



Report Parameters

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Call Report Parameters

The following table describes the parameters available in Webex Contact Center real-time and historical call reports. In the table, CSR is an abbreviation for Customer Session Record.

Parameter	Description	Report
% Abandoned	The percentage of calls that were abandoned during the report interval. $(\text{Abandoned}/\text{Total}) * 100$	Real-time Call Interval reports for Queues & Skills by Queue; Historical Call reports for Queues
% Answered	The number of answered calls divided by the number of calls that entered the queue minus short calls multiplied by 100. $(\text{Answered}/(\text{Answered} + \text{Abandoned})) * 100$	Real-time Call Interval reports for Queues & Skills by Queue; Historical Call reports for Queues
Abandoned	The number of calls that were abandoned during the report interval. An abandoned call is a call that was terminated without being distributed to a destination site, but that was in the system for longer than the time specified by the Short Call threshold provisioned for the enterprise.	Real-time Call Interval reports for Queues & Skills by Queue; Historical Call reports for Queues
Abandoned Time	The cumulative amount of time that calls were in the system for longer than the time specified by the Short Call threshold, but terminated before being distributed to an agent or other resource.	Real-time Call Interval reports for Queues & Skills by Queue; Historical Call reports for Queues

Parameter	Description	Report
Abandoned within SL	The number of calls that were terminated while in queue within the Service Level threshold provisioned for the queue or skill (in a skills interval by queue report). Note Although this metric is visible for outdial calls, it is not meaningful for outdial calls.	Real-time Call Interval reports for Queues & Skills by Queue; Historical Call reports for Queues
Adjusted Service Level %	The number of calls that were either answered or abandoned within the Service Level threshold provisioned for the queue or skill (in a skills interval by queue report), divided by total calls (including abandoned calls) multiplied by 100. ((In Service Level + Abandoned within SL)/(Answered + Abandoned)) * 100 Note Although this metric is visible for outdial calls, it is not meaningful for such calls.	Real-time Call Interval reports for Queues & Skills by Queue; Historical Call reports for Queues, Sites, & Teams
Agent	The name of the agent who handled the call or a numeric ID code if the call was handled by a capacity-based team resource instead of by a Webex Contact Center agent.	CSR
Agent Start Time	The time the agent picked up the phone and began talking with the caller.	CSR
ANI	The ANI digits delivered with the call. ANI, or Automatic Number Identification, is a service provided by the phone company that delivers the caller's phone number along with the call.	CSR
Answered	The number of calls that were routed from the queue to an agent or available resource and were answered by the agent or resource.	Real-time Call Interval reports for Queues, Skills by Queue, Sites, & Teams; Historical Call reports for Queues, Sites, & Teams
Answered Time	The cumulative amount of time between when calls entered the queue and when they were answered (connected to an agent or other resource) during the report interval. Because answered time is calculated after the call is answered, answered time for calls that are waiting to be answered is not reflected in the report.	Real-time Call Interval reports for Queues, Skills by Queue, Sites, & Teams; Historical Call reports for Queues, Sites, & Teams
Available Agents	The number of logged-in agents who are currently in the Available state.	Call Snapshot report
Avg Abandoned Time	The total amount of time that calls were in the system before they were abandoned divided by the total number of calls that were abandoned: Abandoned Time/Abandoned	Real-time Call Interval reports for Queues & Skills by Queue; Historical Call reports for Queues

Parameter	Description	Report
Avg Connected Time	The total connected time divided by the total number of calls that were answered during the report interval: $\text{Connected Time}/(\text{Answered} + \text{Secondary Answered})$	Real-time Call Interval reports for Queues, Skills by Queue, Sites, & Teams; Historical Call reports for Queues, Sites, & Teams
Avg Handle Time	The average length of time spent handling a call (connected time plus wrap-up time), divided by number of answered calls: $\text{Connected Time} + \text{Wrap Up Time}/(\text{Answered} + \text{Secondary Answered})$	Real-time Call Interval reports for Queues, Skills by Queue, Sites, & Teams; Historical Call reports for Queues, Sites, & Teams
Avg IVR Time	The total amount of time that calls were in the IVR system divided by the total number of calls that were in the IVR system.	Real-time Call Interval & Historical Call reports for Entry Points
Avg Queued Time	The total amount of time that calls were in queue divided by the total number of calls that were queued: $\text{Queued Time}/\text{Queued}$	Real-time Call Interval reports for Queues & Skills by Queue; Historical Call reports for Queues.
Avg Speed of Answer	The total answered time divided by the total number of answered calls: $\text{Answered Time}/\text{Answered}$	Real-time Call Interval reports for Queues, Skills by Queue, Sites, & Teams; Historical Call reports for Queues, Sites, & Teams
Avg Wrap Up Time	The total amount of time agents spent in the Wrap-up state divided by the total number of answered calls: $\text{Wrap Up Time}/(\text{Answered} + \text{Secondary Answered})$	Real-time Call Interval reports for Queues, Skills by Queue, Sites, & Teams; Historical Call reports for Queues, Sites, & Teams
Blind Transfer Count	The number of times the call was transferred out of the queue by the agent without the first agent consulting or conferencing with the party to whom the call was transferred	CSR
Blind Transfers	The subset of transferred out calls that were transferred by the agent to another agent or an external DN without the first agent consulting or conferencing with the party to whom the call was transferred.	Real-time Call Interval reports for Queues, Skills by Queue, Sites, & Teams; Historical Call reports for Queues, Sites, & Teams
Call Duration	The amount of time between when the call arrived at the entry point or queue and when it was terminated.	CSR
Call End Time	The time the call was terminated.	CSR
Call Start Time	The time the call arrived at the entry point or queue.	CSR

Parameter	Description	Report
Completed	The number of calls that ended during the report interval. Answered, abandoned, and disconnected calls are included in this count. Transferred and short calls are not counted.	Real-time Call Interval reports for Queues, Skills by Queue, Sites, & Teams; Historical Call reports for Queues, Sites, & Teams
Conference Count	The number of times the agent established a conference call with the caller and another agent.	CSR
Conference Count	The number of times agents initiated a conference call to an agent or external number.	Real-time Call Interval reports for Queues, Skills by Queue, Sites, & Teams; Historical Call reports for Queues, Sites, & Teams
Conference Time	The amount of time an agent spent in conference with the caller and another agent.	CSR
Connected	The number of calls currently connected to an agent.	Call Snapshot report
Connected Time	The time interval between when calls were answered by an agent or other resource and when the calls were terminated. Because connected time is not calculated until the call is terminated, the connected time for a call that is still in progress is not reflected in the report.	Real-time call interval reports for Sites, Teams, Queues, & Skills by Queue; Historical Call reports for Queues, Sites, & Teams
Connected Time	The total amount of time the call was connected to an agent (talk time plus hold time).	CSR
Consult Count	The number of times agents initiated a consult with another agent or someone at an external number during a call.	Real-time Call Interval reports for Queues, Skills by Queue, Sites, & Teams; Historical Call reports for Queues, Sites, & Teams
Consult Count	The number of times the agent consulted another agent during the call.	CSR
Consult Errors	The number of times agents did not respond to a consult invitation.	CSR
Consult Time	The amount of time an agent spent consulting with another agent during this call.	CSR
CTQ Answer Count	The number of times consult-to-queue requests were answered.	Real-time Call Interval reports for Queues, Skills by Queue, Sites, & Teams; Historical Call reports for Queues, Sites, & Teams
CTQ Answer Time	The cumulative amount of time between when consult-to-queue requests were answered and when the consultations ended.	Historical Call reports for Queues, Sites, & Teams
CTQ Request Count	The number of times consult-to-queue requests were initiated.	Real-time Call Interval reports for Queues, Skills by Queue, Sites, & Teams; Historical Call reports for Queues, Sites, & Teams; CSR

Parameter	Description	Report
CTQ Request Time	The cumulative amount of time between when consult-to-queue requests were initiated and when the consultations ended.	Historical Call reports for Queues, Sites, & Teams; CSR
Current Service Level %	The percentage of calls in queue that have not yet reached the Service Level threshold provisioned for the queue (in a queue report) or skill (in the skill rows of a skills-by-queue report). Note Although this metric is visible for outdial calls, it is not meaningful for outdial calls.	Call Snapshot report
Disconnected	The number of calls that were answered (that is, connected to an agent or distributed to and accepted by a destination site), but that were then immediately disconnected within the Sudden Disconnect threshold provisioned for the enterprise.	Real-time Call Interval reports for Queues, Skills by Queue, Sites, & Teams; Historical Call reports for Queues, Sites, & Teams
DN	The number the caller dialed (DNIS).	All DN Canned report
DNIS	The DNIS digits delivered with the call. DNIS, or Dialed Number Identification Service, is a service provided by the phone company that delivers a digit string indicating the number the caller dialed along with the call.	CSR
Entry Point	The name of the entry point associated with the call.	CSR
From Entry Point	The number of calls that entered this queue after having been classified into the queue from an entry point by the IVR call control script.	Real-time Call Interval reports for Queues & Skills by Queue; Historical Call reports for Queues
From Entry Point	The number of calls that came in to this entry point from another entry point.	Real-time Call Interval & Historical Call reports for Entry Points
Full Monitored Calls	The number of calls that were monitored from beginning to end.	Monitored Calls report
Handle Time	The amount of time spent handling the call (Connected Time + Wrap Up Time).	CSR
Handle Time	The cumulative amount of time spent handling calls: Connected Time + Wrap Up Time	Real-time Call Interval reports for Queues, Skills by Queue, Sites, & Teams; Historical Call reports for Queues, Sites, & Teams

Parameter	Description	Report
Handle Type	<p>How the call was handled. Possible values:</p> <ul style="list-style-type: none"> • park: The call was queued in the Webex Contact Center network and subsequently ended without being distributed to a site. • park_and_transfer: The call was queued in the Webex Contact Center network and subsequently distributed to a site. • straight_transfer: The call was distributed to a site upon arrival without being queued in the Webex Contact Center network. • ivr: The call was handled by the IVR but the caller disconnected before the call was transferred or parked. • unknown: This is the default value when no other value overrides it. 	CSR
Hold Count	The number of times the call was put on hold.	<ul style="list-style-type: none"> • CSR • Real-time Call Interval reports for Queues, Skills by Queue, Sites, & Teams; Historical Call reports for Queues, Sites, & Teams
Hold Time	The amount of time the call was on hold in this queue (for a queue CSR) or in all underlying queues (for an entry point CSR).	CSR
In IVR	The number of calls that are currently in the IVR system.	Call Snapshot report
In Queue	<p>The number of calls currently in the queues that are covered in the report. In the case of entry-point reports, this is the number of calls that are currently in queues fed by the entry point.</p> <p>In entry point and queue reports, you can click a number in this column to display the Age of Calls in Queue pie chart in a pop-up window. The chart displays the number of calls that have been in the queue for the length of time represented by three time segments. The time segments are derived by dividing the Longest Time in Queue value by three, rounding the resulting value down to the nearest 10 seconds, and then multiplying that value by 1, 2, and 3. For example, if the Longest Time in Queue value is 85 seconds, then $85/3=28.3$, which is rounded down to 20, and the chart displays time segments of 20, 40, and 60 seconds.</p>	Call Snapshot report

Parameter	Description	Report
In Service Level	The number of calls that were answered within the Service Level threshold provisioned for this queue or skill (in a skills interval by queue report). Note Although this metric is visible for outdial calls, it is not meaningful for outdial calls.	Real-time Call Interval reports for Queues & Skills by Queue; Historical Call reports for Queues, Sites, & Teams
Invisible Monitored Calls	The number of calls that were monitored using the Invisible mode, which prevents the monitoring session from being displayed on Management Portals other than that of the initiating supervisor.	Monitored Calls report
IVR Ended	The number of calls that ended in the IVR but were not short calls.	Real-time Call Interval & Historical Call reports for Entry Points
IVR Time	The amount of time the call was in the IVR system.	CSR
IVR Time	The cumulative amount of time calls were in the IVR system.	Real-time Call Interval & Historical Call reports for Entry Points
Logged-in Agents	The number of agents who are currently logged in to this team or to all teams at this site. At the queue level, this is the number of agents logged in to all teams at the sites serving this queue.	Call Snapshot report
Longest Call In Queue Time	The longest amount of time a call has been in each queue covered in the report.	Call Snapshot report
Maximum Wait Time	The longest amount of time a call was in the queue waiting to be answered.	Historical Call reports for Queues
Midcall Monitored Calls	The number of calls for which monitoring began after the call was already in progress.	Monitored Calls report
Monitor Flag	Whether or not the call was monitored, coached, or barged in on. Possible values: <ul style="list-style-type: none"> • Not Monitored. The call was not monitored • Monitored. The call was monitored. • Whisper-Coach. While the call was monitored, the monitoring supervisor coached the agent, but did not barge in on the call. • Barged-In. While the call was monitored, the monitoring supervisor barged in on the call. The supervisor might have also coached the agent. (If the call was both coached and barged-in on, the value of this parameter is Barged-In). For information about monitoring, see Monitor Calls .	CSR

Parameter	Description	Report
New	The number of external calls that came in to the entry point.	Real-time Call Interval & Historical Call reports for Entry Points
New	The number of calls that came into the system by way of a specific dialed number.	All DN Canned report
No. of Transfers	The number of times the call was transferred by an agent.	CSR
Overflow	The number of calls that were sent to the overflow number provisioned for the queue and were answered. Typically, a call is sent to an overflow number if it is queued for longer than the maximum time specified in the routing strategy or because an error occurred when the call was sent to an agent. If the call is not answered, it is included in the Abandoned or Disconnected count when the call ends.	Real-time Call Interval reports for Queues & Skills by Queue; Historical Call reports for Queues
Queue	The name of the queue associated with the call.	CSR
Queue	The name of the queue that was monitored.	Calls Monitored report
Queue Time	The amount of time the call was in a queue waiting to be sent to a destination site.	CSR
Queued	The number of calls that entered the queue during this interval.	Real-time Call Interval reports for Queues & Skills by Queue; Historical Call reports for Queues
Queued Time	The cumulative amount of time calls were in queue, waiting to be sent to an agent or other resource. Because queued time is calculated after the call leaves the queue, the queued time for a call that is still in the queue is not reflected in the report.	Real-time Call Interval reports for Queues & Skills by Queue; Historical Call reports for Queues
Record Flag	Whether or not the call was recorded by Webex Contact Center through the optional call recording feature.	CSR
Requeued	The number of calls that left this queue after having been transferred by the agent to another queue. For calls to be requeued, the first agent clicks the Queue button, selects a queue from the drop-down list, and clicks Transfer.	Real-time Call Interval reports for Queues, Skills by Queue, Sites, & Teams; Historical Call reports for Queues, Sites, & Teams
S No.	A sequence number identifying each leg of a call as it moves through the Webex Contact Center system. Click an entry in this column to open a window that displays the history of the call throughout its life cycle.	CSR

Parameter	Description	Report
Secondary Answered	The number of calls that were answered by an agent after being transferred to the agent by another agent.	Real-time Call Interval reports for Queues, Skills by Queue, Sites, & Teams; Historical Call reports for Queues, Sites, & Teams
Service Level%	The number of calls that were answered within the Service Level threshold provisioned for the queue or skill (in a skills interval by queue report), divided by total calls (including abandoned calls) multiplied by 100: $((\text{In Service Level})/(\text{Answered} + \text{Abandoned})) * 100$ <p>Note Although this metric is visible for outdial calls, it is not meaningful for outdial calls.</p>	Real-time Call Interval reports for Queues & Skills by Queue; Historical Call reports for Queues, Sites, & Teams.
Session ID	A value assigned by the system that uniquely identifies a call during its life cycle.	CSR
Short	The number of calls that were terminated within the Short Call threshold provisioned for the enterprise without being distributed to a destination site or connected to an agent.	Real-time Call Interval & Historical Call reports for Entry Points
Short	The number of calls that were terminated within the Short Call threshold provisioned for the enterprise without being connected to an agent.	Real-time Call Interval reports for Queues & Skills by Queue; Historical Call reports for Queues
Site	The contact center location to which the call was distributed.	CSR
Site	The name of the site that was monitored.	Monitored Calls report
Team	The name of the team to which the call was distributed.	CSR
Team	The name of the team that was monitored.	Monitored Calls report
Terminating Party	Who terminated the call: Agent or Caller	CSR

Parameter	Description	Report
Termination Type	<p>How the call was terminated. Possible values:</p> <ul style="list-style-type: none"> • abandoned: The call was terminated before being distributed to a destination site, but was in the system for longer than the time specified in the Short Call threshold provisioned for the enterprise. • agent_transfer: The call was transferred from one agent to another. • transfer_error: The call could not be transferred to the agent. • normal: The call ended normally. • reclassified: The call was sent to another entry point. • transferred: The call was transferred by an agent. • self_service: The call ended in the IVR. • short_call: The call was never connected and the total duration of the call was less than the specified Short Call threshold. • quick_disconnect: The call was connected, but the agent talk time for the call was less than the specified Sudden Disconnect threshold. • overflow: The call was transferred to the overflow destination number provisioned for the queue. Typically the transfer is because the call was queued for longer than the maximum queue time specified in the routing strategy or because an error occurred when the call was sent to an agent. 	CSR
To Entry Point	The number of calls that were transferred to another entry point.	Real-time Call Interval & Historical Call reports for Entry Points
To Queue	The number of calls that were sent to a queue.	Real-time Call Interval & Historical Call reports for Entry Points
Total Monitored Calls	The total number of calls monitored during the report time interval.	Monitored Calls report
Transfer Errors	The number of times an error occurred during the transfer process.	CSR

Parameter	Description	Report
Transferred	The sum of all calls transferred from this queue to an agent, external DN, or another Webex Contact Center queue: Transferred Out + Requeued	Real-time Call Interval reports for Queues, Skills by Queue, Sites, & Teams; Historical Call reports for Queues, Sites, & Teams
Transferred In	The number of calls that were transferred to this entry point by an agent.	Real-time Call Interval & Historical Call reports for Entry Points
Transferred In	The number of calls that entered this queue after being transferred into the queue by an agent who clicked the Queue button, selected a queue from the drop-down list, and clicked Transfer .	Real-time Call Interval reports for Queues & Skills by Queue; Historical Call reports for Queues
Transferred Number	The phone number to which the agent transferred the call in an agent-to-DN transfer. This parameter appears in the Webex Contact Center window that opens when you click an entry in the S No. (sequence number) column of either an entry point or queue call detail record (CSR).	CSR
Transferred Out	The number of calls that left this queue after being transferred by an agent to an external DN or to another agent. Transferred-out calls result when an agent clicks the Agent button, selects an agent from the drop-down list, and clicks Transfer , or when the agent clicks the DN button, enters a phone number, and clicks Transfer . Transferred-out calls may begin as a consultation or conference, but are counted as transferred-out only when the first agent completes the transfer to the second party.	Real-time Call Interval reports for Queues, Skills by Queue, Sites, & Teams; Historical Call reports for Queues, Sites, & Teams
Wrap Up	The wrap-up code that the agent gave for the call. Note that if the agent wraps up the call after the CSR is generated, the corresponding CSR is updated after the agent selects the wrap-up code for that call.	CSR
Wrap Up Time	The amount of time an agent spent in the Wrap-up state during the call.	CSR
Wrap Up Time	The cumulative amount of time agents spent in the Wrap-up state during the call.	Real-time Call Interval reports for Queues, Skills by Queue, Sites, & Teams; Historical Call reports for Queues, Sites, & Teams

Agent Report Parameters

The following table describes the parameters available in Webex Contact Center real-time and historical agent reports. In the table, ADR is an abbreviation for Agent Detail Report.

Parameter	Description	Report
Action	<p>Icons you can click to perform an action:</p> <ul style="list-style-type: none"> • Click the Logout icon to sign out the agent. • Click the Monitor icon to open the Call Monitoring module where you can monitor the agent's call by when you enter your callback number and clicking the Midcall Monitor button. <p>This icon displays only in the Team view and only if the agent is in the Connected state and your user profile authorizes midcall monitoring. For more information, see Monitor Calls.</p>	Snapshot/Team & Skill views
Agent	<p>The name of an agent in the report.</p> <p>If your enterprise uses the Multimedia feature and the report includes more than one media channel, you can click the a collapse arrow or expand arrow to the left of an agent name to collapse or expand the data grouped by channel type.</p>	Snapshot/Agent view; Real-time Agent Interval/Agent-level
Agent Requeue	The number of times an agent requeued an inbound call.	Historical Agent Summary & Interval reports; ADR; Snapshot/Agent view; Agent Trace report
Agent Transfer	The number of times an agent transferred an inbound call to another agent.	Historical Agent Summary & Interval reports; ADR; Agent Trace report
Available	<p>Count: The number of times an agent went into the Available state.</p> <p>Total Time: The total amount of time an agent spent in the Available state.</p> <p>Average Time: (Not in ADR or Snapshot/Agent view or Agent Trace report) The average length of time agents were in the Available state (Total Available Time divided by Available Count).</p> <p>% Time: (Only in ADR) The percentage of time the agent was in the Available state.</p>	Historical Agent Summary & Interval reports; ADR & Snapshot/Agent view; Agent Trace report
Available	The number of agents currently in the Available state or, in the Skill view, the number of agents in the Available state who possess the skill.	Snapshot/Site, Skill, & Skills by Team views
Available Time	The amount of time agents were in the Available state during the time interval.	Real-time Agent Interval reports
Average Connected Time	The connected time divided by the number of calls that were connected during the time interval.	Real-time Skills Interval by Team

Parameter	Description	Report
Average Handle Time	The average length of time spent handling a call (connected time plus wrap-up time, divided by number of calls).	Real-time Skills Interval by Team
Blind Transfer	The number of times an agent transferred an inbound call without consulting first.	Historical Agent Summary & Interval reports; ADR; Snapshot/Agent view; Agent Trace report
Calls Handled	The number of calls the agent handled (or, for the Skill view, the number of calls the agent handled for that skill) since logging in. Rest the cursor over a number in this column to display a pop-up showing the wrap-up codes the agent entered and how many times each code was entered.	Snapshot/Team view & Skill view
Calls Handled	The total number of inbound and outdial calls handled.	Historical Agent Summary & Interval reports
Channel	The media channel associated with the activity. (Appears only if your enterprise uses the Multimedia feature.)	ADR; Agent Trace report
Conference	The number of times the agent initiated a conference call.	Historical Agent Summary & Interval reports; ADR; Snapshot/Agent view; Agent Trace report
Connected	The number of agents currently connected to an inbound call, or in the Skill view, the number of agents connected to a call who possess the skill.	Snapshot/Site, Skill, & Skills by Team views
Connected Time	The amount of time inbound calls were connected to an agent during the time interval (talk time plus hold time).	Real-time Skills Interval by Team
Consult	<p>Count: The number of times an agent answered a consult request plus the number of times an agent consulted other agents.</p> <p>Total Time: Total Consult Answer Time plus Total Consult Request Time.</p> <p>Average Time: (Not in ADR or Agent Trace report) The average length of consulting time (Total Consult Time divided by Consult Count).</p>	Historical Agent Summary & Interval reports; ADR; Agent Trace report

Parameter	Description	Report
Consult Answer	<p>Count: The number of times an agent answered a consult request from another agent.</p> <p>Total Time: The total amount of time an agent spent answering consult requests from agents.</p> <p>Average Time: (Not in ADR or Agent Trace report) The average length of time agents spent answering consult requests (Total Consult Answer Time divided by Consult Answer Count).</p> <p>% Time: (Only in ADR and Agent Trace report) The percentage of time the agent spent answering consult requests.</p>	Historical Agent Summary & Interval reports; ADR; Agent Trace report
Consult Request	<p>Count: The number of times an agent sent a consult request to another agent.</p> <p>Total Time: The total amount of time an agent spent consulting other agents.</p> <p>Average Time: (Not in ADR or Agent Trace report) The average length of time agents spent consulting other agents (Total Consult Request Time divided by Consult Request Count).</p> <p>% Time: (Only in ADR and Agent Trace report) The percentage of time the agent spent consulting other agents while on an inbound call.</p>	Historical Agent Summary & Interval reports; ADR; Agent Trace report
Consulting	The number of agents currently consulting with another agent.	Snapshot/Site & Skills by Team views
CTQ	The number of agents currently consulting with another agent after initiating or answering a consult-to-queue request.	Snapshot/Site view
Current State	<p>The agent's current state.</p> <p>In Team and Skill views, if the current state is Idle, the idle code the agent selected is shown in parentheses. No code shows if the agent has just signed in and has not selected an idle code.</p>	Snapshot/Team, Skill, & Agent views
Disconnected Count	The number of calls that were connected to an agent, but that were then immediately disconnected within the Sudden Disconnect threshold provisioned for the enterprise.	Historical Agent Summary & Agent Interval reports; ADR; Agent Trace report
Disconnected Hold Count	The number of times an inbound call was disconnected while the caller was on hold.	Snapshot/Agent view
DN	The dial number the agent used to log in to the Agent Desktop.	Snapshot/Team, Agent, & Skill views; ADR; Agent Trace report

Parameter	Description	Report
Duration	The amount of time the agent was in the state.	Agent Trace Report
Final Logout Time	The date and time the agent logged out. This column appears only in agent-level summary reports.	Historical Agent Summary/Agent level
Hold	The number of agents in the Connected state who have placed the caller on hold.	Snapshot/Site view & Skills by Team view
Hold Time	The amount of time callers were on hold during the time interval.	Real-time Skills Interval by Team
Idle	<p>The number of times the agent went into the Idle state from a different state. Rest the cursor over a number in this column to display a pop-up showing the idle codes the agent entered and how many times each code was entered.</p> <p>Note Because an agent can change the idle code while in the Idle state, the number of idle codes displayed in the pop-up can exceed the number of times the agent went into the Idle state. For example, an agent might move from Idle-Break to Idle-Email.</p>	Snapshot/Team & Skill views
Idle	The number of agents currently in the Idle state.	Snapshot/Site & Skills by Team views
Idle	<p>Count: The number of times an agent went into the Idle state.</p> <p>Total Time: The total amount of time agents spent in the Idle state.</p> <p>Average Time:(Not available in ADR or Agent Trace report) The average length of time agents were in the Idle state (Total Idle Time divided by Idle Count).</p> <p>% Time:.(Not available in Agent Summary and Interval reports) The percentage of time the agent was in the Idle state.</p>	Historical Agent Summary & Interval reports; ADR; Agent Trace report

Parameter	Description	Report
Idle	<p>Count: The number of times the agent went into the Idle state from a different state. Rest the cursor over the number in this field to see the idle codes the agent entered and how many times each code was used.</p> <p>Note Because an agent can change the idle code while in the Idle state, the number of idle codes can exceed the number of times the agent went into the Idle state. For example, an agent might move from Idle-Break to Idle-Email.</p> <p>Total Time: The total amount of time the agent spent in the Idle state.</p>	Snapshot/Agent view
Idle Time	The amount of time agents were in the Idle state during the time interval.	Real-time Agent Interval reports
In Outdial	The number of agents who are connected to or are wrapping up an outdial call.	Snapshot/Site view & Skills by Team view
In Outdial	The number of times the agent was connected to or was wrapping up an outdial call.	Snapshot/Team view
In Time	The time the agent entered the state.	Agent Trace report

Parameter	Description	Report
Inbound	<p>Reserved Time: The amount of time agents were in the Reserved state, during which incoming calls were ringing but had not yet been answered.</p> <p>Answered Count: The number of inbound calls that were answered by an agent during the time interval.</p> <p>Talk Time: The amount of time agents were talking on inbound calls during the time interval.</p> <p>Hold Time: The amount of time inbound calls were on hold during the time interval.</p> <p>Connected Time: The amount of time inbound calls were connected to an agent during the time interval (inbound talk time plus inbound hold time).</p> <p>Wrap Up Time: The amount of time agents spent in the Wrap-up state after an inbound call during the time interval.</p> <p>Average Connected Time: Inbound connected time divided by the number of inbound calls that were connected during the time interval.</p> <p>Average Handle Time: The average length of time spent handling an inbound call (inbound connected time plus inbound wrap-up time, divided by number of inbound calls).</p>	Real-time Agent Interval reports
Inbound Average Handle Time	The average length of time spent handling a call (total connected time plus total hold time and total wrap-up time, divided by connected count).	Snapshot/Agent view
Inbound Avg Handle Time	The average length of time spent handling an inbound call (Total Inbound Connected Time plus Total Wrap Up Time, divided by Inbound Connected Count).	Historical Agent Summary & Interval reports; ADR; Agent Trace report

Parameter	Description	Report
Inbound Connected	<p>Hold Count: The number of times an agent put an inbound caller on hold.</p> <p>Connected Count: The number of inbound calls that were connected to an agent.</p> <p>Total Talk Time: The total amount of time an agent was talking with a caller.</p> <p>Total Hold Time: The total amount of time inbound calls were on hold.</p> <p>Total Time: The total amount of time agents were connected to inbound calls.</p> <p>Average Hold Time: (Not in ADR or Snapshot/Agent view or Agent Trace report) The average hold time for inbound calls (Total Hold Time divided by Hold Count).</p> <p>Average Time: (Not in ADR or Snapshot/Agent view) The average inbound connected time (Total Time divided by Connected Count).</p> <p>% Talk Time: (Only in ADR and Agent Trace report) The percentage of inbound connected time the agent was talking with the caller.</p> <p>% Hold Time: (Only in ADR) The percentage of inbound connected time the caller was on hold.</p> <p>% Time: (Only in ADR) The percentage of time the agent was connected to an inbound call.</p>	Historical Agent Summary & Interval reports; ADR; Snapshot/Agent view; Agent Trace report
Inbound Consult	<p>Count: The number of times an agent answered a consult request plus the number of times an agent consulted other agents.</p> <p>Total Time: Total Consult Answer Time plus Total Consult Request Time.</p>	Snapshot/Agent view
Inbound Consult Answer	<p>Count: The number of times an agent answered a consult request from another agent handling an inbound call.</p> <p>Total Time: The total amount of time an agent spent answering consult requests from agents handling inbound calls.</p>	Snapshot/Agent view
Inbound Consult Request	<p>Count: The number of times an agent sent a consult request to another agent during an inbound call.</p> <p>Total Time: The total amount of time an agent spent consulting other agents during inbound calls.</p>	Snapshot/Agent view

Parameter	Description	Report
Inbound CTQ	<p>Count: Inbound CTQ Answer Count plus Inbound CTQ Request Count.</p> <p>Total Time: Total Inbound CTQ Answer Time plus Total Inbound CTQ Request Time.</p>	Snapshot/Agent view
Inbound CTQ Answer	<p>Count: The number of times an agent answered a consult-to-queue request from an agent who was handling an inbound call.</p> <p>Total Time: The total amount of time an agent spent answering consult-to-queue requests from agents handling inbound calls.</p>	Snapshot/Agent view; Historical Agent Summary & Interval reports; ADR
Inbound CTQ Request	<p>Count: The number of times an agent initiated a consult to queue while handling an inbound call.</p> <p>Total Time: The total amount of time between when an agent initiated consult-to-queue requests while handling inbound calls and when the consultations ended.</p>	Snapshot/Agent view; Historical Agent Summary & Interval reports; ADR
Inbound Reserved	<p>Count: (Not in ADR or Agent Trace report) The number of times an agent went into the Inbound Reserved state, during which a call is coming in to an agent's station but has not yet been answered.</p> <p>Total Time: The total amount of time an agent spent in the Reserved state.</p> <p>Average Time: The average length of time agents were in the Inbound Reserved state (Total Available Time divided by Available Count).</p> <p>% Time: (Only in ADR and Agent Trace report) The percentage of time the agent was in the Inbound Reserved state.</p>	Snapshot/Agent view
Inbound Transfers	The number of inbound calls the agent transferred to another agent, queue, or number.	Snapshot/Agent view

Parameter	Description	Report
Inbound Wrap Up	<p>Count: The number of times an agent went into the Wrap-up state after an inbound call.</p> <p>In the Snapshot/Agent view, you can rest the cursor over a number in this column to see the wrap-up codes the agent entered and how many times each code was used.</p> <p>Total Time: The total amount of time an agent spent in the Wrap-up state after an inbound call.</p> <p>Average Time: (Not in ADR, Agent Trace report, or Snapshot/Agent view) The average length of time agents were in the Wrap-up state after an inbound call (Total Wrap Up Time divided by Wrap Up Count).</p> <p>% Time: (Only in ADR and Agent Trace report) The percentage of time the agent was in the Wrap-up state after an inbound call.</p>	Historical Agent Summary & Interval reports; ADR; Agent Trace report; Snapshot/Agent view
Initial Login Time	The date and time the agent signed in.	Historical Agent Summary/Agent level
Login Count	Total number of times an agent signed in on that day. Appears only if Agents is selected in the Display Results By drop-down list.	Historical Agent Summary/Agent level
Login Time	The date and time the agent logged in to the Agent Desktop.	Snapshot/Team, Agent, & Skill views; ADR; Agent Trace report
Logout Time	The date and time the agent signed out of the Agent Desktop.	ADR; Agent Trace report
Not Responding	The number of agents currently in the Not Responding state.	Snapshot/Site & Skills by Team views
Not Responding	<p>Count: The number of times an agent was in the Not Responding state.</p> <p>Total Time: The total amount of time an agent spent in the Not Responding state.</p> <p>Average Time: (Not in ADR or Snapshot/Agent view or Agent Trace report) The average length of time agents were in the Not Responding state (Total Not Responding Time divided by Not Responding Count).</p> <p>% Time: (Only in ADR and Agent Trace report) The percentage of time the agent was in the Not Responding state.</p>	Historical Agent Summary & Interval reports; ADR; Agent Trace report; Snapshot/Agent view
Not Responding Time	The amount of time agents spent in the Not Responding state during the time interval.	Real-time Agent Interval reports

Parameter	Description	Report
Number of Calls	The number of inbound calls that were connected to the site or team during the time interval.	Real-time Skills Interval by Team
Occupancy	The measure of time the agent spent on calls compared to available and idle time, calculated by dividing total connected time (inbound connected time plus outdial connected time) plus total wrap up time (inbound wrap-up time plus outdial wrap up time) by staff hours.	Snapshot/Agent view; Real-time Agent Interval reports; Historical Agent Summary, Agent Interval, ADR, & Agent Trace report
Occupancy	The measure of time the agent spent on calls compared to available and idle time, calculated by dividing inbound connected time plus inbound wrap up time by staff hours.	Real-time Skills Interval by Team
Out Time	The time the agent left the state.	Agent Trace report
Outdial	<p>Attempted: The number of calls that agents initiated during the time interval.</p> <p>Connected: The number of outdial calls that were connected to an agent during the time interval.</p> <p>Reserved Time: The amount of time agents were in the Outdial Reserved state, a state indicating that the agent has initiated an outdial call, but the call is not connected yet.</p> <p>Talk Time: The amount of time agents were talking on outdial calls during the time interval.</p> <p>Hold Tim: The amount of time outdial calls were on hold during the time interval.</p> <p>Connected Time: The amount of time outdial calls were connected to an agent during the time interval (outdial talk time plus outdial hold time).</p> <p>Average Connected Time: Outdial connected time divided by the number of outdial calls that were connected during the time interval.</p> <p>Wrap Up Time: The amount of time agents spent in the Wrap-up state after an outdial call during the time interval.</p> <p>Average Handle Time: The average length of time spent handling an outdial call (outdial connected time plus outdial wrap up time, divided by number of outdial calls).</p>	Real-time Agent Interval reports

Parameter	Description	Report
Outdial Avg Handle Time	The average length of time spent handling an outdial call (Total Outdial Connected Time plus Total Outdial Wrap Up Time, divided by Outdial Connected Count).	Historical Agent Summary, Agent Interval, ADR, & Agent Trace report
Outdial Conference	The number of outdial calls the agent conferenced with another party.	Snapshot/Agent view
Outdial Connected	<p>Attempted Count: The number of times an agent attempted to make an outdial call.</p> <p>Connected Count: The number of outdial calls that were connected to an agent.</p> <p>Hold Count: The number of times an agent put an outdial call on hold.</p> <p>Total Talk Time: The total amount of time an agent was talking with a party on an outdial call.</p> <p>Total Hold Time: The total amount of time outdial calls were on hold.</p> <p>Total Time: The total amount of time agents were connected to outdial calls.</p> <p>Average Hold Time: (Not in ADR, Agent Trace report, or Snapshot/Agent view) The average hold time for outdial calls (Total Hold Time divided by Hold Count).</p> <p>Average Time. (Not in ADR, Agent Trace report, or Snapshot/Agent view) The average outdial connected time (Total Time divided by Connected Count).</p>	Historical Agent Summary & Interval reports; ADR; Agent Trace report; Snapshot/Agent view
Outdial Consult	<p>Count: Outdial Consult Answer count plus Outdial Consult Request count.</p> <p>Total Time: Total Outdial Consult Answer Time plus Total Outdial Consult Request Time.</p>	Snapshot/Agent view
Outdial Consult Answer	<p>Count: The number of times the agent answered a consult request from another agent who was on an outdial call.</p> <p>Total Time: The amount of time the agent was consulted by another agent who was on an outdial call.</p>	Snapshot/Agent view
Outdial Consult Request	<p>Count: The number of times the agent consulted another agent while on an outdial call.</p> <p>Total Time: The amount of time the agent consulted another agent during an outdial call.</p>	Snapshot/Agent view

Parameter	Description	Report
Outdial CTQ	<p>Count: Outdial CTQ Answer Count plus Outdial CTQ Request Count.</p> <p>Total Time: Total Outdial CTQ Answer Time plus Total Outdial CTQ Request Time</p>	Snapshot/Agent view
Outdial CTQ Answer	<p>Count: The number of times an agent answered a consult-to-queue request from an agent who was handling an outdial call.</p> <p>Total Time: The total amount of time an agent spent answering consult-to-queue requests from agents handling outdial calls.</p>	Snapshot/Agent view; Historical Agent Summary & Interval reports; ADR
Outdial CTQ Request	<p>Count: The number of times an agent initiated a consult to queue while handling an inbound call.</p> <p>Total Time: The total amount of time between when an agent initiated consult-to-queue requests while handling inbound calls and when the consultations ended.</p>	Snapshot/Agent view; Historical Agent Summary & Interval reports; ADR
Outdial Reserved	<p>Count: The number of times an agent was in the Outdial Reserved state, a state indicating that the agent has initiated an outdial call, but the call is not connected yet.</p> <p>Total Time: The total amount of time an agent was in the Outdial Reserved state.</p> <p>Average Time: (Not in ADR, Agent Trace report, or Snapshot/Agent view) The average amount of time agents were in the Outdial Reserved state (Total Time divided by Count).</p>	Historical Agent Summary & Interval reports; ADR; Agent Trace report; Snapshot/Agent view
Outdial Transfers	The number of outdial calls the agent transferred to another agent, queue, or number.	Snapshot/Agent view
Outdial Wrap Up	<p>Count: The number of times an agent went into the Wrap-up state after an outdial call.</p> <p>Total Time: The total amount of time an agent spent in the Wrap-up state after an outdial call.</p> <p>Average Time: (Not in ADR, Agent Trace report, or Snapshot/Agent view) The average length of time agents were in the Wrap-up state after an outdial call (Total Outdial Wrap Up Time divided by Outdial Wrap Up Count).</p>	Historical Agent Summary & Interval reports; ADR; Agent Trace report; Snapshot/Agent view
Queue	If the agent is currently handling a call, the name of the queue that the call came in on.	Snapshot/Team, Agent, & Skill views

Parameter	Description	Report
Reason	<p>The reason the agent logged out. For example:</p> <ul style="list-style-type: none"> • Desktop browser closed. The browser window in which the Agent Desktop application was running was closed while the agent was logged in. • LoggingInAnotherInstance. The system logged the agent out because the agent logged in to another instance of the Agent Desktop. • Lost network connection. The agent was logged out because of a network interruption that exceeded two minutes (unless a different timeout is specified for your system). • Normal logout. The agent clicked the Log Out button in the Agent Desktop window. • Operational logout. The system logged the agent out in response to a command initiated by Webex Contact Center Operations or Technical Support. • Supervisory logout. The supervisor logged the agent out. <p>Other reasons can occasionally occur.</p>	ADR; Agent Trace report
Reserved	The number of agents currently in the Reserved state, during which a call is coming in but has not yet been answered.	Snapshot/Site view & Skills by Team view
Reserved	The number of agents in the Reserved state who possess the skill.	Snapshot/Skill view
Site	<p>The name of a site.</p> <p>If your enterprise uses the Multimedia feature and the report includes more than one media channel, you can click the a collapse arrow or expand arrow to the left of a team name to collapse or expand the data grouped by channel type.</p> <p>In the Site view of a current snapshot agent report, you can do the following:</p> <ul style="list-style-type: none"> • Click a collapse arrow or expand arrow next to a site name to collapse or expand the list of logged-in teams at the site. • Click the name of a team to drill-down to the Team view for that team. 	Snapshot/Site view; Real-time Agent Interval reports (except Agent-level)

Parameter	Description	Report
Site	The site where the team the agent was handling calls for is located.	ADR; Agent Trace report
Skill	<p>The name of the skill.</p> <p>In the Skill view of the current snapshot agent report you can do the following:</p> <ul style="list-style-type: none"> • Click a collapse arrow or expand arrow next to a skill name to collapse or expand the list of logged-in agents who possess the skill. • Click the name of an agent to drill-down to the Agent view for that agent. • If your enterprise uses the Multimedia feature and the report includes more than one media channel, you can click the collapse or expand arrow to the left of an agent name to collapse or expand the data grouped by channel type. 	Snapshot/Skill view; Real-time Skills Interval by Team
Staff Hours	The amount of time the agent has been logged in.	Snapshot/Team, Agent, & Skill views
Staff Hours	The amount of time the agent was logged in during the time interval.	Real-time Agent Interval reports & Skills Interval by Team
Staff Hours	The total amount of time agents were logged in.	Historical Agent Summary & Interval reports
Staff Hours	The amount of time the agent was logged in during each login session.	ADR; Agent Trace report

Parameter	Description	Report
State	<p>The time the agent logged in and logged out and each state the agent was in during the login session:</p> <ul style="list-style-type: none"> • Available: The agent was available and waiting for calls. • Conference: The agent conferenced a call with another party. • Consult-Answer: The agent answered a consult request from another agent. • Consult-Request: The agent initiated a consultation with another agent. • Idle: The phone rang but was not answered within a specified period of time. • Not Responding: The agent’s phone rang but the agent did not answer within a specified period of time. • Hold: The agent placed a connected call on hold. • Talk: The agent was talking on an inbound call. • Wrap Up: The call ended but the agent was not ready for the next call. 	Agent Trace report
Talk	The number of agents in the Connected state who are currently talking with a caller.	Snapshot/Site & Skills by Team views
Talk Time	The amount of time agents were talking with callers during the time interval.	Real-time Skills Interval by Team
Team	<p>The name of a team in the report.</p> <p>In the Team view and Skills by Team view of a current snapshot agent report you can do the following:</p> <ul style="list-style-type: none"> • Click a collapse arrow or expand arrow next to a team name to collapse or expand the list of logged-in agents on the team. • If your enterprise uses the Multimedia feature and the report includes more than one media channel, you can click the a collapse or expand arrow to the left of an agent name to collapse or expand the data grouped by channel type. <p>In the Team view, you can click the name of an agent to drill-down to the Agent view for that agent.</p>	Snapshot/Team view & Skills by Team view; Real-time Agent Interval report/Team & Skills by Team level

Parameter	Description	Report
Team	The team the agent was handling calls for.	ADR; Agent Trace report
Time in Current State	The amount of time the agent has been in the current state.	Snapshot/Team, Agent, & Skill views
Total Calls	Inbound Answered calls plus Outdial Attempted calls.	Real-time Agent Interval reports
Total Logged In	The number of agents currently logged in or, in the Skill view, the number of agents currently logged in who possess the skill.	Snapshot/Site, Team, Skill, & Skills by Team views
Channels Logged In	The number of media channels to which agents are currently logged in. Appears only if your enterprise uses the Multimedia feature.	Snapshot/Site, Team, Skill, & Skills by Team views
Wrap Up	The number of agents currently in the Wrap-up state.	Snapshot/Site & Skills by Team view
Wrap Up Time	The amount of time agents spent in the Wrap-up state after an inbound call during the time interval.	Real-time Skills Interval by Team

Historical Skill Report Parameters

The following table describes the parameters available in Webex Contact Center historical Skills by Queues reports. Asterisks (*) mark parameters that are available only in a skill summary report, which you can display by drilling down on a skill name in a Skills by Queue report.

Parameter	Description	Report
% Calls Matched	The percentage of calls for which the initial value of the skill required by the call was equal to the final value when the call was distributed to an agent. (Matched Calls * 100)/ (Connected + Abandoned + Reclassified)	Skills by Queue
Abandoned	The number of calls with this skill requirement that were abandoned during the report interval.	Skills by Queue
Abandoned within SL	The number of calls that were terminated while in queue within the Service Level threshold provisioned for this skill.	Skills by Queue
Avg Handle Time	The average length of time spent handling a call with this skill requirement (total connected time plus total wrap-up time, divided by calls handled).	Skills by Queue & Skills by Agents
Connected	The number of calls with this skill requirement that were connected during the report interval.	Skills by Queue & Skills by Agents

Parameter	Description	Report
Connected within SL	The number of calls with this skill requirement that were connected within the Service Level threshold provisioned for this skill.	Skills by Queue & Skills by Agents
Final Operand*	The skill operand type that was assigned to the call when it was distributed to an agent with a matching skill.	Skills by Queue
Final Value*	The value of the skill requirement assigned to the call when the call was distributed to an agent.	Skills by Queue
Initial Operand*	The skill operand type that was assigned to the call when it was distributed to the queue. Possible values: <ul style="list-style-type: none"> • eq (equal to) • neq (not equal to) • gte (greater than or equal to) • lte (less than or equal to) 	Skills by Queue
Initial Value*	The value of the skill requirement assigned to the call when it arrived in the queue.	Skills by Queue
Operand	The skill operand type that was assigned to the call when it was distributed to the agent. Possible values: <ul style="list-style-type: none"> • eq (equal to) • neq (not equal to) • gte (greater than or equal to) • lte (less than or equal to) 	Skills by Agents
Reclassified	The number of calls with this skill requirement that were transferred from the queue by the system.	Skills by Queue
Reclassified within SL	The number of calls with this skill requirement that were transferred from the queue by the system within the Service Level threshold provisioned for the skill.	Skills by Queue
Skill	The name of a skill. In a Skills by Queue report, you can click an entry in this column to drill down to view daily activity for the month (from a monthly summary) or to view half-hourly data for a day (from a daily summary).	Skills by Queue Skills by Agents
Total	The total number of calls.	Skills by Queue
Value	The value of the skill requirement assigned to the call when the call was distributed to the agent.	Skills by Agents

Historical Threshold Alerts Report Parameters

If your enterprise uses the threshold alerts feature and your user profile authorizes you to view alerts, you can use the controls on the Threshold Alerts page of the Historical Reports module to display details about threshold alerts that were triggered between midnight of the current day and three months ago. The following table describes the available parameters.

Parameter	Description
Acknowledged	Whether or not a supervisor acknowledged the alert.
Acknowledged Time	The time the alert was acknowledged.
Actual Value	The actual value that triggered the alert.
Archived	Whether or not a supervisor archived the alert.
Comments	Optional comments, if any, entered by the supervisor who acknowledged the alert.
Metric	The metric that the threshold is associated with.
Operand	> (greater than) >= (greater than or equal to) < (less than) <= (less than or equal to) = (equal to)
Supervisor	The name of the supervisor who acknowledged the alert.
Time	The date and time that the threshold alert was triggered.
Trigger Interval	The number of seconds specified in the threshold rule as the interval during which the system should generate only one alert for the threshold rule check.
Trigger Value	The value that the threshold rule defined as the trigger.

Usage Metrics Report Parameters

The following table describes the parameters available in the Usage Metrics Report.

Column	Description
Calls Duration (min)	The total amount of time between when inbound calls arrived or outdial calls were placed and when they were terminated.

Column	Description
Inbound	<p>Total Calls: The total number of inbound calls.</p> <p>Connected Calls: The number of inbound calls that were connected to an agent.</p> <p>IVR Duration (min): The number of minutes during which calls were in the IVR system.</p> <p>Queue Duration (sec): The number of seconds during which calls were in a queue.</p> <p>Talk Time (min): The number of minutes during which agents were talking with callers.</p> <p>Hold Time (min): The number of minutes during which inbound calls were on hold.</p>
Month	The month during which the call activity occurred.
Outdial	<p>Total Calls: The total number of outdial calls.</p> <p>Connected Calls: The number of outdial calls that were connected to an agent.</p> <p>Talk Time (min): The number of minutes during which an agent was talking with a party on an outdial call.</p> <p>Hold Time (min): The number of minutes during which outdial calls were on hold.</p>
Recorded Calls	The number of calls that were recorded.
Total Calls	The total number of inbound and outdial calls.