



All Fields Historical Reports

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Chat Reports

Chat Agent Detail Report

The Chat Agent Detail Report presents information about each chat contact that is handled by the chat agent.

Charts

The following chart is available:

Chart name	Description
Total Active, Accept Time by Agent	Displays the active time and accept time that an agent spends on all the chat contacts.

Fields

The report includes a table that displays the following information:

Field	Description
Agent Name	First name and last name of the agent.
Agent ID	Login ID of the agent.

Field	Description
Chat Start Time	Time at which the agent accepts the chat.
Chat End Time	Time at which the agent ends the chat.
Duration	Elapsed time between the chat start time and the chat end time.
Chat Originator	Unique contact ID that identifies the chat contact.
Chat Routed CSQ	Contact Service Queue (CSQ) that routed the chat contact to the agent.
Chat Skills	Skills that are associated with the agent for handling a chat contact.
Active Time	Time the agent spends chatting with the chat contact. Summary info —Sum of the records in this column.
Accept Time	Time taken by the agent to accept the chat contact after it is allocated to the desktop. Summary info —Sum of the records in this column.
Chat Type	Type of chat contact. There is only one type—Incoming.

Filter Criteria

You can filter using any one of the following parameters:

Filter parameter	Result
Agent Names	Displays information for the specified agents.
Skill Names	Displays information for the agents who possess the specified skills.
Team Names	Displays information for the agents who belong to the specified teams.
Chat Type	Displays information for the specified incoming chat type.

Grouping Criteria

None

Chat Agent Summary Report

The Chat Agent Summary Report presents a summary of the activities of chat agents, including chat and agent state activities.

Charts

The following charts are available:

Chart name	Description
Average Accept and Active Chat Time for Agents	Displays the average time an agent takes to accept chat contact requests, and the average time the agent spends in Busy state.
Total Presented vs Handled Chats by Agent	Displays the number of chat contacts that are presented to an agent and the number of chat contacts that are handled by the agent.

Fields

The report includes a table that displays the following information:

Field	Description
Agent Name	First name and last name of the agent.
Agent ID	Login ID of the agent.
Total Presented	Number of chats that are presented to the agent.
Total Handled	Number of chats that the agent accepted.
Active Time—Avg	Average chat time of the chats that the agent handled.
Active Time—Max	Longest chat time of a chat that the agent handled.
Accept Time—Avg	Average accept time of the chats that the agent accepted.
Accept Time—Max	Longest accept time of any chat that the agent accepted.

Filter Criteria

You can filter using any one of the following parameters:

Filter parameter	Result
Agent Names	Displays information for the specified agents.
Skill Names	Displays information for the agents who possess the specified skills.
Team Names	Displays information for the agents who belong to the specified teams.

Grouping Criteria

None

Chat CSQ Activity Report

The Chat CSQ Activity Report presents a summary of presented, handled, and abandoned chats for each Contact Service Queue (CSQ). It also displays the average and maximum time for chats that are handled and queued.

Charts

The following charts are available:

Chart name	Description
Average Handle Time by CSQ	Displays the average handle time for chats that are handled in a CSQ.
Max Queue Time for Chats Presented by CSQ	Displays the chat with the longest queue time in a CSQ.

Fields

The report includes a table that displays the following information:

Field	Description
CSQ Name	Name of the CSQ.
CSQ ID	Unique ID of the CSQ.
Chats Presented	Number of chats that are routed to the CSQ regardless of whether an agent accepts the chat.
Queue Time—Avg	Average queue time for all chats that are routed to the CSQ.
Queue Time—Max	Longest queue time of any chat that is routed to the CSQ.
Chats Handled	Number of chats that are routed to agents through this CSQ and are accepted and handled by the agents.
Handle Time—Avg	Average handle time for all chats that the CSQ handled. Handle time is active chat time.
Handle Time—Max	Longest handle time of any chat that the CSQ handled.
Chats Abandoned	Number of chats that are routed to the CSQ and not accepted by an agent as either the chat submitter ended the chat before the agent accepted or was disconnected.

Filter Criteria

You can filter using the following parameter:

Filter parameter	Result
CSQ Names	Displays information for the specified CSQs.

Grouping Criteria

None

Chat CSQ Agent Summary Report

The Chat CSQ Agent Summary Report presents information about the chats that are handled in a Contact Service Queue (CSQ) by a chat agent. An agent can handle chat contacts for multiple CSQs. The report includes the average chat time, average accept time for handled chats, number of received chats, number of handled chats, and number of unanswered chats for each agent.

Charts

The following chart is available:

Chart name	Description
Chats Handled by CSQ and Agent	Displays the number of chats handled by each agent for a CSQ.

Fields

The report includes a table that displays the following information:

Field	Description
CSQ Name	Name of the CSQ.
CSQ ID	Unique ID of the CSQ.
Agent Name	First name and last name of the agent who handles chats for this CSQ.
Chat Received	Number of chats that are queued for this CSQ and are assigned to the agent.
Chat Handled	Number of chats that are queued for this CSQ and answered by the agent.
Average Active Chat Time	Average chat time for all the chats that the agent handled for this CSQ. Chat time is the elapsed time between the time an agent answers a chat and ends the chat. Average chat time = Total chat time / Number of chats handled
Chat No Answer	Number of chats that are connected to the agent, but not answered.

Field	Description
Average Acceptance Time	Elapsed time between the time that a chat alert is presented on the desktop and the time that the chat is answered by an agent or disconnected. This field is blank if the chat was not presented to an agent.

Filter Criteria

You can filter using the following parameter:

Filter parameter	Result
CSQ Names	Displays information for the specified CSQs.

Grouping Criteria

None

Chat Traffic Analysis Report

The Chat Traffic Analysis Report presents information about incoming chat contacts to the Unified CCX system. The information is presented for each day, and includes information about the peak hour for that day.

Charts

The following charts are available:

Chart name	Description
Average Chat Duration by Date	Displays the average chat duration for a day.
Peak Chats by Date	Displays the hour that received the highest number of chats in a day.
Total Incoming Chats by Date	Displays the number of chats that are received by Unified CCX for a day.

Fields

The report includes a table that displays the following information:

Field	Description
Date	Date for which the information is displayed.
Total Incoming Chats	Number of chat contacts that are received daily by Unified CCX. Summary info —Sum of the records in this column.

Field	Description
Avg Chats (per Hour)	Average number of chat contacts that are received in an hour. Summary info —Maximum value in this column.
Peak Chats (per Hour)	Number of chat contacts that are received during the peak hour. Summary info —Maximum value in this column.
Peak Hour Time—Start	Start time of the peak hour (the hour when the largest number of chat contacts are received).
Peak Hour Time—End	End time of the peak hour (the hour when the largest number of chat contacts are received).
Chat Duration—Avg	Average chat duration for the day. Summary info —Maximum value in this column.
Chat Duration—Min	Duration of the shortest chat for the day. Summary info —Minimum value in this column.
Chat Duration—Max	Duration of the longest chat for the day. Summary info —Maximum value in this column.

Filter Criteria

None

Grouping Criteria

None

Email Reports

Email Agent Activity Report

The Email Agent Activity Report presents email statistics of the email-enabled agents for a day.

Charts

The following charts are available:

Chart Name	Description
Email Agent Activity by Agent State	Displays the time that agents spend in an agent state.

Chart Name	Description
Email Agent Activity by Email	Displays the email statistics of an agent.

Fields

The report includes a table that displays the following information:

Field	Description
Agent Name	Name of the agent to whom the email messages are routed.
Agent Id	Login user ID of the agent.
Login Date	Date the agent logged in.
Logged-In	Total time the agent logged in. Summary info —Sum of the records in this column.
Not Ready	Total time the agent spent in the E-Mail Not Ready state. Summary info —Sum of the records in this column.
Ready	Total time the agent spent in the E-Mail Ready state. Summary info —Sum of the records in this column.
Time Spent On Desk	Total Time the agent spent in the E-Mail Processing state. Summary info —Sum of the records in this column. Note This is a hidden field.
Presented	Number of email messages that are presented to the agent. Summary info —Sum of the records in this column.
Requeued	Number of email messages that the agent requeued. The requeue date and time determines whether the email message falls within the interval. Summary info —Sum of the records in this column.
Sent	Number of response email messages that the agent sent. The send date and time determines whether the email message falls within the interval. Summary info —Sum of the records in this column.
Discarded	Number of email messages that the agent discarded. The discarded date and time determines whether the email message falls within the interval. Summary info —Sum of the records in this column.

Field	Description
Avg On Desk	Average on-desk time = Total time spent on handling email contacts/Number of emails sent, requeued and discarded.

Filter Criteria

You can filter using the following parameters:

Filter Parameter	Result
Time Offset	Displays the list of time zones. Select the one matching your timezone. If multiple values are selected, the first one takes effect.
Agent Name	Displays information for the specified agents.

Grouping Criteria

Data is grouped by the following fields:

Field	Result
Agent Name	Sorts data by agent name.
Login Date	Groups information by login date.

Email Contact Detail Report

The Email Contact Detail Report presents information about each email contact that is handled by the agent.

Charts

None

Fields

The report includes a table that displays the following information:

Field	Description
Contact ID	Unique social contact ID that identifies the email contact.
Sequence No	Number that the system assigns to each contact leg. The sequence number starts with 0 and increases by 1 for each leg of a contact, such as requeue.

Field	Description
CSQ Name	Name of the Contact Service Queue (CSQ) that routed the email contact to the agent.
Agent Name	First name and last name of the agent who responded to the email message.
Received	Date and time that the contact center received the email contact. There might be a mismatch in the presented timestamp of the email received from the end user. This might be due to a different time zone or a different time configured in the exchange server from where the email was sent.
Retrieved	Date and time that the agent retrieved the email contact.
Replied	Date and time that the agent responded to the email message.
Discarded	Date and time that the agent discarded the email message.
From	Email address of the customer who sent the email message.
Reply-To	Email address of the customer to whom the response is sent.
To	Email address of the contact center to which the email message was sent.
Subject	Subject line of the received email message.
Contact Type	Contact type of the email contact.
Contact Disposition	Disposition of the email contact. The contact disposition for the system aborted emails will also be 4. These emails will not be considered as agent discarded emails.

Filter Criteria

You can filter using any one of the following parameters:

Filter Parameter	Result
CSQ Name	Displays information for the specified CSQs.
Agent Name	Displays information for the specified agents.
Subject	Displays information for the specified subject or part of the subject. This parameter is case sensitive.

Grouping Criteria

None

Email CSQ Activity Report

The Email CSQ Activity Report presents email activity statistics of agents in a Contact Service Queue (CSQ) for each day.



Note

Due to system errors, few of the emails presented to the agent may not display the contents in it. In such cases, agent has to close the email tab. These contacts are not accounted for the agent, and there will be a mismatch between the Retrieved, Sent, Requeued, and Discarded columns in the report.

Charts

The following charts are available:

Chart Name	Description
Email CSQ Agent Activity by Agent State	Displays the number of email messages that are handled in a category by the agents.
Email CSQ Agent Activity by CSQ	Displays the number of email messages that are handled in a category by the CSQs.
Email CSQ Agent Activity by Date	Displays the number of email messages that are handled in a category for a day.

Fields

Table 1: Visible Fields in Email CSQ Activity Report

Field	Description
CSQ Name	Name of the CSQ through which the email messages are routed.
Date	Date of each day in the interval.
Agent Name	Name of the agent to whom the email messages are routed.
Retrieved	Number of email messages that are routed through the CSQ to the agent and then retrieved by the agent. The retrieved date time determines whether the email message falls within the interval. Summary info —Sum of the records in this column.
Requeued	Number of email messages that are requeued to the agent. The requeue date and time determines whether the email message falls within the interval. Summary info —Sum of the records in this column.

Field	Description
Sent	Number of response email messages that the agent sent. The send date and time determines whether the email message falls within the interval. Summary info —Sum of the records in this column.
Discarded	Number of email messages that the agent discarded. The discarded date and time determines whether the email message falls within the interval. Summary info —Sum of the records in this column.
Avg On Desk	Average on-desk time = On-desk time / Number of emails sent, queued and discarded. On-desk time = Time the agent processed the email - Time the agent received the email. (This includes the emails sent, queued and discarded by the agent.)

Filter Criteria

You can filter using the following parameters:

Filter Parameter	Result
Time Offset	Displays the list of time zones. Select the one matching your timezone. If multiple values are selected, the first one takes effect.
CSQ Names	Displays information for the specified CSQs.

Grouping Criteria

Data is grouped by the following fields:

Field	Result
CSQ Name	Sorts data by CSQ name.
Date	Sorts data by the dates within the CSQ.

Email Traffic Analysis Report

The Email Traffic Analysis Report gives the count of email messages received for the specified date or date range.

Chart

The following charts are available:

Chart name	Description
Email Inbox Traffic Analysis by Date Chart	Displays the number of email messages received for the specified date or date range.
Email Inbox Traffic Analysis by Email Address Chart	Displays the number of email messages received by an email address.

Fields

The report includes a table that displays the following information:

Field	Description
Email Address	Email address to which the email messages are addressed.
Received Date	Date on which the email was received.
Email Count	Number of email messages that are received by an email address for the specified date or date range. Summary info —Sum of the records in this column. This gives the count of email messages that are received for each Contact Service Queue.

Filter Criteria

You can filter using the following parameter:

Filter parameter	Result
Time Offset	Displays the list of time zones. Select your time zone. If you select multiple values, the first selected value takes effect.
Email Addresses	Displays list of valid email addresses.

Grouping Criteria

Data is grouped by the following field:

Filter parameter	Result
Email Address	Groups data by email address.
Date	Displays information by date.

Inbound Reports

Abandoned Call Detail Activity Report

The Abandoned Call Detail Activity Report presents information about calls that are abandoned.

Charts

The following chart is available:

Chart name	Description
Calls Abandoned Each Day by Final Call Priority	Displays the number of abandoned calls and the final priority of these calls in a day.

Fields

The report includes a table that displays the following information:

Field	Description
Call Start Time	Date and time the call leg starts.
Called Number	Telephone number that the caller dials.
Call ANI	Originator's telephone number. (ANI = Automatic Number Identification)
Initial Call Priority	Priority that is assigned to the call by Unified CCX workflow when the call is received.
Call Routed CSQ	Contact Service Queue (CSQ) to which the call is queued.
Agent Name	Agent who is presented with the call before it is abandoned.
Call Skills	Skills that are associated with the CSQ to which the call is routed.
Final Call Priority	Priority of the call when it is abandoned.
Call Abandon Time	Date and time the call is abandoned.
Time to Abandon	Elapsed time between the time the call comes to the system and the time it is abandoned. Summary info —Average abandon time of all calls.

Filter Criteria

You can filter using the following parameter:

Filter parameter	Result
Agent Names	Displays information for the specified agents.

Grouping Criteria

None

Aborted Rejected Call Detail Report

The Aborted Rejected Call Detail Report presents information about each call that is aborted or rejected by the system.

Charts

The following chart is available:

Chart name	Description
Total Calls by Contact Disposition	Displays the number of calls that are aborted and rejected.

Fields

The report includes a table that displays the following information:

Field	Description
Node ID - Session ID - Sequence No	Node ID is the unique numeric ID, which starts from 1, that the system assigns to each Unified CCX server in the cluster. Session ID is the unique session ID that the system assigns to a call. Session sequence number is the number that the system assigns to each call leg. The session sequence number increases by 1 for each leg of a call. Together, these three values uniquely identify an Automatic Call Distribution (ACD) call that is processed by the system.
Call Start Time	Date and time the call starts.
Call End Time	Date and time the call was disconnected, transferred, or redirected.
Contact Type	Contact type of a call.
Contact Disposition	Disposition of the call.
Abort/Reject Reason	Reason the call is aborted or rejected.

Field	Description
Originator DN (Directory Number)	<p>The originator directory number. This number is the same as the calling number. Originator Type can be agent, device, or unknown.</p> <ul style="list-style-type: none"> • If Originator Type is agent, this field shows the Unified CCX extension of the agent. If the call is attended at the non-IPCC extension, then the non-IPCC extension is displayed. If the call is made from a non-IPCC extension, then the non-IPCC extension is displayed. • If Originator Type is device, this field shows the CTI port number. • If Originator Type is unknown (through a gateway or an unmonitored device), this field shows the telephone number of the caller.
Destination DN	<p>The destination directory number. Destination Type can be agent, device, or unknown.</p> <ul style="list-style-type: none"> • If Destination Type is agent, this field shows the Unified CCX extension of the agent. • If destination type is device, this field shows the CTI port number. • If destination type is unknown (through a gateway or an unmonitored device), this field shows the telephone number called.
Called Number	Number that is originally dialed by the caller. If the call is a transfer, the number that the call is transferred to is displayed.
Original Called Number	Number that is originally dialed by the caller—either a route point number or an agent extension.
Application Name	Unified CCX or Unified IP IVR application that is associated with the route point.
Call Routed CSQ	Contact Service Queue (CSQ) to which the call is routed. This field is blank if the call is aborted or rejected before being routed to a CSQ.

Filter Criteria

You can filter using the following parameter:

Filter parameter	Result
Contact Disposition	Displays information for the specified contact disposition.

Grouping Criteria

None

Agent All Fields Report

The Agent All Fields Report presents a historical view of the activity of selected agents, showing each agent's call summary details and agent state times. This report combines the fields that are displayed in other agent related reports.

Charts

The following charts are available:

Chart name	Description
Agent All Fields Report - Call Summary Chart	Displays the call summary details such as Calls presented, calls handled and calls abandoned by agent.
Agent All Fields Report - State Summary Chart	Displays the total time spent by agents on different states.

Fields

The report includes a table that displays the following information:

Field	Description
Agent Name	First name and last name of the agent.
Agent_ID	Login ID of the agent.
Agent Extension	Last active Unified CCX extension that Unified Communications Manager assigned to the agent.
Calls Presented	Calls that are sent to the agent, regardless of whether the agent picks up the call. If a call is connected to an agent, transferred to another agent, and then transferred back to the original agent, the value for the original agent increases by two (once for each time the call was presented).
Calls Handled	Calls that are connected to the agent. <ul style="list-style-type: none"> • If the agent establishes a conference with another agent, this value increases by one for the conferenced agent. • If the agent transfers a call and the call is transferred back to the agent, this value increases by two.
Calls Abandoned	Calls that are abandoned at the agent level.
Total Logged-in Time	Total time that the agent is logged in to Unified CCX.

Field	Description
Average Logged in Time	Average logged-in time = Logged-in time of the agent / Number of logged-in sessions of the agent
Not Ready Time-Not Ready	Time that the agent spent in Not Ready state.
Not Ready Time-% Not Ready	Percentage of time that the agent spent in Not Ready state.
Ready Time-Ready	Time that the agent spent in Ready state.
Ready Time-% Ready	Percentage of time that the agent spent in Ready state.
Reserved Time-Reserved	Time that the agent spent in Reserved state.
Reserved Time-% Reserved	Percentage of time that the agent spent in Reserved state.
Talk Time-Talking	Time that the agent spent in Talking state.
Talk Time-% Talking	Percentage of time that the agent spent in Talking state.
Work Time-Work	Time that the agent spent in Work state.
Work Time-% Work	Percentage of time that the agent spent in Work state.
Handle Time-Avg	Average handle time for all calls that the agent handled. Handle time = Talk time + Hold time + Work time
Handle Time-Max	Longest handle time of any call that the agent handled.
Talk Time-Avg	Average talk time for calls that the agent handled. Elapsed time between the time an agent connects to a call and time when the call is disconnected or transferred, not including hold time.
Talk Time-Max	Longest talk time of any call that the agent handled.
Hold Time-Avg	Average hold time for calls that the agent handled.
Hold Time-Max	Longest hold time of any call that the agent handled.
Work Time-Avg	Average time that an agent spent in Work state after calls.
Work Time-Max	Longest time that an agent spent in Work state after a call.
Idle Time-Avg	Average time that an agent spent in Not Ready state.
Idle Time-Max	Longest time that an agent spent in Not Ready state.
Handle Ratio	Handle ratio = Calls that the agent handled / Calls that are routed to the agent

Field	Description
Total Inbound	Total calls that the agent receives. Total Inbound = Inbound Automatic Call Distribution (ACD) calls + Inbound non-ACD calls.
Inbound ACD-Total	Unified CCX calls that the agent receives.
Inbound ACD-Avg Talk Time	Average time that the agent spent in Talking state for received Unified CCX calls.
Inbound ACD-Avg Hold Time	Average time that the agent put the received Unified CCX calls on hold.
Inbound ACD-Avg Work Time	Average time that the agent spent in Work state for received Unified CCX calls.
Inbound Non-ACD On IPCC-Total	Non-Unified CCX calls that are received by the agent on a Unified CCX extension, including calls made by other agents and by outside parties.
Inbound Non-ACD On IPCC-Avg Talk Time	Average time that the agent spent in Talking state for non-Unified CCX calls received on a Unified CCX extension.
Inbound Non-ACD On IPCC-Max Talk Time	Maximum time that the agent spent in Talking state on a non-Unified CCX call received on a Unified CCX extension.
Inbound Non-ACD On Non-IPCC-Total	Non-Unified CCX calls received by the agent on a non-Unified CCX extension including calls made by other agents and by outside parties.
Inbound Non-ACD On Non-IPCC- Avg Talk Time	Average time that the agent spent in Talking state for non-Unified CCX calls received on a non-Unified CCX extension.
Inbound Non-ACD On Non-IPCC- Max Talk Time	Maximum time that the agent spent in Talking state on a received non-Unified CCX call received on a non-Unified CCX extension.
Outbound On IPCC-Total	Calls that the agent dials on a Unified CCX extension including both connected and attempted calls.
Outbound On IPCC-Avg Call Time	Average call time of the outbound calls on a Unified CCX extension.
Outbound On IPCC-Max Call Time	Maximum time that the agent spent in Talking state on an outbound call on a Unified CCX extension.
Outbound On Non-IPCC-Total	Calls that the agent dials on a non-Unified CCX extension including both connected and attempted calls.
Outbound On Non-IPCC-Avg Call Time	The average call time and the longest call time spent for the outbound calls on a non-Unified CCX extension.

Field	Description
Outbound On Non-IPCC-Max Call Time	Maximum time that the agent spent in Talking state on an outbound call on a non-Unified CCX extension.
ACD-Transfer In	Unified CCX calls that are transferred to the agent.
Non-ACD-Transfer In	Non-Unified CCX calls that are transferred to the agent.
ACD-Transfer Out	Unified CCX calls that the agent transfers out.
Non-ACD-Transfer Out	Non-Unified CCX calls that the agent transfers out.
ACD-Conference	Inbound Unified CCX conference calls in which the agent participates.
Non-ACD-Conference	Non-Unified CCX conference calls in which the agent participates.

Filter Criteria

You can filter using any one of the following parameters:

Filter parameter	Result
Resource Group List	Displays information for agents who belong to the specified resource groups.
Agent List	Displays information for the specified agents.
Skill Names	Displays information for agents who possess the specified skills.
Team Names	Displays information for agents who belong to the specified teams.

Grouping criteria

Data is grouped by the following field:

Field	Result
Agent Name	Sorts data by agent name.

Agent Call Summary Report

The Agent Call Summary Report presents the summary of each call that is dialed and received by the agent.

- For inbound Unified CCX calls—Presents the average time that the agent spent in Talking and Work states, and the time that the agent put the calls on hold.
- For non-Unified CCX calls—Presents the average and maximum talk time for the agent.

- For outbound calls—Presents the average and maximum call time for the agent.

This report also presents the number of calls that are transferred in to and transferred out by the agent, and the number of conference calls in which the agent participated.

Charts

The following charts are available:

Chart name	Description
Average Talk, Hold, Work Time for Inbound ACD	Displays the average time that an agent spends in Talking and Work states, and the time that the agent put the calls on hold.
Avg, Max Call Time for Outbound on IPCC Calls	Displays the average and maximum time that an agent spends on dialed calls. The time includes time spent dialing, waiting for an answer, and talking.
Total Inbound, Outbound Calls by Agent	Displays the number of dialed and received calls for an agent.

Fields

The report includes a table that displays the following information:

Field	Description
Agent Name	First name and last name of the agent.
Agent_ID	Login ID of the agent.
Extension IPCC	Last active Unified CCX extension that Unified Communications Manager assigned to the agent.
Extension Non IPCC	Last active non-Unified CCX extension that Unified Communications Manager assigned to the agent. This field is blank if there are no calls to or from the non-Unified CCX extension.
Total Inbound	Total calls that the agent receives. Total Inbound = Inbound Automatic Call Distribution (ACD) calls + Inbound non-ACD calls.
Inbound ACD—Total	Unified CCX calls that the agent receives.
Inbound ACD—Avg Talk Time	Average time that the agent spent in Talking state for received Unified CCX calls.
Inbound ACD—Avg Hold Time	Average time that the agent put the received Unified CCX calls on hold.

Field	Description
Inbound ACD—Avg Work Time	Average time that the agent spent in Work state for received Unified CCX calls.
Inbound Non-ACD On IPCC—Total	Non-Unified CCX calls that are received by the agent on a Unified CCX extension, including calls made by other agents and by outside parties.
Inbound Non-ACD On IPCC—Avg Talk Time	Average time that the agent spent in Talking state for non-Unified CCX calls received on a Unified CCX extension.
Inbound Non-ACD On IPCC—Max Talk Time	Maximum time that the agent spent in Talking state on a non-Unified CCX call received on a Unified CCX extension.
Inbound Non-ACD On Non-IPCC—Total	Non-Unified CCX calls received by the agent on a non-Unified CCX extension including calls made by other agents and by outside parties.
Inbound Non-ACD On Non-IPCC— Avg Talk Time	Average time that the agent spent in Talking state for non-Unified CCX calls received on a non-Unified CCX extension.
Inbound Non-ACD On Non-IPCC— Max Talk Time	Maximum time that the agent spent in Talking state on a received non-Unified CCX call received on a non-Unified CCX extension.
Outbound On IPCC—Total	Calls that the agent dials on a Unified CCX extension including both connected and attempted calls.
Outbound On IPCC—Avg Call Time	Average call time of the outbound calls on a Unified CCX extension.
Outbound On IPCC—Max Call Time	Maximum time that the agent spent in Talking state on an outbound call on a Unified CCX extension.
Outbound On Non-IPCC—Total	Calls that the agent dials on a non-Unified CCX extension including both connected and attempted calls.
Outbound On Non-IPCC—Avg Call Time	The average call time and the longest call time spent for the outbound calls on a non-Unified CCX extension.
Outbound On Non-IPCC—Max Call Time	Maximum time that the agent spent in Talking state on an outbound call on a non-Unified CCX extension.
ACD—Transfer In	Unified CCX calls that are transferred to the agent.
ACD—Transfer Out	Unified CCX calls that the agent transfers out.
ACD—Conference	Inbound Unified CCX conference calls in which the agent participates.

**Note**

Call time starts when an agent goes off-hook for a call and ends when the call terminates.

Filter Criteria

You can filter using any one of the following parameters:

Filter parameter	Result
Resource Group Names	Displays information for agents who belong to the specified resource groups.
Agent Names	Displays information for the specified agents.
Skill Names	Displays information for agents who possess the specified skills.
Team Names	Displays information for agents who belong to the specified teams.

Grouping criteria

None

Agent Detail Report

The Agent Detail Report presents information about Automatic Call Distribution (ACD) and non-ACD calls that the agents handle, and ACD and non-ACD calls that the agents dial.

Charts

The following chart is available:

Chart name	Description
Agent Detail Report	Displays the average time that an agent spends in Talking and Work states, and the time the agent put the calls on hold.

Fields

The report includes a table that displays the following information:

Field	Description
Agent Name	First name and last name of the agent.
Agent ID	Login ID of the agent.
Extension	Unified CCX extension that Unified Communications Manager assigned to the agent.

Field	Description
Call Start Time	Date and time the call leg rings at the agent extension.
Call End Time	Date and time the call leg is disconnected or transferred.
Duration	Elapsed time between the call start time and the call end time. Summary info —Sum of values in this column.
Called Number	Telephone number that the caller dials.
Call ANI	Originator's telephone number. (ANI = Automatic Number Identification)
Call Routed CSQ	Contact Service Queue (CSQ) that handled the call. A call is considered handled if the caller is connected to an agent while queued for this CSQ.
Other CSQs	If the call is queued to multiple CSQs, name of one of the CSQs to which the call was queued is displayed. Displays "... " to indicate there are more CSQs to which the call was queued.
Call Skills	Skills that are associated with the CSQ that handled the call.
Talk Time	<ul style="list-style-type: none"> Unified CCX calls—Elapsed time between the time an agent connects to the call and the time the call is disconnected or transferred, not including the hold time. Non-Unified CCX calls—Elapsed time between the time an agent connects to the call and the time the call is disconnected or transferred. Summary info —Sum of values in this column.
Hold Time	Total time the agent put the calls on hold. Not applicable for non-Unified CCX calls. Summary info —Sum of values in this column.
Work Time	Time that the agent spent in Work state after the call. Not applicable for non-Unified CCX calls. Summary info —Sum of values in this column.
Call Type	Type of call.

Filter Criteria

You can filter using any one of the following parameters:

Filter parameter	Result
Resource Group Name	Displays information for agents who belong to the specified resource groups.

Filter parameter	Result
Agent Names	Displays information for the specified agents.
Skill Names	Displays information for agents who possess the specified skills.
Team Names	Displays information for agents who belong to the specified teams.
Call Type	Displays information for the specified call types.

Grouping Criteria

None

Agent Login Logout Activity Report

The Agent Login Logout Activity Report presents each agent's login and logout date and time for each login session during the report period, and the reason code that an agent entered when logging out.

Charts

The following chart is available:

Chart name	Description
Agent Login Logout Activity Report	Displays total logged-in time for each agent.

Fields

The report includes a table that displays the following information:

Field	Description
Agent Name	First name and last name of the agent.
Agent ID	Login ID of the agent.
Extension	Last active Unified CCX extension that Unified Communications Manager assigned to the agent.
Agent Login Details—LBLT	Less-than sign (<) indicates that the agent logged in before the report period. (LBLT = Logged In Before Login Time)
Agent Login Details—Login Time	Date and time that the agent logged in.

Field	Description
Agent Logout Details—LOALT	Greater-than sign (>) indicates that the agent is still logged in when the report is generated. (LOALT = Logged Out After Logout Time)
Agent Logout Details—Logout Time	Date and time that the agent logged out.
Logout Reason Code	Numeric reason code that the agent enters when the agent logs out from the desktop. Zero indicates that no logout reason code is configured or that the agent was unable to enter a reason code.
Logged-In Duration	Elapsed time between the login time and the logout time. Summary info —Sum of values in this column.

Filter Criteria

You can filter using any one of the following parameters:

Filter parameter	Result
Agent Names	Displays information for the specified agents.
Skill Names	Displays information for agents who possess the specified skills.
Team Names	Displays information for agents who belong to the specified teams.

Grouping Criteria

Data is grouped by the following field:

Field	Result
Agent Name	Sorts data by agent name.

Agent Not Ready Reason Code Summary Report

The Agent Not Ready Reason Code Summary Report presents the time that each agent spent logged in. It shows the time that the agents spent in Not Ready state by Reason Code (RC). By default, up to eight predefined reason codes are displayed and additional information is categorized as Other Reason Codes.

This report can show information for each 30 or 60 minute interval within the report period.

The report does not display column headers for user-defined reason codes when filtering by those user-defined reason codes. The statistics for the reason codes that are selected in the filter are accurately calculated and displayed in the report, but these statistics appear under the column headers for the system-defined reason

codes. This behavior is different than that of Historical Reporting Client, in which report headers are dynamically modified based on the report filter parameters.

To resolve this issue, create a custom grid view on the Agent Not Ready Reason Code Summary Report, renaming the default column headers to be descriptive of the user-defined reason codes. Then, select the matching reason codes from the Reason Code Value List that is populated in the filter. User-defined reason codes must be in the AgentStateDetail table to appear in the Reason Code Value List.

Note that there is no mapping between the header and the reason code that is selected in the filter. As a result, reason codes must be selected in the filter in the same order as the headers are defined in the view. Also, all reason codes must be selected in the filter if they have headers in the report, or the time in the selected reason codes will appear in the incorrect column as they are filled left to right in the grid.

Charts

The following chart is available:

Chart name	Description
Agent Not Ready Reason Code Summary Report	Displays the time agent spent in Not Ready state by reason code. Up to eight reason codes are displayed, and additional reason codes are listed under Other Reason Codes .

Fields

The report includes a table that displays the following information:

Field	Description
Agent Name	First name and last name of the agent.
Agent ID	Login ID of the agent.
Extension	Last active Unified CCX extension that Unified Communications Manager assigned to the agent.
Interval Start Time	Start date and time of each 30 or 60 minute interval or the start date and time for the report range.
Interval End Time	End date and time of each 30 or 60 minute interval or the end date and time for the report range.
Total Logged-in	Total time that the agent is logged in to Unified CCX. Summary info —Sum of values in this column.
Total Not Ready	Total time that an agent spent in Not Ready state. Summary info —Sum of values in this column.
Time in RC <i>n1</i>	Time that an agent spent in Not Ready state for the system-defined RC <i>n1</i> . Summary info —Sum of values in this column.

Field	Description
Time in RC <i>n2</i>	Time that an agent spent in Not Ready state for the system-defined RC <i>n2</i> . Summary info —Sum of values in this column.
Time in RC <i>n3</i>	Time that an agent spent in Not Ready state for the system-defined RC <i>n3</i> . Summary info —Sum of values in this column.
Time in RC <i>n4</i>	Time that an agent spent in Not Ready state for the system-defined RC <i>n4</i> . Summary info —Sum of values in this column.
Time in RC <i>n5</i>	Time that an agent spent in Not Ready state for the system-defined RC <i>n5</i> . Summary info —Sum of values in this column.
Time in RC <i>n6</i>	Time that an agent spent in Not Ready state for the system-defined RC <i>n6</i> . Summary info —Sum of values in this column.
Time in RC <i>n7</i>	Time that an agent spent in Not Ready state for the system-defined RC <i>n7</i> . Summary info —Sum of values in this column.
Time in RC <i>n8</i>	Time that an agent spent in Not Ready state for the system-defined RC <i>n8</i> . Summary info —Sum of values in this column.
Time in Other RCs	Time that an agent spent in Not Ready state for reasons that are not shown in the previous eight columns. Summary info —Sum of values in this column.

Filter Criteria

You can filter using any one of the following parameters:

Filter parameter	Result
Interval Length	<p>The following options are available:</p> <ul style="list-style-type: none"> • Entire report range—Displays information based on the set start and end time, but it does not display information for specific intervals within the report period. • Thirty (30) minutes—Displays information for 30 minute intervals within the report period. The first interval begins at the report start time, the next interval begins 30 minutes after the report start time, and so on. • Sixty (60) minutes—Displays information for 60 minute intervals within the report period. The first interval begins at the report start time, the next interval begins 60 minutes after the report start time, and so on. <p>Note If you choose either “Thirty (30) minutes” or “Sixty (60) minutes” option, the report may take more time to display results compared to the “Entire report range” option. To reduce processing time, generate the report for a shorter query interval.</p>
Resource Group Names	Displays information for agents who belong to the specified resource groups.
Agent List	Displays information for the specified agents.
Skill Names	Displays information for agents who possess the specified skills.
Team Names	Displays information for agents who belong to the specified teams.
Reason Codes	Displays information for up to 16 selected reason codes. Additional reason codes are listed under Time in Other RCs.

Grouping Criteria

Data is grouped by the following field:

Field	Result
Agent Name	Sorts data by agent name.

Agent State Detail Report

The Agent State Detail Report presents information that is related to agent state changes.

Charts

The following chart is available:

Chart name	Description
Agent State Detail Report	Displays time spent by the agent in agent states.

Fields

The report includes a table that displays the following information:

Field	Description
Agent Name	First name and last name of the agent.
Agent ID	Login ID of the agent.
Extension	Last active Unified CCX extension that Unified Communications Manager assigned to the agent.
State Transition Time	Date and time that the agent moved to a state.
Agent State	State of the agent—Logged-In, Logout, Not Ready, Ready, Reserved, Talk, or Work.
Reason Code	Reason code for the agent moving to Logout state or Not Ready state. Zero indicates that no logout reason code is configured or that the agent was unable to enter a reason code. It is also zero for other states.
Duration	Time that the agent spent in a state.

Filter Criteria

You can filter using any one of the following parameters:

Filter parameter	Result
Resource Group Names	Displays information for agents who belong to the specified resource groups.
Agent Names	Displays information for the specified agents.
Skill Names	Displays information for agents who possess the specified skills.
Team Names	Displays information for agents who belong to the specified teams.

Grouping Criteria

None

Agent State Summary by Agent Report

The Agent State Summary by Agent Report presents the length and percentage of time that the agent spent in all the states.

Charts

The following chart is available:

Chart name	Description
Time Spent in Agent State by Agent	Displays the time spent by the agent in each agent state.

Fields

The report includes a table that displays the following information:

Field	Description
Agent Name	First name and last name of the agent.
Agent ID	Login ID of the agent.
Extension	Last active Unified CCX extension that Unified Communications Manager assigned to the agent.
Interval Start Time	Start date and time of each 30 or 60 minute interval or the start date and time for the report range.
Interval End Time	End date and time of each 30 or 60 minute interval or the end date and time for the report range.
Total Logged-in Time	Total time that the agent is logged in to Unified CCX. Summary info —Sum of values in this column.
Not Ready Time—Not Ready	Time that the agent spent in Not Ready state. Summary info —Sum of values in this column.
Not Ready Time—% Not Ready	Percentage of time that the agent spent in Not Ready state. Summary info —Overall percentage.
Ready Time—Ready	Time that the agent spent in Ready state. Summary info —Sum of values in this column.
Ready Time—% Ready	Percentage of time that the agent spent in Ready state. Summary info —Overall percentage.

Field	Description
Reserved Time—Reserved	Time that the agent spent in Reserved state. Summary info —Sum of values in this column.
Reserved Time—% Reserved	Percentage of time that the agent spent in Reserved state. Summary info —Overall percentage.
Talk Time—Talking	Time that the agent spent in Talking state. Summary info —Sum of values in this column.
Talk Time—% Talking	Percentage of time that the agent spent in Talking state. Summary info —Overall percentage.
Work Time—Work	Time that the agent spent in Work state. Summary info —Sum of values in this column.
Work Time—% Work	Percentage of time that the agent spent in Work state. Summary info —Overall percentage.

Filter Criteria

You can filter using any one of the following parameters:

Filter parameter	Result
Interval Length	<p>The following options are available:</p> <ul style="list-style-type: none"> • Entire report range—Displays information based on the set start and end time, but it does not display information for specific intervals within the report period. • Thirty (30) minutes—Displays information for 30 minute intervals within the report period. The first interval begins at the report start time, the next interval begins 30 minutes after the report start time, and so on. • Sixty (60) minutes—Displays information for 60 minute intervals within the report period. The first interval begins at the report start time, the next interval begins 60 minutes after the report start time, and so on. <p>Note If you choose either “Thirty (30) minutes” or “Sixty (60) minutes” option, the report may take more time to display results compared to the “Entire report range” option. To reduce processing time, generate the report for a shorter query interval.</p>

Filter parameter	Result
Resource Group Names	<p>Displays information for agents who belong to the specified resource groups.</p> <ul style="list-style-type: none"> • For logged-in and idle time, displays information of the agent, only for the time when the agent belonged to one of the selected resource groups. • For all other report parameters, displays information of the agent without considering the time when the agent belonged to one of the selected resource groups.
Agent Names	Displays information for the specified agents.
Skill Names	<p>Displays information for agents who possess the specified skills.</p> <ul style="list-style-type: none"> • For logged-in and idle time, this report displays information of the agent, only for the time when the agent was associated with one of the selected skills. • For all other report parameters, this report displays information of the agent without considering the time when the agent was associated with one of the selected skills.
Team Names	<p>Displays information for agents who belong to the specified teams.</p> <ul style="list-style-type: none"> • For logged-in and idle time, this report displays information of the agent, only for the time when the agent belonged to one of the selected teams. • For all other report parameters, this report displays information of the agent without considering the time when the agent belonged to one of the selected teams.

Grouping Criteria

Data is grouped by the following field:

Field	Result
Agent Name	Sorts data by agent name.

Agent State Summary by Interval Report

The Agent State Summary by Interval Report presents the duration and percentage of time that the agent spent in the agent states.

Charts

The following chart is available:

Chart name	Description
Time Spent in Agent State by Interval	Displays the time spent by agents in agent states.

Fields

The report includes a table that displays the following information:

Field	Description
Agent Name	First name and last name of the agent.
Agent_ID	Login ID of the agent.
Extension	Last active Unified CCX extension that Unified Communications Manager assigned to the agent.
Interval Start Time	Start date and time of each 30 or 60 minute interval or the report range's begin date and time.
Interval End Time	End date and time of each 30 or 60 minute interval or the report range's end date and time.
Total Logged-in	Total time that the agent is logged in to the Unified CCX. Summary info —Sum of values in this column.
Not Ready Time—Time	Time that the agent spent in Not Ready state. Summary info —Sum of values in this column.
Not Ready Time—%	Percentage of time that the agent spent in Not Ready state. Summary info —Overall percentage.
Ready Time—Time	Time that the agent spent in Ready state. Summary info —Sum of values in this column.
Ready Time—%	Percentage of time that the agent spent in Ready state. Summary info —Overall percentage.
Reserved Time—Time	Time that the agent spent in Reserved state. Summary info —Sum of values in this column.
Reserved Time—%	Percentage of time that the agent spent in Reserved state. Summary info —Overall percentage.

Field	Description
Talk Time—Time	Time that the agent spent in Talking state. Summary info —Sum of values in this column.
Talk Time—%	Percentage of time that the agent spent in Talking state. Summary info —Overall percentage.
Work Time—Time	Time that the agent spent in Work state. Summary info —Sum of values in this column.
Work Time—%	Percentage of time that the agent spent in Work state. Summary info —Overall percentage.

Filter Criteria

You can filter using any one of the following parameters:

Filter parameter	Result
Interval Length	<p>The following options are available:</p> <ul style="list-style-type: none"> • Entire report range—Displays information based on the set start and end time, but it does not display information for specific intervals within the report period. • Thirty (30) minutes—Displays information for 30 minute intervals within the report period. The first interval begins at the report start time, the next interval begins 30 minutes after the report start time, and so on. • Sixty (60) minutes—Displays information for 60 minute intervals within the report period. The first interval begins at the report start time, the next interval begins 60 minutes after the report start time, and so on. <p>Note If you choose either “Thirty (30) minutes” or “Sixty (60) minutes” option, the report may take more time to display results compared to the “Entire report range” option. To reduce processing time, generate the report for a shorter query interval.</p>
Resource Group Names	Displays information for agents who belong to the specified resource groups. The report displays information only for the time when the agent was part of one of the selected resource groups.
Agent Names	Displays information for the selected agents.

Filter parameter	Result
Skill Names	Displays information for agents who possess the selected skills. The report displays information only for the time when the agent possessed one of the selected skills.
Team Names	Displays information for agents who belong to the selected teams. The report displays information only for the time when the agent was part of one of the selected teams.

Grouping Criteria

None

Agent Summary Report

The Agent Summary Report contains a summary of agent activities, including call and agent state activities.



Note

The average talk time, maximum talk time, hold time, and others are only for inbound Automatic Call Distribution (ACD) calls that are received by the agent. These values are incremented for every inbound call, but for outbound calls the field values are not incremented. The values are zero.

Charts

The following charts are available:

Chart name	Description
Average Talk Time, Hold Time & Work Time by Agent	Displays the average time that an agent spends in Talking and Work states, and the time the agent puts the calls on hold.
Call Handle Ratio by Agent	Displays the number of calls handled by an agent divided by the number of calls routed to that agent.
Total Calls Handled by Agent	Displays the number of calls handled by an agent.

Fields

The report includes a table that displays the following information:

Field	Description
Agent Name	First name and last name of the agent.
Agent ID	Login ID of the agent.

Field	Description
Extension	Last active Unified CCX extension that Unified Communications Manager assigned to the agent.
Average Logged in Time	Average logged-in time = Logged-in time of the agent / Number of logged-in sessions of the agent
Calls Handled	<p>Calls that are connected to the agent.</p> <ul style="list-style-type: none"> • If the agent establishes a conference with another agent, this value increases by one for the conferenced agent. • If the agent transfers a call and the call is transferred back to the agent, this value increases by two. <p>Summary info—Sum of values in this column.</p>
Calls Presented	<p>Calls that are sent to the agent, regardless of whether the agent picks up the call.</p> <p>If a call is connected to an agent, transferred to another agent, and then transferred back to the original agent, the value for the original agent increases by two (once for each time the call was presented).</p> <p>Summary info—Sum of values in this column.</p>
Handle Ratio	<p>Handle ratio = Calls that the agent handled / Calls that are routed to the agent</p> <p>Summary info—Overall percentage.</p>
Handle Time—Avg	<p>Average handle time for all calls that the agent handled.</p> <p>Handle time = Talk time + Hold time + Work time</p>
Handle Time—Max	Longest handle time of any call that the agent handled.
Talk Time—Avg	<p>Average talk time for calls that the agent handled.</p> <p>Elapsed time between the time an agent connects to a call and time when the call is disconnected or transferred, not including hold time.</p>
Talk Time—Max	Longest talk time of any call that the agent handled.
Hold Time—Avg	Average hold time for calls that the agent handled.
Hold Time—Max	Longest hold time of any call that the agent handled.
Work Time—Avg	Average time that an agent spent in Work state after calls.
Work Time—Max	Longest time that an agent spent in Work state after a call.
Idle Time—Avg	Average time that an agent spent in Not Ready state.

Field	Description
Idle Time—Max	Longest time that an agent spent in Not Ready state.

Filter Criteria

You can filter using any one of the following parameters:



Note

For Top N and Bottom N parameters, specify the number (N) of agents. For example, if you specify 3 for the Top N Calls Handled/Presented Ratio parameter, the report shows the three agents with the largest ratios. If there are more than *n* agents, where *n* is the number that you specify, have identical largest or smallest values, the report shows the first *n* agents in alphabetical order.

Filter parameter	Result
Resource Group Names	<p>Displays information for agents who belong to the specified resource groups.</p> <ul style="list-style-type: none"> • For logged-in and idle time, displays information of the agent, only for the time when the agent belonged to one of the selected resource groups. • For all other report parameters, displays information of the agent without including the time when the agent belonged to one of the selected resource groups.
Agent Names	Displays information for the specified agents.
Skill Names	<p>Displays information for agents who possess the specified skills.</p> <ul style="list-style-type: none"> • For logged-in and idle time, displays information of the agent, only for the time when the agent was associated with one of the selected skills. • For all other report parameters, displays information of the agent without including the time when the agent was associated with one of the selected skills.
Team Names	<p>Displays information for agents who belong to the specified teams.</p> <ul style="list-style-type: none"> • For logged-in and idle time, this report displays information of the agent, only for the time when the agent belonged to one of the selected teams. • For all other report parameters, this report displays information of the agent without including the time when the agent belonged to one of the selected teams.
Top N Calls Handled / Presented Ratio	Displays information for agents with the largest ratios of calls handled to calls routed.

Filter parameter	Result
Bottom N Calls Handled / Presented Ratio	Displays information for agents with the smallest ratios of calls handled to calls routed.
Top N Avg Hold Time	Displays information for agents with the longest average hold times.
Bottom N Avg Hold Time	Displays information for agents with the shortest average hold times.
Top N Avg Talk Time	Displays information for agents with the longest average talk times.
Bottom N Avg Talk Time	Displays information for agents with the shortest average talk times.
Top N Avg Work Time	Displays information for agents with the longest average work times.
Bottom N Avg Work Time	Displays information for agents with the shortest average work times.
Top N Avg Handle Time	Displays information for agents with the longest average handle times.
Bottom N Avg Handle Time	Displays information for agents with the shortest average handle times.

Grouping Criteria

None

Agent Wrap-up Data Summary Report

The Agent Wrap-up Data Summary Report presents information about wrap-up data.

Charts

The following charts are available:

Chart name	Description
Total ACD Calls by Wrap-up Data	Displays the number of calls handled by agents for a wrap-up data.
Avg Handle, Talk, Work Time by Wrap-up Data	Displays the handle time, talk time, and work time by agents for a wrap-up data.

Fields

The report includes a table that displays the following information:

Field	Description
Wrap-Up Data	Wrap-up data entered by the agent in Work state.

Field	Description
Total ACD Calls	Automatic Call Distribution (ACD) calls that are associated with the wrap-up data. Summary info —Sum of values in this column.
Total Handle	Total handle time for the ACD calls that are associated with the wrap-up data. Handle time = Talk time + Hold time + Work time Summary info —Sum of values in this column.
Average Handle	Average handle time = Total handle time / Total ACD calls for this wrap-up data Summary info —Overall percentage.
Max Handle	Maximum handle time of the ACD calls that are associated with the wrap-up data. Summary info —Maximum value in this column.
Total Talk	Total time that the agent spent in Talking state. Summary info —Sum of values in this column.
Avg Talk	Average talk time = Total talk time / Total ACD calls for this wrap-up data Summary info —Overall percentage.
Max Talk	Maximum time that the agent spent in Talking state. Summary info —Maximum value in this column.
% Talk / Handle	% Talk time = Total talk time / Total handle time for this wrap-up data. This total is then converted to percentage format. Summary info —Overall percentage.
Total Work	Total time that the agents spent in the Work state for all ACD calls that are associated with the wrap-up data. Summary info —Sum of values in this column.
Avg Work	Average work time = Total work time / Total ACD calls for this wrap-up data Summary info —Overall percentage.
Max Work	Maximum time spent by the agents in the Work state for all the ACD calls that are associated with the wrap-up data. Summary info —Maximum value in this column.

Field	Description
% Work / Handle	% Work time = Total work time / Total handle time for this wrap-up data. This total is then converted to percentage format. Summary info —Overall percentage.

Filter Criteria

You can filter using the following parameter:

Filter parameter	Result
Wrap Up Data List	Displays statistics of the specified wrap-up data.

Grouping Criteria

None

Agent Wrap-up Data Detail Report

The Agent Wrap-up Data Detail Report displays the details entered by an agent when the agent enters Work state after attending an Automatic Call Distribution (ACD) call. With the wrap-up data feature, the agent can enter the Work state to update data that is associated with the call. This report provides information about incoming ACD calls and preview outbound calls.

Charts

The following chart is available:

Chart name	Description
Total Calls by Agent and Wrap-up Data	Displays the number of calls that are handled by agents for a wrap-up data.

Fields

The report includes a table that shows the following information:

Field	Description
Agent Name	First name and last name of the agent.
Agent ID	Login ID of the agent.
Extension	Unified CCX extension that Unified Communications Manager assigned to the agent.

Field	Description
NodeID-SessionID-Seq Number	<p>Node ID is the unique numeric ID, which starts from 1, that the system assigns to each Unified CCX server in the cluster.</p> <p>Session ID is the unique session ID that the system assigns to a call.</p> <p>Session sequence number is the number that the system assigns to each call leg. The session sequence number increases by 1 for each leg of a call.</p> <p>Together, these three values uniquely identify an ACD call that is processed by the system.</p>
Call Start Time	Date and time that the agent is connected to the call.
Call End Time	Date and time that the call is disconnected by the agent.
Call ANI	Telephone number of the calling party. (ANI = Automatic Number Identification)
Called Number	Telephone number that is dialed by the calling party.
Call Routed CSQ	Contact Service Queue (CSQ) to which the call is routed and handled. A call can be queued to multiple CSQs.
Skills	Skills that are associated with the CSQ that handled the call.
Talk Time	<p>Time that the agent spent in Talking state.</p> <p>Summary info—Sum of values in this column.</p>
Hold Time	<p>Time that the agent put the calls on hold.</p> <p>Summary info—Sum of values in this column.</p>
Work Time	<p>Time that the agent spent in Work state after the call.</p> <p>Summary info—Sum of values in this column.</p>
Wrap-up Data	Wrap-up data that is entered by the agent in Work state.

Filter Criteria

You can filter using any one of the following parameters:

Filter parameter	Result
Resource Group Names	Displays information for agents who belong to the specified resource groups.
Agent Names	Displays information for the specified agents.
Skill Names	Displays information for agents who possess the specified skills.

Filter parameter	Result
Team Names	Displays information for agents who belong to the specified teams.

Grouping Criteria

Data is grouped by the following field:

Field	Result
Agent Name	Sorts data by agent name.

Call Custom Variables Report

The Call Custom Variables Report shows information about custom variables set by the Set Enterprise Call Info step in the workflow that the Unified CCX or Unified IP IVR application associated with this call.

Charts

None

Fields

The report includes a table that shows the following information:

Field	Description
Node ID – Session ID – Sequence No	Node ID is the unique numeric ID, which starts from 1, that the system assigns to each Unified CCX server in the cluster. Session ID is the unique session ID that the system assigns to a call. Session sequence number is the number that the system assigns to each call leg. The session sequence number increases by 1 for each leg of a call. Together, these three values uniquely identify an Automatic Call Distribution (ACD) call that is processed by the system.
Start Time	Date and time the call starts.
End Time	Date and time the call was disconnected, transferred, or redirected.
Contact Disposition	Disposition of the call.
Agent Name	First name and last name of the agent.
Application Name	Unified CCX or Unified IP IVR application that is associated with the route point.

Field	Description
Custom Variable 1	Contents of the variable <code>_ccdrVar1</code> . This value is displayed if the variable is set by the Set Enterprise Call Info step in the workflow that Unified CCX or Unified IP IVR application associated with this call or this leg invoked.
Custom Variable 2	Contents of the variable <code>_ccdrVar2</code> . This value is displayed if the variable is set by the Set Enterprise Call Info step in the workflow that the Unified CCX or Unified IP IVR application associated with this call or this leg invoked.
Custom Variable 3	Contents of the variable <code>_ccdrVar3</code> . This value is displayed if the variable is set by the Set Enterprise Call Info step in the workflow that the Unified CCX or Unified IP IVR application associated with this call or this leg invoked.
Custom Variable 4	Contents of the variable <code>_ccdrVar4</code> . This value is displayed if the variable is set by the Set Enterprise Call Info step in the workflow that the Unified CCX or Unified IP IVR application associated with this call or this leg invoked.
Custom Variable 5	Contents of the variable <code>_ccdrVar5</code> . This value is displayed if the variable is set by the Set Enterprise Call Info step in the workflow that the Unified CCX or Unified IP IVR application associated with this call or this leg invoked.
Custom Variable 6	Contents of the variable <code>_ccdrVar6</code> . This value is displayed if the variable is set by the Set Enterprise Call Info step in the workflow that the Unified CCX or Unified IP IVR application associated with this call or this leg invoked.
Custom Variable 7	Contents of the variable <code>_ccdrVar7</code> . This value is displayed if the variable is set by the Set Enterprise Call Info step in the workflow that the Unified CCX or Unified IP IVR application associated with this call or this leg invoked.
Custom Variable 8	Contents of the variable <code>_ccdrVar8</code> . This value is displayed if the variable is set by the Set Enterprise Call Info step in the workflow that the Unified CCX or Unified IP IVR application associated with this call or this leg invoked.
Custom Variable 9	Contents of the variable <code>_ccdrVar9</code> . This value is displayed if the variable is set by the Set Enterprise Call Info step in the workflow that the Unified CCX or Unified IP IVR application associated with this call or this leg invoked.
Custom Variable 10	Contents of the variable <code>_ccdrVar10</code> . This value is displayed if the variable is set by the Set Enterprise Call Info step in the workflow that the Unified CCX or Unified IP IVR application associated with this call or this leg invoked.

Filter Criteria


Note

For the custom variable parameters, enter a whole string or a substring to search, and separate multiple strings with commas.

You can filter using any one of the following parameters:

Filter Parameter	Result
Original Called Number	Displays information for the specified original called numbers.
Called Number	Displays information for the specified called numbers.
Calling Number	Displays information for the specified calling numbers. The calling number is the same as the Originator DN.
Application Name	Displays information for the specified applications.
Contact Type	Displays information for the specified contact types.
Originator Type	Displays information for the specified originator types.
Destination Type	Displays information for the specified destination types.
Duration Greater Than Equal to T seconds	Displays calls with duration greater than or equal to the number of seconds specified by T.
Duration Less Than Equal to T seconds	Displays calls with duration less than or equal to the number of seconds specified by T.
Custom Variable 1	Displays calls for which Custom Variable 1 contains the string or any of the substrings.
Custom Variable 2	Displays calls for which Custom Variable 2 contains the string or any of the substrings.
Custom Variable 3	Displays calls for which Custom Variable 3 contains the string or any of the substrings.
Custom Variable 4	Displays calls for which Custom Variable 4 contains the string or any of the substrings.
Custom Variable 5	Displays calls for which Custom Variable 5 contains the string or any of the substrings.
Custom Variable 6	Displays calls for which Custom Variable 6 contains the string or any of the substrings.

Filter Parameter	Result
Custom Variable 7	Displays calls for which Custom Variable 7 contains the string or any of the substrings.
Custom Variable 8	Displays calls for which Custom Variable 8 contains the string or any of the substrings.
Custom Variable 9	Displays calls for which Custom Variable 9 contains the string or any of the substrings.
Custom Variable 10	Displays calls for which Custom Variable 10 contains the string or any of the substrings.
Any Custom Variable	Displays calls with any of the 10 custom variables containing the string or any of the substrings.

Grouping Criteria

None

Called Number Summary Activity Report

The Called Number Summary Activity Report presents information about all the numbers that are dialed by an inside or outside caller. This report includes information for calls to Unified CCX and Unified IP IVR applications, and calls to agents.

Charts

The following charts are available:

Chart name	Description
Average Call Duration by Called Number	Displays the average call time for a dialed number.
Total Calls by Called Number	Displays the number of calls to each number, including calls to applications and agents.

Fields

The report includes a table that displays the following information:

Field	Description
Called Number	Route point number associated with the application or extension of the destination agent.
Call Type	Call to an application or call to an agent.

Field	Description
Total Calls	Number of calls to each number. Summary info —Sum of values in this column.
Avg Calls (per day)	Average number of calls per day.
Avg Call Duration	Average duration of calls to each telephone number.

Filter Criteria

You can filter using the following parameter:

Filter Parameter	Result
Time-Zone Offset	Displays the list of time zones. Select the one matching your timezone. If multiple values are selected, the first one takes effect.

Grouping criteria

None

Common Skill CSQ Activity Report

The Common Skill CSQ Activity Report presents summary information about calls presented, handled, and abandoned for each group of Contact Service Queues (CSQ). CSQ groups consist of CSQs that are configured with the same skills and with different competence levels. (Such groups consist of CSQs that are configured with the same skills and with different competence levels.)

This report is designed for customers who have logical CSQs configured. A logical CSQ is a group of CSQs configured with the same skill, but with different competence levels. When a call comes in to a script that uses the “logical CSQ” approach, it first goes to the CSQ with the lowest skill level. If the wait time exceeds the predefined threshold, then the call goes to the next higher skill level. The same incoming call can flow within the same group of CSQs.

This report shows information for each 30 or 60-minute interval within the report period. It is particularly useful for logical CSQs. If you do not have logical CSQs configured, you can use other CSQ reports (Contact Service Queue Activity Report and Contact Service Queue Activity Report by Interval/CSQ).

Charts

The following chart is available:

Chart name	Description
Common Skill CSQ Activity Report	Displays number of handled calls and abandoned calls for a day.

Fields

The report includes a table that displays the following information:

Field	Description
Skills	Skills that are associated with the CSQ to which the call is routed.
Interval Start Time	Start date and time of each 30 or 60 minute interval or the start date and time for the report range.
Interval End Time	End date and time of each 30 or 60 minute interval or the end date and time for the report range.
CSQ Name	Name of the CSQ that routed the call to the agent.
Calls Presented—Total	Calls offered to each individual CSQ within the group, regardless of whether the agent answered the call. Summary info —Sum of values in this column.
Calls Presented—Avg Queue Time	Average queue time for the calls routed to the CSQ.
Calls Presented—Max Queue Time	Longest queue of all calls routed to the CSQ (abandoned, handled, aborted, or rejected).
Calls Handled—Total	Number of calls that are handled by the CSQ. A call is handled if a caller is connected to an agent while queued for this CSQ. Summary info —Sum of values in this column.
Calls Handled—Avg Handle Time	Average handle time for all calls that the CSQ handled. Handle time = Talk time + Hold time + Work time Summary info —Overall average handle time = Total handle time / Total calls handled
Calls Handled—Max Handle Time	Longest handle time for any call that the CSQ handled. Summary info —Maximum value in this column.
Calls Abandoned—Total	Number of calls that are routed to the CSQ but are not answered by an agent because the caller hung up or is disconnected. Summary info —Sum of values in this column.
Calls Abandoned—Avg Queue Time	Average time that the calls spent in the queue before being abandoned.
Calls Abandoned—Max Queue Time	Maximum time a call spent in the queue before being abandoned.

Field	Description
Service Level—Percentage SL Met	(Calls handled within service level / Calls presented) * 100% Summary info —Overall percentage.

Filter Criteria

You can filter using any one of the following parameters:

Filter parameter	Result
Interval Length	<p>The following options are available:</p> <ul style="list-style-type: none"> • Entire report range—Displays information based on the set start and end time, but it does not display information for specific intervals within the report period. • Thirty (30) minutes—Displays information for 30 minute intervals within the report period. The first interval begins at the report start time, the next interval begins 30 minutes after the report start time, and so on. • Sixty (60) minutes—Displays information for 60 minute intervals within the report period. The first interval begins at the report start time, the next interval begins 60 minutes after the report start time, and so on. <p>Note If you choose either “Thirty (30) minutes” or “Sixty (60) minutes” option, the report may take more time to display results compared to the “Entire report range” option. To reduce processing time, generate the report for a shorter query interval.</p>
CSQ Names	Displays information for the specified CSQs.

Grouping Criteria

Data is grouped by the following field:

Field	Result
Skills	Sorts data by skills.

Contact Service Queue Activity by CSQ Report

The Contact Service Queue Activity by CSQ Report presents information about service levels, and the number and percentage of calls presented, handled, abandoned, and dequeued. It presents information for each 30 or 60 minute interval within the report period.

**Note**

If agents are already receiving calls from a Contact Service Queue (CSQ) and you change the skill level of the CSQ, then the report displays one record with the old CSQ ID and another record with the new CSQ ID for the same CSQ.

Charts

The following charts are available:

Chart name	Description
Calls Handled, Abandoned, and Dequeued by CSQ	Displays the number of calls handled, abandoned, and dequeued for a CSQ.
Total Calls That Met Service Level by CSQ	Displays the number of calls handled and calls handled within the time entered in the Service Level field for a CSQ. The Service Level field is set by the administrator.

Fields

The report includes a table that displays the following information:

Field	Description
CSQ Name	CSQ to which the call is queued.
CSQ ID	Unique ID of the CSQ.
Call Skills	Skills that are associated with the CSQ to which the call is routed.
Interval Start Time	Start date and time of each 30 or 60 minute interval or the start date and time for the report range.
Interval End Time	End date and time of each 30 or 60 minute interval or the end date and time for the report range.
Service Level (sec)	Value that was entered in the Service Level field when the CSQ was set up in Unified CCX Administration. If the service level changes during the report period, the report shows the old and new service level values.
Calls Handled < Service Level	Calls that are handled within the time shown in the Service Level field. A call is handled when an agent picks up the call. Summary info —Sum of values in this column.
Calls Abandoned < Service Level	Calls that are abandoned within the time shown in the Service Level field. A call is abandoned if the call disconnects before connecting to an agent. Summary info —Sum of values in this column.

Field	Description
Percentage of Service Level Met—Only Handled	<p>Percentage of handled calls that were handled within the time shown in the Service Level field. This value is calculated as follows:</p> $\left(\frac{\text{Number of calls handled within service level}}{\text{Number of calls handled}} \right) \times 100\%$ <p>Summary info—Overall percentage of handled calls that met the handled service level.</p>
Percentage of Service Level Met—With No Abandoned Calls	<p>Percentage of presented calls, not counting abandoned calls, handled within the time shown in the Service Level field. This value is calculated as follows:</p> $\left(\frac{\text{Number of calls handled within the service level}}{\text{Number of calls presented} - \text{Number of calls abandoned within the service level}} \right) \times 100\%$ <p>Summary info—Overall percentage of presented calls that met the handle service level (excluding the calls that met the abandoned service level).</p>
Percentage of Service Level Met—With Abandoned Calls Counted Positively	<p>Percentage of presented calls that are handled or abandoned within the time shown in the Service Level field. For this value, calls abandoned within the time shown in the Service Level field are considered to have met that service level. This value is calculated as follows:</p> $\left(\frac{[\text{Number of calls handled within the service level} + \text{Number of calls abandoned within the service level}]}{\text{Number of calls presented}} \right) \times 100\%$ <p>Summary info—Overall percentage of presented calls that met either the handled or the abandoned service level.</p>
Percentage of Service Level Met—With Abandoned Calls Counted Negatively	<p>Percentage of presented calls that are handled within the time shown in the Service Level field. For this value, calls abandoned within the time shown in the Service Level field have not met that service level. This value is calculated as follows:</p> $\left(\frac{\text{Number of calls handled within the service level}}{\text{Number of calls presented}} \right) \times 100\%$ <p>Summary info—Overall percentage of presented calls that met the handled service level.</p>
Calls Presented	<p>Calls routed to the CSQ regardless of whether an agent picked up the call.</p> <p>Summary info—Sum of values in this column.</p>
Calls Handled—Handled	<p>Number of calls that are handled by the CSQ.</p> <p>Summary info—Sum of values in this column.</p>
Calls Handled—%	<p>Percentage of calls that were handled by the CSQ. The percentage is calculated as follows:</p> $\left(\frac{\text{Number of calls handled}}{\text{Number of calls presented}} \right) \times 100\%$ <p>Summary info—Overall percentage.</p>

Field	Description
Calls Abandoned—Abandoned	Number of calls that were routed to the CSQ and were abandoned. Summary info —Sum of values in this column.
Calls Abandoned—%	Percentage of calls that were routed to the CSQ and were abandoned. The percentage is calculated as follows: (Number of calls abandoned / Number of calls presented) x 100% Summary info —Overall percentage.
Calls Dequeued—Dequeued	Number of calls that were dequeued. Summary info —Sum of values in this column.
Calls Dequeued—%	Percentage of calls that were dequeued. The percentage is calculated as follows: (Number of calls dequeued / Number of calls presented) x 100% Summary info —Overall percentage.

Filter Criteria

You can filter using any one of the following parameters:

Filter parameter	Result
Interval Length	<p>The following options are available:</p> <ul style="list-style-type: none"> • Entire report range—Displays information based on the set start and end time, but it does not display information for specific intervals within the report period. • Thirty (30) minutes—Displays information for 30 minute intervals within the report period. The first interval begins at the report start time, the next interval begins 30 minutes after the report start time, and so on. • Sixty (60) minutes—Displays information for 60 minute intervals within the report period. The first interval begins at the report start time, the next interval begins 60 minutes after the report start time, and so on. <p>Note If you choose either “Thirty (30) minutes” or “Sixty (60) minutes” option, the report may take more time to display results compared to the “Entire report range” option. To reduce processing time, generate the report for a shorter query interval.</p>
CSQ Names	Displays information for the specified CSQs.

Grouping Criteria

None

Contact Service Queue Activity by Window Duration

The Contact Service Queue Activity by Window Duration presents information about service levels, and the number and percentage of calls that are presented, handled, abandoned, and dequeued. It presents information for each 15 or 30 or 60 minute interval within the report period. This report can be filtered for specific window duration for a single day or multiple days. Unlike other reports, the time part of interval filter will be considered as window duration in this report.

Charts

The following charts are available:

Chart name	Description
Calls Handled, Abandoned and Presented by Interval	Displays the number of calls that are handled, abandoned, and presented for a Contact Service Queue (CSQ).
Total Calls that met Service Level	Displays the number of handled calls that are handled within the time that is entered in the Service Level field for a CSQ. Service Level is set by the administrator.

Fields

The report includes a table that displays the following information:

Field	Description
CSQ Name	CSQ to which the call is queued.
Date	Datewise grouping for corresponding intervals.
Interval Start Time	Start date and time of each 15 or 30 or 60 minute interval or the start date and time for the report range.
Interval End Time	End date and time of each 15 or 30 or 60 minute interval or the end date and time for the report range.
Calls Presented	Calls that are routed to the CSQ, regardless of whether an agent picked up the call. Summary info -Sum of values in this field.
Calls Handled-Handled	Number of calls that were handled by the CSQ. Summary info -Sum of values in this field.

Field	Description
Calls Handled < Service Level	Calls that are handled within the time shown in the Service Level field. A call is handled when an agent picks up the call. Summary info -Sum of values in this column.
Service Level (sec)	Value that was entered in the Service Level field when the CSQ was set up in Unified CCX Administration. If the service level changes during the report period, the report shows the old and new service level values.
Calls Abandoned-Abandoned	Number of calls that were routed to the CSQ and were abandoned. Summary info -Sum of values in this field.
Calls Abandoned < Service Level	Calls that are abandoned within the time shown in the Service Level field. A call is abandoned if the call disconnects before connecting to an agent. Summary info -Sum of values in this column.
Abandoned Rate-%	Percentage of calls that were routed to the CSQ and were abandoned. The percentage is calculated as follows: (Number of calls abandoned / Number of calls presented) x 100% Summary info -Overall percentage.

Filter Criteria

You can filter using any one of the following parameters:

Filter parameter	Result
Interval Length	<p>The following options are available:</p> <ul style="list-style-type: none"> • Entire report range -Displays information based on the set start and end time, but it does not display information for specific intervals within the report period. • Fifteen (15) minutes -Displays information for 15 minute intervals within the report period. The first interval begins at the report start time, the next interval begins 15 minutes after the report start time, and so on. • Thirty (30) minutes -Displays information for 30 minute intervals within the report period. The first interval begins at the report start time, the next interval begins 30 minutes after the report start time, and so on. • Sixty (60) minutes -Displays information for 60 minute intervals within the report period. The first interval begins at the report start time, the next interval begins 60 minutes after the report start time, and so on. <p>Note If you choose either "Fifteen (15) minutes" or "Thirty (30) minutes" or "Sixty (60) minutes" option, the report may take more time to display results compared to the "Entire report range" option. To reduce processing time, generate the report for a shorter query interval.</p>
Time Zone	Displays list of all time zones. User has to select their respective time zone while generating this report.
CSQ List	Displays information for the specified CSQs.

Grouping criteria

Data is grouped by the following field:

Field	Result
CSQ Name	Sorts data by CSQ name.
Date	Sorts data by Interval Start Time.

Contact Service Queue Activity Report

The Contact Service Queue Activity Report presents a summary of calls that are presented, handled, abandoned, and dequeued from each Contact Service Queue (CSQ). It also shows the calls that are handled by workflows in other CSQs, and average and maximum time information for calls handled, abandoned, and dequeued.

Charts

The following charts are available:

Chart name	Description
Average Handle Time by CSQ	Displays the average handle time for handled calls for a CSQ.
Average Speed of Answer by CSQ	Displays the average speed of answer for handled calls for a CSQ.
Average Time to Abandon by CSQ	Displays the average time calls spent in the queue before being abandoned from a CSQ.
Average Time to Dequeue by CSQ	Displays the average time calls spent in the queue before being dequeued from a CSQ.
Max Queue Time For Call Presented by CSQ	Longest queue time the calls spent in queue for a CSQ.

Fields

The report includes a table that displays the following information:

Field	Description
CSQ Name	CSQ to which the call is queued.
CSQ ID	Unique ID of the CSQ.
Skills	Skills that are associated with the CSQ to which the call is routed.
Calls Presented	Number of calls routed to the CSQ, regardless of whether an agent picked up the call. Summary info —Sum of values in this column.
Avg Queue Time	Average queue time for all calls routed to the CSQ.
Max Queue Time	Longest queue time of any one call that was routed to the CSQ. Summary info —Maximum value in this column.
Calls Handled	Number of calls that are handled by this CSQ. A call is handled if a caller is connected to an agent while queued for this CSQ. Summary info —Sum of values in this column.
Avg Speed of Answer	Average answer speed = Total queue time / Calls handled
Avg Handle Time	Average handle time for all calls that the CSQ handled.

Field	Description
Max Handle Time	Longest handle time of any call that the CSQ handled. Handle time = Talk time + Hold time + Work time Summary info —Maximum value in this column.
Calls Abandoned	Calls that are routed to the CSQ that were not answered by an agent because the caller hung up or was disconnected. Summary info —Sum of values in this column.
Avg Time to Abandon	Average time the calls spent in the queue before being abandoned.
Max Time to Abandon	Longest time any one call spent in the queue before being abandoned. Summary info —Maximum value in this column.
Avg Abandon Per Day	Average abandoned calls in a day = Number of calls abandoned / Number of days
Max Abandon Per Day	Largest number of calls abandoned on a single day. Summary info —Maximum value in this column.
Calls Dequeued	Number of calls that are queued for a CSQ and then dequeued by the Dequeue step in a workflow. Summary info —Sum of values in this column.
Avg Time to Dequeue	Average time the calls spent in the queue before being dequeued.
Max Time to Dequeue	Longest time any one call spent in the queue before being dequeued. Summary info —Maximum value in this column.
Calls Handled by Other	Total of the following calls: <ul style="list-style-type: none"> • Calls that are queued for the CSQ, then dequeued by the Dequeue step in a workflow, then marked as handled by the Set Contact Info step in the workflow. • Calls that are queued for more than one CSQ and then handled by another CSQ. Summary info —Sum of values in this column.

Filter Criteria

You can filter using any one of the following parameters:

Filter parameter	Result
CSQ Names	Displays information for the specified CSQs.

Filter parameter	Result
CSQ Type	<p>Includes these options:</p> <ul style="list-style-type: none"> • Resource Group—Displays information for the CSQs that are configured with the Resource Pool Selection Model set to Resource Group in Unified CCX Administration. • Skill Group—Displays information for the CSQs that are configured with the Resource Pool Selection Model set to Resource Skills in Unified CCX Administration.

Grouping Criteria

Data is grouped by the following fields:

Field	Result
CSQ Name	Sorts data by CSQ name.
CSQ ID	Sorts data by CSQ ID within the CSQ.

Contact Service Queue Activity Report by Interval

The Contact Service Queue Activity Report by Interval presents information about service levels, and the number and percentage of calls that are presented, handled, abandoned, and dequeued. It presents information for each 30 or 60 minute interval within the report period.

Charts

The following charts are available:

Chart name	Description
Calls Handled, Abandoned and Dequeued by Interval	Displays the number of calls that are handled, abandoned, and dequeued for a Contact Service Queue (CSQ).
Total Calls that met Service Level by Interval	Displays the number of handled calls handled and calls that are handled within the time that is entered in the Service Level field for a CSQ. Service Level is set by the administrator.

Fields

The report includes a table that displays the following information:

Field	Description
Interval Start Time	Start date and time of each 30 or 60 minute interval or the start date and time for the report range.
Interval End Time	End date and time of each 30 or 60 minute interval or the end date and time for the report range.
CSQ Name	CSQ to which the call is queued.
Skills	Skills that are associated with the CSQ to which the call is routed.
Service Level (sec)	Value that was entered in the Service Level field when the CSQ was set up in Unified CCX Administration. If the service level changes during the report period, the report shows the old and new service level values.
Calls Handled < Service Level	Calls that are handled within the time shown in the Service Level field. A call is handled when an agent picks up the call. Summary info —Sum of values in this column.
Calls Abandoned < Service Level	Calls that are abandoned within the time shown in the Service Level field. A call is abandoned if the call disconnects before connecting to an agent. Summary info —Sum of values in this column.
Percentage of Service Level Met—Only Handled	Percentage of handled calls that are handled within the time shown in the Service Level field. This value is calculated as follows: $\left(\frac{\text{Number of calls handled within service level}}{\text{Number of calls handled}}\right) \times 100\%$ Summary info —Overall percentage of handled calls that met the handled service level.
Percentage of Service Level Met—With No Abandoned Calls	Percentage of presented calls, not counting abandoned calls, that are handled within the time shown in the Service Level field. This value is calculated as follows: $\left(\frac{\text{Number of calls handled within service level}}{\text{Number of calls presented} - \text{Number of calls abandoned within service level}}\right) \times 100\%$ Summary info —Overall percentage of presented calls that met the handle service level (excluding the calls that met the abandoned service level).
Percentage of Service Level Met—With Abandoned Calls Counted Positively	Percentage of presented calls that are handled or abandoned within the time shown in the Service Level field. For this value, calls that are abandoned within the time shown in the Service Level field have met that service level. This value is calculated as follows: $\left(\frac{[\text{Number of calls handled within service level} + \text{Number of calls abandoned within service level}]}{\text{Number of calls presented}}\right) \times 100\%$ Summary info —Overall percentage of presented calls that met either the handled or the abandoned service level.

Field	Description
Percentage of Service Level Met—With Abandoned Calls Counted Negatively	<p>Percentage of presented calls that are handled within the time shown in the Service Level field. For this value, calls that are abandoned within the time shown in the Service Level field have not met that service level. This value is calculated as follows:</p> $\left(\frac{\text{Number of calls handled within service level}}{\text{Number of calls presented}} \right) \times 100\%$ <p>Summary info—Overall percentage of presented calls that met the handled service level.</p>
Calls Presented	<p>Calls that are routed to the CSQ, regardless of whether an agent picked up the call.</p> <p>Summary info—Sum of values in this field.</p>
Calls Handled—Handled	<p>Number of calls that were handled by the CSQ.</p> <p>Summary info—Sum of values in this field.</p>
Calls Handled—%	<p>Percentage of calls that were handled by the CSQ. The percentage is calculated as follows:</p> $\left(\frac{\text{Number of calls handled}}{\text{Number of calls presented}} \right) \times 100\%$ <p>Summary info—Overall percentage.</p>
Calls Abandoned—Abandoned	<p>Number of calls that were routed to the CSQ and were abandoned.</p> <p>Summary info—Sum of values in this field.</p>
Calls Abandoned—%	<p>Percentage of calls that were routed to the CSQ and were abandoned. The percentage is calculated as follows:</p> $\left(\frac{\text{Number of calls abandoned}}{\text{Number of calls presented}} \right) \times 100\%$ <p>Summary info—Overall percentage.</p>
Calls Dequeued—Dequeued	<p>Number of calls that were dequeued.</p> <p>Summary info—Sum of values in this field.</p>
Calls Dequeued—%	<p>Percentage of calls that were dequeued. The percentage is calculated as follows:</p> $\left(\frac{\text{Number of calls dequeued}}{\text{Number of calls presented}} \right) \times 100\%$ <p>Summary info—Overall percentage.</p>

Filter Criteria

You can filter using any one of the following parameters:

Filter parameter	Result
Interval Length	<p>The following options are available:</p> <ul style="list-style-type: none"> • Entire report range—Displays information based on the set start and end time, but it does not display information for specific intervals within the report period. • Thirty (30) minutes—Displays information for 30 minute intervals within the report period. The first interval begins at the report start time, the next interval begins 30 minutes after the report start time, and so on. • Sixty (60) minutes—Displays information for 60 minute intervals within the report period. The first interval begins at the report start time, the next interval begins 60 minutes after the report start time, and so on. <p>Note If you choose either “Thirty (30) minutes” or “Sixty (60) minutes” option, the report may take more time to display results compared to the “Entire report range” option. To reduce processing time, generate the report for a shorter query interval.</p>
CSQ Names	Displays information for the specified CSQs.

Grouping Criteria

None

Contact Service Queue Call Distribution Summary

The Contact Service Queue Call Distribution Summary report presents the number and percentage of calls that are handled and dequeued in four configurable time intervals.

Charts

The following charts are available:

Chart name	Description
Total Calls Abandoned by Time Interval & CSQ	Displays the total number of calls that are abandoned in each time interval by a Contact Service Queue (CSQ).
Total Calls Handled by Time Interval and CSQ	Displays the number of calls that are handled in each time interval by a CSQ.

Fields

The report includes a table that displays the following information:

Field	Description
CSQ Name	CSQ to which the call is queued.
CSQ ID	Unique ID of the CSQ.
Call Skills	Skills that are associated with the CSQ to which the call is routed.
Calls Handled	Number of calls handled by the CSQ. A call is handled when an agent picks up the call. Summary info —Sum of values in this column.
Total/Percentage Calls Handled With Queue Time—0–15 sec	Number of handled calls with a queue time that is less than or equal to 15 seconds.
Total/Percentage Calls Handled With Queue Time—% 0–15 sec	Percentage of handled calls with a queue time that is less than or equal to 15 seconds.
Total/Percentage Calls Handled With Queue Time—0–30 sec	Number of handled calls with a queue time that is less than or equal to 30 seconds.
Total/Percentage Calls Handled With Queue Time—% 0–30 sec	Percentage of handled calls with a queue time that is less than or equal to 30 seconds.
Total/Percentage Calls Handled With Queue Time—0–45 sec	Number of handled calls with a queue time that is less than or equal to 45 seconds.
Total/Percentage Calls Handled With Queue Time—% 0–45 sec	Percentage of handled calls with a queue time that is less than or equal to 45 seconds.
Total/Percentage Calls Handled With Queue Time—0–60 sec	Number of handled calls with a queue time that is less than or equal to 60 seconds.
Total/Percentage Calls Handled With Queue Time—% 0–60 sec	Percentage of handled calls with a queue time that is less than or equal to 60 seconds.
Calls Abandoned	Calls that are abandoned from the CSQ. A call is abandoned if it was routed to the CSQ, but was not answered by an agent because the caller hung up or was disconnected. Summary info —Sum of values in this column.
Total/Percentage Calls Abandoned With Queue Time—0–15 sec	Number of abandoned calls with a queue time that is less than or equal to 15 seconds.
Total/Percentage Calls Abandoned With Queue Time—% 0–15 sec	Percentage of abandoned calls with a queue time that is less than or equal to 15 seconds.

Field	Description
Total/Percentage Calls Abandoned With Queue Time—0–30 sec	Number of abandoned calls with a queue time that is less than or equal to 30 seconds.
Total/Percentage Calls Abandoned With Queue Time—% 0–30 sec	Percentage of abandoned calls with a queue time that is less than or equal to 30 seconds.
Total/Percentage Calls Abandoned With Queue Time—0–45 sec	Number of abandoned calls with a queue time that is less than or equal to 45 seconds.
Total/Percentage Calls Abandoned With Queue Time—% 0–45 sec	Percentage of abandoned calls with a queue time that is less than or equal to 45 seconds.
Total/Percentage Calls Abandoned With Queue Time—0–60 sec	Number of abandoned calls with a queue time that is less than or equal to 60 seconds.
Total/Percentage Calls Abandoned With Queue Time—% 0–60 sec	Percentage of abandoned calls with a queue time that is less than or equal to 60 seconds.

Filter Criteria

You can filter using any one of the following parameters:

Filter parameter	Result
CSQ Names	Displays information for the specified CSQs.
Time Interval In Seconds	Specify the number of seconds. The default value is 15 seconds.

Grouping Criteria

None

Contact Service Queue Priority Summary

The Contact Service Queue Priority Summary report presents the number of calls that are routed to each Contact Service Queue (CSQ). It also presents the number of calls and the average calls per day by priority that are routed to each CSQ.

Charts

The following chart is available:

Chart name	Description
Total Calls Presented by CSQ and Call Priority	Displays the number of calls that are routed for each call priority in a CSQ.

Fields

The report includes a table that displays the following information:



Note

If the call priority is N/A, then the call was abandoned before a priority is assigned.

Field	Description
CSQ Name	CSQ to which the call is queued.
CSQ ID	Unique ID of the CSQ.
Call Skills	Skills that are associated with the CSQ to which the call is routed.
Total Calls Presented	Calls that are presented to the CSQ, whether or not an agent picked up the call. Summary info —Sum of values in this column.
Priority 1 (Low)—Total	Number of calls that are routed by this priority in a day to each CSQ. Summary info —Sum of values in this column.
Priority 1 (Low)—Avg	Average number of calls that are routed by this priority in a day to each CSQ.
Priority 2—Total	Number of calls that are routed by this priority in a day to each CSQ. Summary info —Sum of values in this column.
Priority 2—Avg	Average number of calls that are routed by this priority in a day to each CSQ.
Priority 3—Total	Number of calls that are routed by this priority in a day to each CSQ. Summary info —Sum of values in this column.
Priority 3—Avg	Average number of calls that are routed by this priority in a day to each CSQ.
Priority 4—Total	Number of calls that are routed by this priority in a day to each CSQ. Summary info —Sum of values in this column.

Field	Description
Priority 4—Avg	Average number of calls that are routed by this priority in a day to each CSQ.
Priority 5—Total	Number of calls that are routed by this priority in a day to each CSQ. Summary info —Sum of values in this column.
Priority 5—Avg	Average number of calls that are routed by this priority in a day to each CSQ.
Priority 6—Total	Number of calls that are routed by this priority in a day to each CSQ. Summary info —Sum of values in this column.
Priority 6—Avg	Average number of calls that are routed by this priority in a day to each CSQ.
Priority 7—Total	Number of calls that are routed by this priority in a day to each CSQ. Summary info —Sum of values in this column.
Priority 7—Avg	Average number of calls that are routed by this priority in a day to each CSQ.
Priority 8—Total	Number of calls that are routed by this priority in a day to each CSQ. Summary info —Sum of values in this column.
Priority 8—Avg	Average number of calls that are routed by this priority in a day to each CSQ.
Priority 9—Total	Number of calls that are routed by this priority in a day to each CSQ. Summary info —Sum of values in this column.
Priority 9—Avg	Average number of calls that are routed by this priority in a day to each CSQ.
Priority 10 (High)—Total	Number of calls that are routed by this priority in a day to each CSQ. Summary info —Sum of values in this column.
Priority 10 (High)—Avg	Average number of calls that are routed by this priority in a day to each CSQ.

Filter Criteria

You can filter using the following parameter:

Filter parameter	Result
Contact Service Queue Name	Displays information for the specified CSQs.

Grouping Criteria

Data is grouped by the following field:

Field	Result
CSQ Name	Sorts data by CSQ name.
CSQ ID	Sorts data by CSQ ID within the CSQ.

Contact Service Queue Service Level Priority Summary Report

The Contact Service Queue Service Level Priority Summary Report presents information about the number and percentage of calls that are handled within the service level, and the number and percentage of calls that are handled within the service level for each call priority for a Contact Service Queue (CSQ).

Charts

The following charts are available:

Chart name	Description
Percentage of Calls That Met Service Level	Displays the percentage of calls that are handled within the time entered in the Service Level field for a CSQ.
Total Calls That Met Service Level	Displays the number of calls that are handled within the time entered in the Service Level field for a CSQ.

Fields

The report includes a table that displays the following information:



Note

If the call priority is N/A, then the call was abandoned before a priority is assigned.

Field	Description
CSQ Name	CSQ to which the call is queued.
CSQ ID	Unique ID of the CSQ.
Call Skills	Skills that are associated with the CSQ to which the call is routed.

Field	Description
Service Level (sec)	Value that was entered in the Service Level field when the CSQ was set up in Unified CCX Administration. If the service level changes during the report period, the report shows the old and new service level values.
Calls Presented	Calls that are routed to the CSQ, regardless of whether an agent picked up the call.
Total Service Level Met	Calls that are answered within the time set in the Service Level field in Unified CCX Administration.
% Service Level Met	$(\text{Calls handled within service level} / \text{Calls presented}) \times 100\%$
Number and % Of Calls Met SL For Each Call Priority—Priority 1 (Low)	Number of calls with this call priority that are answered within the service level time.
Number and % Of Calls Met SL For Each Call Priority—% Priority 1	Percentage of calls with this call priority that are answered within the service level time.
Number and % Of Calls Met SL For Each Call Priority—Priority 2	Number of calls with this call priority that are answered within the service level time.
Number and % Of Calls Met SL For Each Call Priority—% Priority 2	Percentage of calls with this call priority that are answered within the service level time.
Number and % Of Calls Met SL For Each Call Priority—Priority 3	Number of calls with this call priority that are answered within the service level time.
Number and % Of Calls Met SL For Each Call Priority—% Priority 3	Percentage of calls with this call priority that are answered within the service level time.
Number and % Of Calls Met SL For Each Call Priority—Priority 4	Number of calls with this call priority that are answered within the service level time.
Number and % Of Calls Met SL For Each Call Priority—% Priority 4	Percentage of calls with this call priority that are answered within the service level time.
Number and % Of Calls Met SL For Each Call Priority—Priority 5	Number of calls with this call priority that are answered within the service level time.

Field	Description
Number and % Of Calls Met SL For Each Call Priority—% Priority 5	Percentage of calls with this call priority that are answered within the service level time.
Number and % Of Calls Met SL For Each Call Priority—Priority 6	Number of calls with this call priority that are answered within the service level time.
Number and % Of Calls Met SL For Each Call Priority—% Priority 6	Percentage of calls with this call priority that are answered within the service level time.
Number and % Of Calls Met SL For Each Call Priority—Priority 7	Number of calls with this call priority that are answered within the service level time.
Number and % Of Calls Met SL For Each Call Priority—% Priority 7	Percentage of calls with this call priority that are answered within the service level time.
Number and % Of Calls Met SL For Each Call Priority—Priority 8	Number of calls with this call priority that are answered within the service level time.
Number and % Of Calls Met SL For Each Call Priority—% Priority 8	Percentage of calls with this call priority that are answered within the service level time.
Number and % Of Calls Met SL For Each Call Priority—Priority 9	Number of calls with this call priority that are answered within the service level time.
Number and % Of Calls Met SL For Each Call Priority—% Priority 9	Percentage of calls with this call priority that are answered within the service level time.
Number and % Of Calls Met SL For Each Call Priority—Priority 10 (High)	Number of calls with this call priority that are answered within the service level time.
Number and % Of Calls Met SL For Each Call Priority—% Priority 10	Percentage of calls with this call priority that are answered within the service level time.

Filter Criteria

You can filter using the following parameter:

Filter parameter	Result
Contact Service Queue Name	Displays information for the specified CSQs.

Grouping Criteria

None

CSQ Agent Summary Report

The CSQ Agent Summary Report presents information about calls that are handled in each Contact Service Queue (CSQ) for each agent. An agent can handle calls for multiple CSQs. This report includes the average and total talk time for handled calls, average and total work time after calls, total ring time of calls routed, number of calls put on hold, average and total hold time for calls put on hold, and number of unanswered calls.

Charts

The following chart is available:

Chart name	Description
Calls Handled by CSQ and Agent	Displays the number of calls that are handled by agents for a CSQ.

Fields

The report includes a table that shows the following information:

Field	Description
CSQ Name	CSQ to which the call is queued.
CSQ ID	Unique ID of the CSQ.
Agent Name	First and last name of the agent who handled calls for this CSQ.
Extension	Unified CCX extension that Unified Communications Manager assigned to the agent.
Calls Handled	Calls that are queued for this CSQ and answered by this agent during the report period.
Talk Time—Avg	Average talk time for all calls that the agent handled for this CSQ. Talk time is the elapsed time between the time that an agent answers 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

Field	Description
Talk Time—Total	Total talk time for all calls that the agent handled for this CSQ.
Work Time—Avg	Average time that an agent spent in Work state after calls. Average work time = Total work time / Number of handled calls
Work Time—Total	Total time that an agent spent in Work state after receiving calls.
Total Ring Time	Elapsed time between the time that a call rang and the time the call was answered by an agent, routed to another agent, or disconnected. This field is blank if the call was not routed to an agent.
Calls On Hold	Calls that the agent put on hold.
Hold Time—Avg	Average hold time for calls that the agent put on hold. Not applicable to non-Unified CCX calls. Average hold time = Total hold time / Number of calls put on hold.
Hold Time—Total	Total time that the call is on hold. Not applicable to non-Unified CCX calls.
Ring No Answer	Calls that were routed to the agent and the agent did not answer.

Filter Criteria

You can filter using the following parameter:

Filter parameter	Result
CSQ Names	Displays information for the specified CSQs.

Grouping Criteria

None

CSQ All Fields Report

The CSQ All Fields Report presents the CSQ related data such as call statistics, Service Level and key fields like Average Queue Time, Average Speed of Answer, Calls Handled and Calls Abandoned under Service Level. This report combines the fields of all CSQ related reports.

Charts

The following charts are available:

Chart name	Description
CSQ All Fields Report - Call Summary Chart	Displays the Calls Presented, Calls Handled, Calls Abandoned and Calls Dequeued Summary.
CSQ All Fields Report - Calls within Service Level	Displays the total calls handled and abandoned within service level.

Fields

The report includes a table that displays the following information:

Field	Description
CSQ Name	CSQ to which the call is queued.
Service Level (sec)	Value that was entered in the Service Level field when the CSQ was set up in Unified CCX Administration. If the service level changes during the report period, the report shows the old and new service level values.
Calls Presented	Calls routed to the CSQ regardless of whether an agent picked up the call.
Calls Handled-Handled	Number of calls that are handled by the CSQ.
Calls Handled-%	Percentage of calls that were handled by the CSQ. The percentage is calculated as follows: $(\text{Number of calls handled}) / (\text{Number of calls presented}) \times 100\%$
Calls Handled-Avg Handle Time	Average handle time for all calls that the CSQ handled. Handle time = Talk time + Hold time + Work time
Calls Handled-Max Handle Time	Longest handle time for any call that the CSQ handled.
Calls Abandoned-Abandoned	Number of calls that were routed to the CSQ and were abandoned.
Calls Abandoned-%	Percentage of calls that were routed to the CSQ and were abandoned. The percentage is calculated as follows: $(\text{Number of calls abandoned} / \text{Number of calls presented}) \times 100\%$
Calls Abandoned-Avg Abandoned Time	Average time that the calls spent in the queue before being abandoned.
Calls Abandoned-Max Abandoned Time	Maximum time a call spent in the queue before being abandoned.
Calls Dequeued-Dequeued	Number of calls that were dequeued.

Field	Description
Calls Dequeued-%	Percentage of calls that were dequeued. The percentage is calculated as follows: (Number of calls dequeued / Number of calls presented) x 100%
Calls Dequeued-Avg Dequeued Time	Average time that the calls spent in the queue before being dequeued.
Calls Dequeued-Max Dequeued Time	Maximum time a call spent in the queue before being dequeued.
Avg Speed of Answer	Average answer speed = Total queue time / Calls handled
Calls Handled < Service Level	Calls that are handled within the time shown in the Service Level field. A call is handled when an agent picks up the call.
Calls Abandoned < Service Level	Calls that are abandoned within the time shown in the Service Level field. A call is abandoned if the call disconnects before connecting to an agent.
Avg Abandon Per Day	Average abandoned calls in a day = Number of calls abandoned / Number of days
Max Abandon Per Day	Largest number of calls abandoned on a single day.
Calls Handled by Other	Total of the following calls: <ul style="list-style-type: none"> • Calls that are queued for the CSQ, then dequeued by the Dequeue step in a workflow, then marked as handled by the Set Contact Info step in the workflow. • Calls that are queued for more than one CSQ and then handled by another CSQ.
Avg Queue Time	Average queue time for all calls routed to the CSQ.
Max Queue Time	Longest queue time of any one call that was routed to the CSQ.

Filter Criteria

You can filter using any one of the following parameters:

Filter parameter	Result
CSQ Names	Displays information for the specified CSQs.

Grouping criteria

Data is grouped by the following field:

Field	Result
CSQ Name	Sorts data by CSQ name.

Detailed Call by Call CDR Report

The Detailed Call by Call CDR Report presents most of the information that is contained in the Contact Call Detail Record (CCDR), which is stored in the Unified CCX database. This report also includes information from the contact routing and the agent connection detail records. The information in this report is for each leg of a call. (A call transfer or redirect initiates a new leg.)

Charts

The following charts are available:

Chart name	Description
Number of Calls by Contact Disposition	Displays the percentage of calls that were handled, abandoned, aborted, and rejected.
Number of Calls by Originator Type	Displays the percentage of calls that were originated by an agent, a device (for example, a test call), and an unknown origin (for example, calls received through a gateway).

Fields

The report includes a table that displays the following information:

Field	Description
Node ID - Session ID - Sequence No	Node ID is the unique numeric ID, which starts from 1, that the system assigns to each Unified CCX server in the cluster. Session ID is the unique session ID that the system assigns to a call. Session sequence number is the number that the system assigns to each call leg. The session sequence number increases by 1 for each leg of a call. Together, these three values uniquely identify an Automatic Call Distribution (ACD) call that is processed by the system.
Call Start Time	Date and time the call starts.
Call End Time	Date and time the call disconnected, transferred, or redirected.
Contact Type	Contact type of a call.
Contact Disposition	Disposition of a call.
Originator Type	Originator of the call.

Field	Description
Originator ID	Login identification of the agent who originated the call, if Originator Type is 1.
Originator DN	Originator telephone number.
Destination Type	Destination of the call.
Destination ID	Login identification of the agent who received the call, if Destination Type is 1.
Destination DN	Destination telephone number.
Called Number	If the call was a transfer, this field shows the number that the call was transferred to. In other cases, this information is the same as the Original Called Number.
Original Called No.	Number that is originally dialed by the caller—either a route point number or an agent extension.
Application Name	Unified CCX or Unified IP IVR application that is associated with the route point.
Queue Time	Elapsed time between the time a call entered the Contact Service Queue (CSQ) and the time that the call rang. This value is zero for other calls. Summary info —Sum of values in this column.
Talk Time	Elapsed time between the time that an agent answered the call and the time the call was disconnected or transferred, not including hold time. This value is 0 for other calls. Summary info —Sum of values in this column.
Hold Time	Elapsed time between the time that an agent first put the call on hold and the time the agent last took the call off hold, not including talk time. This field is blank for other calls. Summary info —Sum of values in this column.
Work Time	Time that an agent spent in Work state after the call. This field is blank for other calls. Summary info —Sum of values in this column.

Filter Criteria

You can filter using any one of the following parameters:

Filter parameter	Result
Original Called Number	Displays information for the specified original called numbers.
Called Number	Displays information for the specified called numbers.
Calling Number	Displays information for the specified calling numbers. Calling number is the same as Originator DN.
Application Name	Displays information for the specified applications.
Contact Type	Displays information for the specified contact types.
Originator Type	Displays information for the specified originator types.
Destination Type	Displays information for the specified destination types.
Duration Greater Than or Equal to T seconds	Displays calls with a duration greater than or equal to the number of seconds specified by T.
Duration Less Than or Equal to T seconds	Displays calls with a duration less than or equal to the number of seconds specified by T.

Grouping criteria

None

Detailed Call CSQ Agent Report

The Detailed Call CSQ Agent Report presents call information about the Contact Service Queue (CSQ) that a call was routed to and the agent that handled the call.

Charts

The following chart is available:

Chart name	Description
Total Calls by Called Number	Displays the number of calls to a called number.

Fields

The report includes a table that displays the following information:

Field	Description
Node ID - Session ID - Sequence No	<p>Node ID is the unique numeric ID, which starts from 1, that the system assigns to each Unified CCX server in the cluster.</p> <p>Session ID is the unique session ID that the system assigns to a call.</p> <p>Session sequence number is the number that the system assigns to each call leg. The session sequence number increases by 1 for each leg of a call.</p> <p>Together, these three values uniquely identify an Automatic Call Distribution (ACD) call that is processed by the system.</p>
Start Time	Date and time the call starts.
End Time	Date and time the call disconnected, transferred, or redirected.
Contact Disposition	Disposition of the call.
Originator DN (Calling Number)	<p>The originator directory number. This number is the same as the calling number. Originator Type can be agent, device, or unknown.</p> <ul style="list-style-type: none"> • If Originator Type is agent, this field shows the Unified CCX extension of the agent. If the call is attended at the non-IPCC extension, then the non-IPCC extension is displayed. If the call is made from a non-IPCC extension, then the non-IPCC extension is displayed. • If Originator Type is device, this field shows the CTI port number. • If Originator Type is unknown (through a gateway or an unmonitored device), this field shows the telephone number of the caller.
Destination (DN)	<p>The destination directory number. Destination Type can be agent, device, or unknown.</p> <ul style="list-style-type: none"> • If Destination Type is agent, this field shows the Unified CCX extension of the agent. • If destination type is device, this field shows the CTI port number. • If destination type is unknown (through a gateway or an unmonitored device), this field shows the telephone number called.
Called Number	Number that is originally dialed by the caller. If the call is a transfer, then the number that the call is transferred to is displayed.
Application Name	Unified CCX or Unified IP IVR application that is associated with the route point.
CSQ Names	Name or names of the CSQ or queues for which the call was queued. This field displays up to five CSQs separated by commas. The CSQ that handled the call is marked with an asterisk (*) and appears at the beginning of the list. This field is blank if the call is not queued for any CSQ.

Field	Description
Queue Time	Elapsed time between the time a call entered the Contact Service Queue (CSQ) and the time that the call rang. Summary info —Sum of values in this column.
Agent Name	First name and last name of the agent.
Ring Time	Elapsed time between the time that a call rang and the time that the call was answered by an agent, routed to another agent, or disconnected. This field is blank if the call was not routed to an agent. Summary info —Sum of values in this column.
Talk Time	Time that the agent spent in Talking state. Summary info —Sum of values in this column.
Work Time	Time that the agent spent in Work state. Summary info —Sum of values in this column.

Filter Criteria

You can filter using any one of the following parameters:

Filter parameter	Result
Called Number	Displays information for the specified original called numbers.
Calling Number	Displays information for the specified calling numbers. Calling number is the same as Originator DN.
Application Name	Displays information for the specified applications.
Contact Type	Displays information for the specified contact types.
Originator Type	Displays information for the specified originator types.
Destination Type	Displays information for the specified destination types.
Agent Name	Displays information for the specified agents.
CSQ Name	Displays information for the specified CSQs.
Duration Greater Than or Equal to T seconds	Displays calls with a duration that is greater than or equal to the number of seconds specified by T.
Duration Less Than or Equal to T seconds	Displays calls with a duration that is less than or equal to the number of seconds specified by T.

Grouping Criteria

None

Priority Summary Activity Report

The Priority Summary Activity Report presents call information for each call priority.

Charts

The following chart is available:

Chart name	Description
Total Calls by Call Priority	For each priority level that is assigned, the percentage of calls that received that priority is displayed.

Fields

The report includes a table that displays the following information:

**Note**

If there is more than one call priority the data will be repeated for all the call priorities.

Field	Description
Call Priority	Final priority that the Unified CCX workflow assigns to the call when the call is received.
Total Calls	Number of calls that are assigned a particular priority level as their final priority level.
Avg Calls (per day)	Daily average number of calls that received a particular priority level as their final priority level.
Total Multi Priority Calls	Calls that ended with a different priority level than the priority that was assigned when the call was received.
Avg Priority Changes	Average number of calls per day that ended with a different priority level than the priority that was assigned when the call was received.
Max Priority Changes	Maximum difference between a priority level assigned to a call when it was received and the priority level set when the call ended.
Avg Multi Priority Calls	Average difference between a priority level assigned to a call when it was received and the priority level set when the call ended.

Filter Criteria

You can filter using the following parameter:

Filter parameter	Result
Priority List	Displays information for the calls assigned their final priority level. Priority levels range from 1 (lowest) to 10 (highest).

Grouping Criteria

None

Reason Code Report by Agent Grouping

The Reason Code Report by Agent Grouping presents the time that each agent spent logged in. It shows the time that the agents spent in Not Ready state by Reason Code (RC). Please note that the logged in time will be same if the agent spent time in more than one reason code for the same interval.

This report can show information for each 30 or 60 minute interval within the report period.

Charts

The following chart is available:

Chart name	Description
Reason Code Report - Agent Grouping Chart	Displays the time agent spent in Not Ready state by reason code.

Fields

The report includes a table that displays the following information:

Field	Description
Agent Name	First name and last name of the agent.
Agent ID	Login ID of the agent.
Extension	Last active Unified CCX extension that Unified Communications Manager assigned to the agent.
Interval Start Time	Start date and time of each 30 or 60 minute interval or the start date and time for the report range.
Interval End Time	End date and time of each 30 or 60 minute interval or the end date and time for the report range.
Total Logged-in	Total time that the agent is logged in to Unified CCX.

Field	Description
Reason Code	Reason code selected by the agent when switching to Not Ready State.
Duration	Total time that an agent spent in Not Ready state for the corresponding reason code. Summary info- Sum of values in this column.

Filter Criteria

You can filter using any one of the following parameters:

Filter parameter	Result
Interval Length	<p>The following options are available:</p> <ul style="list-style-type: none"> • Entire report range -Displays information based on the set start and end time, but it does not display information for specific intervals within the report period. • Thirty (30) minutes -Displays information for 30 minute intervals within the report period. The first interval begins at the report start time, the next interval begins 30 minutes after the report start time, and so on. • Sixty (60) minutes -Displays information for 60 minute intervals within the report period. The first interval begins at the report start time, the next interval begins 60 minutes after the report start time, and so on. <p>Note If you choose either "Thirty (30) minutes" or "Sixty (60) minutes" option, the report may take more time to display results compared to the "Entire report range" option. To reduce processing time, generate the report for a shorter query interval.</p>
Resource Group Names	Displays information for agents who belong to the specified resource groups.
Agent List	Displays information for the specified agents.
Skill Names	Displays information for agents who possess the specified skills.
Team Names	Displays information for agents who belong to the specified teams.
Reason Codes	Displays list of reason codes including pre-defined reason codes.

Grouping criteria

Data is grouped by the following field:

Field	Result
Agent Name	Sorts data by agent name.

Predefined Reason Codes

Reason Code	State	Event	Event Description
22	Logout	SUP_AGT_TO_LOGOUT	Supervisor changes an agent's state to Logout.
33	Ready/ Not Ready	SUP_AGT_TO_READY/ SUP_AGT_TO_NOT READY	Supervisor changes an agent's state to either Ready or Not Ready.
32748	Logout	AGENT_DELETED	Agent is logged out from Unified CCX as the agent is deleted from Unified Communications Manager. This event is triggered when Unified CCX synchronizes the agent information with Unified Communications Manager.
32749	Not Ready	CANCEL_FEATURE	Agent's state changes from Talking to Not Ready because the Cancel feature is triggered during an Interactive Call Distribution (ICD) consult call between two agents. When the consulting agent presses the Cancel softkey on the phone, the consulted agent is no longer associated with the ICD call, and the consulted agent's state changes to Not Ready. This feature is available only on some of the newer phones.
32750	Logout	AGT_IPCC_EXT_ CHANGED	Agent is logged out from Unified CCX because the agent's Unified CCX extension changes in Unified Communications Manager.
32751	Ready	AGENT_SKIPS	Agent receives a preview outbound call and skips the call.
32752	Ready	CANCEL_RESERVATION	Agent receives a preview outbound call, decides to cancel the reservation, and presses the Cancel Reservation button on the desktop.

Reason Code	State	Event	Event Description
32753	Not Ready	LINE_RESTRICTED	<p>Agent's phone line is flagged as a restricted device by the administrator of Unified Communications Manager.</p> <p>Attention If an agent's line is added to the restricted list, it affects the function of RmCm subsystem.</p> <p>If Allow Control of Device from CTI is not checked in the Default Device Profile Configuration window in Unified Communications Manager, the line remains restricted and cannot be controlled. You can modify this setting for devices that register with Unified Communications Manager. See the <i>Cisco Unified Communications Manager Administration Guide</i>, located at: http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_maintenance_guides_list.html.</p>
32754	Not Ready	DEVICE_RESTRICTED	<p>Agent's device is flagged as a restricted device by the administrator of Unified Communications Manager.</p> <p>Attention If an agent's device is added to the Restricted list, it affects the function of RmCm subsystem.</p> <p>If Allow Control of Device from CTI is not checked in the Default Device Profile Configuration window in Unified Communications Manager, the device remains restricted and cannot be controlled. You can modify this setting for devices that register with Unified Communications Manager. See the <i>Cisco Unified Communications Manager Administration Guide</i>, located at: http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_maintenance_guides_list.html.</p>
32755	Not Ready	CALL_ENDED	<p>Agent moves to Not Ready state after handling a Unified CCX call. This event occurs in the following cases:</p> <ul style="list-style-type: none"> • Agent 1 is in Not Ready state and gets a consult call from Agent 2. After handling the call, Agent 1 moves back to Not Ready state. • The Automatic Available option is disabled for the agent. After handling a call, agent moves to Not Ready state.
32756	Not Ready	PHONE_UP	Agent's phone becomes active after it was in Phone Down state.
32757	Not Ready	CM_FAILOVER	Unified Communications Manager fails over, and the agent is moved to Not Ready state.
32758	Not Ready	WORK_TIMER_EXP	Agent's state changes from Work to Not Ready. This change occurs if the Work state for that agent's CSQ is associated with an expired wrap-up timer.

Reason Code	State	Event	Event Description
32759	Not Ready	PHONE_DOWN	Agent's phone stops functioning and the agent is placed in the Unavailable state.
32760	Not Ready	AGT_LOGON	Agent logs in and is automatically placed in the Not Ready state.
32761	Not Ready	AGT_RCV_NON_ICD	Agent is logged in to the desktop or IP phone and receives a call that is not queued on the Unified CCX platform.
32762	Not Ready	AGT_OFFHOOK	Agent goes off hook to place a call. If the agent enters a reason code, that reason code is displayed. If the agent does not enter a reason code, the system issues this reason code.
32763	Not Ready	AGT_RNA	Agent fails to answer a Unified CCX call within the specified timeout period.
32764	Logout	CRS_FAILURE	Active server becomes the standby server, and the agent loses connection to the Unified CCX platform.
32765	Logout	CONNECTION_DOWN	IP Phone Agent or desktop stops functioning, or connection is disrupted.
32767	Logout	AGT_RELOGIN	Agent is logged in to one device (computer or phone) and tries to log in to a second device.

Reason Code Report - Reason Grouping

The Reason Code Report - Reason Grouping presents the total time that each agent spent in Not Ready State across each of the selected reason codes. This reports also shows the total logged in time of the agents. Please note that if the agents doesn't spent any time on the selected reason code, those agents will be excluded in the report.

This report can show information for each 30 or 60 minute interval within the report period.

Charts

The following chart is available:

Chart name	Description
Reason Code Report - Reason Grouping Chart	Displays the time agent spent in Not Ready state by reason code.

Fields

The report includes a table that displays the following information:

Field	Description
Reason Code	Reason code selected by the agent when switching to Not Ready State.
Interval Start Time	Start date and time of each 30 or 60 minute interval or the start date and time for the report range.
Interval End Time	End date and time of each 30 or 60 minute interval or the end date and time for the report range.
Agent Name	First name and last name of the agent.
Agent ID	Login ID of the agent.
Extension	Last active Unified CCX extension that Unified Communications Manager assigned to the agent.
Total Logged-in	Total time that the agent is logged in to Unified CCX.
Duration	Total time that an agent spent in Not Ready state for the corresponding reason code. Summary info- Sum of values in this column.

Filter Criteria

You can filter using any one of the following parameters:

Filter parameter	Result
Interval Length	<p>The following options are available:</p> <ul style="list-style-type: none"> • Entire report range -Displays information based on the set start and end time, but it does not display information for specific intervals within the report period. • Thirty (30) minutes -Displays information for 30 minute intervals within the report period. The first interval begins at the report start time, the next interval begins 30 minutes after the report start time, and so on. • Sixty (60) minutes -Displays information for 60 minute intervals within the report period. The first interval begins at the report start time, the next interval begins 60 minutes after the report start time, and so on. <p>Note If you choose either "Thirty (30) minutes" or "Sixty (60) minutes" option, the report may take more time to display results compared to the "Entire report range" option. To reduce processing time, generate the report for a shorter query interval.</p>

Filter parameter	Result
Resource Group Name	Displays information for agents who belong to the specified resource groups.
Agent List	Displays information for the specified agents.
Skill Names	Displays information for agents who possess the specified skills.
Team Names	Displays information for agents who belong to the specified teams.
Reason Codes	Displays list of reason codes including pre-defined reason codes.

Grouping criteria

Data is grouped by the following field:

Field	Result
Reason Code	Sorts data by reason code.

Predefined Reason Codes

Reason Code	State	Event	Event Description
22	Logout	SUP_AGT_TO_LOGOUT	Supervisor changes an agent's state to Logout.
33	Ready/ Not Ready	SUP_AGT_TO_READY/ SUP_AGT_TO_NOT READY	Supervisor changes an agent's state to either Ready or Not Ready.
32748	Logout	AGENT_DELETED	Agent is logged out from Unified CCX as the agent is deleted from Unified Communications Manager. This event is triggered when Unified CCX synchronizes the agent information with Unified Communications Manager.
32749	Not Ready	CANCEL_FEATURE	Agent's state changes from Talking to Not Ready because the Cancel feature is triggered during an Interactive Call Distribution (ICD) consult call between two agents. When the consulting agent presses the Cancel softkey on the phone, the consulted agent is no longer associated with the ICD call, and the consulted agent's state changes to Not Ready. This feature is available only on some of the newer phones.
32750	Logout	AGT_IPCC_EXT_ CHANGED	Agent is logged out from Unified CCX because the agent's Unified CCX extension changes in Unified Communications Manager.

Reason Code	State	Event	Event Description
32751	Ready	AGENT_SKIPS	Agent receives a preview outbound call and skips the call.
32752	Ready	CANCEL_RESERVATION	Agent receives a preview outbound call, decides to cancel the reservation, and presses the Cancel Reservation button on the desktop.
32753	Not Ready	LINE_RESTRICTED	<p>Agent's phone line is flagged as a restricted device by the administrator of Unified Communications Manager.</p> <p>Attention If an agent's line is added to the restricted list, it affects the function of RmCm subsystem.</p> <p>If Allow Control of Device from CTI is not checked in the Default Device Profile Configuration window in Unified Communications Manager, the line remains restricted and cannot be controlled. You can modify this setting for devices that register with Unified Communications Manager. See the <i>Cisco Unified Communications Manager Administration Guide</i>, located at: http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_maintenance_guides_list.html.</p>
32754	Not Ready	DEVICE_RESTRICTED	<p>Agent's device is flagged as a restricted device by the administrator of Unified Communications Manager.</p> <p>Attention If an agent's device is added to the Restricted list, it affects the function of RmCm subsystem.</p> <p>If Allow Control of Device from CTI is not checked in the Default Device Profile Configuration window in Unified Communications Manager, the device remains restricted and cannot be controlled. You can modify this setting for devices that register with Unified Communications Manager. See the <i>Cisco Unified Communications Manager Administration Guide</i>, located at: http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_maintenance_guides_list.html.</p>
32755	Not Ready	CALL_ENDED	<p>Agent moves to Not Ready state after handling a Unified CCX call. This event occurs in the following cases:</p> <ul style="list-style-type: none"> • Agent 1 is in Not Ready state and gets a consult call from Agent 2. After handling the call, Agent 1 moves back to Not Ready state. • The Automatic Available option is disabled for the agent. After handling a call, agent moves to Not Ready state.
32756	Not Ready	PHONE_UP	Agent's phone becomes active after it was in Phone Down state.

Reason Code	State	Event	Event Description
32757	Not Ready	CM_FAILOVER	Unified Communications Manager fails over, and the agent is moved to Not Ready state.
32758	Not Ready	WORK_TIMER_EXP	Agent's state changes from Work to Not Ready. This change occurs if the Work state for that agent's CSQ is associated with an expired wrap-up timer.
32759	Not Ready	PHONE_DOWN	Agent's phone stops functioning and the agent is placed in the Unavailable state.
32760	Not Ready	AGT_LOGON	Agent logs in and is automatically placed in the Not Ready state.
32761	Not Ready	AGT_RCV_NON_ICD	Agent is logged in to the desktop or IP phone and receives a call that is not queued on the Unified CCX platform.
32762	Not Ready	AGT_OFFHOOK	Agent goes off hook to place a call. If the agent enters a reason code, that reason code is displayed. If the agent does not enter a reason code, the system issues this reason code.
32763	Not Ready	AGT_RNA	Agent fails to answer a Unified CCX call within the specified timeout period.
32764	Logout	CRS_FAILURE	Active server becomes the standby server, and the agent loses connection to the Unified CCX platform.
32765	Logout	CONNECTION_DOWN	IP Phone Agent or desktop stops functioning, or connection is disrupted.
32767	Logout	AGT_RELOGIN	Agent is logged in to one device (computer or phone) and tries to log in to a second device.

Traffic Analysis Report

The Traffic Analysis Report presents information about incoming calls to the Unified CCX system. The information is provided for each day in the report range and includes information about the peak hour of the day.

Charts

The following charts are available:

Chart name	Description
Average Call Duration by Date	Displays the average length of calls for a day.

Chart name	Description
Peak Calls by Date	Displays the number of calls that are received in the peak hour for a day.
Total Incoming Calls by Date	Displays the total number of calls that are received by the Unified CCX system for a day.

Fields

The report includes a table that displays the following information:

Field	Description
Date	Date for which information is provided.
Total Incoming Calls	Total number of calls that are received by the Cisco Unified CCX system for the day. Summary info —Sum of values in this column.
Avg Calls (per hour)	Average number of calls that are received during each hour for the day. Summary info —Maximum value in this column.
Peak Calls (by hour)	Number of calls that are received during the peak hour. Summary info —Maximum value in this column.
Peak Hour—Start	Start time of the hour in a day during which the largest number of calls were received.
Peak Hour—End	End time of the hour in a day during which the largest number of calls were received.
Call Duration—Avg	Average call length for the day. Summary info —Maximum value in this column.
Call Duration—Min	Length of the shortest call for the day. Summary info —Minimum value in this column.
Call Duration—Max	Length of the longest call for the day. Summary info —Maximum value in this column.

Filter Criteria

You can filter using the following parameter:

Filter Parameter	Result
Time Offset	Displays the list of time zones. Select the one matching your timezone. If multiple values are selected, the first one takes effect.

Grouping Criteria

None

Outbound Reports

Agent Outbound Campaign Summary Report

The Agent Outbound Campaign Summary Report provides call statistics for agent-based progressive and predictive outbound campaigns.



Note

The report displays data only for the campaigns for which at least one contact is dialed out in the selected time range.

Charts

None

Fields

The report includes a table that displays the following information:

Field	Description
Campaign	Name of the agent outbound campaign.
Contacts—Total	<p>Total number of contacts that are imported for the campaign. The number of contacts include all the contacts that were imported at the time the report is generated and is independent of the end date that you choose when you generated the report.</p> <p>Contacts—Total = Imported contacts in the campaign that are yet to be dialed out (including the contacts that are marked for retry or callback) + Contacts that are deleted from the start date + Contacts that are closed by the system from the day before the start date (either the contacts are dialed out successfully or the maximum number of attempts are made to dial the contact).</p> <p>Summary info—Sum of the records in this column.</p>

Field	Description
Contacts—Attempted	Number of attempted outbound contacts. Summary info —Sum of the records in this column.
Contacts—Remaining	Number of contacts that are yet to be dialed out including the contacts that are marked for retry, callback, and the contacts that will never be dialed out as they are deleted from the campaign after importing. The contacts include data till the time the report is generated and is independent of the end date that is chosen while generating the report. If there are no contacts that are to be retried or called back, then Total contacts = Attempted contacts + Remaining contacts. Summary info —Sum of the records in this column.
Contacts—% Attempted	Percentage of attempted outbound calls. $\text{Attempted \%} = (\text{Attempted} / \text{Total Contacts}) * 100$ Summary info —Overall attempted percentage.
Calls—Voice	Number of outbound calls that are detected as live voice and connected to the IVR trigger. Summary info —Sum of the records in this column.
Calls—Answering Machine	Number of outbound calls that reach an answering machine. Summary info —Sum of the records in this column.
Calls—Invalid	Number of outbound calls that reach an invalid number. Summary info —Sum of the records in this column.
Calls—Fax/Modem	Number of outbound calls that reach a fax or modem. Summary info —Sum of the records in this column.
Calls—No Answer	Number of outbound calls that are not answered. Summary info —Sum of the records in this column.
Calls—Busy	Number of outbound calls that receive a busy signal. Summary info —Sum of the records in this column.
Calls—Failed	Number of outbound calls that failed. Summary info —Sum of the records in this column.
Calls—Customer/Agent Abandoned	Number of outbound calls that are considered abandoned, since the call was disconnected either by the customer or agent within the Abandoned Call Wait Time that is configured in the Unified CCX Application Administration web interface. Summary info —Sum of the records in this column.

Field	Description
Calls—System Abandoned	Number of outbound calls that are abandoned by the system. Summary info —Sum of the records in this column.
Calls—Requested Callback	Number of calls that are marked for callback. Note A call that is accepted by the agent, marked for callback, later routed to and accepted by another agent (at the callback time), and again marked for callback is counted twice toward the number of callback calls. Summary info —Sum of the records in this column.
Talk Time—Avg	Average time in HH:MM:SS that the agent spends talking on outbound calls. Duration of all calls that are Agent Accepted and classified as Voice.
Talk Time—Max	Longest time in HH:MM:SS that the agent spends talking on an outbound call for the campaign. Duration of all calls that are Agent Accepted and classified as Voice. Summary info —Maximum value in this column.

Filter Criteria

You can filter using the following parameter:

Filter Parameter	Result
Campaign List	Displays the list of agent-based outbound campaigns.

Grouping Criteria

Data is grouped by the following field:

Field	Result
Campaign	Sorts data by campaign name.

Agent Outbound CCDR Report

The Agent Outbound CCDR Report provides progressive and predictive agent outbound call-related information, which is stored in the Unified CCX database. This report provides information for each leg of a call.

Charts

None

Fields

The report includes a table that displays the following information:

Field	Description
Node ID-Session ID-Sequence Number	Node ID is the unique numeric ID, which starts from 1, that the system assigns to each Unified CCX server in the cluster. Session ID is the unique session ID that the system assigns to a call. Session sequence number is the number that the system assigns to each call leg. The session sequence number increases by 1 for each leg of a call. Together, these three values uniquely identify an Automatic Call Distribution (ACD) call that is processed by the system.
Start Time	Date and time the call starts.
End Time	Date and time the call is disconnected or transferred.
Contact Disposition	Disposition of a call.
Originator—Type	Originator of the call.
Originator—ID	Login ID of the agent. This field is populated only if Originator—Type is 1. This field is populated only if the call is transferred from the script to an agent.
Originator—Directory Number	Originator's telephone number.
Destination—Type	Destination of the call.
Destination—ID	Login ID of the agent. This field is populated only if Destination—Type is 1. This field is blank unless the call is made to an extension where the agent is logged in.
Destination—Directory Number	Destination telephone number.
Call Status	Status of the contact that was imported to dial out an outbound call. The call status value is updated with the most recent status of the contact.
Call Result	Call result value for the outbound call. The call result value is updated for each call that was placed for an outbound contact.
Campaign Name	Name of the agent outbound campaign.

Filter Criteria

You can filter using the following parameter:

Filter Parameter	Result
Campaign List	Displays the list of agent-based outbound campaigns.

Grouping Criteria

None

Agent Outbound Half Hourly Report

The Agent Outbound Half Hourly Report provides information about progressive and predictive agent outbound calls for every half hour in the time range when the campaign is active.



Note

The campaign may stop few seconds after the specified End Time. Therefore, the report may provide information for an additional half hour interval. This half hour interval has information for the outbound calls that are dialed out before the campaign End Time, response for which is received after the campaign End Time.

Charts

The following chart is available:

Chart Name	Description
Total Attempted, Abandoned, Voice Calls by Campaign	Number of attempted calls, abandoned calls, and voice calls for a campaign.

Fields

The report includes a table that describes the following information:

Field	Description
Campaign Name	Name of the agent outbound campaign for which the data is recorded.
Start Time	Start date and time of the interval.
End Time	End date and time of the interval.
Total Attempted Calls	Number of attempted calls. Summary info —Sum of the records in this column.
Total Live Voice Calls	Number of voice calls. Summary info —Sum of the records in this column.

Field	Description
Total Abandoned Calls	Number of system abandoned calls. Summary info —Sum of the records in this column.
Lines Per Agent	Displays the LPA (Lines Per Agent) value for a campaign at the end of the half hour interval. For Progressive campaigns, the LPA value is configured through the Unified CCX Application Administration web interface. For Predictive campaigns, the LPA value is calculated by the predictive algorithm.
Abandoned Rate	Call abandon rate since the statistics were last reset. $\text{Abandon rate} = (\text{Abandoned} / \text{Voice} + \text{Abandoned}) \times 100$

Filter Criteria

You can filter using the following parameter:

Filter Parameter	Result
Campaign Name	Displays half-hourly information for the specified progressive or predictive campaigns.

Grouping Criteria

Data is grouped by the following field:

Field	Result
Campaign	Sorts data by campaign name.

IVR Outbound Campaign Summary Report

The IVR Outbound Campaign Summary Report presents call statistics for each outbound Interactive Voice Response (IVR) campaign. This report displays the call summary for progressive and predictive outbound campaigns.



Note

The report displays data only for the campaigns for which at least one contact is dialed out in the selected time range.

Charts

None

Fields

The report includes a table that displays the following information:

Field	Description
Campaign	Name of the outbound IVR campaign.
Contacts—Total	<p>Total number of contacts that are imported for the campaign. The number of contacts include all the contacts that were imported at the time the report is generated and is independent of the end date that you choose when you generated the report.</p> <p>Contacts—Total = Imported contacts in the campaign that are yet to be dialed out (including the contacts that are marked for retry or callback) + Contacts that are deleted from the start date + Contacts that are closed by the system from the day before the start date (either the contacts are dialed out successfully or the maximum number of attempts are made to dial the contact).</p> <p>Summary info—Sum of the records in this column.</p>
Contacts—Attempted	<p>Number of attempted outbound IVR contacts.</p> <p>Summary info—Sum of the records in this column.</p>
Contacts—Remaining	<p>Number of contacts that are yet to be dialed out including the contacts that are marked for retry, callback, and the contacts that will never be dialed out as they are deleted from the campaign after importing.</p> <p>The contacts include data till the time the report is generated and is independent of the end date that is chosen while generating the report.</p> <p>If there are no contacts that are to be retried or called back, then Total contacts = Attempted contacts + Remaining contacts.</p> <p>Summary info—Sum of the records in this column.</p>
Contacts—% Attempted	<p>Percentage of attempted outbound IVR calls.</p> <p>Attempted % = (Attempted / Total Contacts) * 100</p> <p>Summary info—Overall attempted percentage</p>
Calls—Voice	<p>Number of outbound calls that are detected as live voice and connected to the IVR trigger.</p> <p>Summary info—Sum of the records in this column.</p>
Calls—Answering Machine	<p>Number of outbound IVR calls that reach an answering machine.</p> <p>Summary info—Sum of the records in this column.</p>
Calls—Invalid	<p>Number of outbound IVR calls that reach an invalid number.</p> <p>Summary info—Sum of the records in this column.</p>

Field	Description
Calls—Fax/Modem	Number of outbound IVR calls that reach a fax or modem. Summary info —Sum of the records in this column.
Calls—No Answer	Number of outbound IVR calls that are not answered. Summary info —Sum of the records in this column.
Calls—Busy	Number of outbound IVR calls that receive a busy signal. Summary info —Sum of the records in this column.
Calls—Failed	Number of outbound IVR calls that failed. Summary info —Sum of the records in this column.
Calls—Customer Abandoned	Number of outbound IVR calls that are abandoned by the customer. Summary info —Sum of the records in this column.
Calls—System Abandoned	Number of outbound IVR calls that are abandoned by the system. Summary info —Sum of the records in this column.

Filter Criteria

You can filter using the following parameter:

Filter Parameter	Result
Campaign List	Displays information for the specified outbound IVR campaigns.

Grouping Criteria

Data is grouped by the following field:

Field	Result
Campaign	Sorts data by campaign name.

IVR Outbound CDR Report

The IVR Outbound CDR Report provides Interactive Voice Response (IVR) call-related information, which is stored in the Unified CCX database. This report provides information for each leg of a call.

Charts

None

Fields

The report includes a table that displays the following information:

Field	Description
Node ID-Session ID-Sequence Number	<p>Node ID is the unique numeric ID, which starts from 1, that the system assigns to each Unified CCX server in the cluster.</p> <p>Session ID is the unique session ID that the system assigns to a call.</p> <p>Session sequence number is the number that the system assigns to each call leg. The session sequence number increases by 1 for each leg of a call.</p> <p>Together, these three values uniquely identify an Automatic Call Distribution (ACD) call that is processed by the system.</p>
Start Time	Date and time the call starts.
End Time	Date and time the call is disconnected or transferred.
Contact Disposition	Disposition of a call.
Originator—Type	Originator of the call.
Originator—ID	Login ID of the agent. This field is populated only if Originator—Type is 1. This field is populated only if the call is transferred from the script to an agent.
Originator Directory Number	Originator's telephone number.
Destination—Type	Destination of the call.
Destination—ID	Login ID of the agent. This field is populated only if Destination—Type is 1. This field is blank unless the call is made to a extension where the agent is logged in.
Destination—Directory Number	Destination telephone number.
Trigger Directory Number	Number that is dialed by the outbound IVR dialer. It can be either a route point number or the dialed telephone number.
Application Name	Unified CCX or Unified IP IVR application that is associated with the route point.
Call Status	Status of the contact that was imported to dial out an outbound call. The call status value is updated with the most recent status of the contact.
Call Result	Call result value for the outbound call. The call result value is updated for each call that was placed for an outbound contact.
Campaign Name	Name of the IVR outbound campaign.

Filter Criteria

You can filter using the following parameter:

Filter Parameter	Result
Campaign List	Displays the list of IVR-based outbound campaigns.

Grouping Criteria

None

IVR Outbound Half Hourly Report

The IVR Outbound Half Hourly Report provides information about the progressive and predictive outbound Interactive Voice Response (IVR) calls for every half hour in the time range when the campaign is active.

**Note**

The campaign may stop few seconds after the specified End Time. Therefore, the report may provide information for an additional half hour interval. This half hour interval has information for the outbound calls that are dialed out before the campaign End Time, response for which is received after the campaign End Time.

Charts

The following chart is available:

Chart Name	Description
Total Attempted, Abandoned, Voice Calls by Campaign	Number of attempted calls, abandoned calls, and voice calls for a campaign.

Fields

The report includes a table that displays the following information:

Field	Description
Campaign Name	Name of the IVR outbound campaign for which the data is recorded.
Start Time	Start date and time of the interval.
End Time	End date and time of the interval.
Total Attempted Calls	Number of attempted calls. Summary info —Sum of the records in this column.

Field	Description
Total Live Voice Calls	Number of voice calls. Summary info —Sum of the records in this column.
Total Abandoned Calls	Number of abandoned calls. Summary info —Sum of the records in this column.
Lines Per Port	Displays the LPP (Lines Per Port) value for a campaign at the end of the half hour interval. For Progressive campaigns, the LPP value is configured through the Unified CCX Application Administration web interface. For Predictive campaigns, the LPP value is calculated by the predictive algorithm.
Abandoned Rate	Call abandon rate since the statistics were last reset. Abandon rate = (Abandoned / Voice + Abandoned) x 100

Filter Criteria

You can filter using the following parameter:

Filter Parameter	Result
Campaign Name	Displays half-hourly information for the specified progressive or predictive campaigns.

Grouping Criteria

Data is grouped by the following field:

Field	Result
Campaign	Sorts data by campaign name.

Outbound Agent Detail Performance Report

The Outbound Agent Detail Performance Report provides detailed statistics for each agent by campaign (progressive and predictive). The report also provides the total call details, campaign call details for each agent, and a summary row of the call details for each agent for all agent-based progressive and predictive campaigns. This report is available with the Outbound feature.

Charts

The following chart is available:

Chart Name	Description
Calls Transferred By Campaign And Agent	Displays the number of calls that are transferred by each agent for a campaign.

Fields

The report includes a table that displays the following information:

Field	Description
Agent Name	First name and last name of the agent.
Campaign	Name of the campaign.
RNA	Number of outbound calls that the agent did not answer. Ring-no-answer (RNA). Summary info —Sum of the records in this column.
Transfer	Number of outbound calls that are transferred from another agent. The other agent dials the outbound call and transfers it to the agent. Summary info —Sum of the records in this column.
Talk Time—Avg	Average time in HH:MM:SS that the agent spends talking on outbound calls. Duration of all calls that are Agent Accepted and classified as Voice.
Talk Time—Max	Longest time in HH:MM:SS that the agent spends talking on an outbound call for the campaign. Calls that are Agent Accepted and classified as Voice are considered.

Filter Criteria

You can filter using any one of the following parameters:

Filter Parameter	Result
Campaign Names	Displays information for the specified campaigns.
Agent Names	Displays information for the specified agents.
Resource Group Names	Displays information for the agents who belong to the specified resource groups.
Skill Names	Displays information for the agents who have the specified skills.
Team Names	Displays information for the agents who belong to the specified teams.

Grouping Criteria

Data is grouped by the following field:

Field	Result
Agent Name	Sorts data by agent name.

Preview Outbound Agent Detail Performance Report

The Preview Outbound Agent Detail Performance Report presents detailed statistics for each agent by campaign. The report also presents the total call details, campaign call details for each agent, and a summary row of the call details for each agent for all preview outbound campaigns. This report is available with the Outbound feature.

Charts

The following chart is available:

Chart Name	Description
Calls Accepted By Campaign And Agent	Displays the number of calls that are accepted by each agent for a campaign.

Fields

The report includes a table that displays the following information:

Field	Description
Agent Name	First name and last name of the agent.
Campaign	Name of the campaign.
Offered	Number of outbound calls that are offered to the agent. Summary info —Sum of the records in this column.
Accepted	Total number of outbound calls that are accepted by the agent. Summary info —Sum of the records in this column.
Rejected	Number of outbound calls that are rejected by the agent. Summary info —Sum of the records in this column.
Closed	Number of outbound contacts that are closed by the agent. Summary info —Sum of the records in this column.

Field	Description
RNA	Number of outbound calls the agent did not answer. Ring-no-answer (RNA). Summary info —Sum of the records in this column.
Transfer	Number of outbound calls that are transferred from another agent. The agent did not dial an outbound call; the other agent dials the outbound call and transfers it to the agent. Summary info —Sum of the records in this column.
Talk Time—Avg	Average time in HH:MM:SS the agent spends talking on outbound calls. Duration of all calls that are Agent Accepted and classified as Voice.
Talk Time—Max	Longest time in HH:MM:SS the agent spends talking on an outbound call for the campaign. Calls that are Agent Accepted and classified as Voice are considered.

Filter Criteria

You can filter using any one of the following parameters:

Filter Parameter	Result
Campaign Names	Displays information for the specified campaigns.
Agent Names	Displays information for the specified agents.
Resource Group Names	Displays information for the agents who belong to the specified resource groups.
Skill Names	Displays information for the agents who have the specified skills.
Team Names	Displays information for the agents who belong to the specified teams.

Grouping Criteria

Data is grouped by the following field:

Field	Result
Agent Name	Sorts data by agent name.

Preview Outbound Campaign Summary Report

The Preview Outbound Campaign Summary Report presents call summary statistics for each campaign. This report is available with the Unified Outbound Preview Dialer (Outbound) feature.

Charts

The following chart is available:

Chart Name	Description
Calls Accepted, Rejected, Closed by Campaign	Displays the number of calls that are accepted, rejected, or closed for a campaign.

Fields

The report includes a table that displays the following information:

Field	Description
Campaign	Name of the campaign.
Total	<p>Total number of contacts that are imported for the campaign. The number of contacts include all the contacts that were imported at the time the report is generated and is independent of the end date that you choose when you generated the report.</p> <p>Contacts—Total = Imported contacts in the campaign that are yet to be dialed out (including the contacts that are marked for retry or callback) + Contacts that are deleted from the start date + Contacts that are closed by the system from the day before the start date (either the contacts are dialed out successfully or the maximum number of attempts are made to dial the contact).</p> <p>Summary info—Sum of the records in this column.</p>
Available	<p>Number of contacts that are yet to be dialed out including the contacts that are marked for retry, callback, and the contacts that will never be dialed out as they are deleted from the campaign after importing.</p> <p>The contacts include data till the time the report is generated and is independent of the end date that is chosen while generating the report. If there are no contacts that are to be retried or called back, then Total contacts = Attempted contacts + Available contacts.</p> <p>Summary info—Sum of the records in this column.</p>
Attempt	<p>Number of outbound contact records that were tried atleast once .</p> <p>Summary info—Sum of the records in this column.</p>
% Attempt	<p>The percentage of attempted outbound calls.</p> <p>$\% \text{ Attempt} = (\text{Attempted} / \text{Total Contacts}) \times 100$</p> <p>Summary info—Overall percentage</p>
Accepted	<p>Number of outbound calls that are accepted by agents.</p> <p>Summary info—Sum of the records in this column.</p>

Field	Description
Rejected	Number of outbound calls that are skipped or rejected by agents. Summary info —Sum of the records in this column.
Closed	Number of outbound contacts that are closed by agents. Summary info —Sum of the records in this column.
Voice	Number of successful outbound calls. Summary info —Sum of the records in this column.
Answering Machine	Number of daily outbound calls with a classification of Answering Machine. The agent clicks Accept and selects a classification of Answering Machine for this contact. Summary info —Sum of the records in this column.
Fax/Modem	Number of outbound calls with a classification of Fax/Modem. The agent clicks Accept and selects a classification of Fax/Modem for this contact. Summary info —Sum of the records in this column.
Invalid	Number of outbound calls for the day with a classification of Invalid. The agent clicks Accept and selects a classification of Invalid for this contact. Summary info —Sum of the records in this column.
Requested Callback	Number of calls that are marked for callback. Note A call that is accepted by the agent, marked for callback, later routed to and accepted by another agent (at the callback time), and again marked for callback is counted twice toward the number of callback calls. Summary info —Sum of the records in this column.
Not Home	Number of outbound contacts where the person who answers the phone is not the customer. Summary info —Sum of the records in this column.
Wrong Number	Number of outbound contacts where the person who answers the phone indicates that the customer does not live there. Summary info —Sum of the records in this column.
Busy	Number of outbound calls where the response is a busy signal. Summary info —Sum of the records in this column.
Talk Time—Avg	Average time in HH:MM:SS the agent spends talking on outbound calls. Duration of all calls that are Agent Accepted and classified as Voice.

Field	Description
Talk Time—Max	Longest time in HH:MM:SS the agent spends talking on an outbound call for the campaign. Duration of all calls that are Agent Accepted and classified as Voice. Summary info —Maximum value in this column.

Filter Criteria

You can filter using the following parameter:

Filter Parameter	Result
Campaign Names	Displays information for the specified campaigns.

Grouping Criteria

None

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.
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	<p>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.</p> <p>For incoming calls that are handled by an application:</p> <ul style="list-style-type: none"> • 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	<p>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.</p> <p>Summary info—Sum of values in this column.</p>
Flow-In	<p>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.</p> <p>Summary info—Sum of values in this column.</p>
Flow-Out	<p>Number of calls that this application sends to another application or external destination without being handled by an agent.</p> <p>Summary info—Sum of values in this column.</p>
Calls Handled	<p>Number of calls that are handled by the application including internal calls.</p> <p>Summary info—Sum of values in this column.</p>
Avg Speed Of Answer	<p>Average queue time to answer calls by agents. Calls that did not connect to an agent are not included in this calculation.</p> <p>Average queue time = Queue time / Number of calls</p>

Field	Description
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
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.
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.

