System Reports

Application Performance Analysis Report

The Application Performance Analysis Report presents call statistics for each Unified CCX or Unified IP IVR application.

Charts

The following charts are available:

Chart Name	Description
Average Call Duration by Application	Displays average call duration for an application.
Calls Handled vs Abandoned by Application	Displays the number of calls that are handled and the number of calls that are abandoned for an application.
Calls Presented by Application	Displays the number of received calls for an application.

Fields

The report includes a table that displays the following information:

Field	Description
Application ID	Identification number that is assigned to the application by Unified CCX.
Application Name	Name of the Unified CCX or Unified IP IVR application.

Field	Description
Calls Presented	Number of calls that are received by the application including internal calls. It includes calls that are handled by the application and the calls that are abandoned while in the application. A call can invoke more than one application and is counted for each of them. **Summary info**—Sum of values in this column.
Calls Handled	Number of calls that are handled by the application including internal calls. **Summary info**—Sum of values in this column.
Calls Abandoned	Number of calls that are abandoned, aborted, or rejected while in the application. **Summary info**—Sum of values in this column.
Abandon Rate (per hour)	Average number of calls that are abandoned each hour while in the application. **Summary info**—Maximum value in this column.
Avg Call Duration	Average time that elapsed from the time the call enters this workflow until the call exits this workflow when the caller hangs up or when the call enters another workflow. **Summary info**—Maximum value in this column.

Filter Criteria

None

Grouping Criteria

None

Application Summary Report

The Application Summary Report presents call statistics for each Unified CCX or Unified IP IVR application. It includes information for presented, handled, abandoned, flow-in, and flow-out calls. It also includes information about call talk time, work time, and abandon time.

Charts

The following chart is available:

Chart Name	Description
Calls Presented by Application	Displays the number of calls received by each Unified CCX or Unified IP IVR application.

Fields

The report includes a table that displays the following information:

Field	Description
Application Name	Name of the Unified CCX or Unified IP IVR application.
Called Number	For outbound calls that are transferred to a Unified CCX route point and handled by an application, the telephone number that is dialed by the caller who initiated the original outbound call.
	For incoming calls that are handled by an application:
	• If the call is placed from a Unified Communications Manager phone, the telephone number that is dialed by the caller. • If the call is placed from outside of VoIP network (for example, from the PSTN of a TDM PBX), the Unified Communications Manager directory number to which the VoIP gateway routes the call.
Calls Presented	Number of calls that are received by the application including internal call. This number is equal to the number of calls that are handled by the application plus the number of calls that are abandoned while in the application.
	Summary info—Sum of values in this column.
Flow-In	Number of calls that are redirected to this application from another application by a workflow. It does not include calls that come from another agent or an external system such as a voice messaging system.
	Summary info—Sum of values in this column.
Flow-Out	Number of calls that this application sends to another application or external destination without being handled by an agent.
	Summary info—Sum of values in this column.
Calls Handled	Number of calls that are handled by the application including internal calls.
	Summary info—Sum of values in this column.
Avg Speed Of Answer	Average queue time to answer calls by agents. Calls that did not connect to an agent are not included in this calculation.
	Average queue time = Queue time / Number of calls
Avg Talk Time	Average talk time of all the calls that are handled by an agent. Talk time is the elapsed time between the time that an agent connects to a call and the time the call is disconnected or transferred, not including hold time.
	Average talk time = Total talk time / Number of calls handled by the agents
Avg Work Time	Average time an agent spends in Work state after disconnecting/transferring calls.
	Average work time = Total work time / Number of calls handled by the agents

Field	Description
Calls Abandoned	Number of calls that are abandoned by the application. **Summary info**—Sum of values in this column.
Avg Abandon Time	Average duration of calls before they are abandoned.

Filter Criteria

You can filter using the following parameter:

Filter Parameter	Result
Application Name	Displays information for the specified applications.

Grouping Criteria

None

License Utilization Hourly Report

The License Utilization Hourly Report presents aggregated historical license utilization information for every hour. For every hour in the query interval, the report presents the maximum values for the following parameters:

- Number of inbound ports in the system
- Number of outbound ports in the system
- Number of agent seats used in the system

Charts

The following chart is available:

Chart Name	Description
License Utilization Hourly Report Line	Displays the maximum number of inbound ports, agent seats, and outbound ports used in an hour.

Fields

The report includes a table that shows the following information:

Field	Description
Date	Date for which the aggregated license information is displayed.
Hour	Hour for which the aggregated license information is displayed.

Field	Description
Maximum Inbound Ports	Maximum number of inbound ports that are used in the given date and hour. A blank field indicates that no data is available. **Summary info**—Maximum value in this column.
Maximum Inbound Seats	Maximum number of inbound seats that are used for login of agents and supervisors in the given date and hour. A blank field indicates that no data is available. **Summary info**—Maximum value in this column.
Maximum Outbound Ports	Maximum number of outbound ports that are used in the given date and hour. A blank field indicates that no data is available. **Summary info**—Maximum value in this column.

Filter Criteria

None

Grouping Criteria

Data is grouped by the following field:

Field	Result
Date	Sorts data by date.