



Skill Group Reporting

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Skill Group Activity

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

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

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

Default Skill Group Data in Reports

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

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

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

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

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

- AgentOutCalls for external outbound calls.



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

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



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

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

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

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

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

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