueued Note: This field is Current by default and is applicable to CCE only. The equivalent field for Unified ICM is named Total Queued (ICM) is Available by default.
ASA	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
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
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)
Aban	For voice: the total number of calls that were abandoned while the agent's phone was ringing. For non-voice: the

Column (Field)	Description
	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 total duration in HH:MM:SS (hours, minutes, and seconds) during the period that agents were logged into this skill group.
Handled	The number of Routed tasks handled within this skill group in the interval. Derived from: Skill_Group_Interval.CallsHandled
AHT	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
AAT	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
Aban 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	
Trans 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
Trans 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
Ext 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	

Enterprise Skill Group Historical All Fields

Column (Field)	Description
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
% 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)

Column (Field)	Description
% Wrap Up	<p>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.</p> <p>Derived from: $(\text{Skill_Group_Interval.WorkReadyTime} + \text{Skill_Group_Interval.WorkNotReadyTime}) / \text{Skill_Group_Interval.LoggedOnTime}$</p>
% Busy Other	<p>The percentage of time the interval that the agents of this skill group spent in busy other state.</p> <p>Derived from: $(\text{Skill_Group_Interval.BusyOtherTime} / \text{Skill_Group_Interval.LoggedOnTime})$</p>
RouterMaxCallsQueued	<p>The maximum number of calls queued for this skill group during this interval. Calls queued against multiple skill groups will be included in the count for each skill group it was queued to.</p> <p>Derived from : Skill_Group_Interval. RouterMaxCallsQueued</p> <p>Note: The system displays data in this field only if your CUIC system is connected to ICM Release 8.0(3) or later.</p>
RouterMaxCallWaitTime	<p>The longest time a call had to wait before it was dispositioned (abandoned or answered) in this interval.</p> <p>Derived from : Skill_Group_Interval. RouterMaxCallWaitTime</p> <p>Note: The system displays data in this field only if your CUIC system is connected to ICM Release 8.0(3) or later.</p>

Report Summary: There is a summary for each Enterprise Skill Group Name and a total report summary. The summary line displays the Max for RouterMaxCallsQueued and RouterQueueCalls. See [About Report Summaries \(page 204\)](#).

Available Fields in the Enterprise Skill Group Historical All Fields Grid View

Available fields for this report include the fields that display 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](http://www.cisco.com/en/US/products/sw/custcosw/ps1844/prod_technical_reference_list.html) (http://www.cisco.com/en/US/products/sw/custcosw/ps1844/prod_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.

Enterprise Skill Group Historical All Fields

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)

Sample Enterprise Skill Group Historical All Fields Report

This illustration is a sample of the report generated from the Enterprise Skill Group Historical All Fields template.

Figure 59: Enterprise Historical Skill Group All Fields Report 1 of 3

Enterprise Skill Group Name	Ent Queued	ASA	DateTime	Completed Tasks						
				Total	Aban	RONA	Handled	AHT	AAT	Aban Hold
Enterprise_SG_001	0	00:00:00	Mar 28, 2010 12:00 AM	0	0	0	0	00:00:00	00:00:00	0
	0	00:00:00	Mar 28, 2010 12:15 AM	0	0	0	0	00:00:00	00:00:00	0
	0	00:00:00	Mar 28, 2010 12:30 AM	0	0	0	0	00:00:00	00:00:00	0
	0	00:00:00	Mar 28, 2010 12:45 AM	0	0	0	0	00:00:00	00:00:00	0
	0	00:00:00	Mar 28, 2010 1:00 AM	0	0	0	0	00:00:00	00:00:00	0
	0	00:00:00	Mar 28, 2010 1:15 AM	0	0	0	0	00:00:00	00:00:00	0

Figure 60: Enterprise Historical Skill Group All Fields Report 2 of 3

Trans In	Trans Out	Ext Out
0	0	0
0	0	0
0	0	0
0	0	0
0	0	0
0	0	0

Figure 61: Enterprise Historical Skill Group All Fields Report 3 of 3

Out	Agent State Times										RouterMaxCallsQueued	RouterMaxCallWaitTime
	Active Time	Hold Time	Log On Duration	%Not Active	%Not Ready	%Active	%Hold	% Reserved	%Wrap Up	%Busy Other		
0	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0	00:00:00
0	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0	00:00:00
0	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0	00:00:00
0	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0	00:00:00
0	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0	00:00:00
0	316:45:09	00:00:00	1867:32:58	63.93%	0.38%	16.96%	0.00%	0.01%	0.00%	18.71%	0	00:00:08

Generated on June 14, 2011 5:34:15 PM IST by CUI/administrator (49 records).

Enterprise Skill Group Real Time

This report shows the current status of the selected enterprise skill groups.

Note: If a call is queued to an Enterprise skill group, then the call will be 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 will show up as 5 calls.

Views: This report has a grid view only.

Value List: Enterprise Skill Group

Database Schema Table(s) from which data is retrieved:

- Enterprise_Skill_Group Skill_Group_Real_Time Enterprise_Skill_Group_Member
- Enterprise_Skill_Group_Member
- Skill_Group
- Skill_Group_Real_Time

See also:

[Current Fields in the Enterprise Skill Group Real Time Grid View \(page 149\)](#)

[Available Fields in the Enterprise Skill Group Real Time Grid View \(page 153\)](#)

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. You can change them. See [Current Fields and Available Fields \(page 205\)](#).

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 Name	The enterprise skill group's enterprise name and ID. Derived from: Enterprise_Skill_Group.EnterpriseName (Enterprise_Skill_Group.EnterpriseSkillGroupID)
Ent Queued Now	The number of calls currently queued to the skill group at the CallRouter and at the local ACD queue.

Enterprise Skill Group Real Time

Column (Field)	Description
	<p>Note: This field is Current by default and is applicable to CCE only. The equivalent field for Unified ICM is named Queued Now (ICM) is Available by default.</p> <p>Derived from: Skill_Group_Real_Time.RouterCallsQNow</p>
Ent Longest Task Q	<p>The longest queued task on the routing media, measured in HH:MM:SS (hours, minutes, seconds) format.</p> <p>Note: This field is Current by default and is applicable to CCE only. The equivalent field for Unified ICM is named Longest Task Q (ICM) is Available by default.</p> <p>Derived from: Skill_Group_Real_Time.RouterLongestCallInQ</p>
ASA 5	<p>The Average Speed of Answer measured in HH:MM:SS (hours, minutes, seconds) format for the skill group during the rolling five minute interval.</p> <p>Derived from: Skill_Group_Real_Time.AnswerWaitTimeTo5 / Skill_Group_Real_Time.CallsAnsweredTo5</p>
Handled	<p>The number of tasks that have been handled during the rolling five minute interval.</p> <p>Derived from: Skill_Group_Real_Time.CallsHandledTo5</p>
AHT	<p>The average time in HH:MM:SS (hours, minutes, seconds) it has taken during the rolling five minute interval to handle a task.</p> <p>Derived from: Skill_Group_Real_Time.HandleCallsTimeTo5 / Skill_Group_Real_Time.CallsHandledTo5</p>
Log On	<p>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.</p> <p>Derived from: Skill_Group_Real_Time.LoggedOn</p>
Not Ready	<p>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</p>

Column (Field)	Description
	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
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
AAT	The average talk or active time measured in HH:MM:SS (hours, minutes, seconds) format during the rolling five minute interval.

Enterprise Skill Group Real Time

Column (Field)	Description
	Derived from: (Skill_Group_Real_Time.HandledCallsTalkTimeTo5 / Skill_Group_Real_Time.CallsHandledTo5)
Wrap Up	<p>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.</p> <p>Derived from: Skill_Group_Real_Time.WorkReady + Skill_Group_Real_Time.WorkNotReady</p>
Hold	<p>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.</p> <p>Derived from: Skill_Group_Real_Time.Hold</p>
Reserved	<p>Number of agents for the skill group currently in the Reserved state.</p> <p>Derived from: Skill_Group_Real_Time.ReservedAgents</p>
Busy Other	<p>The number of agents currently in the BusyOther state.</p> <p>Busy Other is a state in which the agent handling calls assigned to other skill groups during the interval).</p> <p>For example, an agent might be talking on an inbound call in one skill group while simultaneously logged on to and ready to accept calls from other skill groups. The agent can be active (talking on or handling calls) in only one skill group at a time. Therefore, while active in one skill group, for the other skill group the agent is considered to be in the Busy Other state.</p> <p>Derived from: Skill_Group_Real_Time.BusyOther</p>
% 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

Column (Field)	Description
	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. See [About Report Summaries \(page 204\)](#).

Available Fields in the Enterprise Skill Group Real Time Grid View

Available fields for this report include the fields that display 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](http://www.cisco.com/en/US/products/sw/custcosw/ps1844/prod_technical_reference_list.html) (http://www.cisco.com/en/US/products/sw/custcosw/ps1844/prod_technical_reference_list.html).

Sample Enterprise Skill Group Real Time Report

This illustration is a sample of the report generated from the Enterprise Skill Group Real Time All Fields template.

Figure 62: Enterprise Skill Group Real Time Report 1 of 2

Enterprise Skill Group Name	Ent Queued Now	Ent Longest Task Q	ASA5	Handled	AHT	Log On	Not Ready	Not Active	Active In	Active Out
Enterprise_SG_001	0	null	00:00:01	72	00:01:00	250	0	180	14	0
Enterprise_SG_069	0	null	00:00:01	435	00:01:00	1550	0	1067	93	0
	0	0	00:00:01	507	00:01:00	1800	0	1247	107	0

Figure 63: Enterprise Skill Group Real Time Report 2 of 2

Active Other	Active Auto Out	Active Preview	Active Reservation	AAT	Wrap Up	Hold	Reserved	Busy Other	% Utilization
0	0	0	0	00:01:00	0	0	0	56	5.85%
0	0	0	0	00:01:00	0	0	0	390	5.72%
0	0	0	0	00:01:00	0	0	0	446	5.74%

Peripheral Skill Group Historical All Fields

A table of the selected Peripheral Skill Group(s) showing consolidated call and skill group statistics, gathered in interval increments.

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

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

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

Peripheral Skill Group Historical All Fields

Grouping: by Skill Group Name

Value List: Skill Group

Database Schema Table(s) from which data is retrieved:

- Media_Routing_Domain
- Skill_Group
- Skill_Group_Interval

See also:

[Current Fields in the Peripheral Skill Group Historical Grid View \(page 154\)](#)

[Available Fields in the Peripheral Skill Group Historical Grid View \(page 159\)](#)

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. You can change them. See [Current Fields and Available Fields \(page 205\)](#).

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)
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 Note: This field is Current by default and is applicable to CCE only. The equivalent field for Unified ICM is named Total Queued (ICM) is Available by default.

Column (Field)	Description
ASA	<p>The skill group's average speed of answer in HH:MM:SS (hour, minutes, seconds) calculated from the time spent by callers when placed in queue and ringing at the agent's desktop before the task is answered divided by the number of tasks answered.</p> <p>Derived from: Skill_Group_Interval.AnswerWaitTime / Skill_Group_Interval.CallsAnswered</p>
SERVICE LEVEL	
SL Ans	<p>The count of calls that are routed to the skill group or queued to the skill group in the last interval.</p> <p>Derived from: Skill_Group_Real_Time.ServiceLevelCallsOffered</p>
SL Aban	<p>The count of calls that are abandoned within the skill group service level threshold in the last interval.</p> <p>Derived from: Skill_Group_Real_Time.ServiceLevelCallsAband</p>
COMPLETED TASKS	
Total	<p>The total number of tasks completed by this skill group in the interval.</p> <p>Derived from: (Skill_Group_Interval.CallsHandled + Skill_Group_Interval.RouterCallsAbandQ + Skill_Group_Interval.AbandonRingCalls + Skill_Group_Interval.RedirectNoAnswer)</p>
Aban	<p>For voice: the total number of calls that were abandoned while the agent's phone was ringing. For non-voice: the total number of tasks that were abandoned while being offered to an agent.</p> <p>Derived from: (Skill_Group_Interval.RouterCallsAbandQ + Skill_Group_Interval.AbandonCallsRing)</p>
RONA	<p>The total duration in HH:MM:SS (hours, minutes, and seconds) during the period that agents were logged into this skill group.</p> <p>Derived from: Skill_Group_Interval.LoggedOnTime</p>

Peripheral Skill Group Historical All Fields

Column (Field)	Description
Handled	The number of Routed tasks handled within this skill group in the interval. Derived from: Skill_Group_Interval.CallsHandled
AHT	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
AAT	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
Aban 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	
Trans 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
Trans Out	The number of tasks this agent transferred to another agent or skill group in the interval. This includes Consultative Calls. The value is updated in the database when the transfer of the call is completed. Derived from: Skill_Group_Interval.TransferredOutCalls + Skill_Group_Interval.NetTransferredOutCalls
Ext Out	For default skill groups: the number of times an agent initiated an outgoing external call in the interval. For routing skill groups: the number of times an agent initiated a transfer or conference to an external device in the interval.

Column (Field)	Description
	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
Log 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_Real_Time.Avail / Skill_Group_Real_Time.LoggedOn
% 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 agents in the skill group who are working on incoming tasks or who are in one of the talking states. Derived from: (Skill_Group_Real_Time.TalkingIn + Skill_Group_Real_Time.TalkingOut + Skill_Group_Real_Time.TalkingOther + Skill_Group.Real_Time.TalkingAutoOut + Skill_Group.Real_Time.TalkingPreview + Skill_Group.Real_Time.TalkingReserve) / Skill_Group_Real_Time.LoggedOn

Peripheral Skill Group Historical All Fields

Column (Field)	Description
% Hold	<p>The percentage of time that agents spent in the Hold/Paused state in relation to LoggedOnTime or interval, whichever is less.</p> <p>Derive from: (Skill_Group_Interval.HoldTime / Skill_Group_Interval.LoggedOnTime)</p>
% Reserved	<p>The percentage of time that agents spent working on Reserved time in relation to LoggedOnTime or interval, whichever is less.</p> <p>Derived from: (Skill_Group_Interval.ReservedStateTime / Skill_Group_Interval.LoggedOnTime)</p>
% Wrap Up	<p>The percentage of time that agents have spent in Wrap-up state after incoming or outgoing calls in relation to LoggedOnTime or interval, whichever is less.</p> <p>Derived from: ((Skill_Group_Interval.WorkReadyTime + Skill_Group_Interval.WorkNotReadyTime) / Skill_Group_Interval.LoggedOnTime)</p>
% Busy Other	<p>The percentage of time that agents spent working on Busy Other time in relation to LoggedOnTime or interval, whichever is less.</p> <p>Derive from: (Skill_Group_Interval.BusyOtherTime / Skill_Group_Interval.LoggedOnTime)</p>
RouterMaxCallsQueued	<p>The maximum number of calls in queue for this call type during this interval.</p> <p>Derived from : Skill_Group_Interval.RouterMaxCallsQueued</p> <p>Note: The system displays data in this field only if your CUIC system is connected to ICM Release 8.0(3) or later.</p>
RouterMaxCallWaitTime	<p>The longest time a call had to wait before it was dispositioned (abandoned, answered, and so on) in this interval.</p> <p>Derived from : Skill_Group_Interval.RouterMaxCallWaitTime</p> <p>Note: The system displays data in this field only if your CUIC system is connected to ICM Release 8.0(3) or later.</p>

Report Summary: There is a summary for each Skill Group Name and a total report summary. The summary line displays the Max for RouterMaxCallsQueued and RouterQueueCalls. See [About Report Summaries \(page 204\)](#).

Available Fields in the Peripheral Skill Group Historical Grid View

Available fields for this report include the fields that display 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 Guide](http://www.cisco.com/en/US/products/sw/custcosw/ps1844/prod_technical_reference_list.html) (http://www.cisco.com/en/US/products/sw/custcosw/ps1844/prod_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)

Sample Peripheral Skill Group Historical Report

This illustration is a sample of the report generated from the Peripheral Skill Group Historical All Fields template.

Figure 64: Peripheral Skill Group Historical Report 1 of 3

Skill Group Name	DateTime	Ent Queued	ASA	Service Level			
				SL Ans	SL Aban	Total	Aban
G3_PG001_1.CV.PG1001	Mar 28, 2010 12:00 AM	0	00:00:00	0	0	0	0
	Mar 28, 2010 12:15 AM	0	00:00:00	0	0	0	0
	Mar 28, 2010 12:30 AM	0	00:00:00	0	0	0	0
	Mar 28, 2010 12:45 AM	0	00:00:00	0	0	0	0
	Mar 28, 2010 1:00 AM	0	00:00:00	0	0	0	0
	Mar 28, 2010 1:15 AM	0	00:00:00	0	0	0	0

Figure 65: Peripheral Skill Group Historical Report 2 of 3

Completed Tasks					Trans In	Trans Out	Ext Out
RONA	Handled	AHT	AAT	Aban Hold			
0	0	00:00:00	00:00:00	0	0	0	0
0	0	00:00:00	00:00:00	0	0	0	0
0	0	00:00:00	00:00:00	0	0	0	0
0	0	00:00:00	00:00:00	0	0	0	0
0	0	00:00:00	00:00:00	0	0	0	0
0	0	00:00:00	00:00:00	0	0	0	0

Peripheral Skill Group Abandon/Answer Distribution Historical

Figure 66: Peripheral Skill Group Historical Report 3 of 3

Out	Agent State Time										RouterMaxCallsQueued	RouterMaxCallWaitTime
	Active Time	Hold Time	Log On Duration	%Not Active	%Not Ready	%Active	%Hold	%Reserved	%Wrap Up	%Busy Other		
0	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0	00:00:00
0	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0	00:00:00
0	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0	00:00:00
0	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0	00:00:00
0	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0	00:00:00
0	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0	00:00:00
0	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0	00:00:00
0	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0	00:00:00
0	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0	00:00:00
0	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0	00:00:00
0	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0	00:00:00
0	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0	00:00:00
0	00:00:00	00:00:00	00:00:00	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0	00:00:00
0	316.45:09	00:00:00	855.40:59	62.56%	0.39%	37.02%	0.00%	0.03%	0.00%	0.00%	0	00:00:08

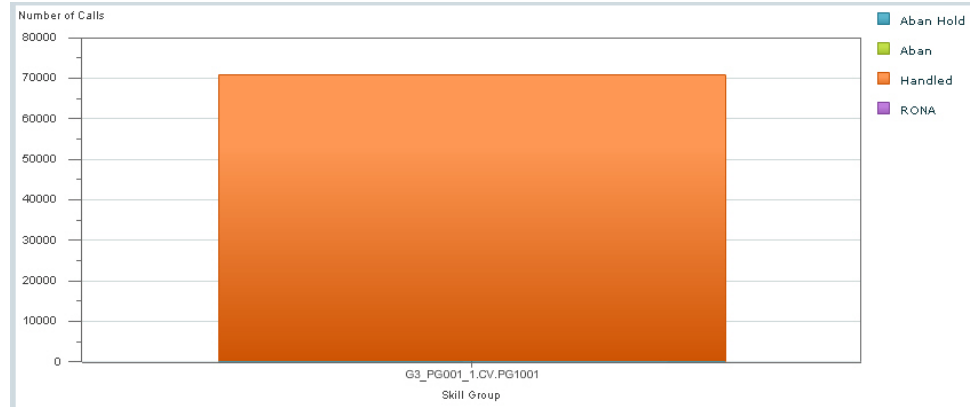
Generated on June 14, 2011 6:35:51 PM IST by CUCI administrator (48 records).
 Filter SkillGroupSkillID: IPCC_1.Cisco_Voice_SolnMob_001; Interval: From 05/11/2011 12:00 AM To 05/11/2011 11:59 PM, Days - Mon,Tue,Wed,Thu,Fri,Sat,Sun

Peripheral Skill Group Historical Skill Group Service Level Chart

The stock graph for this report is a stocked bar chart that shows Aban, RONA, Handled, Aban Hold by Skill Group.

To see this chart, run the Peripheral Skill Group HistoricalAll Fields report and then select Skill Group Service Level from the Report Viewer.

Figure 67: Peripheral Skill Group Historical Skill Group Service Level Chart



Peripheral Skill Group Abandon/Answer Distribution Historical

For each peripheral skill group, reports generated from this template show the number of answered and abandoned calls for separate intervals for the report's time period, broken out into interval summaries.

- Views:** This report has a grid view only.
- Grouping:** This report is grouped and sorted by Skill Group Name.

Value List: Skill Group

Database Schema Table(s) from which data is retrieved:

- Bucket_Intervals

- Skill_Group
- Skill_Group_Interval

See also:

[Current Fields in the Peripheral Skill Group Abandon/Answer Distribution Historical Grid View \(page 161\)](#).

[Available Fields in the Skill Group Abandon/Answer Distribution Historical Grid View \(page 164\)](#).

Current Fields in the Peripheral Skill Group 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. You can change them. See [Current Fields and Available Fields \(page 205\)](#) .

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 have defined.

Column (Field)	Description
Skill Group Name	The enterprise name of the skill group. Derived from: Skill_Group.EnterpriseName
Date Time	The date and time when the Skill Group 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 Skill Group. Derived from: Skill_Group_Interval.DateTime
ASA	Average Speed of Answer. The average answer wait time from when first queue to skill group or LAA select node was executed for this call to when this call was answered. This is an important measure of service quality because the time can vary, even over the course of one day, due to call volumes and staff levels. This is a calculated field, derived from: Skill_Group_Interval.AnswerWaitTime/ Skill_Group_Interval.CallsHandled

Peripheral Skill Group Abandon/Answer Distribution Historical

Column (Field)	Description
Int 1 Ans and Aban	<p>The number of calls answered/abandoned between the time set to begin measuring and interval 1. The system default interval 1 is 8 seconds. For example: 00:00 - 00:08</p> <p>Derived from: Skill_Group_Interval.RouterAnsInterval1 and Skill_Group_Interval.RouterAbandInterval1</p>
Int 2 Ans and Aban	<p>The number of calls answered/abandoned between interval 1 and interval 2. The system default interval 2 is 30 seconds. For example: 00:08 - 00:38</p> <p>Derived from: Skill_Group_Interval.RouterAnsInterval2 and Skill_Group_Interval.RouterAbandInterval2</p>
Int 3 Ans and Aban	<p>The number of calls answered/abandoned between interval 2 and interval 3. The system default interval 3 is 60 seconds (1 minute). For example: 00:38 - 01:38</p> <p>Derived from: Skill_Group_Interval.RouterAnsInterval3 and Skill_Group_Interval.RouterAbandInterval3</p>
Int 4 Ans and Aban	<p>The number of calls answered/abandoned between interval 3 and interval 4. The system default interval 4 is 90 seconds. For example: 01:38 - 03:08</p> <p>Derived from: Skill_Group_Interval.AnsInterval4 and Skill_Group_Interval.AbandInterval4</p>
Int 5 Ans and Aban	<p>The number of calls answered/abandoned between interval 4 and interval 5. The system default interval 5 is 120 seconds (2 minutes). For example: 03:08 - 05:08</p> <p>Derived from: Skill_Group_Interval.RouterAnsInterval5 and Skill_Group_Interval.RouterAbandInterval5</p>
Int 6 Ans and Aban	<p>The number of calls answered/abandoned between interval 5 and interval 6. The system default interval 6 is 180 seconds (3 minutes). For example: 05:08 - 08:08</p>

Column (Field)	Description
	Derived from: Skill_Group_Interval.RouterAnsInterval6 and Skill_Group_Interval.RouterAbandInterval6
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.RouterAnsInterval7 and Skill_Group_Interval.RouterAbandInterval7
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.RouterAnsInterval8 and Skill_Group_Interval.RouterAbandInterval8
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.RouterAnsInterval9 and Skill_Group_Interval.RouterAbandInterval9
> 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.RouterAnsInterval10 and Skill_Group_Interval.RouterAbandInterval10
MaxCallsQueued	The maximum number of calls in queue for this Skill Group during this interval. Derived from : Skill_Group_Interval.RouterMaxCallsQueued
MaxCallWaitTime	The longest time a call had to wait before it was dispositioned (abandoned or answered) in this interval. Derived from : Skill_Group_Interval.RouterMaxCallWaitTime

Peripheral Skill Group Abandon/Answer Distribution Historical

Report Summary: The summary line shows an average for the ASA and Avg Aban Delay columns, totals for the interval columns, and Max for MaxCallsQueued and MaxCallWaitTime columns. See [About Report Summaries \(page 204\)](#) .

Available Fields in the Skill Group Abandon/Answer Distribution Historical Grid View

Available fields for this report include the fields that display 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.RouterDelayQAbandTime
- **Router Calls Aban:** Derived from: Skill_Group_Interval.RouterCallsAbandToAgent + Skill_Group_Interval.RouterCallsAbandQ
- **int 1 - int 9:** Derived from: Bucket_Intervals.IntervalUpperBound1 - IntervalUpperBound9

These fields are derived from the Bucket_Intervals table, as documented in the [Database Schema Guide](#) (http://www.cisco.com/en/US/products/sw/custcosw/ps1844/prod_technical_reference_list.html) .

Sample Skill Group Abandon/Answer Distribution Historical Report

The following illustrations show examples of reports generated from the Skill Group Abandon/Answer Distribution Historical Report template.

Figure 68: Group Abandon/Answer Distribution Historical Report 1 of 2

Skill Group Name	DateTime	ASA	- Ans 1	- Aban 1	- Ans 2	- Aban 2	- Ans 3	- Aban 3	- Ans 4	- Aban 4	- Ans 5	- Aban 5
IPCC_1.Cisco_Voice.CUIC_FT	9/27/11		0	0	0	0	0	0	0	0	0	0
IPCC_1.Cisco_Voice.CUIC_FT	9/27/11		0	0	0	0	0	0	0	0	0	0
IPCC_1.Cisco_Voice.CUIC_FT	9/27/11		0	0	0	0	0	0	0	0	0	0
IPCC_1.Cisco_Voice.CUIC_FT	9/27/11	8	3	0	1	0	0	0	0	0	0	0
IPCC_1.Cisco_Voice.CUIC_FT	9/27/11	35	1	1	1	2	1	1	1	1	1	1
IPCC_1.Cisco_Voice.CUIC_FT	9/27/11	10	1	1	1	1	0	0	0	0	0	0
IPCC_1.Cisco_Voice.CUIC_FT	9/27/11		0	0	0	0	0	0	0	0	0	0
IPCC_1.Cisco_Voice.CUIC_FT	9/27/11		0	0	0	0	0	0	0	0	0	0
IPCC_1.Cisco_Voice.CUIC_FT	9/27/11		0	0	0	0	0	0	0	0	0	0
IPCC_1.Cisco_Voice.CUIC_FT	9/27/11		0	0	0	0	0	0	0	0	0	0
IPCC_1.Cisco_Voice.CUIC_FT	9/27/11		0	0	0	0	0	0	0	0	0	0
IPCC_1.Cisco_Voice.CUIC_FT	9/27/11		0	0	0	0	0	0	0	0	0	0
IPCC_1.Cisco_Voice.CUIC_FT	9/27/11		0	0	0	0	0	0	0	0	0	0

Figure 69: Group Abandon/Answer Distribution Historical Report 2 of 2

	- Aban 5	- Ans 6	- Aban 6	- Ans 7	- Aban 7	- Ans 8	- Aban 8	- Ans 9	- Aban 9	> Ans 9	> Aban 9	MaxCallsQueued	MaxCallWaitTime
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	15
1	1	0	0	0	0	0	0	0	0	0	0	0	143
0	0	0	0	0	0	0	0	0	0	0	0	0	35
0	0	0	0	0	0	0	0	0	1	0	1	0	422
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0

Peripheral Skill Group Real Time All Fields

Reports generated from this template show the current status of the selected skill groups.

Note: If there are primary or secondary skill groups defined for the base skill group, then the base skill group is not shown.

Views: This report has a grid view only.

Grouping: by Skill Group Name

Value List: Skill Group

Corresponding WebView templates: perskg30: IPCC Peripheral Skill Group Status Real and perskg20: IPCC Peripheral Skill Group Status Real

Database Schema Table(s) from which data is retrieved:

- Media_Routing
- Skill_Group
- Skill_Group_Real_Time

See also:

[Current Fields in the Peripheral Skill Group Historical Grid View \(page 166\)](#)

[Available Fields in the Peripheral Skill Group Historical Grid View \(page 169\)](#)

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. You can change them. See [Current Fields and Available Fields \(page 205\)](#).

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 of the skill group and its skill target ID. Derived from: Skill_Group.EnterpriseName and Skill_Group.SkillTargetID
Ent Queued Now	The number of calls currently queued to the skill group at the Unified ICM (Network Queue) and at the local ACD queue. Note: This field is Current by default and is applicable to CCE only. The equivalent field for Unified ICM is named Queued Now (ICM) is Available by default. Derived from: Skill_Group_Real_Time.RouterCallsQNow
Ent Longest Task Q	The longest queued task on the routing media, measured in HH:MM:SS (hours, minutes, seconds) format. Note: This field is Current by default and is applicable to CCE only. The equivalent field for Unified ICM is named Longest Task Q (ICM) is Available by default. Derived from: Skill_Group_Real_Time.RouterLongestCallInQ
ASA 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
Ans Within SL	The Average Speed of Answer during the rolling five minute interval, measured in HH:MM:SS (hours, minutes, seconds) format for the skill group.

Column (Field)	Description
	Derived from: Skill_Group_Real_Time.AnswerWaitTimeTo5 / Skill_Group_Real_Time.CallsAnsweredTo5
Aban Within SL	The count of calls that are abandoned within the skill group service level threshold during the rolling five minute interval. Derived from: Skill_Group_Real_Time.ServiceLevelCallsAbandTo5
Handled	The number of tasks that have been handled during the rolling five minute interval. Derived from: Skill_Group_Real_Time.CallsHandledTo5
AHT	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 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	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.

Peripheral Skill Group Real Time All Fields

Column (Field)	Description
	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
AAT	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

Column (Field)	Description
Reserved	<p>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 to agents on Northern Meridian ACDs only.</p> <p>Derived from: Skill_Group_Real_Time.ReservedAgents</p>
Busy Other	<p>The number of agents currently in the BusyOther state.</p> <p>Busy Other is a state in which the agent handling calls assigned to other skill groups during the interval).</p> <p>For example, an agent might be talking on an inbound call in one skill group while simultaneously logged on to and ready to accept calls from other skill groups. The agent can be active (talking on or handling calls) in only one skill group at a time. Therefore, while active in one skill group, for the other skill group the agent is considered to be in the Busy Other state.</p> <p>Derived from: Skill_Group_Real_Time.BusyOther</p>
% Utilization	<p>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.</p> <p>Derived from: Skill_Group_Real_Time.PercentUtilizationTo5</p>

Report Summary: There is a summary row for Skill Group Name. There is a total report summary for all fields except % Busy Other. See [About Report Summaries \(page 204\)](#).

Available Fields in the Peripheral Skill Group Real Time All Fields Grid View

Available fields for this report include the fields that display 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](http://www.cisco.com/en/US/products/sw/custcosw/ps1844/prod_technical_reference_list.html) (http://www.cisco.com/en/US/products/sw/custcosw/ps1844/prod_technical_reference_list.html).

Peripheral Skill Group Real Time All Fields

Sample Peripheral Skill Group Real Time All Fields Report

This illustration is a sample of the report generated from the Peripheral Skill Group Real Time All Fields template.

Figure 70: Peripheral Skill Group Real Time Report 1 of 2

Skill Group Name	Ent Queued Now	Ent Longest Task Q	ASA5	Ans Within SL	Aban within SL	Handled	AHT	Log On
G3_PG001_1.CV.PG1001	0	null	00:00:01	74	0	72	00:01:00	50
G3_PG001_1.CV.PG1001.pri	0	null	00:00:01	0	0	72	00:01:00	50
G3_PG001_1.CV.PG1001.sec	0	null	00:00:00	0	0	0	00:00:00	0
	0	00:00:00	00:00:01	74	0	144	00:01:00	100

Figure 71: Peripheral Skill Group Real Time Report 2 of 2

Not Ready	Not Active	Active In	Active Out	Active Other	Active Auto Out	Active Preview	Active Reservation	AAT
0	36	14	0	0	0	0	00:00:00	00:01:00
0	36	14	0	0	0	0	00:00:00	00:01:00
0	0	0	0	0	0	0	00:00:00	00:00:00
0	72	28	0	0	0	0	00:00:00	00:01:00



Chapter 9

Unified CCE Release 7.5 Skill Group Reports

This chapter contains the following topics:

- [Enterprise Skill Group Historical All Fields, page 171](#)
- [Enterprise Skill Group Real Time, page 176](#)
- [Peripheral Skill Group Historical All Fields, page 181](#)
- [Peripheral Skill Group Real Time All Fields, page 188](#)

Enterprise Skill Group Historical All Fields

[About the Enterprise Skill Group Historical All Fields Report \(page 171\)](#)

[Current Fields in the Enterprise Skill Group Historical All Fields Report \(page 172\)](#)

[Available Fields in the Enterprise Skill Group Historical All Fields Report \(page 175\)](#)

About the Enterprise Skill Group Historical All Fields Report

Applicable Environment: Unified CCE and Unified ICM.

Grouping: by Enterprise Skill Group Name

Value List: Enterprise Skill Group

Corresponding WebView templates: entskg35: CCE (CCE) Enterprise Skill Group Consolidated Half Hour

This template also contains fields from entskg25: ICM 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

Enterprise Skill Group Historical All Fields

Note: This template differs from the corresponding WebView template in that it does not organize data by "superheaders." This template uses a grouped grid that does not support superheaders. For more information and an illustration, see Superheaders in Report Templates. See also Grouped Grids.

Database Schema Table(s) from which data is retrieved:

- Enterprise_Skill_Group
- Enterprise_Skill_Group_Member
- Skill_Group
- Skill_Group_Half_Hour

See also:

[Current Fields in the Enterprise Skill Group Historical All Fields Report \(page 172\)](#)

[Available Fields in the Enterprise Skill Group Historical All Fields Report \(page 175\)](#)

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. You can change them. See [Current Fields and Available Fields \(page 205\)](#).

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 Name	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_Half_Hour.DateTime
Ent Queued	The number of tasks queued to this Skill Group in the interval. Derived from: Skill_Group_Half_Hour.RouterCallsQueuedToHalf Note: This field is Current by default and is applicable to CCE only. The equivalent field for Unified ICM is named Total Queued (ICM) is Available by default.
ASA	The skill group's average speed of answer in HH:MM:SS (hour, minutes, seconds) calculated from the time spent by

Column (Field)	Description
	<p>callers when placed in queue and ringing at the agent's desktop before the task is answered divided by the number of tasks answered.</p> <p>Derived from: Skill_Group_Half_Hour.AnswerWaitTimeToHalf / Skill_Group_Half_Hour.CallsAnsweredToHalf</p>
COMPLETED TASKS	
Total	<p>The total number of tasks completed by this skill group in the interval.</p> <p>Derived from: (Skill_Group_Half_Hour.CallsHandledToHalf + Skill_Group_Half_Hour.RouterCallsAbandQToHalf + Skill_Group_Half_Hour.AbandonRingCallsToHalf + Skill_Group_Half_Hour.RedirectNoAnswertoHalf)</p>
Aban	<p>For voice: the total number of calls that were abandoned while the agent's phone was ringing. For non-voice: the total number of tasks that were abandoned while being offered to an agent.</p> <p>Derived from: (Skill_Group_Half_Hour.RouterCallsAbandQToHalf + Skill_Group_Half_Hour.AbandonCallsRingToHalf)</p>
RONA	<p>The total duration in HH:MM:SS (hours, minutes, and seconds) during the period that agents were logged into this skill group.</p>
Handled	<p>The number of Routed tasks handled within this skill group in the interval.</p> <p>Derived from: Skill_Group_Half_Hour.CallsHandledToHalf</p>
AHT	<p>The Average Handle Time in HH:MM:SS (hours, minutes, seconds) for tasks sent to the skill group.</p> <p>Derived from: Skill_Group_Half_Hour.HandledCallsTimeToHalf / Skill_Group_Half_Hour.CallsHandledToHalf</p>
AAT	<p>The Average Active Time in HH:MM:SS (hours, minutes, seconds) for tasks sent to the skill group.</p> <p>Derived from: Skill_Group_Half_Hour.HandledCallsTalkTimeToHalf / Skill_Group_Half_Hour.CallsHandledToHalf</p>
Aban Hold	<p>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.</p>

Enterprise Skill Group Historical All Fields

Column (Field)	Description
	Derived from: Skill_Group_Half_Hour.AbandonHoldCallsToHalf
End of Completed Tasks Grouping	
Trans 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_Half_Hour.TransferInCallsTimeToHalf
Trans 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: Skill_Group_Half_Hour.TransferOutCallsToHalf
Ext 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_Half_Hour.AgentOutCallsToHalf
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_Half_Hour.TalkTimeToHalf
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_Half_Hour.HoldTimeToHalf
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_Half_Hour.LoggedOnTimeToHalf
% 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_Half_Hour.AvailTimeToHalf / Skill_Group_Half_Hour.LoggedOnTimeToHalf
% Not Ready	The percentage of time that agents spent in the Not Ready state in relation to LoggedOnTime or the interval, whichever is less.

Column (Field)	Description
	Derived from: (Skill_Group_Half_Hour.NotReadyTimeToHalf / Skill_Group_Half_Hour.LoggedOnTimeToHalf)
% 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_Half_Hour.TalkTimeToHalf / Skill_Group_Half_Hour.LoggedOnTimeToHalf
% 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_Half_Hour.HoldTimeToHalf / Skill_Group_Half_Hour.LoggedOnTimeToHalf)
% 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_Half_Hour.ReservedStateTimeToHalf / Skill_Group_Half_Hour.LoggedOnTimeToHalf)
% 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_Half_Hour.WorkReadyTimeToHalf + Skill_Group_Half_Hour.WorkNotReadyTimeToHalf) / Skill_Group_Half_Hour.LoggedOnTimeToHalf)
% Busy Other	The percentage of time the interval that the agents of this skill group spent in busy other state. Derived from: (Skill_Group_Half_Hour.BusyOtherTimeToHalf / Skill_Group_Half_Hour.LoggedOnTimeToHalf)

Report Summary: There is a summary for each Enterprise Skill Group Name and a total report summary. See [About Report Summaries \(page 204\)](#).

Available Fields in the Enterprise Skill Group Historical All Fields Grid View

Available fields for this report include the fields that display by default as Current. Additional Available fields in this report are derived from the Skill_Group_Half_Hour table as documented in the [Database Schema Guide](http://www.cisco.com/en/US/products/sw/custcosw/ps1844/prod_technical_reference_list.html) (http://www.cisco.com/en/US/products/sw/custcosw/ps1844/prod_technical_reference_list.html).

Enterprise Skill Group Real Time

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_Half_Hour.TalkTimeToHalf / 1800) or from
(Skill_Group_Half_Hour.TalkTimeToHalf / 900)

Sample Enterprise Skill Group Historical All Fields Report

This illustration is a sample of the report generated from the Enterprise Skill Group Historical All Fields template.

Figure 72: Enterprise Skill Group Historical All Fields 1 of 3

Enterprise Skill Group Name	DateTime	Ent Queued	ASA	Total	Aban	RONA	Handled	AHT
Enterprise_Skill_Test	3/3/2006 12:00:00 AM	0	00:00:00	0	0	0	0	00:00:00
	3/3/2006 12:30:00 AM	0	00:00:00	0	0	0	0	00:00:00
	3/3/2006 1:00:00 AM	0	00:00:00	0	0	0	0	00:00:00
	3/3/2006 1:30:00 AM	0	00:00:00	0	0	0	0	00:00:00

Figure 73: Enterprise Skill Group Historical All Fields 2 of 3

AAT	Aban Hold	Trans In	Trans Out	Ext Out	Active Time	Hold Time	Log On Duration	%Not Active	%Not Ready	%Active	%Hold
00:00:00	0	0	0	0	02:00:00	00:00:00	03:00:00	0.00 %	16.67 %	66.67 %	0.00 %
00:00:00	0	0	0	0	02:00:00	00:00:00	03:00:00	0.00 %	16.67 %	66.67 %	0.00 %
00:00:00	0	0	0	0	02:00:00	00:00:00	03:00:00	0.00 %	16.67 %	66.67 %	0.00 %
00:00:00	0	0	0	0	02:00:00	00:00:00	03:00:00	0.00 %	16.67 %	66.67 %	0.00 %

Figure 74: Enterprise Skill Group Historical All Fields 1 of 3

% Reserved	%Wrap Up	%Busy Other
0.00 %	0.00 %	16.67 %
0.00 %	0.00 %	16.67 %
0.00 %	0.00 %	16.67 %
0.00 %	0.00 %	16.67 %

Enterprise Skill Group Real Time

This report shows the current status of the selected enterprise skill groups.

Note: If a call is queued to an Enterprise skill group, then the call will be 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 will show up as 5 calls.

Views: This report has a grid view only.

Value List: Enterprise Skill Group

Database Schema Table(s) from which data is retrieved:

- Enterprise_Skill_Group Skill_Group_Real_Time Enterprise_Skill_Group_Member
- Enterprise_Skill_Group_Member
- Skill_Group
- Skill_Group_Real_Time

See also:

[Current Fields in the Enterprise Skill Group Real Time Grid View \(page 177\)](#)

[Available Fields in the Enterprise Skill Group Real Time Grid View \(page 180\)](#)

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. You can change them. See [Current Fields and Available Fields \(page 205\)](#).

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 Name	The enterprise skill group's enterprise name and ID. Derived from: Enterprise_Skill_Group.EnterpriseName (Enterprise_Skill_Group.EnterpriseSkillGroupID)
Ent Queued Now	The number of calls currently queued to the skill group at the CallRouter and at the local ACD queue. Note: This field is Current by default and is applicable to CCE only. The equivalent field for Unified ICM is named Queued Now (ICM) is Available by default. Derived from: Skill_Group_Real_Time.RouterCallsQNow
Ent Longest Task Q	The longest queued task on the routing media, measured in HH:MM:SS (hours, minutes, seconds) format. Note: This field is Current by default and is applicable to CCE only. The equivalent field for Unified ICM is named Longest Task Q (ICM) is Available by default.

Enterprise Skill Group Real Time

Column (Field)	Description
	Derived from: Skill_Group_Real_Time.RouterLongestCallInQ
ASA 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
Handled	The number of tasks that have been handled during the rolling five minute interval. Derived from: Skill_Group_Real_Time.CallsHandledTo5
AHT	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 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	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

Column (Field)	Description
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
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
AAT	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

Enterprise Skill Group Real Time

Column (Field)	Description
	<p>example, a consultative call). The agent must have all active calls on hold.</p> <p>Derived from: Skill_Group_Real_Time.Hold</p>
Reserved	<p>Number of agents for the skill group currently in the Reserved state.</p> <p>Derived from: Skill_Group_Real_Time.ReservedAgents</p>
Busy Other	<p>The number of agents currently in the BusyOther state.</p> <p>Busy Other is a state in which the agent handling calls assigned to other skill groups during the interval).</p> <p>For example, an agent might be talking on an inbound call in one skill group while simultaneously logged on to and ready to accept calls from other skill groups. The agent can be active (talking on or handling calls) in only one skill group at a time. Therefore, while active in one skill group, for the other skill group the agent is considered to be in the Busy Other state.</p> <p>Derived from: Skill_Group_Real_Time.BusyOther</p>
% Utilization	<p>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.</p> <p>Derived from: Skill_Group_Real_Time.PercentUtilizationTo5</p>

Report Summary: There is a report summary. See [About Report Summaries \(page 204\)](#).

Available Fields in the Enterprise Skill Group Real Time Grid View

Available fields for this report include the fields that display 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](http://www.cisco.com/en/US/products/sw/custcosw/ps1844/prod_technical_reference_list.html) (http://www.cisco.com/en/US/products/sw/custcosw/ps1844/prod_technical_reference_list.html).

Sample Enterprise Skill Group Real Time Report

This illustration is a sample of the report generated from the Enterprise Skill Group Real Time All Fields template.

Figure 75: Enterprise Skill Group Real Time Report 1 of 2

Enterprise Skill Group Name	Ent Queued Now	Ent Longest Task Q	ASA5	Handled	AHT	Log On	Not Ready	Not Active	Active In	Active Out
Enterprise_SG_001	0	null	00:00:01	72	00:01:00	250	0	180	14	0
Enterprise_SG_069	0	null	00:00:01	435	00:01:00	1550	0	1067	93	0
	0	0	00:00:01	507	00:01:00	1800	0	1247	107	0

Figure 76: Enterprise Skill Group Real Time Report 2 of 2

Active Other	Active Auto Out	Active Preview	Active Reservation	AAT	Wrap Up	Hold	Reserved	Busy Other	% Utilization
0	0	0	0	00:01:00	0	0	0	56	5.85%
0	0	0	0	00:01:00	0	0	0	390	5.72%
0	0	0	0	00:01:00	0	0	0	446	5.74%

Peripheral Skill Group Historical All Fields

A table of the selected Peripheral Skill Group(s) showing consolidated call and skill group statistics, gathered in interval increments.

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

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

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

Grouping: by Skill Group Name

Value List: Skill Group

Database Schema Table(s) from which data is retrieved:

- Media_Routing_Domain
- Skill_Group
- Skill_Group_Half_Hour

See also:

[Current Fields in the Peripheral Skill Group Historical Grid View \(page 182\)](#)

[Available Fields in the Peripheral Skill Group Historical Grid View \(page 186\)](#)

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. You can change them. See [Current Fields and Available Fields \(page 205\)](#).

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)
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_Half_Hour.DateTime
Ent Queued	The number of tasks queued to this Skill Group in the interval. Derived from: Skill_Group_Half_Hour.RouterCallsQueuedToHalf Note: This field is Current by default and is applicable to CCE only. The equivalent field for Unified ICM is named Total Queued (ICM) is Available by default.
ASA	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_Half_Hour.AnswerWaitTimeToHalf / Skill_Group_Half_Hour.CallsAnsweredToHalf
SERVICE LEVEL	
SL Ans	The count of calls that are routed to the skill group or queued to the skill group in the last interval.

Column (Field)	Description
	Derived from: Skill_Group_Real_Time.ServiceLevelCallsOfferedToHalf
SL Aban	The count of calls that are abandoned within the skill group service level threshold in the last interval. Derived from: Skill_Group_Real_Time.ServiceLevelCallsAbandToHalf
COMPLETED TASKS	
Total	The total number of tasks completed by this skill group in the interval. Derived from: (Skill_Group_Half_Hour.CallsHandledToHalf + Skill_Group_Half_Hour.RouterCallsAbandQToHalf + Skill_Group_Half_Hour.AbandonRingCallsToHalf + Skill_Group_Half_Hour.RedirectNoAnswertoHalf)
Aban	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_Half_Hour.RouterCallsAbandQToHalf + Skill_Group_Half_Hour.AbandonCallsRingToHalf)
RONA	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_Half_Hour.LoggedOnTimeToHalf
Handled	The number of Routed tasks handled within this skill group in the interval. Derived from: Skill_Group_Half_Hour.CallsHandledToHalf
AHT	The Average Handle Time in HH:MM:SS (hours, minutes, seconds) for tasks sent to the skill group.

Peripheral Skill Group Historical All Fields

Column (Field)	Description
	Derived from: Skill_Group_Half_Hour.HandledCallsTimeToHalf / Skill_Group_Half_Hour.CallsHandledToHalf
AAT	The Average Active Time in HH:MM:SS (hours, minutes, seconds) for tasks sent to the skill group. Derived from: Skill_Group_Half_Hour.HandledCallsTalkTimeToHalf / Skill_Group_Half_Hour.CallsHandledToHalf
Aban 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_Half_Hour.AbandonHoldCallsToHalf
End of Completed Tasks Grouping	
Trans 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_Half_Hour.TransferInCallsTimeToHalf
Trans 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_Half_Hour.TransferredOutCallsToHalf + Skill_Group_Half_Hour.NetTransferredOutCallsToHalf
Ext Out	For default skill groups: the number of times an agent initiated an outgoing external call in the interval. For routing skill groups: the number of times an agent initiated a transfer or conference to an external device in the interval. Derived from: Skill_Group_Half_Hour.AgentOutCallsToHalf
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.

Column (Field)	Description
	Derived from: Skill_Group_Half_Hour.TalkTimeToHalf
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_Half_Hour.HoldTimeToHalf
Log 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_Half_Hour.LoggedOnTimeToHalf
% 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_Half_Hour.AvailTimeToHalf / Skill_Group_Half_Hour.LoggedOnTimeToHalf)
% 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_Half_Hour.NotReadyTimeToHalf / Skill_Group_Half_Hour.LoggedOnTimeToHalf)
% 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_Half_Hour.TalkTimeToHalf / Skill_Group_Half_Hour.LoggedOnTimeToHalf)
% Hold	The percentage of time that agents spent in the Hold/Paused state in relation to LoggedOnTime or interval, whichever is less. Derive from: (Skill_Group_Half_Hour.HoldTimeToHalf / Skill_Group_Half_Hour.LoggedOnTimeToHalf)

Peripheral Skill Group Historical All Fields

Column (Field)	Description
% Reserved	The percentage of time that agents spent working on Reserved time in relation to LoggedOnTime or interval, whichever is less. Derived from: $(\text{Skill_Group_Half_Hour.ReservedStateTimeToHalf} / \text{Skill_Group_Half_Hour.LoggedOnTimeToHalf})$
% 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: $((\text{Skill_Group_Half_Hour.WorkReadyTimeToHalf} + \text{Skill_Group_Half_Hour.WorkNotReadyTimeToHalf}) / \text{Skill_Group_Half_Hour.LoggedOnTimeToHalf})$
% Busy Other	The percentage of time that agents spent working on Busy Other time in relation to LoggedOnTime or interval, whichever is less. Derive from: $(\text{Skill_Group_Half_Hour.BusyOtherTimeToHalf} / \text{Skill_Group_Half_Hour.LoggedOnTimeToHalf})$

Report Summary: There is a summary for each Skill Group Name and a total report summary See [About Report Summaries \(page 204\)](#).

Available Fields in the Peripheral Skill Group Historical Grid View

Available fields for this report include the fields that display by default as Current. In addition, most Available fields in this report are derived from the Skill_Group_Half_Hour table as documented in the [Database Schema Guide](http://www.cisco.com/en/US/products/sw/custcosw/ps1844/prod_technical_reference_list.html) (http://www.cisco.com/en/US/products/sw/custcosw/ps1844/prod_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: $(\text{Skill_Group_Half_Hour.TalkTimeToHalf} / 1800)$ or from $(\text{Skill_Group_Half_Hour.TalkTimeToHalf} / 900)$

Sample Peripheral Skill Group Historical Report

This illustration is a sample of the report generated from the Peripheral Skill Group Historical All Fields template.

Figure 77: Peripheral Skill Group Historical Report 1 of 3

Skill Group Name	DateTime	Ent Queued	ASA	Service Level		Total	Aban
				SL Ans	SL Aban		
G3_PG001_1.CV.PG1001	Mar 28, 2010 12:00 AM	0	00:00:00	0	0	0	0
	Mar 28, 2010 12:15 AM	0	00:00:00	0	0	0	0
	Mar 28, 2010 12:30 AM	0	00:00:00	0	0	0	0
	Mar 28, 2010 12:45 AM	0	00:00:00	0	0	0	0
	Mar 28, 2010 1:00 AM	0	00:00:00	0	0	0	0
	Mar 28, 2010 1:15 AM	0	00:00:00	0	0	0	0

Figure 78: Peripheral Skill Group Historical Report 2 of 3

Completed Tasks					Trans In	Trans Out	Ext Out
RONA	Handled	AHT	AAT	Aban Hold			
0	0	00:00:00	00:00:00	0	0	0	0
0	0	00:00:00	00:00:00	0	0	0	0
0	0	00:00:00	00:00:00	0	0	0	0
0	0	00:00:00	00:00:00	0	0	0	0
0	0	00:00:00	00:00:00	0	0	0	0
0	0	00:00:00	00:00:00	0	0	0	0

Figure 79: Peripheral Skill Group Historical Report 3 of 3

Agent State Time									
Active Time	Hold Time	Log On Duration	%Not Active	%Not Ready	%Active	%Hold	%Reserved	%Wrap Up	%Busy Other
07:00:00	00:00:00	25:00:00	72.00%	0.00%	28.00%	0.00%	0.00%	0.00%	0.00%
07:00:00	00:00:00	25:00:00	72.00%	0.00%	28.00%	0.00%	0.00%	0.00%	0.00%
07:00:00	00:00:00	25:00:00	72.00%	0.00%	28.00%	0.00%	0.00%	0.00%	0.00%
07:00:00	00:00:00	25:00:00	72.00%	0.00%	28.00%	0.00%	0.00%	0.00%	0.00%
07:00:00	00:00:00	25:00:00	72.00%	0.00%	28.00%	0.00%	0.00%	0.00%	0.00%
07:00:00	00:00:00	25:00:00	72.00%	0.00%	28.00%	0.00%	0.00%	0.00%	0.00%

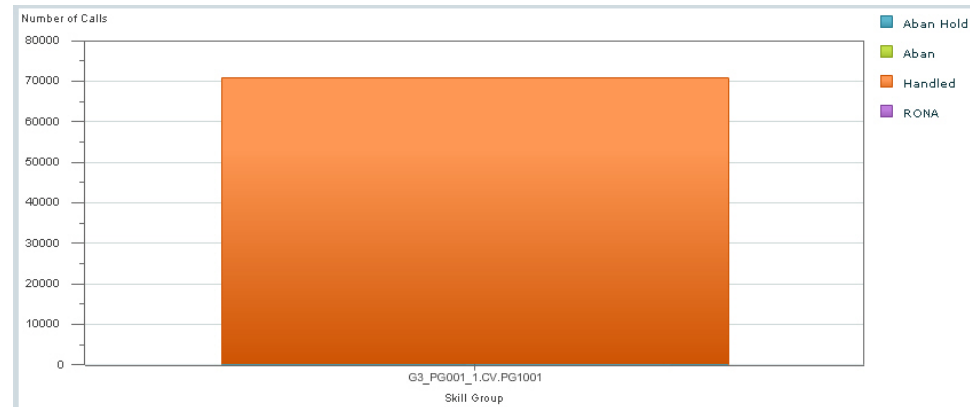
Peripheral Skill Group Historical Skill Group Service Level Chart

The stock graph for this report is a stocked bar chart that shows Aban, RONA, Handled, Aban Hold by Skill Group.

Peripheral Skill Group Real Time All Fields

To see this chart, run the Peripheral Skill Group Historical All Fields report and then select *Skill Group Service Level* from the Report Viewer.

Figure 80: Peripheral Skill Group Historical Skill Group Service Level Chart



Peripheral Skill Group Real Time All Fields

Reports generated from this template show the current status of the selected skill groups.

Note: If there are primary or secondary skill groups defined for the base skill group, then the base skill group is not shown.

Views: This report has a grid view only.

Grouping: by Skill Group Name

Value List: Skill Group

Corresponding WebView templates: perskg30: IPCC Peripheral Skill Group Status Real and perskg20: IPCC Peripheral Skill Group Status Real

Database Schema Table(s) from which data is retrieved:

- Media_Routing
- Skill_Group
- Skill_Group_Real_Time

See also:

[Current Fields in the Peripheral Skill Group Historical Grid View \(page 189\)](#)

[Available Fields in the Peripheral Skill Group Historical Grid View \(page 134\)](#)

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. You can change them. See [Current Fields and Available Fields \(page 205\)](#).

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 of the skill group and its skill target ID. Derived from: Skill_Group.EnterpriseName and Skill_Group.SkillTargetID
Ent Queued Now	The number of calls currently queued to the skill group at the Unified ICM (Network Queue) and at the local ACD queue. Note: This field is Current by default and is applicable to CCE only. The equivalent field for Unified ICM is named Queued Now (ICM) is Available by default. Derived from: Skill_Group_Real_Time.RouterCallsQNow
Ent Longest Task Q	The longest queued task on the routing media, measured in HH:MM:SS (hours, minutes, seconds) format. Note: This field is Current by default and is applicable to CCE only. The equivalent field for Unified ICM is named Longest Task Q (ICM) is Available by default. Derived from: Skill_Group_Real_Time.RouterLongestCallInQ
ASA 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
Ans Within SL	The Average Speed of Answer during the rolling five minute interval, measured in HH:MM:SS (hours, minutes, seconds) format for the skill group.

Peripheral Skill Group Real Time All Fields

Column (Field)	Description
	Derived from: Skill_Group_Real_Time.AnswerWaitTimeTo5 / Skill_Group_Real_Time.CallsAnsweredTo5
Aban Within SL	The count of calls that are abandoned within the skill group service level threshold during the rolling five minute interval. Derived from: Skill_Group_Real_Time.ServiceLevelCallsAbandTo5
Handled	The number of tasks that have been handled during the rolling five minute interval. Derived from: Skill_Group_Real_Time.CallsHandledTo5
AHT	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 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	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.

Column (Field)	Description
	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
AAT	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

Peripheral Skill Group Real Time All Fields

Column (Field)	Description
Reserved	<p>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 to agents on Northern Meridian ACDs only.</p> <p>Derived from: Skill_Group_Real_Time.ReservedAgents</p>
Busy Other	<p>The number of agents currently in the BusyOther state.</p> <p>Busy Other is a state in which the agent handling calls assigned to other skill groups during the interval).</p> <p>For example, an agent might be talking on an inbound call in one skill group while simultaneously logged on to and ready to accept calls from other skill groups. The agent can be active (talking on or handling calls) in only one skill group at a time. Therefore, while active in one skill group, for the other skill group the agent is considered to be in the Busy Other state.</p> <p>Derived from: Skill_Group_Real_Time.BusyOther</p>
% Utilization	<p>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.</p> <p>Derived from: Skill_Group_Real_Time.PercentUtilizationTo5</p>

Report Summary: There is a summary row for Skill Group Name. There is a total report summary for all fields except % Busy Other. See [About Report Summaries \(page 204\)](#).

Available Fields in the Peripheral Skill Group Real Time All Fields Grid View

Available fields for this report include the fields that display 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](http://www.cisco.com/en/US/products/sw/custcosw/ps1844/prod_technical_reference_list.html) (http://www.cisco.com/en/US/products/sw/custcosw/ps1844/prod_technical_reference_list.html).

Sample Peripheral Skill Group Real Time All Fields Report

This illustration is a sample of the report generated from the Peripheral Skill Group Real Time All Fields template.

Figure 81: Peripheral Skill Group Real Time Report 1 of 2

Skill Group Name	Ent Queued Now	Ent Longest Task Q	ASA5	Ans Within SL	Aban within SL	Handled	AHT	Log On
G3_PG001_1.CV.PG1001	0	null	00:00:01	74	0	72	00:01:00	50
G3_PG001_1.CV.PG1001.pri	0	null	00:00:01	0	0	72	00:01:00	50
G3_PG001_1.CV.PG1001.sec	0	null	00:00:00	0	0	0	00:00:00	0
	0	00:00:00	00:00:01	74	0	144	00:01:00	100

Figure 82: Peripheral Skill Group Real Time Report 2 of 2

Not Ready	Not Active	Active In	Active Out	Active Other	Active Auto Out	Active Preview	Active Reservation	AAT
0	36	14	0	0	0	0	00:00:00	00:01:00
0	36	14	0	0	0	0	00:00:00	00:01:00
0	0	0	0	0	0	0	00:00:00	00:00:00
0	72	28	0	0	0	0	00:00:00	00:01:00

Peripheral Skill Group Real Time All Fields



Chapter 10

IVR Reports

IVR Ports Performance Historical

This template shows the performance of IVR ports for the selected time period. It presents a table of half-hour counts of IVR ports in-service, ports idle, and the time HH:MM:SS (hours, minutes, seconds) that all ports were busy.

Default Sort Order: By IVR port trunk group and then by date and time.

Views: This report has a grid view only.

Grouping: by IVR Ports

Value List: Trunk

Database Schema Table(s) from which data is retrieved: Trunk Group and Trunk_Group_Half_Hour.

See also:

[Current Fields in the IVR Ports Performance Historical Grid View \(page 195\)](#)

[Available Fields in the IVR Ports Performance Historical Grid View \(page 196\)](#)

Current Fields in the IVR Ports Performance Historical Grid View

Current fields are those fields that appear by default in a grid view report generated from the stock template. You can change them. See [Current Fields and Available Fields \(page 205\)](#).

Column (Field)	Description
IVR Ports	The name of the IVR port used by the trunk group.

IVR Ports Performance Historical

Column (Field)	Description
	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. See [About Report Summaries \(page 204\)](#).

Available Fields in the IVR Ports Performance Historical Grid View

Additional Available fields for this template are populated from the Trunk Group and Trunk_Group_Half_Hour tables as documented in the [Database Schema Guide](http://www.cisco.com/en/US/products/sw/custcosw/ps1844/prod_technical_reference_list.html) (http://www.cisco.com/en/US/products/sw/custcosw/ps1844/prod_technical_reference_list.html).

Sample IVR Ports Performance Historical Report

This illustration is a sample of the report generated from the IVR Ports Performance Historical Report template.

Figure 83: IVR Ports Performance Report

IVR Ports	DateTime	Ports	% Busy	All Ports Busy
G3_FG002_1.TG1	Mar 14, 2010 12:00 AM	null	0.00%	00:00:00
	Mar 14, 2010 12:30 AM	null	0.00%	00:00:00
	Mar 14, 2010 1:00 AM	null	0.00%	00:00:00
	Mar 14, 2010 1:30 AM	null	0.00%	00:00:00
	Mar 14, 2010 3:00 AM	null	0.00%	00:00:00
	Mar 14, 2010 3:30 AM	null	0.00%	00:00:00
	Mar 14, 2010 4:00 AM	null	0.00%	00:00:00
	Mar 14, 2010 4:30 AM	null	0.00%	00:00:00
	Mar 14, 2010 5:00 AM	null	0.00%	00:00:00
	Mar 14, 2010 5:30 AM	null	0.00%	00:00:00
	Mar 14, 2010 6:00 AM	null	0.00%	00:00:00
	Mar 14, 2010 6:30 AM	null	0.00%	00:00:00
	Mar 14, 2010 7:00 AM	null	0.00%	00:00:00



Chapter 11

Working with the Reporting Templates

This chapter contains the following topics:

- [Stock Report Templates, page 199](#)
- [Custom Templates, page 201](#)
- [Importing Reports, page 201](#)
- [Data Sources, page 203](#)
- [Report Fields, page 204](#)
- [Report Summaries, page 204](#)
- [Reviewing the Available and Current Report Fields , page 205](#)

Stock Report Templates

Unified Intelligence Center is installed with stock report templates that display data that was saved in the Unified ICM/Unified CCE database. Stock reports can be downloaded from Cisco.com. After installing Unified Intelligence Center, you can import stock templates using the Import functionality and customize the stock reports based on your requirements.

As a best practice, make Save As copies of the installed stock templates and work with your Save As copies.

This is what you *cannot* do with the installed stock templates:

- Change the data source.
- Edit the report definition, using Report Editor.
- Delete the default grid view.
- Edit (using Report Editor).
- Create additional views (grids, charts, and gauges).
- Set thresholds for fields.
- Set drilldowns for fields (Premium license only).
- Hide, move, rename, or in any way modify fields that display by default in the grid view.

This is what you *can* do with stock templates, based on your User Role and Permissions:

- Delete
- Export
- Import
- Save As
- Run
- Schedule
- Edit

Historical and Real Time Templates

The stock Unified ICM/CC templates that are installed with Unified IC are either Historical or Real Time "All Fields" templates.

All Fields refers to the fact that, for the databases that are queried to populate the template, all fields in the database are available to be included in the grid view or to be charted or gauged.

These Available fields are listed in the Grid Editor.

An historical report template:

- Receives data from the *UCCE Historical* data source.
- Is populated with interval data. The interval at which the database tables are refreshed can be a 15-minute or a 30-minute interval. This interval is set in the Unified ICM Configuration Manager.
- Has a default refresh rate of 15 minutes. Refresh Rate is configurable in the Report Definition Properties page in a Save As version of the report.
- Has an upper limit of 8,000 rows. Row limit is not configurable. The Report Viewer indicates when the row limit has been reached and when more data is available. You can adjust the filter and rerun the report to see additional data.

A real time report template:

- Receives data from the *UCCE Realtime* Data Source.
- Is populated with current data that is passed by the Peripheral Gateways to the Unified ICM Router and then saved to real-time database tables. By default, real time data is forwarded to the router every 15 seconds. Old real-time data is constantly overwritten by new real-time data.
- Has a default refresh rate of 15 seconds. Refresh Rate is configurable in the Report Definition Properties page in a Save As version of the report.
- Has an upper limit of 3,000 rows. Row limit is not configurable. The Report Viewer indicates when the row limit has been reached and when more data is available. You can adjust the filter and rerun the report to see additional data.

Custom Templates

A custom template is:

- A new template that Report Designer users have created.
- A Save As version of a stock template.
- An imported template.

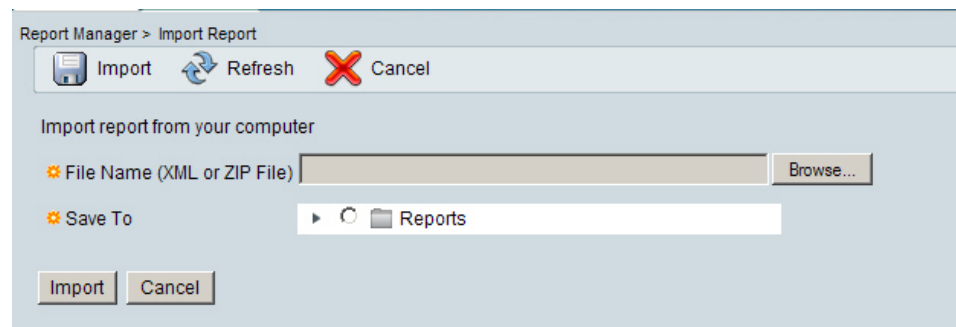
Note: Your Cisco Support provider cannot assist you with custom report issues.

Importing Reports

This page opens when you click Import Reports on the Available Reports Page in Unified IC.

Report Designers can use this function to import reportfiles that are saved locally and to import the Cisco report templates that were installed with Unified IC.

Figure 85: Importing Reports



To import a report:

1. To import a report from your computer (an xml or zip file that is saved locally), click **Browse** and navigate to the template xml file.
2. Select the Data Source from the dropdown.

Note: It is important to select the correct and appropriate data source for the imported report. If a report is associated with the wrong data source, you will see an error when you try to run the report.

3. Click **Save To** and navigate to the report category folder into which you want to categorize the imported template(s).
4. Click **Import**.
5. Click **Refresh** on the Reports page to see the imported report.

Note:

- Data from imported reports are extracted from the xml file and saved as configuration data in the CUIC database.
- If your Available Reports page already contains a report template with the same name as a report you are importing, you are prompted to use the existing report or to overwrite it.

What is imported:

- The report
- Its Report Definition
- Its Value Lists
- Its Views
- The values defined for it in Report Editor (its default view, online help, etc)

- Its Thresholds
- Its Drilldowns
- Its Permissions

What is not imported:

- Report Filters
- Collections

Note:

- During the import, the software checks to see if any prerequisite objects needed by the report (such as Value Lists) already exist. If they do *not*, the import will create them. If they already exist, the import process leaves them in place and does not overwrite them.
- This allows users from one system to write a report that uses a certain Value List (for example, the Skill Groups Value List), and then export the report and import it into another system that has another (different) Skill Groups Value List. There is no need to create a new Value List or to edit the report.
- Reports are language-independent. The report templates and their generated output depends on the locale you select for Unified IC.

Importing Multiple Reports

Although the stock templates are imported as a group, you must import other templates one at a time.

When you need to import multiple template (for example, when you back up your templates and want to re-import them), you can combine them in a zip file and import the zip file.

Note: If you import a zip file with multiple reports, Unified IC extracts the zip file for you.

Data Sources

A template is not populated until you define its Data Source and test the Data Source connection.

To define a Data Source, select **Data Sources drawer > Data Sources page > Create** to open the Data Sources create page.

Refer to the online help for directions to create the data source.

Report Fields

Fields in report templates have the following characteristics:

REPORT FIELD	DESCRIPTION
Database field	<p>Report values for some fields are derived from the database directly.</p> <p>This is indicated by a field description similar to that for the Queue Now field in the Call Type Real Time All Fields Report: <i>Derived from: Call_Type_Real_Time.RouterCallsQNow.</i></p>
Calculated field	<p>Report values for some fields are derived from a calculation using one or more fields in one or more tables.</p> <p>This is indicated by a field description similar to that for the ASA5 fields in the Call Type Real Time All Fields Report: <i>Derived from: (Call_Type_Real_Time.AnswerWaitTimeTo5 / Call_Type_Real_Time.CallsAnsweredTo5) .</i></p>

Report fields are characterized in the grid editor as **Available** or as **Current Field Order in Grid**.

For each report, grid editor displays panels of all available fields and those fields that currently display in the grid view of a generated report and has an interface that allows you to move fields from one panel to the other. See [Current Fields and Available Fields \(page 205\)](#).

The online help topic for each report lists the fields that are Current by default for that report as well as the Available fields.

Some Available fields are necessary for calculations, filtering, or drilldowns but might not be useful as visible columns in the generated report. An example are the fields for DOW, DOY, Week, Month, and Year.

Report Summaries

Many reports have one or several Summary rows. These summaries are enabled in the Grouping page of Grid Editor and show the footer values for the fields. These value in the footer for each report column is configured in the Report Definition.

These footer values can be

- None (Blank)

This is the case, for example, when a summary metric is not applicable or it is illogical to summarize the value when the data is null, and for intervals in certain call type reports, which are configured values.

- Avg (an average of all items in the column)

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

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

Reviewing the Available and Current Report Fields

For every custom report template and Save As copy of a stock template, you can see a panel that shows all the database fields that are **Available** for the report and a panel that shows those fields that **Currently** display in the grid view, as well as the order in which they appear and the way they are grouped under headers.

Each field either is - or can be - a column heading in a report.

You can move fields from the Available panel to the Current Field Order in Grid panel.

To work with Available and Current report fields:

1. Open the Reports drawer.
2. Locate the report and right-click it.
3. **Select Edit Views.**
4. Select the radio button for the report and click **Edit** to open the Views > Edit page.

The panel of **Available** fields is on the left.

The panel of **Current Field Order in Grid** fields is on the right.

You can use the > arrows to move fields between Available and Current.

In the Current Field Order in Grid panel, you can:

- Select a field and click the up or down arrows to change the order in which the field appears.

Reviewing the Available and Current Report Fields

- Right-click the field and select Properties to rename it.
- Right-click the field and select Thresholds to set a threshold for it.
- Click Header to create "superheaders" that group related column headings.



Chapter 12

Unified ICM/CCE Reporting Concepts

This chapter contains the following topics:

- [Abandoned Calls, page 207](#)
- [Agent States, page 208](#)
- [Average Speed of Answer \(ASA\), page 209](#)
- [Bucket Intervals, page 209](#)
- [Call Detail Data, page 210](#)
- [Call Types, page 211](#)
- [Call Type Intervals, page 211](#)
- [Error Count, page 212](#)
- [FTE, page 212](#)
- [Handle Time, page 213](#)
- [Handled, page 213](#)
- [Historical and Interval Data, page 213](#)
- [Grouped Grids, page 215](#)
- [Media Routing Domain, page 215](#)
- [Overflow Out, page 215](#)
- [Percent Utilization, page 216](#)
- [Real Time Data and Real-Time Reports, page 216](#)
- [Redirection on No Answer \(RONA\), page 217](#)
- [Report Fields, page 218](#)
- [Report Summaries, page 218](#)
- [Service Levels, page 219](#)
- [Services, page 223](#)
- [Short Calls, page 223](#)
- [Skill Groups, page 223](#)

Abandoned Calls

A call is considered abandoned if the caller hangs up before being connected to an agent.

Agent States

A high number of abandoned calls might be an indication that callers are waiting in the queue for too long.

Abandoned calls are reported against the following:

- Service: Service reports provide cumulative statistics for all abandoned calls.
- Call Types: Call Type reports provide additional visibility on where calls are abandoning
- Skill Groups: Skill Group reports provide additional visibility on where calls are abandoning

Note: Calls that abandon before the Abandon Call Wait Time threshold are considered [Short Calls \(page 223\)](#). For example, if you configure the abandoned call wait time for 10 seconds, and a caller disconnects at nine seconds, that call is a short call and it is not considered offered or abandoned.

Agent States

The following states can appear reports. A state with an asterisk (*) is a voice media only state.

- Logged Off = 0
- Logged On = 1
- Not Ready = 2
- *Ready = 3
- *Talking = 4
- Work Not Ready = 5
- Work Ready = 6 - An agent doing wrap-up work (post-call activities, such as completing paperwork or consulting with associates) is in either the Work Ready or the Work Not Ready state.
- Busy Other = 7
- Reserved = 8
- Unknown = 9
- Hold (Calls On Hold) = 10
- Active = 11
- Paused = 12
- Interrupted = 13

- Not Active = 14

Average Speed of Answer (ASA)

Average Speed of Answer (ASA), also called Average Answer Wait Time, is the sum of the time that all incoming tasks to the service waited before being answered. This includes delay time, queue time, and ring time.

Answer Wait time starts when the call enters the queue and is set at these levels: Agent, Skill Group, Call Type, and Service.

At the agent and skill group levels, the ASA metric is useful for monitoring agent and skill group performance.

At the Call Type and Service levels, the ASA metric provides insight into how callers experience the system and how quickly calls are being answered.

For Agents: The agent's average speed of answer in HH:MM:SS (hour, minutes, seconds) is calculated by dividing the total time that callers spent in queue and while the call was ringing at the agent's desktop before the task is answered by the number of calls that the agent answered.

For Call Types: The average answer wait time from when first queue to skill group or LAA select node was executed for this call to when this call was answered. This is an important measure of service quality because the time can vary, even over the course of one day, due to call volumes and staff levels.

For Routes: The average answer wait time, for all tasks offered to the route during the interval waited before being answered.

For Services:

(Hist) The average answer wait time for all tasks offered to the route during the interval waited before being answered.

(RT) The average speed of answer for all tasks associated with the service during the last five minutes waited before being answered.

For Skill Groups: 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.

Bucket Intervals

Bucket Intervals allow you to track data for calls abandoned or answered within specific time increments (for example, between 0 and 8 seconds, or under 60 seconds). Bucket Intervals are associated with call types and can be set for the system as a whole and for individual call types. Local settings override those 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. Call type intervals provide additional 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, 80 seconds, 120 seconds, 180 seconds, 210 seconds, and 240 seconds. Using these intervals, you can see whether calls are being answered in the thirty 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. Perhaps many callers do not abandon until two minutes past the Service Level. This might indicate that your Service Level goal can be modified.

To avoid reporting inconsistencies, only modify Bucket Interval settings at specific time boundaries (that is, end of day, week, or month). Ensure that no one is running reports for the intervals that you are changing when you modify the boundaries.

Unified CCE ships with a single System default Bucket Interval whose boundaries (increments) are: 8, 30, 60, 90, 120, 180, 300, 600, and 1200 (in seconds).

Call Detail Data

There are two database tables that store call detail, as described below:

- **Route Call Details**

For every call routing request it handles, the Router records detailed data about the call and how it was routed to a peripheral by Unified ICM. This *route call detail data* (RCD record) is stored in the Route_Call_Detail table.

RCD data is written to the database when the script ends. Non-routed calls, such as direct dials, transfers, and conferences, have no RCD records.

You can use the data in the Route_Call_Detail table to see the starting point of the call. For example, you can see the ANI, any CEDs entered, and the type of request made. In addition, route call detail tells you how long the call was held in an enterprise queue.

- **Termination Call Detail**

A detailed *termination call detail data* (TCD record) is written for each call that arrives at a peripheral (provided the proper monitoring is enabled for the peripheral).

The TCD record is written after the call segment terminates and the after-call work is complete.

Specifically, the CallRouter creates the Termination_Call_Detail record when it receives a ClosedCallInd message from the Open Peripheral Controller (OPC). OPC generates the ClosedCallInd message when a call is terminated (that is, when any after-call work associated with the call has completed, or when a call that was not connected to an agent is terminated).

For example, typical Termination_Call_Detail data might show that the call was an Inbound ACD Call, that it was handled by a particular Skill Group; and that a particular agent handled the call. The Termination_Call_Detail record also describes the call's final disposition (that is, how the call terminated; abandoned in network, disconnect/drop, abandoned delay, and so forth).

There can be many TCDs created per call, and it is possible for a call to have TCDs records but no RCD records

The Termination_Call_Detail table includes records that indicate which TCDs were used to create the Call Type and the Call Type Skill Group reports.

Although Call Detail records are stored in the Route_Call_Detail and Termination_Call_Detail tables, none of the standard (stock) reports retrieve data from these two tables for performance reasons.

Note: These two detail tables can become very large. You must extract the data from the HDS into your own custom database on a separate server (one that is not used for other Unified ICM/CC components). Use only DBDateTime (date and time of the record that was written to the HDS database) to perform the extraction. The tables on the custom database can be indexed according to the custom reporting needs.

To use Call Detail data in reports, you must create custom reports that populate from your custom database.

Call Types

A Call Type is a category of incoming call. Based on the Call Type, the Router selects the routing script that ultimately sends the call to an appropriate agent.

Each Call Type has a schedule that determines which routing script or scripts are active for that Call Type at anytime.

Call Types are the highest level of reporting entity and the first reporting entity for which Unified ICM captures data. They can be used to provide cradle-to-grave reporting under certain circumstances and can also be used to provide an enterprise view of applications in the call center.

Call Type Intervals

Call Type Intervals are specific time increments that allow you to see data for abandoned and answered calls.

A default set of intervals is provided at the system level, and you can configure call type intervals in relation to your service levels.

Error Count

For example, if your service level threshold is 15 seconds and you want to see when callers are abandoning within that service level, you can set intervals of 5 seconds, 10 seconds, and 15 seconds.

If you do not configure intervals at the call type level, the system level intervals are used.

To configure call type intervals:

1. First use the Configuration Manager Bucket Interval configuration tool.
2. Then, using the Configuration Manger Call Type configuration tool for a given call type or the Configuration Manager System Information tool for system wide call types, assign intervals to individual call types.

Intervals are measured in minutes and seconds. The header time format is MM:SS.

Reports can show up to ten intervals. You can configure up to nine intervals with the tenth interval showing all the remaining data. Intervals not configured appear as blank intervals in the report and appear after the configured intervals.

No interval headers display if the report is run over a period of time when no data is present. This happens because the report interval headers depend on the data being present.

Error Count

The error count field increments when:

- Translation-routed calls are abandoned while on route to destination target.
- Calls with misconfigured labels use default routing. (In this case, the ICRDefaultRoutedToHalf field also increments.)
- Calls with misconfigured labels do not use default routing (for instance, when a default route has not been defined).

FTE

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, Unified IC 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 (180 minutes) handling tasks during a half-hour interval (30 minutes), the FTE for task handling during the interval is 180 minutes/30 minutes, 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.

Handle Time

HandleTime is the time spent from the call being answered by the agent to the time the agent completed after-call work time for the call.

This includes any HoldTime, TalkTime, and WorkTime associated with the call (from the Termination_Call_Detail table).

The HandleTime value is counted when the after-call work time associated with the call (if any) is completed.

Handled

A handled call is:

- An incoming ACD call that was answered by an agent, and then completed.
- A call associated with Outbound Option that the agent answered, and then completed.
- A non-voice task that the agent started working on then completed.

A handled call/task is completed when the agent associated with the call/task finishes the wrap-up work associated with the call/task.

Historical and Interval Data

Unified ICM software stores some historical data in half-hour tables and other historical information in either half-hour or fifteen-minute summaries (but not both), based on Interval_Ags set in Configuration Manager. Parameters established during setup determine the retention of this data.

Note: All customers should choose an interval and stay with it, as changing back and forth between 15- and 30-minute intervals will impact reporting.

As a best practice, run large historical reports at off-peak hours. Take advantage of the Scheduled Reports feature to do this.

Historical Data	Description
Interval (30- or 15-minute, based on configuration)	<p>Some, but not all, Half_Hour tables now have an equivalent Interval table. The Half_Hour tables still appear in the database but are no longer populated.</p> <p>There are seven new Interval tables that correspond to seven existing Half_Hour tables. There is also one new Interval table (Call_Type_Skill_Group_Interval) that corresponds to a new Call_Type_Skill_Group_Half_Hour table.</p>

Historical and Interval Data

Historical Data	Description
	<p>In all, therefore, there are eight Interval tables that support fifteen-minute reporting if the system is configured for it. The equivalent Interval tables are populated by either half-hour or fifteen-minute data, based on configuration.</p> <p>Note: By default, data is captured in 30-minute intervals.</p> <p>Fields in the Interval tables are no longer appended by <i>ToHalf</i>. For example, the Agent_Half_Hour table has a field named <i>AvailTimeToHalf</i>. In the Agent_Interval table, that field is named <i>AvailTime</i>.</p> <p>Interval tables are :</p> <ul style="list-style-type: none"> • Agent_Interval • Agent_Skill_Group_Interval • Peripheral_Interval • Service_Interval • Skill_Group_Interval • Call_Type_Interval • Call_Type_Skill_Group_Interval • Campaign_Query_Rule_Interval <p>Note: There is no interval configuration for the Campaign_Query_Rule_Interval table. Both the Campaign_Query_Interval; table and the Campaign_Query_Rule_Half_Hour table contain 30-minute data.</p>
Half Hour	<p>Those Half_Hour tables that do not have new Interval tables are populated only for <i>completed</i> half-hour intervals, and the data fields are stored in the database with the extension "ToHalf" (for example, Application_Gateway_Half_Hour.ErrorsToHalf).</p> <p>These elements contain a value for a completed half-hour interval. The completed interval is the time period falling between xx:00:00 and xx:29:59, or xx:30:00 and xx:59:59.</p> <p>For example, if an error occurred at 15:47:00, it will be counted in the 15:30:00 to 15:59:59 half-hour interval. Data for this interval is not written to the database until the interval is complete (for example 16:00:00). Therefore, the latest error half-hour data is available for the previous completed interval (that is, the 15:00:00 to 15:29:59).</p>

Grouped Grids

By default, all reports from stock templates display in grid views (tables).

Click the **Grouping** button on the Views > Edit page to see or change report groupings.

Unified IC supports four groupings (none, one, two, or three) and allows to vertically-align the grouping value at the top, middle, or bottom of the report.

Reports with Grouped Grids
Support dynamic sorting.
Do not support drilldowns from the grouped columns.
Support thresholds.
Support summaries for up to three grouped columns in addition to a summary for the report as a whole.
Support rows per page
Can include data about who ran the report and the filter used.

Media Routing Domain

A Media Routing Domain (MRD) is a collection of skill groups and services that are associated with a common media class.

Unified ICM uses Media Routing Domains (MRDs) to organize how requests for different media are routed.

Each skill group is assigned to a Media Routing Domain. Unified ICM software uses MRDs to route a task to an agent who is associated with a skill group and a particular medium.

Each Media Routing Domain belongs to a Media Class.

You can report on activity for all of the MRDs that you have configured in your system. The Voice MRD is created by default for all deployments.

Overflow Out

The software keeps counts of the number of calls moved out of each service or route (overflowed out) and moved into each service or route (overflowed in).

Overflow Out is incremented when the one of the following occurs:

- The call type associated with the current call is changed through use of a Call Type or Requalify node.

Percent Utilization

- The call is sent to a label using a label node.
- The call is redirected.

When a call is redirected, the PIM no longer can receive events for the call and has no way of referencing or tracking the call.

For example, the call might have been redirected to a non-Unified ICM monitored device and then returned to the switch with a different call ID.

The Unified ICM generates the termination call detail record with only the data originally tracked for the call. Calls marked as Redirected are counted as Overflow Out calls in the Unified ICM service and route tables.

- The call was not default-routed, and the label was not a ring, busy, or announcement label.
- The call hit a release node

In Unified CCE, to more accurately reflect call status, CallDisposition is set to 15 (Redirected) instead of 4 (Abandon Delay) in the following cases:

When a call leaves a CTI route point to be sent to IVR.

When the agent transfers call to another skill group, no agent is available, and the call is sent to IVR

Percent Utilization

Percent utilization (% Utilization in reports) is computed 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, Unified IC subtracts the Not Ready time from the total time that agents were logged on. Percent utilization shows you how well agents are being utilized within a skill group. 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%.

Real Time Data and Real-Time Reports

In real-time, each PG passes current status information to Unified ICM software. This current (real-time) data, which is kept in the Router's memory, includes data about agents, skill groups, services, Call Types, trunk groups, and other entities.

Every 15 seconds (by default), the Router forwards the current (in-memory) data to the Distributor Admin Workstation, where it is stored on a number of real-time tables in the local Admin Workstation databases and distributed to the Client AWs.

Old real-time data is constantly overwritten by new real-time data.

Time Increment	Description
Half	<p>"Half" values contain a value for the current half-hour.</p> <p>The current half-hour is defined as the time period falling between xx:00:00 and xx:29:59, or xx:30:00 and xx:59:59.</p> <p>For example, if it is currently xx:18:33, the CallsOfferedHalf real-time element 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 (xx:00:00 or xx:30:00), the database element is reset to zero.</p>
Now	<p>"Now" contains a snapshot of the activity at a particular instant (the last check).</p> <p>For example, Unified ICM software tracks CallsQNow, which is the number of calls currently in queue for a service or route.</p> <p>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 of the report screen.</p>
To5	<p>The "To5" values track data on a rolling five-minute basis. The rolling five-minute data employs a "sliding" five-minute window.</p> <p>The To5 data is updated every three seconds. When the oldest three-second interval expires, a new three-second interval is added. In this manner, the window is always placed on the current five-minute interval.</p>
Today	<p>To arrive at values for "Today", Unified ICM software adds the values at the end of each half-hour interval since midnight. It also counts the values for the current half-hour.</p> <p>At the end of each half hour, half-hour data (for example CallsOfferedHalf) is summed into the Today data.</p> <p>At midnight, the real-time Today count is cleared in the database. Midnight is defined using the time of the peripheral.</p>

Real-time reports are generally small, with fewer than 20 rows. They are refreshed by default every 30 seconds. This refresh rate value is configurable on the Report Wizard Data Settings tab.

Redirection on No Answer (RONA)

The Redirection on No Answer (RONA) feature ensures that if an agent does not answer a call within a configurable amount of time, the call is assigned to a different skill group or agent. The original agent is made Not Ready with a reason code of 32767 so that additional calls are not routed to that agent.

For agent reporting, you can see how many calls experienced RONA through the Redirect No Answer report field in agent and skill group reports. A high number of RONA calls for an agent might indicate that the agent is not responding quickly enough to incoming calls. If multiple

Report Fields

agents have a high number of reroute on RONA, it might indicate that the Ring No Answer time is too low.

For Call Type reporting, the *Calls RONA* database field is updated for the call type when a call redirects on no answer. In Call Type reports, these calls are grouped into the "Other" category.

Report Fields

Fields in report templates have the following characteristics:

REPORT FIELD	DESCRIPTION
Database field	<p>Report values for some fields are derived from the database directly.</p> <p>This is indicated by a field description similar to that for the Queue Now field in the Call Type Real Time All Fields Report: <i>Derived from: Call_Type_Real_Time.RouterCallsQNow.</i></p>
Calculated field	<p>Report values for some fields are derived from a calculation using one or more fields in one or more tables.</p> <p>This is indicated by a field description similar to that for the ASA5 fields in the Call Type Real Time All Fields Report: <i>Derived from: (Call_Type_Real_Time.AnswerWaitTimeTo5 / Call_Type_Real_Time.CallsAnsweredTo5) .</i></p>

Report fields are characterized in the grid editor as **Available** or as **Current Field Order in Grid**.

For each report, the Views > Edit in the Report Viewer displays panels of all available fields and those fields that currently display in the grid view of a generated report and has an interface that allows you to move fields from one panel to the other. See [Current Fields and Available Fields \(page 205\)](#).

The online help topic for each report lists the fields that are Current by default for that report as well as the Available fields.

Some Available fields are necessary for calculations, filtering, or drilldowns but might not be useful as visible columns in the generated report. An example are the fields for DOW, DOY, Week, Month, and Year.

Report Summaries

Many reports have one or several Summary rows.

Whether a report has a summary and how a report is grouped are determined in the Grouping dialog box in the Grid Editor. The Grid Editor is not accessible for stock reports.

Values appear in the summary for a field only if that field has a default footer value.

These footer values can be

- None (Blank) - This is the case, for example, when a summary metric is not applicable or it is illogical to summarize the value when the data is null, and for intervals in certain call type reports, which are configured values.
- Avg (an average of all items in the column) - Examples are percentages and the average length of time associated with the value the column represents
- Sum (a total of the values in the column)
- Count (a total of all items in the column)
- Min (the minimum value in the column)
- Custom (the calculation derived from a custom formula that was applied to the footer value)

When a summary row has no value for a field, it means that field does not have a footer value.

Service Levels

The *service level* tells you what percentage of calls are answered within the amount of time specified in the service level threshold.

Service-level data is collected in the Unified ICM Schema database for call types, Media Routing Domains, peripherals, and skill groups. This data can be viewed in Unified CC reports.

NOTE: With the existence of a network VRU, when calls are translation-routed, the measurement of service level begins when the call arrives at the routing script, or when its call type is changed.

This means that if self-service is performed on a call before the call is queued to an agent, the routing script must be set up to change the call type of the call when self-service is completed. Otherwise, the time spent in self-service will negatively impact the service level.

Service-level Threshold

Service-level threshold is the number of seconds set as the maximum time a caller should wait before being connected with an agent. Calls answered within the service-level threshold are considered to have met the service level, while calls not answered within the service-level threshold are considered not to have met the service level.

For example, if you set a service-level threshold of 30 seconds, you want all calls to be answered within 30 seconds. Every call answered within 30 seconds improves the service level. Every call that is not answered within 30 seconds reduces the service level.

Using 30 seconds as an example threshold, if you had 50 calls that were answered in under 30 seconds and 80 calls that took longer than 30 seconds to answer, then Unified ICM software, when ignoring abandoned calls, would calculate the service level as follows: $50/(50+80) \times 100 = \text{Service Level \%}$

In this example, the service level would be 38 percent.

Service level can be computed in three ways, depending on how calls that abandon before the service-level timer expires are treated. Each computation is described in the Unified ICM Service-Level Calculation section further on in this topic.

Service-Level Event

Calls are counted for service level purposes as soon as it is determined how the call contributes to the service-level calculation. This determination is made when either the call is answered, the caller abandons, or the service-level timer passes before the call is answered or abandoned - whichever occurs first.

Each of these events are called a *service-level event*:

- The call is answered by an agent before the service-level threshold expires. In this case, the ServiceLevelCalls and ServiceLevelsCallsOffered database fields are incremented.
- The call abandons or Re-routes on No Answer (RONAs) to IVR before the service-level threshold expires. In this case, the ServiceLevelAband and ServiceLevelCallsOffered database fields are incremented.
- The call reaches the service-level threshold without being answered by an agent or abandoned. In this case, only the ServiceLevelCallsOffered database field is incremented.

Tasks that abandon before the short calls timer, as defined in the Unified ICM configuration, do not count towards the service level offered or service level abandoned call counters. Also, calls that encounter an error condition or are sent to non-monitored devices (using the label node) within the service-level threshold do not affect the service level.

Enterprise Service-Level Calculation

Any call that has a service-level event is treated as a service-level call offered, which means that it will be used in the service-level calculation. Unified ICM software provides a uniform calculation across all peripherals.

Enterprise service level can be calculated in any of three ways:

- Abandoned calls ignored.

The number of calls answered within the service-level threshold divided by the number of calls that had a service-level event minus the number of calls that were abandoned before exceeding the service-level threshold. Calls abandoned before the service-level threshold expired are removed from this calculation.

- Abandoned calls negatively impact service level.

The number of calls answered within the service-level threshold divided by the number of calls that had a service-level event. This treats abandoned calls as though they had exceeded the service-level threshold.

- Abandoned calls positively impact service level.

The number of calls answered within the service-level threshold plus the number of calls abandoned within the threshold, all divided by the number of calls that had a service-level event. This treats abandoned calls as though they were answered within the service-level threshold.

The Administrator specifies which service-level calculation to use when the peripheral service is configured. Regardless of the service-level calculation method being used, Unified ICM tracks the data needed to calculate the service level.

Peripheral Service Level

While Unified ICM software calculates its own service level, it also tracks, for some peripherals, the service level calculated by the peripheral. This service level, called the peripheral service level, is a proprietary service level as calculated by the peripheral. Some peripherals support more than one type of service-level calculation. The method of service-level calculation used by the peripheral is set by the System Manager when the peripheral service is configured.

Note: If Unified ICM software is connected to CCE through an CCE Gateway PG, peripheral service levels are not applicable.

Configuring Service Levels

You can configure service-level calculations and their thresholds in the Unified ICM Configuration Manager.

Note: In the Configuration Manager, the service level for the peripheral is configured separately from that of the Unified ICM/CCE Service Level (the service level for call types, services, and routes).

Service Levels and Skill Groups

If agents log in to sub-priorities within a Skill Group, the Service Level LAA includes only those agents who are logged in to the Priority 1 skill level. All other agents in all other skill priorities are not considered in the Service Level LAA.

Example Call Type Service-Level Calculations

In an IP Contact Center environment, Call Types are used to calculate service levels. Call Type reports display this service-level data.

The following are the service-level calculations for call types

- SL Aban Ignored

The Unified ICM/CCE Enterprise service level where abandoned tasks are ignored. The calculation removes tasks abandoned after the service-level threshold for the interval. Derived

from: $(\text{Call_Type_Interval.ServiceLevelCalls} / (\text{Call_Type_Interval.ServiceLevelCallsOffered} - \text{Call_Type_Interval.ServiceLevelAband}))$

- SL Aban Positive

The Unified ICM/CCE Enterprise service level where abandoned tasks positively impact the service level. This calculation treats abandoned tasks as though they were connected within the service-level threshold for interval. Derived from: $((\text{Call_Type_Interval.ServiceLevelCalls} + \text{Call_Type_Interval.ServiceLevelAband}) / \text{Call_Type_Interval.ServiceLevelCallsOffered})$

- SL Aban Negative

The Unified ICM/CCE Enterprise service level where abandoned tasks negatively impact the service level. This calculation treats abandoned tasks as though they had exceeded the service-level threshold for the interval. Derived from: $(\text{Call_Type_Interval.ServiceLevelCalls} / \text{Call_Type_Interval.ServiceLevelCallsOffered})$

Example Service-Level Calculations

In a Unified ICM environment, services are used to calculate service levels. Service reports display this service-level data. These reports are not appropriate for IP Contact Centers.

The following are the service-level calculations for services:

- SL Aban Ignored

The Unified ICM/CCE Enterprise service level where abandoned tasks are ignored. The calculation removes tasks abandoned after the service-level threshold for the interval. Derived from: $(\text{Service_Interval.ServiceLevelCalls} / (\text{Service_Interval.ServiceLevelCallsOffered} - \text{Service_Interval.ServiceLevelAband}))$

- SL Aban Positive

The Unified ICM/CCE Enterprise service level where abandoned tasks positively impact the service level. This calculation treats abandoned tasks as though they were connected within the service-level threshold for the interval. Derived from: $((\text{Service_Interval.ServiceLevelCalls} + \text{Service_Interval.ServiceLevelAbandToHalf}) / \text{Service_Half_Hour.ServiceLevelCallsOffered})$

- SL Aban Negative

The Unified ICM/CCE Enterprise service level where abandoned tasks negatively impact the service level. This calculation treats abandoned tasks as though they had exceeded the service-level threshold for the interval. Derived from: $(\text{Service_Interval.ServiceLevelCalls} / \text{Service_Interval.ServiceLevelCallsOffered})$

Services

For Unified ICM deployments, a service refers to a particular type of processing required by the caller. Services are configured to map to an application on the peripheral that provides the service. For example, a Service on Unified ICM might map to an Application on Aspect or to a VDN on Avaya.

Every call routed to a peripheral must have an associated peripheral Service. The application on the peripheral provides the call treatment, and Service reports are used to measure the customer experience across peripheral services.

A single peripheral might have several services defined such as Sales, Technical Support, and Customer Accounts.

You can determine the service level for a service as well as how abandoned calls impact the service level.

In an Unified CCE environment, calls are routed through IVRs rather than services. Therefore most service reports are not applicable in an Unified CCE environment. However, for both a Unified ICM environment and a Unified CCE environment, use the historical IVR peripheral service reports and the historical IVR trunk group reports for measuring the performance of your IVRs.

Short Calls

A short call is a call that is either abandoned very quickly or answered and terminated very quickly. By defining what you believe to be a short call, you can filter out from reporting metrics those calls that did not stay in the system long enough to be considered and counted as events.

You can configure the number of seconds for an abandoned short call and the number of seconds for an answered short call.

Skill Groups

An agent skill group is a collection of agents at a single contact center who share a common set of competencies and can handle the same types of requests.

An Enterprise Skill Group is a configured entity that serves to group a collection of skill groups on different peripherals. Configuring them allows you to report on skill groups across all ACDs, thus providing an enterprise view.

A peripheral skill group is a skill group associated with a specific single peripheral (ACD, PBX, IVR) in the contact center enterprise.

Skill Groups

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