



Cisco Webex Contact Center Analyzer User Guide

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Change History

This table lists changes made to this guide. Most recent changes appear at the top.

Change	See	Date
These topics are added	<ul style="list-style-type: none">• Time Zone	February 2021
These reports are added.	<ul style="list-style-type: none">• IVR and CVA Dialog Flow Report, on page 60• Opt Out of Queue Report, on page 61• OEM Integration with Acqueon Report, on page 35• Courtesy Callback Report, on page 67	November 2020
These reports are added.	<ul style="list-style-type: none">• Access Control, on page 2	September 2020
These topics are added.	<ul style="list-style-type: none">• Threshold Alerts, on page 3	August 2020

Change	See	Date
These reports are added.	<ul style="list-style-type: none"> • Historical - Contact Center Overview, on page 44 • Historical - Team & Queue Stats, on page 62 • Real-Time - Contact Center Overview-Real-Time, on page 80 • Real-Time - Team and Queue Stats - Real-Time, on page 93 • Agent Details by Social Channels, on page 17 • Business Metrics, on page 12 • License Usage Reports, on page 64 	July 2020
These topics or reports are updated.	<ul style="list-style-type: none"> • Create a Visualization, on page 97 • Create a Compound Visualization, on page 101 • Tasks to Perform on Visualization or Dashboard Page, on page 5 • Entry Point Contact Volume - CAR, on page 51 • Analyzer Title Bar Buttons, on page 3 • Agent Statistics Realtime, on page 79 • Team Details, on page 45 • Contact Reason, on page 47 • Team Details Real-Time, on page 81 	
Initial Release of Document.		Jul 2019

About this Guide

This guide describes how to use Webex Contact Center Analyzer.

Audience Analyzer

This document is intended for users who use Cisco Webex Contact Center to run their contact centers.

Related Documents

To view the list of Cisco Webex Contact Center documents, go to page <https://www.cisco.com/c/en/us/support/customer-collaboration/webex-contact-center/series.html>.

To view Cisco Webex Contact Center developer documents and API references, go to page <https://apim-dev-portal.devus1.ciscoccservice.com/documentation/getting-started>.

Conventions

This guide uses the following conventions.

Convention	Description
boldface font	<p>Boldface font is used to indicate commands, such as user entries, keys, buttons, and folder and submenu names. For example:</p> <ul style="list-style-type: none">• Choose Edit > Find• Click Finish.
<i>italic font</i>	<p>Italic font is used to indicate the following:</p> <ul style="list-style-type: none">• To introduce a new term. For example: A <i>skill group</i> is a collection of agents who share similar skills.• For emphasis. For example: <i>Do not</i> use the numerical naming convention.• An argument for which you must supply values. For example: IF (<i>condition, true-value, false-value</i>)• A book title. For example: See the <i>Cisco Webex Contact Center Agent Desktop User Guide</i>.
window font	<p>Window font, such as Courier, is used for the following:</p> <ul style="list-style-type: none">• Text as it appears in code or information that the system displays. For example: <code><html><title> Cisco Systems, Inc. </title></html></code>• File names. For example: <code>tserver.properties</code>.• Directory paths. For example: <code>C:\Program Files\Adobe</code>

Communications, Services, and Additional Information

- To receive timely, relevant information from Cisco, sign up at [Cisco Profile Manager](#).
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Documentation Feedback

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CHAPTER 1

Introduction

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Webex Contact Center Analyzer

Webex Contact Center Analyzer mines real-time and historical data from multiple data sources and systems to generate specific business views of the data. The Analyzer visually displays trends to help you discern patterns and gain insight for continuous improvement.

The Analyzer's standard visualizations tie business data to traditional operational metrics, with visibility across both operational and business performance indicators in a single consolidated view.

You can customize your Analyzer experience by creating dashboards that display your choice of visualizations and schedule Historical Reports for automatic distribution to email recipients.

Supported Browsers

The Webex Contact Center Analyzer supports any of these Browser versions:

Browser	Microsoft Windows 10	Mac OS X	Chromebook
Google Chrome	76.0.3809	76.0.3809 or higher	76.0.3809 or higher
Mozilla Firefox	ESR 68 or higher ESRs	ESR 68 and higher ESRs	NA
Microsoft Edge	42.17134 or higher	NA	NA
Chromium	NA	NA	73 or higher

**Note**

- Ensure the browser pop-ups are enabled.
- Ensure to install Adobe Flash Player (for motion charts).

Accessing the Webex Contact Center Analyzer

To access the Webex Contact Center Analyzer:

Procedure

- Step 1** Open your Web browser and navigate to the URL provided by your administrator.
- Step 2** On the login page that appears, enter your email address and password.
- Step 3** Click **Login**.

The Webex Contact Center Analyzer home page appears, displaying a summary of all the data for each of the four data types in your repository. You can expand a tile by clicking a More button to display the details for today, yesterday, this week, last week, this month, and last month.

Access Control

Access to Analyzer is controlled through the Reporting and Analytics module.

Every Report or Visualization is under a specific folder. The access controls (view, edit, or none) to Analyzer modules such as Folders, Visualizations, and Dashboards are configurable in the user profile settings under the **Access Rights** tab.

You can configure access controls to entities such as Entry Points, Sites, Queues and Teams also.

For more information on configuring Access Rights, see *Access Rights* section of the [Cisco Webex Contact Center Setup and Administration Guide](#).

An agent is associated with both a user profile and an agent profile. In an agent profile, you can configure entities such as Queues and Teams in the **Agent Viewable Statistics** tab. These configurations define the access control for APS reports. For more information on the APS reports, see *View Agent Personal Statistics* section of the [Cisco Webex Contact Center Agent Desktop User Guide](#).

Users such as Supervisors who may perform Agent role as well, will have access to both - APS reports in Agent Desktop and the Analyzer modules in Analyzer. The following access controls are applied to APS reports and the Analyzer modules:

- If the user is associated with both a user profile and an agent profile:
 - The agent profile settings are applicable to access the APS reports in Agent Desktop.
 - The user profile settings are applicable to access the Analyzer modules.

- If the user is associated with only a user profile, then the user profile settings are applicable to access the Analyzer modules.

To view the Dashboards in Management Portal:

- The agent profile settings are applicable to access the APS reports such as Contact Details in Queue—Historical and Contact Details in Queue—Realtime.
- The user profile settings are applicable to access the non APS reports.

**Note**


SPP admin user is not supported.

Analyzer Title Bar Buttons

The Analyzer title bar displays the home button. Clicking on which the navigation bar options are displayed.

For more information, see: [Tasks to Perform on Visualization or Dashboard Page, on page 5](#)

The following options are available on the title bar:

- Threshold Alerts—The bell  icon displays the latest four unread realtime alerts highlighted in red.

For more information, see: [Threshold Alerts, on page 3](#)

- Username drop-down list shows these options:

- Support
- Feedback
- Help
- Log Out

If you resize your browser window to make it narrow, your user account name isn't displayed on the button label.

Threshold Alerts

Checking the alerts involves the following steps:

1. Click the **Threshold Alerts** icon. The list of Unread alerts appears, if present in the system.
2. To list all alerts, click **See All** or click **Learn More**.
3. **Mark as Read** button allows you to acknowledge the alerts. Select multiple alerts or a single alert and click **Mark as Read**. Read alert appears in gray.
4. If new alerts are raised on the already read alerts, they appear as unread alerts.

5. To switch between **Realtime Alerts** and **Historical Alerts**, use the drop-down list on top-left corner of the page.
 - Notification Type: Click the drop-down list and select **All** to list all the alerts. Select **Read** to list the read alerts and **Unread** to list the unread alerts.
 - Entity Type: Click the drop-down list to select the Entry Type. The available options are: **All**, **Entry Point**, **Agent**, **Site**, **Team**, or **Queue**.

Table 1: Realtime Alerts

Date	Alert Time	Entity Type	Entity Name	Alert Type	Threshold Value	Actual Value
Displays the Date on which the alert is raised.	Shows the time at which the alert is raised.	Source from which the alert is raised.	Name of the alert.	Type of the alert.	This section displays the value, crossing which the alert is raised.	This section displays the actual value.



Note Refresh the page to see the latest alerts.

The Realtime Alerts feature supports auto-refresh functionality, which refreshes the page every three minutes. The notifications on the **Threshold alerts** icon also get auto-refreshed every three minutes. The auto-refresh functionality is enabled by default.

To disable the auto-refresh functionality, click the **Stop Auto Refresh** toggle on the **Realtime Alerts** page. The toggle name changes to **Start Auto Refresh**. A message next to the toggle displays the duration since the last refresh, in MM:SS format.

To enable the auto-refresh functionality, click the **Start Auto Refresh** toggle on the **Realtime Alerts** page. The toggle name changes to **Stop Auto Refresh**. A message next to the toggle displays a countdown timer for the next refresh, in MM:SS format.

If an auto-refresh happens while selecting a single alert or multiple alerts in the **Realtime Alerts** page, the selection is retained in the next auto-refresh window.

Table 2: Historical Alerts

Date	Alert Time	Entity Type	Entity Name	Alert Type	Threshold Value	Actual Value
Displays the Date on which the alert is raised.	Shows the time at which the alert is raised.	Source from which the alert is raised.	Name of the alert.	Type of the alert.	This section displays the value, crossing which the alert is raised.	This section displays the actual value.

- **Duration:** Click the drop-down list to select the Duration. The available options are: **Yesterday**, **This Week**, **Last Week**, **Last 7 Days**, **This Month**, **Last Month**, **This Year**, or **Custom**. For **Custom**, the start date has to be within three years from the current date.



Note For more information on configuring the Threshold Rules, see *the Threshold Rules* section of the [Cisco Webex Contact Center Setup and Administration Guide](#).

Time Zone

Time Zone is a user setting in the Analyzer title bar. Select the Browser Time Zone or the Tenant Time Zone from the **Time Zone** drop-down list. Tenant Time Zone is the default Time Zone.

The data query and the data displayed in the Analyzer report depend on the selected Time Zone.

After you run a report or a dashboard, the report or the dashboard displays the selected time zone at the top-right corner of the report page.

The exported reports in the Excel or CSV format display the data in the Time Zone displayed on that report in the Report UI.

While running a report or a dashboard, if there is a change in the Time Zone setting in the Analyzer title bar, the updated Time Zone reflects on the running reports or dashboards only after that page is manually refreshed.

Scheduled jobs always run in the Tenant Time Zone.

You cannot modify the time zone for Agent Performance Statistics (APS) report in Agent Desktop. APS reports are always displayed in the Browser Time Zone.

Dashboards in Management Portal are always displayed in the Browser Time Zone.



Tasks to Perform on Visualization or Dashboard Page

The Visualization and Dashboard pages display all the directories of visualizations or dashboards and provides the following task to perform:

- Create, rename, and delete folders or subfolders beneath the parent directory.



Note There are two types of folders:

- View only folder appears as  in Stock Reports
- Custom folder (user created) appears as  in Custom Reports.

- Create, run, edit, search, filter, delete, and schedule a visualization or dashboard.
- Export visualization Historical Reports either to Microsoft Excel or CSV file.



Note When you change a date format for any report and export to CSV file, and then open that CSV file in Microsoft Excel, the date format is shown according to the user's preferences on the Excel. To see the exact date format that you applied for a report, open it in a text editor.


- Change the view to either a list or a grid.

Procedure to perform each task:

- To add a new folder:
 1. From the Home page, click the **Visualization** or **Dashboard** icon.
 2. Select the folder where you like to create a new folder.
 3. Click **Create New > Folder**.
 4. In the dialog box, enter a name and click **OK**.
- To filter either by Folders, Visualizations, or Compounds:
 1. From the Home page, click the **Visualization** or **Dashboard** icon.
 2. Select your choice from the **Show** drop-down list.
- To Search:
 1. From the Home page, click the **Visualization** or **Dashboard** icon.
 2. In the Search field, enter the name of the visualization or dashboard.



Note You can only search in the parent folder and not in the subfolders.

- To perform other tasks, in the Visualization or Dashboard page, click  on a respective folder, visualization, or a dashboard:

Action	Appears In	Description
Rename Folder	Folder	Rename a folder.
Delete Folder	Folder	Delete a folder. You can delete only an empty folder.
Run	Visualization Dashboard	<p>Runs the selected report or dashboard.</p> <p>You can individually filter data based on the parameters displayed for visualizations and dashboards.</p> <p>Note After running a Stock Dashboard, you can use global filters (that is on top right) to filter the data.</p>

Action	Appears In	Description
Create a Copy	Visualization Dashboard	Creates a copy of the Stock Reports in visualization or dashboard
Details	Visualization Dashboard	Displays more details about the selected item, such as the title, date range, and number of scheduled jobs for a visualization.
Export as Excel	Visualization Dashboard	Opens a dialog box where you can save the selected historical visualization as a Microsoft Excel or CSV file.
Export as CSV	Visualization Dashboard	The export option isn't available for real-time or compound visualizations. The export option is not available for a Drill Down report with real-time data.
Schedule Job(s)	Visualization	Opens a page where you can schedule the selected visualization to run on a periodic basis and associate it with an email list for automatic distribution.
Edit	Custom Reports	Opens the selected visualization or dashboard on a page where you can edit it.
Delete	Custom Reports	Deletes the selected visualization or dashboard. You can't delete a visualization that is used in a dashboard.

**Note**

Stock Reports and Custom Reports columns are localized. The exported Excel file also shows localized columns in Stock Reports and Custom Reports. If the respective language bundle key is missing in the columns, the columns are shown in default English language. User specified values are not localized.



CHAPTER 2


Visualization


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Run a Visualization

To run a visualization:


Procedure

- Step 1** Click the **Visualization** icon on the navigation bar.
- Step 2** To find a report, you may use either the Search function or the tree  icon. When you click on the tree icon all files in that folder are displayed. Search displays all the matching reports from the subfolders as well.
- When you click on a folder or a report, the exact location of the folder or the report is displayed on the breadcrumb.

Step 3 On the report, click the  button and select the **Run** option or double-click to run.

By default you can view a set of stock reports. To edit a report, you can create a copy of the report by clicking **Save As** to save it to your folder. For more information, see [Reports](#).

- Note**
- If the copied report has more than 1000 filter values, then an error appears when you run that report.
 - If you see an error message, like `This view shows records to accommodate a max of 1000 filter values. Please edit the report to select predefined values`, you can edit the report and remove few values from the filter as it accommodates only 1000 values.
 - The visualization displays a maximum of 150,000 records, even if the number of existing records exceeds 150,000.

Step 4 After the visualization is rendered, click the navigation  icon to see the **Data Summary**.

You can see the last refreshed time of a data in the Data Summary tab.

If you're running a visualization with multiple modules (compound visualization), the Data Summary tab displays a drop-down list of all the modules in the visualization so you can display the details for each individual module.

Step 5 Click the **Details** tab to display the following settings and panels. Click a panel title to expand or collapse the panel. If you are running a compound visualization, the details are displayed separately, depending on which module is selected in the drop-down list at the top of the tab.

- **Start Time**-Displays either the time period for a historical visualization or Real-time for a real-time visualization.
- **Compute**-For a real-time visualization, specifies Duration and Refresh Rate. Possible values for Duration:
 - None: Provides a view of current activity.
 - 5, 10, 15, or 30 minutes: Provides a view of everything that happened from up to 30 minutes ago to the current moment.
 - Start of Day: Provides a view of everything that happened since midnight.

For a time-based historical visualization, specifies the compute interval and the number of records to be considered in the visualization.

For a sample-based visualization, specifies the frequency, band, and whether the calculations are cumulative (see [Settings for a Sample-Based Visualization, on page 103](#)).

An extra panel is present for each field to which a filter has been applied, so you can see which values have been filtered in or out of the visualization.

Step 6 Click **Settings** to display the segments and variables associated with the visualization.

You can also change the **Output Type**. For more information, see [Change the Visualization Output Format, on page 95](#).

Step 7 If the visualization is in a chart format:

- The underlying table used to construct it's displayed beneath the chart. Click the Hide Table link to hide the table, and the Show Table link to redisplay it.
- Rest your pointer over a bar, line, slice, area, or bubble in the chart to display information about the segment that the item represents.

Step 8

If the visualization is historical, you can click the **Export** button on the title bar to export the visualization as a Microsoft Excel or CSV file. Real-time and compound visualizations cannot be exported.

Reports

In the Analyzer, there is a set of canned reports, which allow you to see real-time data or historical data. To view the read-only reports, navigate to **Visualizations**.



Note When you query the data, the query is in the Tenant Time Zone. The Data shows as per the Browser Time Zone. After running the report, the report shows the Browser Time Zone at the top-right corner of the report page.



Note In addition to the existng formats, the **Duration** field now has two new formats: HH:MM:SS.SSS and MM:SS.SSS. Select the appropriate format to see the data in millisecond format.

For Example:

- If the data is 200 milliseconds:
 - and the format is HH:MM:SS.SSS, then the value will be 00:00:00.200.
 - and the format is MM:SS.SSS, then the value will be 00:00.200.
- If the data is 1001 milliseconds:
 - and the format is HH:MM:SS.SSS, then the value will be 00:00:01.001.
 - and the format is MM:SS.SSS, then the value will be 00:01.001

Stock Reports

Folder hierarchy and reports links in Stock Report are as follows:



Note

- The data summation happens according to the UTC timezone.
- The time stamp on all the reports are shown as per the browser time.

Business Metrics

Usage Report

The Usage Report shows the agents count who have logged in for each site, month, and day. The report also provides a concurrent count for agents who have logged in.



Note The Custom Duration date range must be set within 3 years from today.

Report Path: Stock Reports > Business Metrics > Usage Reports

Output Type: Table

Parameter	Description	Formula
Site	Name of the site.	
Month	Shows month and year of the report.	
Date	Shows date, month, and year of the report.	
Unique Agent Logged In	Shows the number of agents who were logged in. Multiple logging of an agent is counted as a single login.	When each unique agent logs into the system per day, this count will be incremented.
Concurrent Agent Logged In	Shows the number of agents who were logged in parallel.	If the log in count in a day is higher than the previous max value, then this value is assigned as the max value.

Historical Reports



Note These reports are not available for Cloud Connect users.

Agent Reports

Agent Details

The Agent Details report is used to display agent statistics. This report is available in Analyzer reports and in APS reports on Agent Desktop.



Note The **Sudden Disconnected Count** field is currently not used and will not be populated.

Report Path: Stock Reports > Historical Reports > Agent Reports

Output Type: Table

Parameter	Description	Filters	Formula
Agent Name	Shows the name of the agent. Used As: Row Segment		
Interval	Shows the time duration for which the agent details report is generated.		Last 7 Days
Multimedia Profile Type	Shows the type of blended profile configured for the agent. The blended profile types are Blended, Blended Real-time, and Exclusive.		
Channel Type	Shows the media type of the contact, such as voice, email, or chat. Used As: Row Segment		
Login Count	Shows the total number of logins in which contacts of the specific channel type were configured for the agent.	Channel Type: voice, chat, email	Count of Agent Channel ID
Contact Handled	Shows the total number of contacts handled.		Sum of Outdial Connected Count + Sum of Connected Count
Staff Hours	Shows the total duration for which the agent was in the logged in state.		Available + Idle + Not Responding + Inbound Staff + Outdial Staff (Inbound Staff + Outdial Staff = Inbound Connected Time + Wrap up Time + Inbound Total Hold Time + Outdial Connected Total Time + Wrap up Time + Outdial Total Hold Time)
Initial Login Time	Shows the date and time at which the agent first logged in.		Minimum Login Timestamp
Final Logout Time	Shows the date and time at which the agent last logged out.		Maximum Logout Timestamp
Occupancy	Shows the percentage of time the agent spent on the call compared to the available time and the idle time.		((Sum of Connected Duration + Sum of Wrap up Duration) + (Sum of Outdial Connected Duration + Sum of Outdial Wrap up Duration)) / (Maximum Logout Timestamp - Minimum Login Timestamp)
Idle Count	Shows the number of times the agent went into the Idle state.		Sum of Idle Count

Parameter	Description	Filters	Formula
Total Idle Time	Shows the total amount of time the agent spent in the Idle state.		Sum of Idle Duration
Average Idle Time	Shows the average duration for which the agent was in the idle state.		Sum of Idle Duration / Sum of Idle Count
Available Count	Shows the number of times the agent went into the Available state.		Sum of Available Count
Total Available Time	Shows the total amount of time the agent spent in the Available state.		Sum of Available Duration
Average Available Time	Shows the average length of time agents were in the Available state.		Sum of Available Duration / Sum of Available Count
Inbound Reserved Count	Shows the number of times an agent went into the Inbound Reserved state.		Sum of Ringing Count
Inbound Reserved Total Time	Shows the total amount of time agents spent in the Reserved state, during which a call is coming in to an agent's station but hasn't yet been answered.		Sum of Ringing Duration
Average Inbound Reserved Time	Shows the average length of time agents were in the Inbound Reserved state.		Sum of Ringing Duration / Sum of Ringing Count
Inbound Hold Count	Shows the number of times an agent put an inbound caller on hold.		Sum of Hold Count
Inbound Hold Total Time	Shows the total amount of time the inbound calls were on hold.		Sum of Hold Duration
Average Inbound Hold Time	Shows the average hold time for inbound calls.		Sum of Hold Duration/ Sum of Hold Count
Inbound connected Count	Shows the number of inbound calls that got connected to an agent.		Sum of Connected Count
Inbound Connected Total Time	Shows the total amount of time an agent was talking with a caller.		Sum of Connected Duration- Sum of Hold Duration
Inbound Contact Total Time	Shows the total amount of time the agents got connected to inbound calls.		Sum of Connected Duration
Average Inbound Contact Time	Shows the average inbound contact time.		Sum of Connected Duration/ Sum of Connected Count
Outdial Reserved Count	Shows the number of times an agent was in the Outdial Reserved state, a state indicating that the agent has initiated an outdial call, but the call isn't connected yet.		Sum of Outdial Ringing Count
Outdial Reserved Total Time	Shows the total amount of time agents were in the Outdial Reserved state		Sum of Outdial Ringing Duration

Parameter	Description	Filters	Formula
Average Outdial Reserved Time	Shows the average amount of time agents were in the Outdial Reserved state.		Sum of Outdial Ringing Duration/ Sum of Outdial Ringing Count
Outdial Hold Count	Shows the number of times an agent put an outbound caller on hold.		Sum of Outdial Hold Count
Outdial Hold Total Time	Shows the total amount of time the outbound calls were on hold.		Sum of Outdial Hold Duration
Average Outdial Hold Time	Shows the average hold time for outbound calls.		Sum of Outdial Hold Duration / Sum of Outdial Hold Count
Outdial Attempted Count	Shows the number of times an agent attempted to make an outdial call.		Sum of Outdial Ringing Count
Outdial Connected Count	Shows the number of outdial calls that got connected to an agent.		Sum of Outdial Connected Count
Outdial Connected Total Time	Shows the total amount of time an agent was talking in an outdial call.		Sum of Outdial Connected Duration - Sum of Outdial Hold Duration
Outdial Contact Total Time	Shows the total amount of time the agents got connected to outbound calls.		Sum of Outdial Connected Duration
Average Outdial Contact Time	Shows the average outbound contact time.		Sum of Outdial Connected Duration/ Sum of Outdial Connected Count
Sudden Disconnected Count	Shows the number of calls that were answered (that is, connected to an agent or distributed to and accepted by a destination site), but that were then immediately disconnected within the Sudden Disconnect threshold provisioned for the enterprise.		Sum of Disconnected Count
Inbound WrapUp Count	Shows the number of times agents went into the Wrap up state after an inbound call.		Sum of Wrap up Count
Inbound WrapUp Total Time	Shows the total amount of time agents spent in the Wrap up state after an inbound call.		Sum of Wrap up Duration
Average Inbound Wrap Up Time	Shows the average length of time agents were in the Wrap up state after an inbound call.		Sum of Wrap up Duration / Sum of Wrap up Count
Outdial Wrap up Count	Shows the number of times agents went into the Wrap up state after an outbound call.		Sum of Outdial Wrap up Count
Outdial Wrap up Total Time	Shows the total amount of time agents spent in the Wrap up state after an outbound call.		Sum of Outdial Wrap up Duration
Average Outdial Wrap up Time	Shows the average length of time agents were in the Wrap up state after an outbound call.		Sum of Outdial Wrap up Duration / Sum of Outdial Wrap up Count

Parameter	Description	Filters	Formula
Not Responding Count	Shows the number of times an agent was in the Not Responding state.		Sum of Not Responded Count
Not Responding Total Time	Shows the total amount of time agents spent in the Not Responding state.		Sum of Not Responded Duration
Average Not Responding Time	Shows the average length of time agents were in the Not Responding state.		Sum of Not Responded Duration / Sum of Not Responded Count
Consult Answer Count	Shows the number of times agents answered a consult request from another agent.		Sum of Consult Count
Consult Answer Total Time	Shows the total amount of time agents spent answering consult requests.		Sum of Consult Duration
Average Consult Answer Time	Shows the average length of time agents spent answering consult requests.		Sum of Consult Duration / Sum of Consult Count
Consult Request Count	Shows the number of times agents sent a consult request to another agent.		Sum of Consult Request Count
Consult Request Total Time	Shows the total amount of time agents spent consulting other agents.		Sum of Consult Request Duration
Average Consult Request Time	Shows the average length of time agents spent consulting other agents.		Sum of Consult Request Duration / Sum of Consult Request Count
Consult Count	Shows the number of times agents answered a consult request from another agent		Sum of Consult Answer Count
Total Consult Time	Shows the total amount of time agents spent answering consult requests.		Sum of Consult Answer Duration
Average Consult Time	Shows the average length of time agents spent answering consult requests.		Sum of Consult Answer Duration / Sum of Consult Answer Count
Conference Count	Shows the number of times an agent initiated a conference call.		Sum of Conference Count
Inbound CTQ Request Count	Shows the number of times agents initiated a consult to queue while handling an inbound call.		Sum of CTQ Request Count
Inbound Total CTQ Request Time	Shows the total amount of time agents spent answering consult-to-queue requests from an agent handling an inbound call.		Sum of CTQ Request Duration
Inbound CTQ Answer Count	Shows the number of times agents answered a consult-to-queue request from another agent who was handling an inbound call.		Sum of CTQ Answer Count
Inbound Total CTQ Answer Time	Shows the total amount of time agents spent answering consult-to-queue requests from an agent handling an inbound call.		Sum of CTQ Answer Duration

Parameter	Description	Filters	Formula
Outdial CTQ Request Count	Shows the number of times agents initiated a consult-to-queue request while handling an outdial call.		Sum of Outdial CTQ Request Count
Outdial CTQ Total Request Time	Shows the total amount of time agents spent answering consult-to-queue requests from an agent handling an outdial call.		Sum of Outdial CTQ Request Duration
Outdial CTQ Answer Count	Shows the number of times agents answered a consult-to-queue request from another agent who was handling an outdial call.		Sum of Outdial CTQ Answer Count
Outdial CTQ Total Answer Time	Shows the total amount of time agents spent answering consult-to-queue requests from an agent handling an outdial call.		Sum of Outdial CTQ Answer Duration
Agent Transfer	Shows the number of times an agent transferred an inbound call to another agent.		Sum of Agent To Agent Transfer Count
Agent Requeue	Shows the number of times an agent requeued an inbound call.		Sum of Agent Transfer To Queue Request Count
Blind Transfer	Shows the number of times an agent transferred an inbound call without consulting first.		Sum of Blind Transfer Count
Inbound Average Handle Time	Shows the average length of time spent handling an inbound call.		(Sum of Connected Duration +
Outdial Average Handle Time	Shows the average length of time spent handling an outbound call.		(Sum of Outdial Connected Duration + Sum of Outdial Wrap up Duration) / Sum of Outdial Connected Count

Agent Details by Social Channels

The Agent Details by Social Channels report is used to display facebook and SMS channel statistics.



Note

This report appears only if the Social Channel SKU is subscribed.



Note

The **Sudden Disconnected Count** field is currently not used and will not be populated.

Report Path: Stock Reports > Historical Reports > Agent Reports

Output Type: Table

Parameter	Description	Formula
Agent Name	Name of agent Used As: Row Segment	

Parameter	Description	Formula
Interval	Time Period	Last 7 Days
Sub Channel Type	The Social Channels (facebook and SMS) are displayed with statistics. Filter: Channel Type Field: social Used As: Row Segment	
Login Count	Total number of times an agent logged in on that day.	Count of Agent Channel ID
Contact Handled	The total number of calls handled.	Sum of Outdial Connected Count + Sum of Connected Count
Staff Hours	The total amount of time agents were logged in.	Maximum Logout Timestamp - Minimum Login Timestamp
Initial Login Time	The date and time the agent logged in.	Minimum Login Timestamp
Final Logout Time	The date and time the agent logged out.	Maximum Logout Timestamp
Occupancy	The measure of time agents spent on calls compared to available and idle time.	$((\text{Sum of Connected Duration} + \text{Sum of Wrapup Duration}) + (\text{Sum of Outdial Connected Duration} + \text{Sum of Outdial Wrapup Duration})) / (\text{Maximum Logout Timestamp} - \text{Minimum Login Timestamp})$
Idle Count	The number of times an agent went into the Idle state.	Sum of Idle Count
Total Idle Time	The total amount of time agent spent in the Idle state.	Sum of Idle Duration
Average Idle Time	The average length of time agents were in the Idle state.	Sum of Idle Duration / Sum of Idle Count
Available Count	The number of times an agent went into the Available state.	Sum of Available Count
Total Available Time	The total amount of time agents spent in the Available state.	Sum of Available Duration
Average Available Time	The average length of time agents were in the Available state.	Sum of Available Duration / Sum of Available Count
Inbound Reserved Count	The number of times an agent went into the Inbound Reserved state.	Sum of Ringing Count
Inbound Reserved Total Time	The total amount of time agents spent in the Reserved state, during which a call is coming in to an agent's station but hasn't yet been answered.	Sum of Ringing Duration

Parameter	Description	Formula
Average Inbound Reserved Time	The average length of time agents were in the Inbound Reserved state.	Sum of Ringing Duration / Sum of Ringing Count
Inbound Hold Count	The number of times an agent put an inbound caller on hold.	Sum of Hold Count
Inbound Hold Total Time	The total amount of time the inbound calls were on hold.	Sum of Hold Duration
Average Inbound Hold Time	The average hold time for inbound calls.	Sum of Hold Duration/ Sum of Hold Count
Inbound connected Count	The number of inbound calls that got connected to an agent.	Sum of Connected Count
Inbound Connected Total Time	The total amount of time an agent was talking with a caller.	Sum of Connected Duration- Sum of Hold Duration
Inbound Contact Total Time	The total amount of time the agents got connected to inbound calls.	Sum of Connected Duration
Average Inbound Contact Time	The average inbound contact time.	Sum of Connected Duration/ Sum of Connected Count
Outdial Reserved Count	The number of times an agent was in the Outdial Reserved state, a state indicating that the agent has initiated an outdial call, but the call isn't connected yet.	Sum of Outdial Ringing Count
Outdial Reserved Total Time	The total amount of time agents were in the Outdial Reserved state	Sum of Outdial Ringing Duration
Average Outdial Reserved Time	The average amount of time agents were in the Outdial Reserved state.	Sum of Outdial Ringing Duration/ Sum of Outdial Ringing Count
Outdial Hold Count	The number of times an agent put an outbound caller on hold.	Sum of Outdial Hold Count
Outdial Hold Total Time	The total amount of time the outbound calls were on hold.	Sum of Outdial Hold Duration
Average Outdial Hold Time	The average hold time for outbound calls.	Sum of Outdial Hold Duration / Sum of Outdial Hold Count
Outdial Attempted Count	The number of times an agent attempted to make an outdial call.	Sum of Outdial Ringing Count
Outdial Connected Count	The number of outdial calls that got connected to an agent.	Sum of Outdial Connected Count
Outdial Connected Total Time	The total amount of time an agent was talking in an outdial call.	Sum of Outdial Connected Duration - Sum of Outdial Hold Duration
Outdial Contact Total Time	The total amount of time the agents got connected to outbound calls.	Sum of Outdial Connected Duration

Parameter	Description	Formula
Average Outdial Contact Time	The average outbound contact time.	Sum of Outdial Connected Duration/ Sum of Outdial Connected Count
Sudden Disconnected Count	The number of calls that were answered (that is, connected to an agent or distributed to and accepted by a destination site), but that were then immediately disconnected within the Sudden Disconnect threshold provisioned for the enterprise.	Sum of Disconnected Count
Inbound WrapUp Count	The number of times agents went into the Wrap-up state after an inbound call.	Sum of Wrapup Count
Inbound WrapUp Total Time	The total amount of time agents spent in the Wrap-up state after an inbound call.	Sum of Wrapup Duration
Average Inbound Wrap Up Time	The average length of time agents were in the Wrap-up state after an inbound call.	Sum of Wrapup Duration/ Sum of Wrapup Count
Outdial WrapUp Count	The number of times agents went into the Wrap-up state after an outbound call.	Sum of Outdial Wrapup Count
Outdial Wrapup Total Time	The total amount of time agents spent in the Wrap-up state after an outbound call.	Sum of Outdial Wrapup Duration
Average Outdial Wrapup Time	The average length of time agents were in the Wrap-up state after an outbound call.	Sum of Outdial Wrapup Duration / Sum of Outdial Wrapup Count
Not Responding Count	The number of times an agent was in the Not Responding state.	Sum of Not Responded Count
Not Responding Total Time	The total amount of time agents spent in the Not Responding state.	Sum of Not Responded Duration
Average Not Responding Time	The average length of time agents were in the Not Responding state.	Sum of Not Responded Duration / Sum of Not Responded Count
Consult Answer Count	The number of times agents answered a consult request from another agent.	Sum of Consult Count
Consult Answer Total Time	The total amount of time agents spent answering consult requests.	Sum of Consult Duration
Average Consult Answer Time	The average length of time agents spent answering consult requests.	Sum of Consult Duration / Sum of Consult Count
Consult Request Count	The number of times agents sent a consult request to another agent.	Sum of Consult Request Count
Consult Request Total Time	The total amount of time agents spent consulting other agents.	Sum of Consult Request Duration
Average Consult Request Time	The average length of time agents spent consulting other agents.	Sum of Consult Request Duration / Sum of Consult Request Count

Parameter	Description	Formula
Consult Count	The number of times agents answered a consult request from another agent	Sum of Consult Answer Count
Total Consult Time	The total amount of time agents spent answering consult requests.	Sum of Consult Answer Duration
Average Consult Time	The average length of time agents spent answering consult requests.	Sum of Consult Answer Duration / Sum of Consult Answer Count
Conference Count	The number of times an agent initiated a conference call.	Sum of Conference Count
Inbound CTQ Request Count	The number of times agents initiated a consult to queue while handling an inbound call.	Sum of CTQ Request Count
Inbound Total CTQ Request Time	The total amount of time agents spent answering consult-to-queue requests from an agent handling an inbound call.	Sum of CTQ Request Duration
Inbound CTQ Answer Count	The number of times agents answered a consult-to-queue request from another agent who was handling an inbound call.	Sum of CTQ Answer Count
Inbound Total CTQ Answer Time	The total amount of time agents spent answering consult-to-queue requests from an agent handling an inbound call.	Sum of CTQ Answer Duration
Outdial CTQ Request Count	The number of times agents initiated a consult-to-queue request while handling an outdial call.	Sum of Outdial CTQ Request Count
Outdial CTQ Total Request Time	The total amount of time agents spent answering consult-to-queue requests from an agent handling an outdial call.	Sum of Outdial CTQ Request Duration
Outdial CTQ Answer Count	The number of times agents answered a consult-to-queue request from another agent who was handling an outdial call.	Sum of Outdial CTQ Answer Count
Outdial CTQ Total Answer Time	The total amount of time agents spent answering consult-to-queue requests from an agent handling an outdial call.	Sum of Outdial CTQ Answer Duration
Agent Transfer	The number of times an agent transferred an inbound call to another agent.	Sum of Agent To Agent Transfer Count
Agent Requeue	The number of times an agent requeued an inbound call.	Sum of Agent Transfer To Queue Request Count
Blind Transfer	The number of times an agent transferred an inbound call without consulting first.	Sum of Blind Transfer Count
Inbound Average Handle Time	The average length of time spent handling an inbound call.	(Sum of Connected Duration +

Parameter	Description	Formula
Outdial Average Handle Time	The average length of time spent handling an outbound call.	(Sum of Outdial Connected Duration + Sum of Outdial Wrapup Duration) / Sum of Outdial Connected Count

Contacts Handled by Agents - Chart

This report represents the number of contacts handled by an agent. You can filter data by contact type.

Report Path: Stock Reports > Historical Reports > Agent Reports

Output Type: Bar Chart

Media Type	Description	Formula
Voice	The media type of the telephony contact.	Count of Connected Count (Channel Type = telephony) + Count of Outdial Connected Count (Channel Type = telephony)
Chat	The media type of the chat contact.	Count of Connected Count (Channel Type = chat)
Email	The media type of the email contact.	Count of Connected Count (Channel Type = email) + Count of Outdial Connected Count (Channel Type = email)

Agent Outdial Statistics

This report represents the number of outdial calls made by an agent.

Report Path: Stock Reports > Historical Reports > Agent Reports

Output Type: Table

Parameter	Description	Formula
Agent Name	The name of an agent, that is, a person who handles customer calls. Used As: Row Segment	
Interval	Time Period	Last 7 Days
Channel Type	The media type of the contact, such as telephony, email, or chat. Used As: Row Segment	
Initial Login Time	The date and time when the agent first logged in today.	Minimum Login Timestamp
Outdial Contact Handled	The number of outbound calls that the agent handled.	Sum of Outdial Connected Count

Parameter	Description	Formula
Outdial Average Handle Time	The average handle time for outbound calls.	$(\text{Sum of outdial connected duration} + \text{Sum of outdial wrap-up duration}) / \text{Sum of outdial connected count}$
Outdial Connected Time	The total duration for which the agent was in conversation with the customer on the outdial call, this includes outdial hold duration.	Sum of Outdial Duration
Outdial Average Connected Time	The average outdial connected time.	Outdial Connected Time / Outdial Contact Handled
Outdial Talk Time	The total duration for which the agent was in conversation with the customer on the outdial call.	Outdial Connected Time - Outdial Hold Duration
Number of Transfers	The number of times the calls were transferred.	
Average Consult Talk Duration	The average duration for which the agent consulted with another agent or a third party, keeping the caller on hold.	Total Consult Duration / Total Consult Count

Click any table cell except the **Average Consult Talk Duration** table cell to see the **Drill Down** icon. Select the **Number of Transfers** table cell, click the **Drill Down** icon to launch the **Drill Down** modal dialog. The **Drill Down** modal dialog displays the records involved in the computation of the visualization. You can see the following details:

Table 3: Drill Down

Parameter	Description	Formula
Call Transfer Time	The time at which the call got transferred.	
Transfer Type	The type of transfer such as Blind Transfer and Consult Transfer.	
Transferred to Number	The number to which the call was transferred.	
Transferred to Queue	The queue to which the call was transferred.	
Consult Talk Duration	The duration for which the agent consulted with another agent or a third party, keeping the caller on hold.	

To add a new column in the report, you can select the appropriate CSR Fields and Measures from the drop-down list on the left side of the **Drill Down** modal dialog. You can export the **Drill Down** report in Microsoft Excel

format or CSV format to a preferred location. To view the **Drill Down** modal dialog in a separate window, click the **Launch** icon.



Note The **Number of Transfers** and **Average Consult Talk Duration** columns are available in the **My Outdial Stats–Historic** report of the APS reports in Agent Desktop. The **Drill Down** functionality does not apply to the APS reports in Agent Desktop.

Agent Statistics

This report represents the statistics of an agent.

Report Path: Stock Reports > Historical Reports > Agent Reports

Output Type: Table

Parameter	Description	Formula
Agent Name	The name of an agent, that is, a person who answers customer calls. Used As: Row Segment	
Interval	Time Period	Last 7 Days
Channel Type	The media type of the contact, such as telephony, email, or chat. Used As: Row Segment	
Login Time	The date and time the agent logged in.	Minimum Login Timestamp
Handled	The total number of interactions handled.	Handled = Sum of outdial connected count + Sum of connected count
Total Handle Time	The cumulative amount of time spent handling calls.	Total Handle time = (Sum of connected duration + Sum of wrap-up duration)+(Sum of outdial connected duration + Sum of outdial wrap-up)
Avg Handle Time	The average length of time spent handling a call (connected time plus wrap-up time), divided by number of answered calls.	Avg Handle Time = (Sum of connected duration + Sum of wrap-up duration) + (Sum of outdial connected duration + Sum of outdial wrap-up) / Sum of connected count.

Site

This report provides a detailed view of number of agent statistics in each site.



Note The **Sudden Disconnected Count** field is currently not used and will not be populated.

Report Path: Stock Reports > Historical Reports > Agent Reports

Output Type: Table

Parameter	Description	Formula
Site Name	The call center location to which a call got distributed. Used As: Row Segment	
Interval	Time Period	Last 7 Days
Channel Type	The media type of the contact, such as telephony, email, or chat. Used As: Row Segment	
Contact Handled	The total number of contacts handled.	Sum of Connected Count + Sum of Outdial Connected Count
Staff Hours	The total amount of time agents were logged in.	Sum of Logout Timestamp - Sum of Login Timestamp
Occupancy	The measure of time agents spent on calls compared to available and idle time.	((Sum of Connected Duration + Sum of Wrapup Duration) + (Sum of Outdial Connected Duration + Sum of Outdial Wrapup Duration)) / (Maximum Logout Timestamp - Minimum Login Timestamp)
Idle Count	The number of times an agent went into the Idle state.	Sum of Idle Count
Total Idle Time	The total amount of time agents spent in the Idle state.	Sum of Idle Duration
Average Idle Time	The average length of time agents were in the Idle state.	Sum of Idle Duration / Sum of Idle Count
Available Count	The number of times an agent went into the Available state.	Sum of Available Count
Total Available Time	The total amount of time agents spent in the Available state.	Sum of Available Duration
Average Available Time	The average length of time agents were in the Available state.	Sum of Available Duration / Sum of Available Count
Inbound Reserved Count	The number of times an agent went into the Inbound Reserved state.	Sum of Ringing Count

Parameter	Description	Formula
Inbound Reserved Total Time	The total number of time the agents spent in the Reserved state (time duration after a call is ringing and before a call is answered).	Sum of Ringing Duration
Average Inbound Reserved Time	The average length of time agents were in the Inbound Reserved state.	Sum of Ringing Duration / Sum of Ringing Count
Inbound Hold Count	The number of times an agent put an inbound caller on hold.	Sum of Hold Count
Inbound Hold Time	The total amount of time the inbound calls were on hold.	Sum of Hold Duration
Average Inbound Hold Time	The average hold time for inbound calls.	Sum of Hold Duration / Sum of Hold Count
Inbound Connected Count	The number of inbound calls that got connected to an agent.	Sum of Connected Count
Inbound Connected Total Time	The total amount of time the agents got connected to inbound calls.	Sum of Connected Duration - Sum of Hold Duration
Inbound Contact Total Time	The number of agents currently connected to an inbound call.	Sum of Connected Duration
Average Inbound Contact Total time	The average inbound connected time.	Sum of Connected Duration / Sum of Connected Count
Outdial Reserved Count	The number of times an agent was in the Outdial Reserved state (time duration after a call is ringing and before a call is answered).	Sum of Outdial Ringing Count
Outdial Reserved Total Time	The total amount of time agents were in the Outdial Reserved state	Sum of Outdial Ringing Duration
Average Outdial Reserved Time	The average amount of time agents were in the Outdial Reserved state.	Sum of Outdial Ringing Duration / Sum of Outdial Ringing Count
Outdial Hold Count	The number of times an agent put an outdial call on hold.	Sum of Outdial Hold Count
Outdial Total Hold Time	The total amount of time the outdial calls were on hold.	Sum of Outdial Hold Duration
Average Outdial Hold Time	The average hold time for outdial calls.	Sum of Outdial Hold Duration / Sum of Outdial Hold Count
Outdial Attempted Count	The number of times an agent attempted to make an outdial call.	Sum of Outdial Ringing Count

Parameter	Description	Formula
Outdial Connected Count	The number of outdial calls that were connected to an agent.	Sum of Outdial Connected Count
Outdial Connected Total Time	The total amount of time an agent was talking in an outdial call.	Sum of Outdial Connected Duration- Sum of Outdial Hold Duration
Outdial Contact Total Time	The total amount of time agents were connected to outdial calls.	Sum of Outdial Connected Duration
Average Outdial Contact Time	The average outdial connected time.	Sum of Outdial Connected Duration / Sum of Outdial Connected Count
Sudden Disconnected Count	The number of calls that got connected to an agent, but that were then immediately disconnected within the Sudden Disconnect threshold provisioned for the enterprise.	Sum of Disconnected Count
Inbound WrapUp Count	The number of times agents went into the Wrap-up state after an inbound call.	Sum of Wrapup Count
Inbound Wrapup Total Time	The total amount of time agents spent in the Wrap-up state after an inbound call.	Sum of Wrapup Duration
Average Inbound Wrap Up Time	The average length of time agents were in the Wrap-up state after an inbound call.	Sum of Wrapup Duration / Sum of Wrapup Count
Outdial Wrapup Count	The number of times agents went into the Wrap-up state after an outdial call.	Sum of Outdial Wrapup Count
Outdial Wrapup Total Time	The total amount of time agents spent in the Wrap-up state after an outdial call.	Sum of Outdial Wrapup Duration
Average Outdial Wrapup Time	The average length of time agents were in the Wrap-up state after an outdial call.	Sum of Outdial Wrapup Duration / Sum of Outdial Wrapup Count
Not Responding Count	The number of times an agent was in the Not Responding state.	Sum of Not Responded Count
Not Responding Total Time	The total amount of time agents spent in the Not Responding state.	Sum of Not Responded Duration
Average Not Responding Time	The average length of time agents were in the Not Responding state.	Sum of Not Responded Duration / Sum of Not Responded Count

Parameter	Description	Formula
Consult Answer Count	The number of times agents answered a consult request from another agent.	Sum of Consult Count
Consult Answer Total Time	The total amount of time agents spent answering consult requests.	Sum of Consult Duration
Average Consult Answer Time	The average length of time agents spent answering consult requests.	Sum of Consult Duration / Sum of Consult Count
Consult Request Count	The number of times agents sent a consult request to another agent.	Sum of Consult Request Count
Consult Request Total Time	The total amount of time agents spent consulting other agents.	Sum of Consult Request Duration
Average Consult Request Time	The average length of time agents spent consulting other agents.	Sum of Consult Request Duration / Sum of Consult Request Count
Consult Count	The number of times agents answered consult requests plus the number of times agents consulted other agents.	Sum of Consult Answer Count
Total Consult Time	Total Consult Answer Time plus Total Consult Request Time.	Sum of Consult Answer Duration
Average Consult Time	The average length of consulting time.	Sum of Consult Answer Duration / Sum of Consult Answer Count
Conference Count	The number of times an agent initiated a conference call.	Sum of Conference Count
Inbound CTQ Request Count	The number of times agents initiated a consult to queue while handling an inbound call.	Sum of CTQ Request Count
Inbound Total CTQ Request Time	The total amount of time agents spent answering consult-to-queue requests from an agent handling an inbound call.	Sum of CTQ Request Duration
Inbound CTQ Answer Count	The number of times agents answered a consult-to-queue request from another agent who was handling an inbound call.	Sum of CTQ Answer Count
Inbound Total CTQ Answer Time	The total amount of time agents spent answering consult-to-queue requests from an agent handling an inbound call.	Sum of CTQ Answer Duration

Parameter	Description	Formula
Outdial CTQ Request Count	The number of times agents initiated a consult-to-queue request while handling an outdial call.	Sum of Outdial CTQ Request Count
Outdial CTQ Total Request Time	The total amount of time agents spent answering consult-to-queue requests from an agent handling an outdial call.	Sum of Outdial CTQ Request Duration
Outdial CTQ Answer Count	The number of times agents answered a consult-to-queue request from another agent who was handling an outdial call.	Sum of Outdial CTQ Answer Count
Outdial CTQ Total Answer Time	The total amount of time agents spent answering consult-to queue requests from an agent handling an outdial call.	Sum of Outdial CTQ Answer Duration
Agent Transfer	The number of times an agent transferred an inbound call to another agent.	Sum of Agent To Agent Transfer Count
Agent Requeue	The number of times an agent requeued an inbound call.	Sum of Agent Transfer To Queue Request Count
Blind Transfer	The number of times an agent transferred an inbound call without consulting first.	Sum of Blind Transfer Count
Inbound Average Handle Time	The average length of time spent handling an inbound call.	(Sum of Connected Duration + Sum of Wrapup Duration) / Sum of Connected Count
Outdial Average Handle Time	The average length of time spent handling an outdial call.	(Sum of Outdial Connected Duration + Sum of Outdial Wrapup Duration) / Sum of Outdial Connected Count

Site Chart

This report represents a chart view of the number of contacts handled per channel type for a site.

Report Path: Stock Reports > Historical Reports > Agent Reports

Output Type: Bar Chart

Parameters	Description	Formula
Voice	The media type of the telephony contact.	Count of Connected Count (Channel Type = telephony) + Count of Outdial Connected Count (Channel Type = telephony)
Chat	The media type of the chat contact.	Count of Connected Count (Channel Type = chat)
Email	The media type of the email contact.	Count of Connected Count (Channel Type = email) + Count of Outdial Connected Count (Channel Type = email)

Team

This report represents the channel type used by each agent in the team. The report displays the following details about the activity of each agent in the report since initial login.

**Note**

The **Sudden Disconnected Count** field is currently not used and will not be populated.

Report Path: Stock Reports > Historical Reports > Agent Reports

Output Type: Table

Parameter	Description	Formula
Team Name	The name of a team. Used As: Row Segment	
Interval	Time period	Last 7 Days
Channel Type	The media type of the contact, such as telephony, email, or chat. Used As: Row Segment	
Contact Handled	The total number of contacts handled	Sum of Connected Count + Sum of Outdial Connected Count
Staff Hours	The total amount of time agents were logged in.	Sum of Logout Timestamp - Sum of Login Timestamp
Occupancy	The measure of time agents spent on calls compared to available and idle time.	((Sum of Connected Duration + Sum of Wrapup Duration) + (Sum of Outdial Connected Duration + Sum of Outdial Wrapup Duration)) / (Maximum Logout Timestamp - Minimum Login Timestamp)

Parameter	Description	Formula
Idle Count	When an agent goes to idle, all the channels go to idle state.	Sum of Idle Count
Total Idle Time	The total amount of time agents spent in the Idle state.	Sum of Idle Duration
Average Idle Time	The average length of time agents were in the Idle state.	Sum of Idle Duration / Sum of Idle Count
Available Count	The number of times an agent went into the Available state.	Sum of Available Count
Total Available Time	The total amount of time agents spent in the Available state.	Sum of Available Duration
Average Available Time	The average length of time agents were in the Available state.	Sum of Available Duration / Sum of Available Count
Inbound Reserved Count	The number of times an agent went into the Inbound Reserved state	Sum of Ringing Count
Inbound Reserved Total Time	The total amount of time agents spent in the Reserved state (time duration once the call is ringing and before the call gets answered).	Sum of Ringing Duration
Average Inbound Reserved Time	The average length of time agents were in the Inbound Reserved state.	Sum of Ringing Duration / Sum of Ringing Count
Inbound Hold Count	The number of times an agent put an inbound caller on hold.	Sum of Hold Count
Inbound Hold Time	The total amount of time the inbound calls were on hold.	Sum of Hold Duration
Average Inbound Hold Time	The average hold time for inbound calls.	Sum of Hold Duration / Sum of Hold Count
Inbound Connected Count	The number of inbound calls that were connected to an agent.	Sum of Connected Count
Inbound Connected Total Time	The total amount of time an agent was talking with a caller.	Sum of Connected Duration - Sum of Hold Duration
Inbound Contact Total Time	The total amount of time agents were connected to inbound calls.	Sum of Connected Duration
Average Inbound Contact Total time	The average inbound connected time.	Sum of Connected Duration / Sum of Connected Count
Outdial Reserved Count	The number of times the agent was in the Outdial Reserved state (time duration once the call is ringing and before the call gets answered).	Sum of Outdial Ringing Count
Outdial Reserved Total Time	The total amount of time agents were in the Outdial Reserved state	Sum of Outdial Ringing Duration

Parameter	Description	Formula
Average Outdial Reserved Time	The average amount of time agents were in the Outdial Reserved state.	Sum of Outdial Ringing Duration / Sum of Outdial Ringing Count
Outdial Hold Count	The number of times an agent put an outdial call on hold.	Sum of Outdial Hold Count
Outdial Total Hold Time	The total amount of time the outdial calls were on hold.	Sum of Outdial Hold Duration
Average Outdial Hold Time	The average hold time for outdial calls.	Sum of Outdial Hold Duration / Sum of Outdial Hold Count
Outdial Attempted Count	The number of times an agent attempted to make an outdial call.	Sum of Outdial Ringing Count
Outdial Connected Count	The number of outdial calls that got connected to an agent.	Sum of Outdial Connected Count
Outdial Connected Total Time	The total amount of time an agent was talking with a party on an outdial call.	Sum of Outdial Connected Duration - Sum of Outdial Hold Duration
Outdial Contact Total Time	The total amount of time agents got connected to outdial calls.	Sum of Outdial Connected Duration
Average Outdial Contact Time	The average outdial connected time.	Sum of Outdial Connected Duration / Sum of Outdial Connected Count
Sudden Disconnect Count	The number of calls that got connected to an agent, but then immediately disconnected within the Sudden Disconnect threshold provisioned for the enterprise.	Sum of Disconnected Count
Inbound WrapUp Count	The number of times agents went into the Wrap-up state after an inbound call.	Sum of Wrapup Count
Inbound Wrapup Total Time	The total amount of time agents spent in the Wrap-up state after an inbound call.	Sum of Wrapup Duration
Average Inbound Wrap Up Time	The average length of time agents were in the Wrap-up state after an inbound call.	Sum of Wrapup Duration / Sum of Wrapup Count
Outdial Wrapup Count	The number of times agents went into the Wrap-up state after an outdial call.	Sum of Outdial Wrapup Count
Outdial Wrapup Total Time	The total amount of time agents spent in the Wrap-up state after an outdial call.	Sum of Outdial Wrapup Duration
Average Outdial Wrapup Time	The average length of time agents were in the Wrap-up state after an outdial call.	Sum of Outdial Wrapup Duration / Sum of Outdial Wrapup Count
Not Responding Count	The number of times an agent was in the Not Responding state.	Sum of Not Responded Count
Not Responding Total Time	The total amount of time agents spent in the Not Responding state.	Sum of Not Responded Duration

Parameter	Description	Formula
Average Not Responding Time	The average length of time agents were in the Not Responding state.	Sum of Not Responded Duration / Sum of Not Responded Count
Consult Answer Count	The number of times agents answered a consult request from another agent.	Sum of Consult Count
Consult Answer Total Time	The total amount of time agents spent answering consult requests.	Sum of Consult Duration
Average Consult Answer Time	The average length of time agents spent answering consult requests.	Sum of Consult Duration / Sum of Consult Count
Consult Request Count	The number of times agents sent a consult request to another agent.	Sum of Consult Request Count
Consult Request Total Time	The total amount of time agents spent consulting other agents.	Sum of Consult Request Duration
Average Consult Request Time	The average length of time agents spent consulting other agents.	Sum of Consult Request Duration / Sum of Consult Request Count
Consult Count	The number of times agents answered consult requests plus the number of times agents consulted other agents.	Sum of Consult Answer Count
Total Consult Time	Total Consult Answer Time plus Total Consult Request Time.	Sum of Consult Answer Duration
Average Consult Time	The average length of consulting time.	Sum of Consult Answer Duration / Sum of Consult Answer Count
Conference Count	The number of times an agent initiated a conference call.	Sum of Conference Count
Inbound CTQ Request Count	The number of times agents initiated a consult to queue while handling an inbound call.	Sum of CTQ Request Count
Inbound Total CTQ Request Time	The total amount of time agents spent answering consult-to-queue requests from an agent handling an inbound call.	Sum of CTQ Request Duration
Inbound CTQ Answer Count	The number of times agents answered a consult-to-queue request from another agent who was handling an inbound call.	Sum of CTQ Answer Count
Inbound Total CTQ Answer Time	The total amount of time agents spent answering consult-to-queue requests from an agent handling an inbound call.	Sum of CTQ Answer Duration
Outdial CTQ Request Count	The number of times agents initiated a consult-to-queue request while handling an outdial call.	Sum of Outdial CTQ Request Count

Parameter	Description	Formula
Outdial CTQ Total Request Time	The total amount of time agents spent answering consult-to-queue requests from an agent handling an outdial call.	Sum of Outdial CTQ Request Duration
Outdial CTQ Answer Count	The number of times agents answered a consult-to-queue request from another agent who was handling an outdial call.	Sum of Outdial CTQ Answer Count
Outdial CTQ Total Answer Time	The total amount of time agents spent answering consult-to-queue requests from an agent handling an outdial call.	Sum of Outdial CTQ Answer Duration
Agent Transfer	The number of times an agent transferred an inbound call to another agent.	Sum of Agent To Agent Transfer Count
Agent Requeue	The number of times an agent requeued an inbound call.	Sum of Agent Transfer To Queue Request Count
Blind Transfer	The number of times an agent transferred an inbound call without consulting first.	Sum of Blind Transfer Count
Inbound Average Handle Time	The average length of time spent handling an inbound call.	(Sum of Connected Duration+
Outdial Average Handle Time	The average length of time spent handling an outdial call.	(Sum of Outdial Connected Duration + Sum of Outdial Wrapup Duration) / Sum of Outdial Connected Count

Team Chart

The report displays the channel type details of each agent in a chart format.

Report Path: Stock Reports > Historical Reports > Agent Reports

Output Type: Bar Chart

Parameter	Description	Formula
Voice	The media type of the telephony contact.	Count of Connected Count (Channel Type = telephony) + Count of Outdial Connected Count (Channel Type = telephony)
Chat	The media type of the chat contact.	Count of Connected Count (Channel Type = chat)
Email	The media type of the email contact.	Count of Connected Count (Channel Type = email) + Count of Outdial Connected Count (Channel Type = email)

Team Statistics

This report represents team statistics in a detailed format.

Report Path: Stock Reports > Historical Reports > Agent Reports

Output Type: Table

Parameter	Description	Formula
Team Name	The name of a team Used As: Row Segment	
Interval	Time period	Last 7 Days
Channel Type	The media type of the contact, such as telephony, email, or chat. Used As: Row Segment	
Idle Count	The number of times an agent went into the Idle state.	Sum of Idle Count
Available Count	The number of times an agent went into the Available state.	Sum of Available Count
Connected Count	The number of inbound calls that got connected to an agent.	Sum of connected Count
Consult Count	The number of times agents answered a consult request from another agent.	Sum of Consult Count
Wrapup Count	The number of times agents went into the Wrap-up state.	Sum of Wrapup Count
Not Responded Count	The number of times an agent was in the Not Responding state.	Sum of Not Responded Count
Outdial Count	The number of agents who got connected to or are wrapping up an outdial call.	Sum Outdial Count

OEM Integration with Acqueon Report

Webex Contact Center is integrated with Acqueon to conduct and manage preview campaigns. This report enables administrators and supervisors to view campaign statistics in order to measure the effectiveness of campaigns. This report is available only to Webex Contact Center customers who have purchased the Acqueon SKU.

This report shows:

- Name of the campaign.
- Date and time stamp of the campaign calls.
- Failure or success of each dialed contact and wrap-up.

Report Path: Stock Reports > Historical Reports > Agent Reports > OEM Integration with Acqueon Report

Output Type: Table

Table 4: OEM Integration with Acqueon Report

Parameter	Description	Filters	Formula
Campaign Name	Shows the name of the campaign.		
Date	Shows the date on which the campaign call was dialed.		
Agent Name	Shows the name of the agent who is associated with the call.		
Team Name	Shows the name of the team to which the agent belongs.		
Call Time	Shows the time at which the campaign call was dialed.		
Status	Shows the status indicating whether the campaign call was successful.		
Wrap-up Status	Shows the wrap-up status of the campaign call.		

Agent Trace

This report represents which site or team the agent belongs to with a detailed statistic report.



Note

The **Sudden Disconnected Count** field is currently not used and will not be populated.

Report Path: Stock Reports > Historical Reports > Agent Trace

Output Type: Table

Parameter	Description	Formula
Agent Name	The name of an agent, that is, a person who answers customer calls. Used As: Row Segment	
Interval	Time Period	Last 7 Days

Parameter	Description	Formula
Site Name	The call center location to which a call got distributed. Used As: Row Segment	
Team Name	A group of agents at a specific site who handle a particular type of call. Used As: Row Segment	
Agent Endpoint (DN)	The dial number the agent used to log in to the Agent Desktop Used As: Row Segment	
Channel Type	The media type of the contact, such as telephony, email, or chat. Used As: Row Segment	
Initial Login Time	The date and time the agent logged in for the first time. This column appears only in agent-level summary reports.	Minimum Login Timestamp
Final Logout Time	The date and time the agent logged out. This column appears only in agent level summary reports.	Maximum Logout Timestamp
Staff Hours	The total amount of time agents were logged in.	Sum of Logout Timestamp - Sum of Login Timestamp
Occupancy	The measure of time agents spent on calls compared to available and idle time.	$((\text{Sum of Connected Duration} + \text{Sum of Wrapup Duration}) + (\text{Sum of Outdial Connected Duration} + \text{Sum of Outdial Wrapup Duration})) / (\text{Maximum Logout Timestamp} - \text{Minimum Login Timestamp})$
Idle Count	The number of times an agent went into the Idle state.	Sum of Idle Count
Total Idle Time	The total amount of time agents spent in the Idle state.	Sum of Idle Duration
Available Count	The number of times an agent went into the Available state.	Sum of Available Count
Total Available Time	The total amount of time agents spent in the Available state.	Sum of Available Duration
Avg Available Time	The average time agents were in the Available state.	Sum of Available Duration / Sum of Available Count

Parameter	Description	Formula
Inbound Reserved Count	The number of times an agent went into the Inbound Reserved state.	Sum of Ringing Count
Inbound Reserved Total Time	The total amount of time agents spent in the Reserved state (time duration once the call is ringing and before the call gets answered).	Sum of Ringing Duration
Avg Inbound Reserved Time	The average total amount of time agents spent in the Reserved state (time duration once the call is ringing and before the call gets answered).	Sum of Ringing Duration / Sum of Ringing Count
Inbound Hold Count	The number of times an agent put an inbound caller on hold.	Sum of Hold Count
Inbound Total Hold Time	The total amount of time the inbound calls were on hold.	Sum of Hold Duration
Inbound Connected Count	The number of inbound calls that got connected to an agent.	Sum of Connected Count
Inbound Connected Total Time	The total amount of time an agent was talking with a caller	Sum of Connected Duration - Sum of Hold Duration
Inbound Contact Total Time	The total amount of time agents got connected to inbound calls.	Sum of Connected Duration
Avg Inbound Contact Total time	The average inbound contact time.	Sum of Connected Duration / Sum of Connected Count
Outdial Reserved Count	The number of times an agent was in the Outdial Reserved state (time duration once the call is ringing and before the call gets answered).	Sum of Outdial Ringing Count
Outdial Reserved Total Time	The total amount of time agents were in the Outdial Reserved state.	Sum of Outdial Ringing Duration / Sum of Outdial RingingCount
Average Outdial Reserved Time	Average time the agents were in the Outdial Reserved state.	Sum of Outdial Ringing Duration / Sum of Outdial Ringing Count
Outdial Hold Count	The number of times an agent put an outdial call on hold.	Sum of Outdial Hold Count
Outdial Total Hold Time	The total amount of time the outdial calls were on hold.	Sum of Outdial Hold Duration
Avg Outdial Total Hold Time	The average hold time for outbound calls.	Sum of Outdial Hold Duration / Sum of Outdial Hold Count
Outdial Connected Count	The number of outdial calls that got connected to an agent.	Sum of Outdial Connected Count

Parameter	Description	Formula
Outdial Connected Total Time	The total amount of time an agent was talking with a party on an outdial call.	Sum of Outdial Connected Duration - Sum of Outdial Hold Duration
Outdial Contact Total Time	The total amount of time agents got connected to outdial calls.	Sum of Outdial Connected Duration
Average Outdial Contact Time	The average outbound contact time.	Sum of Outdial Connected Duration / Sum of Outdial Connected Count
Sudden Disconnect Count	The number of calls that got connected to an agent, but then immediately disconnected within the Sudden Disconnect threshold provisioned for the enterprise.	Sum of Disconnected Count
Inbound Wrap Up Count	The number of times agents went into the Wrap-up state after an inbound call.	Sum of Wrapup Count
Inbound Wrap Up Total Time	The total amount of time agents spent in the Wrap-up state after an inbound call.	Sum of Wrapup Duration
Average Inbound Wrap Up Time	The percentage of time agents were in the Wrap-up state after an inbound call.	Sum of Wrapup Duration / Sum of Wrapup Count
Outdial Wrap Up Count	The number of times agents went into the Wrap-up state after an outdial call.	Sum of Outdial Wrapup Count
Outdial Wrap Up Total Time	The total amount of time agents spent in the Wrap-up state after an outdial call.	Sum of Outdial Wrapup Duration
Average Outdial Wrap Up Time	The average time agents were in the Wrap-up state after an outbound call.	Sum of Outdial Wrapup Duration / Sum of Outdial Wrapup Count
Reason	Reason identifier	Count of Reason
Avg Idle Time	The average time agents were in the Idle state.	Sum of Idle Duration / Sum of Idle Count
Avg Inbound Hold Time	The average hold time for inbound calls.	Sum of Hold Duration / Sum of Hold Count
Outdial Attempted Count	The number of times an agent attempted to make an outdial call.	Sum of Outdial Ringing Count
Not Responding Count	The number of times an agent was in the Not Responding state.	Sum of Not Responded Count
Not Responding Total Time	The total amount of time agents spent in the Not Responding state.	Sum of Not Responded Duration
Avg Not Responding Time	The average time agents were in the Not Responding state.	Sum of Not Responded Duration / Sum of Not Responded Count

Parameter	Description	Formula
Consult Count	The number of times agents answered a consult request from another agent.	Sum of Consult Count
Consult Total Time	The total amount of time agents spent answering consult requests.	Sum of Consult Duration
Avg Consult Answer Time	The average time agents spent answering consult requests.	Sum of Consult Answer Duration / Sum of Consult Answer Count
Consult Request Count	The number of times agent sent a consult request to another agent.	Sum of Consult Request Count
Consult Request Total Time	The total amount of time agents spent consulting other agents.	Sum of Consult Request Duration
Avg Consult Request Time	The average time agents spent consulting other agents.	Sum of Consult Request Duration / Sum of Consult Request Count
Consult Answer Count	The number of times agents answered consult requests plus the number of times agents consulted other agents.	Sum of Consult Answer Count
Total Consult Answer Time	Total Consult Answer Time plus Total Consult Request Time.	Sum of Consult Answer Duration
Conference Count	The number of times an agent initiated a conference call.	Sum of Conference Count
Inbound CTQ Request Count	The number of times agents initiated a consult to queue while handling an inbound call.	Sum of CTQ Request Count
Inbound Total CTQ Request Time	The total amount of time agents spent answering consult-to-queue requests from an agent handling an inbound call.	Sum of CTQ Request Duration
Inbound CTQ Answer Count	The number of times agents answered a consult-to-queue request from another agent who was handling an inbound call.	Sum of CTQ Answer Count
Inbound Total CTQ Answer Time	The total amount of time agents spent answering consult-to-queue requests from an agent handling an inbound call.	Sum of CTQ Answer Duration
Outdial CTQ Request Count	The number of times agents initiated a consult-to-queue request while handling an outdial call.	Sum of Outdial CTQ Request Count
Outdial CTQ Total Request Time	The total amount of time agents spent answering consult-to-queue requests from an agent handling an outdial call.	Sum of Outdial CTQ Request Duration

Parameter	Description	Formula
Outdial CTQ Answer Count	The number of times agents answered a consult-to-queue request from another agent who was handling an outdial call.	Sum of Outdial CTQ Answer Count
Outdial CTQ Total Answer Time	The total amount of time agents spent answering consult-to-queue requests from an agent handling an outdial call.	Sum of Outdial CTQ Answer Duration
Agent Transfer	The number of times an agent transferred an inbound call to another agent.	Sum of Agent To Agent Transfer Count
Agent Requeue	The number of times an agent requeued an inbound call.	Sum of Agent Transfer To Queue Request Count
Blind Transfer	The number of times an agent transferred an inbound call without consulting first.	Sum of Blind Transfer Count
Inbound Average Handle Time	The average length of time agents were in the Wrap-up state after an inbound call.	$(\text{Sum of Connected Duration} + \text{Sum of Wrapup Duration}) / \text{Sum of Connected count}$
Outdial Average Handle Time	The average length of time agents were in the Wrap-up state after an outdial call.	$(\text{Sum of Outdial Connected Duration} + \text{Sum of Outdial Wrapup Duration}) / \text{Sum of Outdial Connected Count}$

Auxiliary Reports

Idle Report

Agent Idle Auxiliary

This report represents the agent idle time.

Report Path: Stock Reports > Historical Reports > Auxiliary Reports > Idle Reports

Output Type: Table

Parameter	Description	Formula
Agent Name	The name of an agent, that is, a person who answers customer calls. Used As: Row Segment	
Interval	Time Period	Last 7 Days
Idle Code Name	Name of the code Used As: Column Segment	
Count	The number of values specifying a condition for including records.	Count of Record Unique ID

Parameter	Description	Formula
Duration	The amount of time during which the agent was engaged in the activity.	Sum of Activity Duration

Site Idle Auxiliary

This report represents the agent idle time for a site.

Report Path: Stock Reports > Historical Reports > Auxiliary Reports > Idle Reports

Output Type: Table

Parameter	Definition	Formula
Site Name	Name of site. Used As: Row Segment	
Interval	Time Period.	Last 7 Days
Idle Code Name	Name of the code. Used As: Column Segment	
Count	Count of records.	Count of Record Unique ID
Duration	The amount of time.	Sum of Activity Duration

Team Idle Auxiliary

This report represents the agent idle time for a team.

Report Path: Stock Reports > Historical Reports > Auxiliary Reports > Idle Reports

Output Type: Table

Parameter	Definition	Formula
Team Name	Name of the team. Used As: Row Segment	
Interval	Time period.	Last 7 Days
Idle Code Name	Name of code applied Used As: Column Segment	
Count	The total number of calls.	Count of Record Unique ID
Duration	The total time.	Sum of Activity Duration

Wrap-up Reports

Agent WrapUp Auxiliary

This report represents the agent name and the wrap-up code reason.

Report Path: Stock Reports > Historical Reports > Auxiliary Reports > Wrap-up Reports

Output Type: Table

Parameter	Description	Formula
Agent Name	The name of an agent, that is, a person who answers customer calls. Used As: Row Segment	
Interval	Time period	Last 7 Days
Wrapup Code Name	The name of the wrap-up code applied. Used As: Column Segment	
Count	The number of values within the specified range.	Count of Contact Session ID
Duration	The number of seconds that the interaction was active.	Sum of Wrap-up Duration

Site WrapUp Auxiliary

This report represents the site and the wrap-up code used by agents in a particular site.

Report Path: Stock Reports > Historical Reports > Auxiliary Reports > Wrap-up Reports

Output Type: Table

Parameter	Description	Formula
Site Name	Name of the site. Used As: Row Segment	
Interval	Time period	Last 7 Days
Wrapup Code Name	Name of the wrap-up code applied. Used As: Column Segment	
Count	The number of values for specific condition.	Count of Contact Session ID
Duration	The amount of time during which the agent was engaged in the activity.	Sum of Wrapup Duration

Team WrapUp Auxiliary

This report represents the team name and the wrap-up code used by agents belonging to a particular team.

Report Path: Stock Reports > Historical Reports > Auxiliary Reports > Wrap-up Reports

Output Type: Table

Parameter	Description	Formula
Team Name	Name of the team. Used As: Row Segment	
Interval	Time period	Last 7 Days
Wrapup Code Name	The name of the wrap-up code applied. Used As: Column Segment	
Count	The number of values.	Count of Contact Session ID
Duration	The amount of time during which the agent was engaged in the activity.	Sum of Wrapup Duration

Contact Center Overview

Average Service Level Card

This pie chart shows average service level that includes all channels.

Report Path: Stock Reports > Historical Reports > Contact Center Overview

Output Type: Chart

Contact Details in Queue

This report provides contact details by queue.

Report Path: Stock Reports > Historical Reports > Contact Center Overview

Output Type: Table

Parameter	Description	Filters	Formula
Interval	Time Period		Last 7 Days
Channel Type	The media type of the contact, such as telephony, email, or chat. Used As: Row Segment		
Queue Name	The last queue that the contact was in. Used As: Row Segment		
# Contacts	The total amount of contacts.		Count of Contact Session ID
Avg Queue Wait Time	Average of total queue duration.	Current State: connected, ended	Average of Queue Duration

Parameter	Description	Filters	Formula
Longest Contact in Queue	The longest duration that a contact spent in queue. This is calculated after the call status changes from parked to connected or ended. Calls received in the last 24 hours are considered, excluding the calls that are currently in queue.	Current State: connected, ended	Maximum Queue Duration
# Abandoned Contacts	Number of contacts that were abandoned.	Handle Type: abandoned	Count of Contact Session ID

Longest Contact in Queue Card

This report shows the contact that is in queue for the longest duration at that point in time. This value is populated from a snapshot report for the contact that is currently parked in a queue for the longest duration.

This report provides the longest duration of the contact, channel type, and queue name.

Report Path: Stock Reports > Historical Reports > Contact Center Overview

Output Type: Card

Team Details

This report provides team details.



Note

The Social column appears only if the Social Channel SKU is subscribed.

Report Path: Stock Reports > Historical Reports > Contact Center Overview

Output Type: Table

Parameter	Description	Formula
Interval	Time Period	Last 7 Days
Team Name	Name of the team.	
Agent Name	Name of the agent.	
Total Log In Count	The total amount of contacts that were logged in.	
Initial Login Time	Timestamp of first login in interval.	Minimum Login Timestamp
Final Logout Time	Timestamp of last logout within interval.	Maximum Logout Timestamp
Staff Hours	Duration logged-in during interval.	Sum of Login Time

Parameter	Description	Formula
Idle Counts	Number of times the agent's state changed to idle.	Sum of Idle Count
# Contacts Handled	Number of contacts handled in sessions started in this interval.	Sum of Connected Count
# Calls Handled	Number of contacts handled with telephony channel type.	Voice Connected Count
# Chats Handled	Number of contacts handled with chat channel type.	Chat Outdial Connected Count
# Emails Handled	Number of contacts handled with email channel type.	Email Connected Count
# Social Handled	The total number of social channel interactions handled.	Social Connected Count + Social Outdial Connected Count

Multimedia Reports

Agent Volume

This report represents the number of customers handled by an agent and the average CSAT score.

Report Path: Stock Reports > Historical Reports > Multimedia Reports

Output Type: Table

Parameter	Description	Filters	Formula
Interval	Time Period		Last 7 days
Agent Name	The name of an agent, that is, a person who answers customer calls. Used As: Row Segment		
Channel Type	The media type of the contact, such as telephony, email, or chat. Used As: Profile Segment		
Handled	The total number of interactions handled.	Termination Type: normal	Count of Contact Session ID
Avg Handle Time	The average length of time spent handling a call.		(Sum of Hold Duration + Sum of Connected Duration + Sum of Wrapup Duration) / Count of Contact Session ID (Termination Type = Normal)
Avg CSAT	Represents Average customer satisfaction score.		Avg of CSAT score

Agent Volume - Chart

This report represents the content type handled by an agent. You can filter data based on content type or date.

Report Path: Stock Reports > Historical Reports > Multimedia Reports

Output Type: Table

Parameter	Description	Filters	Formula
Voice	The media type of the telephony contact.		Count of Contact Session ID (Channel Type = telephony, Termination Type=normal)
Chat	The media type of the chat contact.		Count of Contact Session ID (Channel Type = chat, Termination Type=normal)
Email	The media type of the email contact.		Count of Contact Session ID (Channel Type = email, Termination Type=normal)
Contacts Handled	The total number of contacts handled.	Termination Type: normal	Count of Contact Session ID

Contact by DNIS

This report represents the contact DNIS for a customer.

Report Path: Stock Reports > Historical Reports > Multimedia Reports

Output Type: Table

Parameters	Description	Formula
Interval	Time period	Last 7 days
DNIS	DNIS number for an incoming call. Note DNIS does not appear for a Chat contact.	Row Segment
Channel Type	The media type of the contact.	Row Segment
Number of Contacts	Represents number of contacts.	Count of Contact Session ID

Contact Reason

This report represents the contact reason for a customer to contact the call center.

**Note**

The Social column appears only if the Social Channel SKU is subscribed.

Report Path: Stock Reports > Historical Reports > Multimedia Reports

Output Type: Table

Parameters	Description	Filters	Formula
Interval	Time period		Last 7 days
Queue Name	The name of a queue, which is holding place for calls while they await handling by an agent. Calls move from an entry point into a queue and then gets distributed to agents.		Queue Name
Contact Reason	Reason identifier.		Contact Reason
Voice	The media type of the telephony contact.	Channel Type: Telephony	Count of Contact Session ID
Chat	The media type of the chat contact.	Channel Type: chat	Count of Contact Session ID
Email	The media type of the email contact.	Channel Type: email	Count of Contact Session ID
Social	The total number of social channel interactions handled.	Channel Type: social	Count of Contact Session ID

Contact Reason - Chart

This report represents the Contact Volume for each entry point and channel type.

Report Path: Stock Reports > Historical Reports > Multimedia Reports

Output Type: Bar Chart

Parameter	Description	Formula
Voice	The media type of the telephony contact.	Count of Contact Session ID (Channel Type = telephony)
Chat	The media type of the chat contact.	Count of Contact Session ID (Channel Type = chat)
Email	The media type of the email contact.	Count of Contact Session ID (Channel Type = email)

Contact Volume

This report represents the number of contacts handled based on the DNIS value.

Report Path: Stock Reports > Historical Reports > Multimedia Reports

Output Type: Table

Parameter	Definition	Formula
DNIS	<p>The DNIS digits delivered with the call. DNIS, or Dialed Number Identification Service, is a service provided by the phone company that delivers a digit string indicating the number the caller dialed along with the call.</p> <p>Note DNIS does not appear for a Chat contact.</p> <p>Used As: Row Segment</p>	
Entry point Name	<p>The name of an entry point.</p> <p>Used As: Row Segment</p>	
Interval	Time period	Last 7 Days
Channel Type	<p>The media type of the contact, such as telephony, email, or chat.</p> <p>Used As: Row Segment</p>	
Contacts	Contact identifier.	Count of Contact Session ID

Contact Volume - Chart

This report represents the number of contacts handled based on the DNIS value for a channel type.

Report Path: Stock Reports > Historical Reports > Multimedia Reports

Output Type: Bar Chart

Parameter	Description	Formula
Voice	The media type of the telephony contact.	Count of Contact Session ID (Channel Type = telephony)
Chat	The media type of the chat contact.	Count of Contact Session ID (Channel Type = chat)
Email	The media type of the email contact.	Count of Contact Session ID (Channel Type = email)

CSR-Yesterday

This report represents Contact Session Record (CSR) for yesterday.

Report Path: Stock Reports > Historical Reports > Multimedia Reports

Output Type: Table

Parameter	Description	Formula
ANI	The ANI digits delivered with a call. ANI, or Automatic Number Identification, is a service provided by the phone company that delivers the caller's phone number along with the call.	Value of ANI
DNIS	The DNIS digits delivered with the call. DNIS, or Dialed Number Identification Service, is a service provided by the phone company that delivers a digit string indicating the number the caller dialed along with the call.	Value of DNIS
Queue	The name of a queue, which is holding place for calls while they await handling by an agent. Calls are moved from an entry point into a queue and are subsequently distributed to agents.	Value of Final queue name
Site	The call center location to which a call was distributed.	Value of Site name
Team	A group of agents at a specific site who handle a particular type of call.	Value of Team name
Agent	The name of an agent, that is, a person who answers customer calls/chats/emails	Value of Agent name
Call start time	Timestamp when the contact started.	Value of Contact start timestamp
Call end time	Timestamp when the contact ended.	Value of Contact end timestamp
Call Duration	The connected duration of a call from.	Value of Call end time – call start time
IVR time	The amount of time during which a call was in IVR state.	Value of Value of IVR duration
Queue Time	The amount of time a contact spent in queue waiting.	Value of Queue duration
Connected time	The duration of connected (talking) state within this interaction.	Value of Connected duration
Hold time	The amount of time during which a call was put on hold.	Value of Hold duration
Wrap up time	The cumulative amount of time agents spent in the wrap-up state after handling the interactions.	Value of Wrap up duration
Handle time	The total amount of time an agent handles the call including wrap-up time.	Wrap up time + connected time
Consult time	The amount of time an agent spent consulting with another agent while handling a call.	Value of Consult duration
Conference time	The amount of time an agent spent in conference with a caller and another agent.	Value of Conference duration
CTQ request time	Total duration spent on consult-to queue within an interaction.	Value of CTQ duration

Parameter	Description	Formula
Hold count	The number of times an agent put an inbound caller on hold.	Value of Hold count
Consult count	The number of times agents initiated a consult with another agent or someone at an external number while handling a call.	Value of Consult count
Conference count	The number of times an agent established a conference call with the caller and another agent.	Value of Conference count
Blind transfer count	The number of times an agent transferred without consulting first.	Value of Blind transfer count
CTQ request count	This is the count of consult-to-queue within an interaction.	Value of CTQ count
Number of transfers	The number of times a call was transferred by an agent.	Value of Transfer count
Transfer errors		Value of Transfer error count
Handle type	how the call was handled, short, abandoned, normal.	Value of Handle type
Termination type	A text string specifying how a call was terminated.	Value of Termination type
Record flag	Flag that indicates whether the contact was recorded.	Value of Is recorded
Wrap up	The wrap-up code that the agent gave for the interaction.	Value of Wrap up code name
Session ID	A unique string that identifies the contact session.	Value of Contact session ID

Entry Point Contact Volume - CAR

This report represents entrypoint through which the customer was routed to an agent from the IVR.

Report Path: Stock Reports > Historical Reports > Multimedia Reports

Output Type: Table

Parameter	Description	Filters	Formula
Entrypoint Name	The name of an entry point. Used As: Row Segment		
Interval	Time period		Last 7 days
Channel Type	The media type of the contact, such as telephony, email, or chat. Used As: Row Segment		
From Entry Point	The number of calls that entered this queue after being classified into the queue from an entry point by the IVR call control script.	Activity State: ivr-connected Previous State: ivr-connected	Count of Record Unique ID

Parameter	Description	Filters	Formula
Transferred In	The number of calls that were transferred to this entry point by an agent who clicked the Queue button and selected an entry point from the drop-down list, and then clicked Transfer.	Previous State: connected Activity State: ivr-connected	Count of Record Unique ID
IVR Ended	Exit Point of IVR/AA.	Previous State: ivr-connected Activity State: ended	Count of Record Unique ID

Entry Point Contact Volume - Chart

This report displays the contact entry point.

Report Path: Stock Reports > Historical Reports > Multimedia Reports

Output Type: Bar Chart

Parameter	Description	Formula
Voice	The media type of the telephony contact.	Count of Contact Session ID (Channel Type = telephony)
Chat	The media type of the chat contact.	Count of Contact Session ID (Channel Type = chat)
Email	The media type of the email contact.	Count of Contact Session ID (Channel Type = email)

Incoming, Short Contacts - Entry point

This report represents the number of calls that were terminated without being connected to an agent.

Report Path: Stock Reports > Historical Reports > Multimedia Reports

Output Type: Table

Parameter	Description	Filters	Formula
Entrypoint Name	The name of an entry point. Used As: Profile Segment		
Interval	Time period		Last 7 days
Channel Type	The media type of the contact, such as telephony, email, or chat. Used As: Profile Segment		
Incoming	Number of incoming contact types.		Count of Contact Session ID
Short	The number of calls that were terminated within the Short Call threshold provisioned for the enterprise without being connected to an agent.	Termination Type: short_call	Count of Contact Session ID
IVR Time	The duration of the call in the IVR.		Sum of IVR Duration

Queue Abandoned Chart

This report represents the number of abandoned customer for each Queue.

Report Path: Stock Reports > Historical Reports > Multimedia Reports

Output Type: Bar Chart

Parameter	Description	Filters	Formula
Voice	The media type of the telephony contact.	Handle Type: abandoned Channel Type: telephony	Count of Contact Session ID
Chat	The media type of the chat contact.	Handle Type: abandoned Channel Type: chat	Count of Contact Session ID
Email	The media type of the email contact.	Handle Type: abandoned Channel Type: email	Count of Contact Session ID

Queue Abandoned

This report represents the number of calls that were in the system but terminated before being distributed to an agent or other resource.

Report Path: Stock Reports > Historical Reports > Multimedia Reports

Output Type: Table

Parameter	Description	Filters	Formula
Queue Name	The name of a queue. Used As: Row Segment	Final Queue ID = Is not in 0	
Interval	Time period		Last 7 days
Channel Type	The media type of the contact, such as telephony, email, or chat. Used As: Row Segment	Final Queue ID = Is not in 0	
Completed	The number of calls that ended during the report interval. Answered, abandoned, and disconnected calls are included in this count. Transferred and short calls are not.		Count of Contact Session ID (Termination Type = normal) + Count of Contact Session ID (Handle type = Abandoned) + Count of Contact Session ID (Termination Type = quick_disconnect)

Parameter	Description	Filters	Formula
%Abandoned	The percentage of calls that were abandoned		Count of Contact Session ID (Handle type = Abandoned) / Sum of Contact Count
Abandoned	The number of calls that were abandoned during the report interval. An abandoned call is a call that was terminated without being distributed to a destination site, but that was in the system for longer than the time specified by the Short Call threshold provisioned for the enterprise.	Handle Type: abandoned	Count of Contact Session ID
Avg Queued Time	The cumulative amount of time calls were in queue, waiting to be sent to an agent or other resource. Because queued time is calculated after the call leaves the queue, the queued time for a call that is still in the queue is not reflected in the report.		Sum of Queue Duration / Sum of Queue Count
Avg Abandoned Time	The cumulative amount of time calls were in the system for longer than the time specified by the Short Call threshold, but terminated before being distributed to an agent or other resource.		Sum of Queue Duration (Is Contact Handled = 1) / Count of contact session ID (Termination Type = abandoned)

Queue Contact Volume - Chart

This chart report represents number of channel types that entered the queue for a particular channel type

Report Path: Stock Reports > Historical Reports > Multimedia Reports

Output Type: Bar Chart

Parameter	Description	Formula
Voice	The media type of the telephony contact.	Count of Contact Session ID (Channel Type=telephony, Termination Type=abandoned) + Count of Contact Session ID(Channel Type=telephony, Termination Type=normal) + Sum of Contact Count (Channel Type=telephony, Termination Type=quick_disconnect)
Chat	The media type of the chat contact.	Count of Contact Session ID (Channel Type=chat, Termination Type=abandoned) + Count of Contact Session ID (Channel Type=chat, Termination Type=normal) + Sum of Contact Count (Channel Type=chat, Termination Type=quick_disconnect)
Email	The media type of the email contact.	Count of Contact Session ID (Channel Type=email, Termination Type=abandoned) + Count of Contact Session ID (Channel Type=email, Termination Type=normal) + Sum of Contact Count (Channel Type=email, Termination Type=quick_disconnect)

Queued Contact Volume

This report represents number of channel types that entered the queue.

Report Path: Stock Reports > Historical Reports > Multimedia Reports

Output Type: Table

Parameter	Description	Formula
Queue Name	Name of queue Used As: Row Segment	
Interval	Time period	Last 7 days
Channel Type	The media type of the contact, such as telephony, email, or chat. Used As: Row Segment	
Total	Total number of contacts.	Sum of Contact Count
Queued	The number of calls that entered the queue during this interval.	Sum of queue count

Queue Service Level

This report represents the service level for a queue.

Report Path: Stock Reports > Historical Reports > Multimedia Reports

Output Type: Table

Parameter	Description	Filters	Formula
Queue Name	Name of queue Used As: Row Segment		
Interval	Time period		Last 7 days
Channel Type	The media type of the contact, such as telephony, email, or chat. Used As: Row Segment		
Service Level %	The number of calls that were answered within the Service Level threshold provisioned for the queue or skill		Service Level % = Sum of Is Within Service Level / Total.
Total	Total number of contacts		Sum of Contact Count
Completed	The number of calls that ended during the report interval. Answered, abandoned, and disconnected calls are included in this count. Transferred and short calls are not.		Count of Contact Session ID (Termination Type = normal) + Count of Contact Session ID (Termination Type = abandoned) + Sum of Contact count (Termination Type = quick_disconnect)

Parameter	Description	Filters	Formula
Abandoned	The number of calls that were abandoned during the report interval. An abandoned call is a call that was terminated without being distributed to a destination site, but that was in the system for longer than the time specified by the Short Call threshold provisioned for the enterprise.	Handle Type: abandoned	Count of Contact Session ID
Answered	The number of calls that were routed from the queue to an agent or available resource and were answered by the agent or resource.	Connected Duration: > 0	Count of Contact Session ID
Conference Count	The number of times agents initiated a conference call to an agent or external number.		Sum of Conference Count
Hold Count	The number of times a caller was put on hold.		Sum of Hold Count
Avg Abandoned Time	The cumulative amount of time calls were in the system for longer than the time specified by the Short Call threshold, but terminated before being distributed to an agent or other resource.		Sum of Queue Duration (Is Contact Handled != 1) / Count of Contact Session ID (Termination Type = Abandoned)
Avg Speed of Answer	The total answered time divided by the total number of answered calls.		Sum of Queue Duration (Is Contact Handled = 1) / Count of Contact Session ID (Connected Duration > 0)

Site Contact Volume - Chart

This report represents the number of contact types for each site.

Report Path: Stock Reports > Historical Reports > Multimedia Reports

Output Type: Bar Chart

Parameter	Description	Formula
Voice	The media type of the telephony contact.	Count of Contact Session ID (Channel Type=telephony, Termination Type=abandoned) + Count of Contact Session ID (Channel Type=telephony, Termination Type=normal) + Sum of Contact Count (Channel Type=telephony, Termination Type=quick_disconnect)
Chat	The media type of the chat contact.	Count of Contact Session ID (Channel Type=chat, Termination Type=abandoned) + Count of Contact Session ID (Channel Type=chat, Termination Type=normal) + Sum of Contact Count (Channel Type=chat, Termination Type=quick_disconnect)
Email	The media type of the email contact.	Count of Contact Session ID (Channel Type=email, Termination Type=abandoned) + Count of Contact Session ID (Channel Type=email, Termination Type=normal) + Sum of Contact Count (Channel Type=email, Termination Type=quick_disconnect)

Sites Contact Details

This report represents the details of all agents in a team for a site.

Report Path: Stock Reports > Historical Reports > Multimedia Reports

Output Type: Table

Parameter	Description	Filters	Formula
Site Name	The name of a site. Used As: Row Segment	Site ID is not in 0	
Channel Type	The media type of the contact, such as telephony, email, or chat. Used As: Row Segment	Site ID is not in 0	
Interval	Time period		Last 7 days
Completed	The number of calls that ended during the report interval. Answered, abandoned, and disconnected calls are included in this count. Transferred and short calls are not.		Count of Contact Session ID (Termination Type = normal) + Count of Contact Session ID (Termination Type = abandoned) + Sum of Contact Count (Termination Type = quick_disconnect)
Sudden Disconnect Count	The number of calls that were answered (that is, connected to an agent or distributed to and accepted by a destination site), but that were then immediately disconnected within the Sudden Disconnect threshold provisioned for the enterprise.	Termination Type: quick_disconnect	Sum of Contact Count
Answered	The number of calls that were routed from the queue to an agent or available resource and were answered by the agent or resource.	Termination Type: normal	Count of Contact Session ID
Conference Count			Sum of Conference Count
%Abandoned	The percentage of calls that were abandoned.		Count of Contact Session ID (Termination Type = Abandoned) / Sum of Contact Count
Hold Count	The number of times a caller was put on hold.		Sum of Hold Count

Parameter	Description	Filters	Formula
Answered Time	The cumulative amount of time between when calls entered the queue and when they were answered (connected to an agent or other resource) during the report interval. Because answered time is calculated after the call is answered, answered time for calls that are waiting to be answered is not reflected in the report.	Is Contact Handled: = 1	Sum of Queue Duration
Connected Time	The time interval between when calls were answered by an agent or other resource and when they were terminated. Because connected time is not calculated until the call is terminated, the connected time for a call that is still in progress is not reflected in the report.		Sum of Hold Duration + Sum of Connected Duration

Teams Contact Details

This report represents the number of contact types for a team.

Report Path: Stock Reports > Historical Reports > Multimedia Reports

Output Type: Table

Parameter	Description	Filters	Formula
Team Name	The name of a team. Used As: Row Segment		
Interval	Time period		Last 7 days
Channel Type	The media type of the contact, such as telephony, email, or chat. Used As: Row Segment		
Completed	The number of calls that ended during the report interval. Answered, abandoned, and disconnected calls are included in this count. Transferred and short calls are not.		Count of Contact Session ID (Termination Type = normal) + Count of Contact Session ID (Termination Type = abandoned) + Sum of Contact Count (Termination Type = sudden_disconnect)
Sudden Disconnect Count	The number of calls that were answered (that is, connected to an agent or distributed to and accepted by a destination site), but that were then immediately disconnected within the Sudden Disconnect threshold provisioned for the enterprise.	Termination Type: sudden_disconnect	Sum of Contact Count

Parameter	Description	Filters	Formula
Answered	The number of calls that were routed from the queue to an agent or available resource and were answered by the agent or resource.	Termination Type: normal	Count of Contact Session ID
Conference Count	The number of times agents initiated a conference call to an agent or external number.		Sum of Conference Count
Hold Count	The number of times a caller was put on hold.		Sum of Hold Count
Answered Time	The cumulative amount of time between when calls entered the queue and when they were answered (connected to an agent or other resource) during the report interval. Because answered time is calculated after the call is answered, answered time for calls that are waiting to be answered is not reflected in the report.	Is Contact Handled: = 1	Sum of Queue Duration
Connected Time	The time interval between when calls were answered by an agent or other resource and when they were terminated. Because connected time is not calculated until the call is terminated, the connected time for a call that is still in progress is not reflected in the report.		Sum of Hold Duration + Sum of Connected Duration

Volume Report

This report represents the number of channel types for a team.

Report Path: Stock Reports > Historical Reports > Multimedia Reports

Output Type: Table

Parameter	Description	Filters	Formula
Interval	Time period		Last 7 days
Channel Type	The media type of the contact, such as telephony, email, or chat.		Channel Type
Offered	The total number of contacts offered.		Sum of Is Offered
Handled	The total number of interactions handled.	Termination Type: normal	Count of Contact Session ID
Avg Handle Time	The average length of time spent handling a call.		(Sum of Connected Duration + Sum of Hold Duration + Sum of Wrapup Duration) / Count of Contact Session ID

Volume Report - Chart

This report represents the number of contacts offered or handled for a particular channel type.

Report Path: Stock Reports > Historical Reports > Multimedia Reports

Output Type: Bar Chart

Parameter	Description	Filters	Formula
Offered	The total number of contacts offered.		Sum of Is Offered
Handled	The total number of interactions handled.	Termination Type: normal	Count of Contact Session ID

Self Service Reports

IVR and CVA Dialog Flow Report

This report displays the Self-service operational metrics. The Self-service Reporting and Analytics information consists of:

- Number of abandoned calls in Self-service.
- Number of abandoned calls in a queue.

**Note**

Self-service is enabled by adding the Virtual Agent activity to the call flow in Flow Designer. When a customer contacts the contact center, the virtual agent handles the contact in the IVR. For more information on configuring the virtual assistant, please see *Virtual Agent* section of the [Cisco Webex Contact Center Setup and Administration Guide](#).

Report Path: Stock Reports > Historical Reports > Multimedia Reports > Self Service Reports > IVR and CVA Dialog Flow Report.

Output Type: Table

Table 5: IVR and CVA Dialog Flow Report

Parameter	Description	Filters	Formula
Interval	The time period for which the Self-service analytics data is reported.		
Entrypoint Name	The list of entry points for the IVR call.		
Total IVR Calls	The total number of IVR calls handled by the virtual agent.		
Calls Abandoned in Self-Service	Number of IVR calls that were abandoned in IVR.		
Calls Escalated to Queue	Number of IVR calls that were escalated to a queue.		

Parameter	Description	Filters	Formula
Percentage Escalation to Queue	Percentage of IVR calls that were escalated to a queue.		$100 * (\text{Calls Escalated to Queue} / \text{Total IVR Calls})$

Click any table cell (except the **Percentage Escalation to Queue** table cell) to see the **Drill Down** icon. Click the icon to launch the **Drill Down** modal dialog. The **Drill Down** modal dialog displays the records that are involved in the computation of the visualization. You can see the following details:

Table 6: Drill Down

Parameter	Description
Name of Activity	Shows the name of the activity such as CVA, Play Prompt, Menu, and Queue.
Number of Calls completed in this Activity	Shows the total number of calls completed in this activity.

To add a new column in the report, you can select the appropriate Fields and Measures from the drop-down list on the left side of the **Drill Down** modal dialog. You can export the **Drill Down** report in Microsoft Excel format or CSV format to a preferred location. To view the **Drill Down** modal dialog in a separate window, click the **Launch** icon.

You can further drill down on the **Name of Activity** table cell, to display the sequence of activities. This **Drill Down** report is the second-level drill down. You can see the following details:

Table 7: Drill Down

Parameter	Description
Entrypoint Name	Shows the entry point for that particular activity.
Timestamp	Shows the date and the time at which the call landed in the Self-service.
Call ID	Shows the call ID number.
Sequence of Activity	Shows the sequence of activities that were involved in the call. The activities include DTMF, Prompt Name, Queue Name, Abandoned, Completed, CVA, Menu, Self Service Complete, and Self Service Abandon.

Opt Out of Queue Report

This report displays the opt-out-of-queue choices made by the customer.

When a customer contacts the contact center, the virtual agent handles the contact in the IVR. The IVR provides an option for the customer to opt out of the queue. This report shows:

- The number of opt-outs.
- Other call-associated data.

Report Path: Stock Reports > Historical Reports > Multimedia Reports > Self Service Reports > Opt Out of Queue Report

Output Type: Table

Table 8: Opt Out of Queue Report

Parameter	Description	Filters	Formula
Date	Displays the date.		
Queue Name	The queue that the contact was in at the time of opting out.		
Number of Opt-outs	The number of customer contacts that opted out of a particular queue on the given date.		

Click **Number of Opt-outs** table cell to see the **Drill Down** icon. Click the icon to launch the **Drill Down** modal dialog. The **Drill Down** modal dialog displays the records that are involved in the computation of the visualization. You can see the following details:

Table 9: Drill Down

Parameter	Description	Formula
Call Time	Shows the time at which the call got connected.	
ANI	Shows the ANI number that is associated with the call.	
DNIS	Shows the DNIS number that is associated with the call.	
Workflow Sequence	Shows the sequence of activities that happened during the call.	

To add a new column in the report, you can select the appropriate Fields and Measures from the drop-down list on the left side of the **Drill Down** modal dialog. You can export the **Drill Down** report in Microsoft Excel format or CSV format to a preferred location. To view the **Drill Down** modal dialog in a separate window, click the **Launch** icon.

Team & Queue Stats

Average Handle Time Card

This report displays the average time of total contacts (voice, email, and chat) that got handled.

Report Path: Stock Reports > Historical Reports > Team & Queue Stats

Output Type: Card

Average Wrapup Time Card

This report displays the average wrapup time for each individual channel and for overall channels.

Report Path: Stock Reports > Historical Reports > Team & Queue Stats

Output Type: Table

Team Stats

This report displays the team statistics.

Report Path: Stock Reports > Historical Reports > Team & Queue Stats

Output Type: Table

Parameter	Description	Filters	Formula
Interval	Shows the duration for which the team statistics is collected.		Last 7 Days
Team Name	Shows the name of the team.		
Agent Name	Shows the name of the agent.		
# Contacts Handled	Shows the number of contacts that were handled by the agent.		
Total Contacts Handled	Shows the total number of contacts that were handled by the agent for the call channel type.		Sum of Inbound Contacts Handled + Outdials Handled
Inbound Contacts Handled	Shows the total number of inbound contacts that were handled by the agent for the call channel type.		
Callbacks Handled	Shows the number of callbacks that were handled by the agent for the call channel type.		
Outdials Handled	Shows the total number of outdial calls that were handled by the agent for the call channel type.		
Average Handle Time	Shows the average time that was spent by the agent on the contacts handled.		Sum of Wrapup Duration + Sum of Connected Duration / # Contacts Handled

Parameter	Description	Filters	Formula
Average Wrapup Time	Shows the average time that was spent on wrapping up the contacts handled.		Sum of Wrapup Duration / Sum of Wrapup Count



Note The **Total Contacts Handled**, **Inbound Contacts Handled**, **Callbacks Handled**, and **Outdials Handled** columns are available in the Team Stats report of the APS reports in Agent Desktop

Total Handled Card

This report displays the total number of contacts handled and broken down by channel type.

Report Path: Stock Reports > Historical Reports > Team & Queue Stats

Output Type: Card

License Usage Reports

License Usage Report - Webex Contact Center PSTN

This report provides a view of the daily observed maximum concurrent voice-enabled agent sessions on Agent Desktop. This is indicative of the usage of PSTN Toll Inbound SKU. The report also provides the daily observed maximum concurrent Toll-free voice calls on the tenant. This is indicative of the usage of PSTN Toll-free Inbound SKU. A breakup of maximum concurrent Toll-free voice calls is provided to show the composition of the calls connected to Agent, IVR system, and Queue.

This report shows day-wise usage data for the selected month. By default, the current month is selected. You can select an appropriate month from the drop-down list from the previous thirty-six months. Days of the month in the table are arranged in ascending order.

You can select the **Browser Timezone** or the **Billing Timezone**. By default, the **Browser Timezone** is selected. When the Browser Timezone is selected, the data shows as per the browser time. When Billing Timezone is selected, the data shows in UTC without offset, and the values roll up for the daily reports. Once you change the Timezone and export a report, you can see the exported report in the selected Timezone.

The **Summary** value for the **Max Concurrent Voice Enabled Agent Session** is considered as the usage for the PSTN Toll inbound SKU for monthly invoicing.

The **Summary** value for the **Max Concurrent Toll Free Calls** is considered as the usage for the PSTN Toll-free inbound SKU for monthly invoicing.



Note If no agents log in for a specific duration, the report displays zero in the record for that specific duration. If an agent is logged-in and no calls were made by the agent until log-out, the Max Concurrent Voice Enabled Agent Sessions record is set to one.



Note In case of Mozilla Firefox browser, you have to enter the date manually in the YYYY-MM format.

Report Path: Stock Reports > Historical Reports > License Usage Reports

Output Type: Table

Parameter	Description	Formula
Date	Shows the date of the daily report.	
Max Concurrent Voice Enabled Agent Sessions	Shows the maximum number of concurrent voice channel enabled agent sessions for the day.	
Max Concurrent Toll Free Calls	Shows the maximum number of concurrent calls on toll-free dialed numbers for the day.	
Toll Free Voice Calls - Agents	These columns provide a breakup of maximum concurrent Toll-Free voice calls to show the composition of the calls connected to Agent, IVR and Queue.	
Toll Free Voice Calls - IVR		
Toll Free Voice Calls -Queue		
Concurrent Tolloed Calls	Shows the total concurrent calls connected to Tolloed dial numbers when Max Concurrent Toll-Free Calls is observed.	
Tolloed Voice Calls - Agents	These columns provide a breakup of concurrent Tolloed calls to show the composition of the calls connected to Agent, IVR and Queue.	
Tolloed Voice Calls - IVR		
Tolloed Voice Calls - Queue		

You can select a specific DN from the **Select DN** drop-down list. The default value of the Select DN drop-down list is set to **All DN's with Calls**. The default value aggregates the call data for all the DN's (Tolloed and Toll-free).

The DN's listed in the **Select DN** drop-down list includes the Tolloed and Toll-free DN's that have handled at least one call in the selected month.

When you select a Tolloed DN in the **Select DN** drop-down list, the **Max Concurrent Voice Enabled Agent Sessions**, **Concurrent Tolloed Calls**, and **Tolloed Voice Calls** (including Agent, IVR and Queue) column records are displayed. The **Max Concurrent Toll-free Calls**, and **Toll-free Voice Calls** columns display NA.

When you select a Toll-free DN in the **Select DN** drop-down list, the **Max Concurrent Voice Enabled Agent Sessions**, **Max Concurrent Toll-free Calls**, and **Toll Free Voice Calls** (breakup by Agent, IVR and Queue) column records are displayed. The **Concurrent Tolloed Calls** and **Tolloed Voice Calls** columns display NA.

To fetch the data for multiple DN's, click the **Custom Select** in the **Select DN** drop-down list to launch the **DN-Custom Selection** modal dialog. You can select multiple DN's from the **DN list** drop-down by selecting the checkbox next to the DN. This list includes the Tolloed and Toll-free DN's. You can select the appropriate DN's that can be a mix of Tolloed and Toll-free DN's. The selected DN list is also displayed in the **DN picked** field.

Historical License Usage Report - Webex Contact Center PSTN

This report provides a view of the monthly observed maximum concurrent voice-enabled agent sessions on Agent Desktop. A view of twelve consecutive months data is available at any point in time. Data for the last thirty-six months is available. The report provides an indication of seasonality in PSTN license consumption.

You can select the **Browser Timezone** or the **Billing Timezone**. By default, the **Browser Timezone** is selected. When the Browser Time Zone is selected, the data shows as per the browser time. When the Billing Time Zone is selected, the data shows in UTC without offset, and the values roll up for the monthly reports. Once you change the Time Zone and export a report, you can see the exported report in the selected Time Zone.

The **Summary** value for the **Max Concurrent Voice Enabled Agent Session** is reported for the PSTN Toll inbound SKU.

The **Summary** value for the **Max Concurrent Toll Free Calls** is reported for the PSTN Toll-free inbound SKU.


Note

In case of Mozilla Firefox browser, you have to enter the date manually in the YYYY-MM format.

Report Path: Stock Reports > Historical Reports > License Usage Reports

Output Type: Table

Parameter	Description	Formula
Month	Shows the month and the year of the monthly report.	
Max Concurrent Voice Enabled Agent Sessions	Shows the maximum number of concurrent voice channel enabled agent sessions for the month.	
Max Concurrent Toll Free Calls	Shows the maximum number of concurrent calls on toll-free dialed numbers for the month.	
Toll Free Voice Calls - Agents	These columns provide a breakup of maximum concurrent Toll-Free voice calls to show the composition of the calls connected to Agent, IVR and Queue.	
Toll Free Voice Calls - IVR		
Toll Free Voice Calls -Queue		
Concurrent Tolled Calls	Shows the total concurrent calls connected to Tolled dial numbers when Max Concurrent Toll-Free Calls is observed.	
Tolled Voice Calls - Agents	These columns provide a breakup of concurrent Tolled calls to show the composition of the calls connected to Agent, IVR and Queue.	
Tolled Voice Calls - IVR		
Tolled Voice Calls - Queue		

CallBack Reports

Courtesy Callback Report

This report displays the courtesy callback details.



Note When a customer contacts the contact center, the virtual agent handles the contact in the IVR. The IVR provides the customer an option to receive a courtesy callback. The IVR collects the DN from the customer to offer a courtesy callback. For more information on configuring courtesy callback, see the *View a Web Callback Request Report* section of the [Cisco Webex Contact Center Setup and Administration Guide](#).

Report Path: Stock Reports > Historical Reports > CallBack Reports > Courtesy Callback Report

Output Type: Table

Table 10: Courtesy Callback Report

Parameter	Description	Filters	Formula
Queue Name	Shows the name of the last queue that is associated with the callback.		
Team Name	Shows the name of the team the agent belongs to.		
Callback Request Time	Shows the time at which the customer opted for the callback.		
Callback Connected Time	Shows the time at which the callback got connected between the agent and the customer.		
Agent Name	Shows the name of the agent making the callback.		
Callback Number	Shows the number based on the ANI or the number that is configured in the workflow.		
Last Callback Status	Shows the status of the last callback.		

Real-time Reports



Note

Real-time Reports have specific refresh intervals. While running a Real-time report, you can have more filtering capability. Hover on the table header to see the **Hamburger Menu** icon. Click the **Hamburger Menu** icon to open the filter drop-down. You can select or deselect the appropriate entities in the filter drop-down. You can close and reopen the filter drop-down to see the original filter selection.

While selecting or deselecting the appropriate entities in the filter drop-down, if a report refresh window occurs:

- All the checkboxes in the filter drop-down get selected in this refresh window.
- To continue the filter selection, wait until this refresh is complete, close and reopen the filter drop-down.

You can select the filters between the refresh intervals.



Note

These reports are not available for Cloud Connect users.

Agent Reports Real-time

Agent interval reports display cumulative and derived values at the site, team, or agent level.

Interval Report-Agent

Agent Interval Realtime

This report represents a cumulative and derived value when an agent is connected to a channel type.

Report Path: Stock Reports > Real-Time Reports > Agent Reports > Interval Reports

Output Type: Table

Parameter	Description	Formula
Agent Name	The name of an agent, that is, a person who answers customer calls. Used As: Row Segment	
Interval	Time Period	Realtime - 30 mins
Channel Type	The media type of the contact, such as telephony, email, or chat. Used As: Row Segment	
Staff Hours	The total amount of time the agents were logged in.	Sum of Logout Timestamp - Sum of Login Timestamp

Parameter	Description	Formula
Occupancy	The measure of time agents spent on calls compared to available and idle time.	$\frac{(\text{Sum of Outdial Wrapup Duration} + \text{Sum of Wrapup Duration}) + (\text{Sum of Outdial Connected Duration} + \text{Sum of connected duration})}{(\text{Sum of Available Duration} + \text{Sum of Idle Duration} + \text{Sum of Not Responding Duration}) + (\text{Sum of Connected Duration} + \text{Sum of Wrapup Duration} + \text{Sum of Outdial Connected Duration} + \text{Sum of Outdial Wrapup Duration})}$
Total Calls	The total number of calls from all origination types.	$\text{Sum of Outdial Connected Count} + \text{Sum of connected Count}$
Idle Time	The total amount of time the agents spent in the Idle state.	$\text{Sum of Idle Duration}$
Available Time	The total amount of time the agents spent in the Available state.	$\text{Sum of Available Duration}$
Inbound Reserved Time	The total amount of time the agents spent in the Reserved state (time duration once the call starts ringing and before the call is answered).	$\text{Sum of Ringing Duration}$
Inbound Connected Time	The total amount of time an agent was talking with a caller.	$\text{Sum of Connected Duration}$
Inbound Contact Time	Total connected duration of a call agent is attending including hold time.	$\text{Sum Of Connected Duration} + \text{Sum Of Hold Duration}$
Inbound Hold Time	The number of times an agent put an inbound caller on hold.	$\text{Sum of Hold Duration}$
Inbound Connected Time	The total amount of time an agent was talking with a caller.	$\text{Sum of Connected Duration}$
Inbound Wrapup Time	The total amount of time the agents spent in the Wrap-up state after an inbound call.	$\text{Sum of Wrapup Duration}$
Inbound Average Connected Time	The average inbound connected time.	$\frac{(\text{Sum of Connected Duration} + \text{Sum of Hold Duration})}{\text{Sum of Connected Count}}$
Inbound Average Handle Time	The average length of time agents were in the Wrap-up state after an inbound call.	$\frac{(\text{Sum of Connected Duration} + \text{Sum of Wrapup Duration})}{(\text{Sum of Connected Count})}$
Not Responding Time	The total amount of time the agents spent in the Not Responding state.	$\text{Sum of Not Responding Duration}$

Parameter	Description	Formula
Outdial Attempted Count	The number of times an agent was in the Outdial Reserved state (time duration once the call starts ringing and before the call is answered).	Sum of Outdial Count
Outdial Connected Count	The number of outdial calls that got connected to an agent.	Sum of Outdial Connected Count
Outdial Reserved Time	The total amount of time the agents were in the Outdial Reserved state.	Sum of Outdial Ringing Duration
Outdial Hold Time	The total amount of time the outdial calls were on hold.	Sum of Outdial Hold Duration
Outdial Connected Time	The amount of time the agents got connected to outdial calls.	Sum of Outdial Connected Duration
Outdial Wrapup Time	The total amount of time agents spent in the Wrap-up state after an outdial call.	Sum of Outdial Wrapup Duration
Outdial Average Connected Time	The average outbound connected time.	Sum of Outdial Connected Duration / Sum of Outdial Connected Count
Outdial Average Handle Time	The average length of time spent handling an outdial call (Total Outdial Connected Time plus Total Outdial Wrap Up Time, divided by Outdial Connected Count).	(Sum of Outdial Connected Duration+Sum of Outdial Wrapup Duration) / (Sum of Outdial Count +Sum of Outdial Connected Count)
Login Duration	The sum of time during which the agent was engaged in the activity.	Maximum Logout Timestamp - Minimum Login Timestamp

Agent Interval Realtime - Chart

This report represents the time an agent is connected to a content type.

Report Path: Stock Reports > Real-Time Reports > Agent Reports > Interval Reports

Output Type: Bar Chart

Paramter	Description	Formula
Connected Count	The number of emails, chats, and telephony calls that were distributed and accepted.	Sum of Connected Count

Agent Outdial Statistics Realtime

This report represents the number of outdial calls made by an agent in real time.

Report Path: Stock Reports > Real-Time Reports > Agent Reports > Interval Reports

Output Type: Table

Parameter	Description	Formula
Agent Name	The name of an agent, that is, a person who answers customer calls. Used As: Row Segment	
Channel Type	The media type of the contact, such as telephony, email, or chat. Used As: Row Segment	
Login Time	The date and time the agent logged in.	Minimum Login Timestamp
Outdial Contact Handled	The number of outbound calls handled.	Sum of Outdial Connected Count
Outdial Average Handle Time	The average handle time for outbound calls.	(Outdial Connected Time + Outdial Wrapup Time) / Outdial Calls Outdial Connected Time = Sum of Outdial Connected Duration. Outdial Wrapup Time = Sum of Outdial Wrapup Duration. Outdial Calls = Outdial Attempted Count + Outdial Contact Handled Outdial Attempted Count = Sum of Outdial Count.
Outdial Connected Time	The total amount of time an agent was talking with a party on an outdial call.	Sum of Outdial Connected Duration
Outdial Average Connected Time	The average of outdial connected time.	Outdial Connected Time / Outdial Contact Handled
Outdial Talk Time	The total amount of time an agent was talking with a party on an outdial call.	Outdial Connected Time + Outdial Hold Duration Outdial Hold Duration = Sum Of Outdial Hold Duration

Site Interval Realtime

This report represents the details for a site.

Report Path: Stock Reports > Real-Time Reports > Agent Reports > Interval Reports

Output Type: Table

Parameter	Description	Formula
Site Name	Name of site.	Row Segment

Parameter	Description	Formula
Channel Type	The media type of the contact, such as telephony, email, or chat.	Row Segment
Staff Hours	The total amount of time the agents were logged in.	(Sum of Logout Timestamp - Sum of Login Timestamp)
Occupancy	The measure of time agents spent on calls compared to available and idle time.	$((\text{Sum of Outdial Wrap up Duration} + \text{Sum of Wrap-up Duration}) + (\text{Sum of Outdial Connected Duration} + \text{Sum Of Connected Duration})) / \text{Staff Hours}$
Total Contacts	Total number of calls	Sum of Outdial Connected Count + Sum of Connected Count
Idle Time	The total amount of time the agents spent in the Idle state.	Sum of Idle Duration
Available Time	The total amount of time the agents spent in the Available state.	Sum of Available Duration
Inbound Reserved Time	The number of times an agent went into the Inbound Reserved state.	Sum of Ringing Duration
Inbound Connected Time	The total amount of time the agents spent in the Reserved state (time duration once the call starts ringing and before the call gets answered).	Sum of Connected Duration
Inbound Hold Time	The number of times an agent put an inbound caller on hold.	Sum of Hold Duration
Inbound Contact Time	The number of inbound calls that got connected to an agent.	Sum of Connected Duration + Sum of Hold Duration
Inbound Wrap up Time	The number of times agents went into the Wrap-up state after an inbound call.	Sum of Wrap-up Duration
Inbound Average Connected Time	The number of agents currently connected to an inbound call.	$(\text{Sum of Connected Duration} + \text{Sum of Hold Duration}) / \text{Sum of Connected Count}$
Inbound Average Handle Time	The average length of time spent handling an inbound call.	$(\text{Sum of Connected Duration} + \text{Sum of Wrap-up Duration}) / (\text{Sum of Connected Count})$
Not Responding Time	The total amount of time the agents spent in the Not Responding state.	Sum of Not Responding Duration
Outdial Attempted Count	The number of times an agent attempted to make an outdial call.	Sum of Outdial Count
Outdial Connected Count	The number of outdial calls that got connected to an agent.	Sum of Outdial Connected Count

Parameter	Description	Formula
Outdial Reserved Time	The total amount of time the agents were in the Outdial Reserved state	Sum of Outdial Ringing Duration
Outdial Hold Time	The number of times an agent put an outdial call on hold.	Sum of Outdial Hold Duration
Outdial Connected Time	The number of outdial calls that got connected to an agent.	Sum of Outdial Connected Duration
Outdial Wrap up Time	The number of times agents went into the Wrap-up state after an outdial call.	Sum of Outdial Wrap up Duration
Outdial Average Connected Time	The average outdial connected time.	Sum of Outdial Connected Duration / Sum of Outdial Connected Count
Outdial Average Handle Time	The average length of time spent handling an outdial call.	(Sum of Outdial Connected Duration+Sum of Outdial Wrap up Duration) / (Sum of Outdial Count +Sum of Outdial Connected Count)

Site Interval Realtime - Chart

This report represents the number of answered contact types for a site.

Report Path: Stock Reports > Real-Time Reports > Agent Reports > Interval Reports

Output Type: Bar Chart

Parameter	Description	Filters	Formula
Connected Count	Number of answered contact types.	Channel Type: chat, telephony, email, social	Sum of Connected Count

Team Interval Realtime

This report represents a detailed view at a team and site level.

Report Path: Stock Reports > Real-Time Reports > Agent Reports > Interval Reports

Output Type: Table

Parameter	Description	Formula
Team Name	Name of the team Used As: Row Segment	
Channel Type	The media type of the contact, such as telephony, email, or chat. Used As: Row Segment	
Staff Hours	The total amount of time the agents were logged in.	(Sum of Logout Timestamp - Sum of Login Timestamp)

Parameter	Description	Formula
Occupancy	The measure of time the agents spent on calls compared to available and idle time.	$(\text{Sum of Total Outdial Wrap-up Time} + \text{Sum of Total Wrap-up Time} + \text{Sum of Total Outdial Connected Time} + \text{Sum of Total Available Time} + \text{Sum of Total Hold Time}) / \text{Staff Hours}$
Total Calls	Total number of calls	$\text{Sum of Outdial Connected Count} + \text{Sum of Available Count}$
Idle Time	The total amount of time the agents spent in the Idle state.	Sum of Idle Duration
Available Time	The total amount of time the agents spent in the Available state.	Sum of Available Duration
Inbound Reserved Time	The total amount of time the agents spent in the Reserved state (time duration once the call starts ringing and before the call gets answered).	Sum of Ringing Duration
Inbound Contact Time	Time the call landed at the agent's station.	Sum of Total Available Time
Inbound Hold Time	The number of times an agent put an inbound caller on hold.	Sum of Total Hold Time
Inbound Connected Time	The total amount of time the agents spent in the Connected state.	$\text{Sum of Total Available Time} + \text{Sum of Total Hold Time}$
Inbound Wrapup Time	The number of times the agents went into the Wrap-up state after an inbound call.	Sum of Total Wrap-up Time
Inbound Average Connected Time	The average time agents got connected to inbound calls.	$(\text{Sum of Total Available Time} + \text{Sum of Total Hold Time}) / \text{Sum of Connected Count}$
Inbound Average Handle Time	The average time agents spent handling calls.	$(\text{Sum of Total Available Time} + \text{Sum of Total Hold Time} + \text{Sum of Total Wrap-up Time}) / (\text{Sum of Connected Count} + \text{Sum of Available Count})$
Not Responding Time	The total amount of time the agents spent in the Not Responding state.	Sum of Not Responding Duration
Outdial Attempted Count	The number of times an agent attempted to make an outdial call.	Sum of Outdial Count
Outdial Connected Count	The number of outdial calls that got connected to an agent.	Sum of Outdial Connected Count
Outdial Reserved Time	The number of agents currently in the Reserved state (time duration once the call starts ringing and before the call gets answered).	Sum of Total Outdial Ringing Time

Parameter	Description	Formula
Outdial Hold Time	The number of agents in the Connected state who have placed the caller on hold.	Sum of Total Outdial Hold Time
Outdial Connected Time	The number of outdial calls that got connected to an agent.	Sum of Total Outdial Connected Time
Outdial Wrapup Time	The total amount of time the agents spent in the Wrap-up state after an outbound call.	Sum of Total Outdial Wrap-up Time
Outdial Average Connected Time	The average amount of time the agents were in the Outdial Reserved state.	Sum of Total Outdial Connected Time / Sum of Outdial Connected Count
Outdial Average Handle Time	The average outdial handle time.	(Sum of Total Outdial Connected Time + Sum of Total Outdial Wrap-up Time) / (Sum of Outdial Count + Sum of Outdial Connected Count)

Team Interval Realtime Report-Chart

This report represents the number of contact types answered for a team.

Report Path: Stock Reports > Real-Time Reports > Agent Reports > Interval Reports

Output Type: Bar Chart

Parameter	Description	Formula
Connected Count	Number of answered contact types.	Sum of Connected Count

Team Statistics Realtime

This report represents team statistics in a detailed format in real time.

Report Path: Stock Reports > Real-Time Reports > Agent Reports > Interval Reports

Output Type: Table

Parameter	Description	Formula
Team Name	A group of agents at a specific site who handle a particular type of call. Used As: Row Segment	
Agent Name	The name of an agent, that is, a person who answers customer calls. Used As: Row Segment	
Channel Type	The media type of the contact, such as telephony, email, or chat. Used As: Row Segment	
Total Logged In	The number of agents currently logged in.	Count of Session ID

Parameter	Description	Formula
Idle Count	The number of times an agent went into the Idle state.	Count of Agent Session ID (Activity State: Idle)
Available Count	The number of times an agent went into the Available state.	Count Of Agent Session ID (Activity State: Available)
Connected Count	The number of calls currently connected to an agent.	Count Of Agent Session ID (Activity State: Connected)
Consulting Count	The number of agents currently consulting with another agent.	Count Of Agent Session ID (Activity State: AvailableConsulting, ConnectedConsulting, IdleConsulting, WrapUpConsulting)
Wrapup Count	The number of times agents went into the Wrap-up state.	Count Of Agent Session ID (Activity State: WrapUp)
Not Responded Count	The number of times an agent was in the Not Responding state.	Count Of Agent Session ID (Activity State: NotResponding)
Outdial Count	The number of outdial calls made.	Count Of Agent Session ID (Is Outdial >= 1, Activity State: Connected)

Snapshot Report-Agent

Agent Realtime

This report represents a detailed summary of the agent statistics.

Report Path: Stock Reports > Real-Time Reports > Agent Reports > Snapshot Reports

Output Type: Table

Parameter	Description	Filters	Formula
Agent Name	Name of the agent		Row Segment
Channel Type	The media type of the contact, such as telephony, email, or chat.		Row Segment
Total Logged In	The total number of times agent logged in.		Count of Agent Session ID
Idle Count	The number of times an agent went into the Idle state.	Activity State: Idle, idle	Count of Agent Session ID
Available Count	The number of agents currently in the Available state.	Activity State: Available, available	Count of Agent Session ID
Reserved Count	The number of times agent currently in the Reserved state (where the incoming call isn't yet answered).	Activity State: Ringing, ringing	Count of Agent Session ID
Connected Count	The number of calls currently connected to an agent.	Activity State: Connected, connected	Count of Agent Session ID

Parameter	Description	Filters	Formula
Consulting Count	The number of times an agent was in the Consulting state.	Activity State: Available consulting, available-consulting, ConnectedConsulting	Count of Agent Session ID
Conferencing Count	The number of times an agent initiated a conference call.	Activity State: Conferencing, conferencing	Sum of Conference Count
Wrap Up Count	The number of times an agent was in the Wrap Up state.	Activity State: Wrapup, wrapup	Count of Agent Session ID
Not Responding Count	The number of times an agent was in the Not Responding state.	Activity State: Not Responding, not-responding	Count of Agent Session ID (Activity State =NotResponding)
In Outdial Count	The number of agents who are connected to or are wrapping up an outdial call.	Is Outdial: >= 1	Count of Is Outdial

Agent State - Site Realtime

This report represents the agent state team-wise real time.

Report Path: Stock Reports > Real-Time Reports > Agent Reports > Snapshot Reports

Output Type: Table

Parameter	Description	Filters	Formula
Site Name	Name of the site. Used As: Row Segment		
Channel Type	The media type of the contact, such as telephony, email, or chat. Used As: Row Segment		
Total Logged In	The number of agents currently logged in.		Count of Agent Session Id
Idle Count	The number of times an agent went into the Idle state.	Activity State: Idle, idle	Count of Agent Session Id
Available Count	The number of agents currently in the Available state.	Activity State: Available, available	Count of Agent Session Id)
Reserved Count	The number of agents currently in the Reserved state (time duration once the call starts ringing and before the call gets answered).	Activity State: Ringing, ringing	Count of Agent Session Id

Parameter	Description	Filters	Formula
Connected Count	The number of calls currently connected to an agent.	Activity State: Connected, connected	Count of Agent Session Id
Consulting Count	The number of times an agent was in the Consulting state.	Activity State: AvailableConsulting, available-consulting, ConnectedConsulting	Count of Agent Session Id
Conferencing Count	The number of times an agent initiated a conference call.	Activity State: Conferencing, conferencing	Sum of Conference Count
Wrap Up Count	The number of times an agent was in the Wrap Up state.	Activity State: WrapUp, wrapup	Count of Agent Session Id
Not Responding Count	The number of times an agent was in the Not Responding state.	Activity State: NotResponding, not-responding	Count of Agent Session Id
In Outdial Count	The number of agents who are connected to or are wrapping up an outdial call.	Is Outdial: >= 1	Count of Is Outdial

Agent State - Team Realtime

This report represents the agent state in real time.

Report Path: Stock Reports > Real-Time Reports > Agent Reports > Snapshot Reports

Output Type: Table

Parameter	Description	Filters	Formula
Team Name	Name of the team. Used As: Row Segment		
Channel Type	The media type of the contact, such as telephony, email, or chat. Used As: Row Segment		
Total Logged In	The number of agents currently logged in.		Count of Agent Session Id
Idle Count	The number of times an agent went into the Idle state.	Activity State: Idle, idle	Count of Agent Session Id (Activity State = Idle)
Available Count	The number of times an agent went into the Available state.	Activity State: Available, available	Count of Agent Session Id)
Reserved Count	The number of times an agent went into the Inbound Reserved state.	Activity State: Ringing, ringing	Count of Agent Session Id

Parameter	Description	Filters	Formula
Connected Count	The number of inbound calls that got connected to an agent.	Activity State: Connected, connected	Count of Agent Session Id
Consulting Count	The total amount of time the agents spent consulting other agents.	Activity State: AvailableConsulting, available-consulting, ConnectedConsulting	Count of Agent Session Id
Conferencing Count	The number of times an agent initiated a conference call.	Activity State: Conferencing, conferencing	Sum of Conference Count
Wrap Up Count	The number of agents currently in the Wrap-up state.	Activity State: WrapUp, wrapup	Count of Agent Session Id
Not Responding Count	The number of agents currently in the Not Responding state.	Activity State: NotResponding, not-responding	Count of Agent Session Id
In Outdial Count	The number of agents who are connected to or are wrapping up an outdial call.	Is Outdial: >= 1	Count of Is Outdial

Agent Statistics Realtime

This report represents the agents statistics in real time. It captures agent details like the login time, channel type, and so on.



Note The Social column appears only if the Social Channel SKU is subscribed.

Report Path: Stock Reports > Real-Time Reports > Agent Reports > Snapshot Reports

Output Type: Table

Parameter	Description	Formula
Agent Name	The name of an agent, that is, a person who answers customer calls.	
Channel Type	The media type of the contact, such as telephony, email, or chat.	
Channel ID	The channel ID for that channel type.	
Current State	The current state of the contact. This field is available only in the CSR and only for real-time visualizations.	
Initial Login Time	The date and time the agent logged in.	Minimum Login Timestamp

Parameter	Description	Formula
Calls Handled	The total number of interactions handled.	Value of Outdial Connected Count + Value of Connected Count
Chats Handled	The total number of chat interactions handled.	Value of Outdial Connected Count(Channel Type: chat) + Value of Connected Count(Channel Type: chat)
Emails Handled	The total number of email interactions handled.	Value of Outdial Connected Count(Channel Type: email) + Value of Connected Count(Channel Type: email)
Social Handled	The total number of social channel interactions handled.	Social Connected Count + Social Outdial Connected Count

Contact Center Overview-Real-Time

Average Service Level Card Real-Time

This gauge chart shows the percentage of contacts that were handled within configured service level for the queue.

Report Path: Stock Reports > Real-Time Reports > Contact Center Overview

Output Type: Chart

Contact Details in Queue Real-Time

This report provides contact details for contacts broken down by queue.

Report Path: Stock Reports > Real-Time Reports > Contact Center Overview

Output Type: Table

Parameter	Description	Filters	Formula
Channel Type	The media type of the contact, such as telephony, email, or chat. Used As: Row Segment		
Queue Name	The Queue that was handled.		
# Contacts	The total number of agents that were logged in.		Count of Contact Session ID
# Contacts Handled	Number of contacts handled.	Handle Type: normal	Count of Contact Session ID
# Contacts Waiting in Queue	Number of contacts waiting in queue.	Current State: parked	Count of Contact Session ID

Parameter	Description	Filters	Formula
Avg Queue Wait Time	Average queue wait time of contacts that were in queue	Current State: connected, ended	Average of Queue Duration
Longest Contact in Queue	The longest duration that a contact spent in queue. This is calculated after the call status changes from parked to connected or ended. Calls received in the last 24 hours are considered, excluding the calls that are currently in queue.	Current State: connected, ended	Maximum Queue Duration
# Abandoned Contacts	Number of abandoned contacts.	Handle Type: abandoned	Count of Contact Session ID

Longest Contact in Queue Card - Real-Time

This report shows the contact that is in queue for the longest duration at that point in time. This value is populated from a snapshot report for the contact that is currently parked in a queue for the longest duration.

This report provides the queue name and duration of the contact with the longest queue wait time.

Report Path: Stock Reports > Real-Time Reports > Contact Center Overview

Output Type: Report

Team Details Real-Time

This report provides team details in real-time.



Note

The Social column appears only if the Social Channel SKU is subscribed.

Report Path: Stock Reports > Real-Time Reports > Contact Center Overview

Output Type: Table

Parameter	Description	Formula
Team Name	Name of the team.	
Agent Name	Name of the agent.	
Total Log In Count	The total amount of contacts that were logged in.	Count of Agent Session ID
Initial Login Time	First login time.	Minimum Login Timestamp
Final Logout Time	Last logout time.	Maximum Logout Timestamp

Parameter	Description	Formula
Staff Hours	Total time the agent were logged.	Sum of Login Time
Idle Counts	Total count of idle state.	Sum of Idle Count
# Contacts Handled	Number of contacts handled.	Sum of Connected Count
# Calls Handled	Number of calls that were handled.	Voice Connected Count
# Chats Handled	Number of chats that were handled.	Chat Outdial Connected Count
# Emails Handled	Number of emails that were handled.	Email Connected Count
# Social Handled	The total number of social channel interactions handled.	Social Connected Count + Social Outdial Connected Count

Total Abandoned Contacts Card Real-Time

The report provides the total number of contacts that are Abandoned in real-time.

Report Path: Stock Reports > Real-Time Reports > Contact Center Overview

Output Type: Card

Multimedia Reports Real-time

Interval Reports

Abandoned - Chart

This report represents all abandoned calls that got terminated in real time before reaching a destination site.

Report Path: Stock Reports > Real-Time Reports > Multimedia Reports > Interval Reports

Output Type: Bar Chart

Parameter	Description	Filters	Formula
Abandoned	The number of calls that got abandoned during the report interval. An abandoned call is a call that got terminated before reaching a destination site, but that was in the system for longer than the time specified by the Short Call threshold provisioned for the enterprise.	Handle Type: abandoned	Count of Contact Session ID

Abandoned Realtime

This report represents the number of calls that were in the system before they got abandoned.

Report Path: Stock Reports > Real-Time Reports > Multimedia Reports > Interval Reports

Output Type: Table

Parameter	Description	Filters	Formula
Interval	Time Period		Last 7 Days

Parameter	Description	Filters	Formula
Queue Name	The name of a queue. Used As: Row Segment		
Queue ID	The ID of a queue. Used As: Row Segment		
Channel Type	The media type of the contact, such as telephony, email, or chat. Used As: Row Segment		
% Abandoned	The percentage of calls that were abandoned.		Count of Contact Session ID (Termination Type = abandoned) / Sum of Contact Count
Completed	The number of calls that ended during the report interval. Answered, abandoned, and disconnected calls are included in this count. Transferred and short calls aren't.		Count of Contact Session ID (Termination Type = normal) + Count of Contact Session ID (Termination Type = abandoned) + Count of Contact Session ID (Termination Type = quick_disconnect)
Abandoned	The number of calls that got abandoned during the report interval. An abandoned call is a call that was terminated without being distributed to a destination site, but that was in the system for longer than the time specified by the Short Call threshold provisioned for the enterprise.	Handle Type: abandoned	Count of Contact Session ID
Abandoned with SL	The number of calls that got terminated while in queue within the Service Level threshold provisioned for the queue or skill		Sum of Interactions Within Service Level (Termination Type: abandoned)
Total	The total number of calls from all origination types.		Sum of Contact Count
Queued Time	The cumulative amount of time the calls were in queue, waiting to be sent to an agent or other resource. Because queued time is calculated after the call leaves the queue, the queued time for a call that is still in the queue isn't reflected in the report.		Sum of Queue Duration

Parameter	Description	Filters	Formula
Abandoned Time	The cumulative amount of time between when calls entered the queue and when they got answered (connected to an agent or other resource) during the report interval. Because answered time is calculated after the call is answered, answered time for calls that are waiting to be answered isn't reflected in the report.	Is Contact Handled: != 1	Sum of Queue Duration
Average Queued Time	The total amount of time that calls were in queue divided by the total number of calls that were queued.		Sum of Queue Duration/ Sum of Queue Count
Avg Abandoned Time	The total amount of time that calls were in the system before they got abandoned divided by the total number of calls that got abandoned.		Sum of Queue Duration(Is Contact Handled! = 1) / Count of Contact Session ID (Termination Type = abandoned)

Entry Point Interval Realtime - Chart

This report represent the number of incoming calls.

Report Path: Stock Reports > Real-Time Reports > Multimedia Reports > Interval Reports

Output Type: Bar Chart

Parameter	Description	Formula
Incoming	Number of incoming contact types.	Count of Contact Session ID

Incoming, Short, IVR RealTime - Entry point

This report represents the number of channel types that were in the IVR.

Report Path: Stock Reports > Real-Time Reports > Multimedia Reports > Interval Reports

Output Type: Table

Parameter	Description	Filters	Formula
Interval	Time Period		Last 7 Days
Entry point Name	Name of entry point. Used As: Row Segment		
Channel Type	The media type of the contact, such as telephony, email, or chat. Used As: Row Segment		
Incoming	Represents an incoming call.		Count of Contact Session ID

Parameter	Description	Filters	Formula
Short	The number of calls that were terminated within the Short Call threshold provisioned for the enterprise without being connected to an agent.	Termination Type: short_call	Count of Contact Session ID
IVR Time	The number of calls in the IVR system.		Sum of IVR Duration

Queue Service Level Realtime

This report represents the number of channel types available real time in the queues. A detailed report comprising of abandoned, service level, completed, and other parameters.

Report Path: Stock Reports > Real-Time Reports > Multimedia Reports > Interval Reports

Output Type: Table

Parameter	Description	Formula
Queue Name	The name of a queue. Used As: Row Segment	
Interval	Time Period	Last 7 Days
Channel Type	The media type of the contact, such as telephony, email, or chat. Used As: Row Segment	
In Service Level %	The number of calls that got answered within the Service Level threshold provisioned for the queue or skill (in a skills interval by queue report), divided by total calls (including abandoned calls).	(In Service Level) / Total
% Answered	The number of answered calls divided by the number of calls that entered the queue minus short calls.	Count of Contact Session ID (Connected Duration > 0) / Count of Contact Session ID (Termination Type = abandoned) + Count of Contact Session ID (Connected Duration > 0)
Total	The total number of calls from all origination types.	Sum of Contact Count
Completed	The number of calls that ended during the report interval. Answered, abandoned, and disconnected calls are included in this count. Transferred and short calls are not.	Count of Contact Session ID (Termination Type = abandoned) + Count of Contact Session ID (Connected Duration > 0) + Count of Contact Session ID (Termination Type = quick_disconnect)
Abandoned	The number of calls that got abandoned during the report interval. An abandoned call is a call that was terminated without being distributed to a destination site, but that was in the system for longer than the time specified by the Short Call threshold provisioned for the enterprise.	Count of Contact Session ID (Termination Type = abandoned)

Parameter	Description	Formula
Answered	The number of calls that were routed from the queue to an agent or available resource and were answered by the agent or resource.	Count of Contact Session ID (Connected Duration > 0)
Conference Count	The number of times agents initiated a conference call to an agent or external number.	Sum of Conference Count
Hold Count	The number of times a caller was put on hold.	Sum of Hold Count
Avg Abandoned Time	The total amount of time that calls were in the system before they were abandoned divided by the total number of calls that were abandoned.	Sum of Queue Duration (Is Contact Handled != 1) / Count of Contact Session ID (Termination Type = abandoned)
Avg Speed of Answer	The total answered time divided by the total number of answered calls.	Sum of Queue Duration(Connected Duration > 0) / Count of Contact Session ID (Connected Duration > 0)

Queue Service Level Realtime - Chart

This report represents the number of calls completed in real time.

Report Path: Stock Reports > Real-Time Reports > Multimedia Reports > Interval Reports

Output Type: Bar Chart

Parameter	Description	Formula
Completed	The number of calls that ended during the report interval. The count includes answered, abandoned, and disconnected calls. Transferred and short calls aren't counted.	Count of Contact Session ID (Connected Duration > 0) + Count of Contact Session ID (Termination Type = abandoned) + Count of Contact Session ID (Termination Type = quick_disconnect)

Queue Statistics Realtime

This report represents Queue details in real time.

Report Path: Stock Reports > Real-Time Reports > Agent Reports > Interval Reports

Output Type: Table

Parameter	Description	Formula
Queue Name	The name of a queue, which is holding place for calls while they await handling by an agent. Calls move from an entry point into a queue and then distributed to agents. Used As: Row Segment	
Channel Type	The media type of the contact, such as telephony, email, or chat. Used As: Row Segment	

Parameter	Description	Formula
Service Level %	The number of calls that were answered within the Service Level threshold provisioned for queue or skill (in a skills interval by queue report), divided by total calls that includes abandoned calls.	Service Level % = Sum of Within Service Level / Sum Of Contact Count
In Queue	The number of queues contact entered.	Count Of Queue Count
Longest Time In Queue	The longest amount of time a contact has been in each queue covered in the report.	Maximum Queue Duration

Sites Contact Details Realtime

This report represents the number of contacts available in all queues for a site.

Output Type: Table

Parameter	Description	Formula
Interval	Time Period	Realtime - 30 mins
Queue Name	The name of a queue. Used As: Row Segment	
Site Name	The name of a site. Used As: Row Segment	
Channel Type	The media type of the contact, such as telephony, email, or chat. Used As: Row Segment	
Completed	The number of calls that ended during the report interval. Answered, abandoned, and disconnected calls are included in this count. Transferred and short calls aren't.	Count of Contact Session ID (Connected Duration > 0) + Count of Contact Session ID (Termination Type = abandoned) + Count of Contact Session ID (Termination Type = sudden_disconnect)
Sudden Disconnect Count	The number of calls that were answered (that is, connected to an agent or distributed to and accepted by a destination site), but that were then immediately disconnected within the Sudden Disconnect threshold provisioned for the enterprise.	Count of Contact Session ID (Termination Type = sudden_disconnect)
Answered	The number of calls that were routed from the queue to an agent or available resource and were answered by the agent or resource.	Count of Contact Session ID (Connected Duration > 0)
Conference Count	The number of times agents initiated a conference call to an agent or external number.	Sum of Conference Count
Hold Count	The number of times a caller was put on hold.	Sum of Hold Count

Parameter	Description	Formula
Answered Time	The cumulative amount of time between when calls entered the queue and when they were answered (connected to an agent or other resource) during the report interval. Because answered time is calculated after the call is answered, answered time for calls that are waiting to be answered isn't reflected in the report.	Sum of Queue Duration (Connected Duration > 0)
Connected Time	The time interval between when calls were answered by an agent or other resource and when they were terminated. Because connected time isn't calculated until the call is terminated, the connected time for a call that is still in progress isn't reflected in the report.	Sum of Hold Duration + Sum of Connected Duration

Sites Contact Details Realtime - Chart

This report represents the site details.

Report Path: Stock Reports > Real-Time Reports > Multimedia Reports > Interval Reports

Output Type: Bar Chart

Parameter	Description	Formula
Completed	The number of calls that ended during the report interval. The count includes answered, abandoned, and disconnected calls. Transferred and short calls aren't included.	Count of Contact Session ID (Connected Duration > 0) + Count of Contact Session ID (Termination Type = abandoned) + Count of Contact Session ID (Termination Type = quick_disconnect)

Team Contact Details Realtime

This report represents the agent activities associated with queues, sites, and teams.

Report Path: Stock Reports > Real-Time Reports > Multimedia Reports > Interval Reports

Output Type: Table

Parameter	Description	Filters	Formula
Interval	Time Period		Realtime - 30 mins
Queue Name	The name of a queue. Used As: Row Segment		
Site Name	The name of the site. Used As: Row Segment		
Team Name	The name of the team. Used As: Row Segment		
Channel Type	The media type of the contact, such as telephony, email, or chat. Used As: Row Segment		

Parameter	Description	Filters	Formula
Completed	The number of calls that ended during the report interval. Answered, abandoned, and disconnected calls are included in this count. Transferred and short calls aren't.		Count of Contact Session ID (Connected Duration > 0) + Count of Contact Session ID (Termination Type = abandoned) + Count of Contact Session ID (Termination Type = quick_disconnect)
Sudden Disconnect Count	The number of calls that got answered (that is, connected to an agent or distributed to and accepted by a destination site), but that were then immediately disconnected within the Sudden Disconnect threshold provisioned for the enterprise.	Termination Type: sudden_disconnect	Count of Contact Session ID
Answered	The number of calls that were routed from the queue to an agent or available resource and were answered by the agent or resource.		Count of Contact Session ID (Connected Duration > 0)
Hold Count	The number of times a caller was put on hold.		Sum of Hold Count
Conference Count	The number of times agents initiated a conference call to an agent or external number.		Sum of Conference Count
Answered Time	The cumulative amount of time between when calls entered the queue and when they were answered (connected to an agent or other resource) during the report interval. Because answered time is calculated after the call is answered, answered time for calls that are waiting to be answered isn't reflected in the report.	Connected Duration > 0	Sum of Queue Duration
Connected Time	The time interval between when calls were answered by an agent or other resource and when they were terminated. Because connected time isn't calculated until the call is terminated, the connected time for an active call isn't reflected in the report.		Sum of Hold Duration + Sum of Connected Duration

Team Contact Details Realtime - Chart

This report represents the number of calls that got completed at a team level in real time.

Report Path: Stock Reports > Real-Time Reports > Multimedia Reports > Interval Reports

Output Type: Bar Chart

Parameter	Description	Formula
Completed	The number of calls that ended during the report interval. The count includes answered, abandoned, and disconnected calls. Transferred and short calls aren't included.	Count of Contact Session ID (Connected Duration > 0) + Count of Contact Session ID (Termination Type = abandoned) + Count of Contact Session ID (Termination Type = quick_disconnect)

Snapshot Reports



Note

The **Connected Duration** field in the Snapshot Report is populated with zeros when the call is in progress. The **Connected Duration** field in the Snapshot Report is populated with values only after the call ends.

Longest Queued Contact

This report provides the longest time the contact spent in queues.

Report path: Stock Reports > Real-Time Reports > Multimedia Reports > Snapshot Reports

Output Type: Table

Table 11:

Parameter	Description	Filters	Formula
Queue ID	Shows the ID of a queue.		
Queue Name	Shows the name of a queue that the contact was in.		
Channel Type	Shows the media type of the contact such as telephony, email or chat.		
Longest Queued Contact Time	Shows the longest time the contact spent in queues.		

Snapshot Entry Point IVR Realtime - Chart

This report represents the number of calls currently available in the IVR.

Report Path: Stock Reports > Real-Time Reports > Multimedia Reports > Snapshot Reports

Output Type: Bar Chart

Parameter	Description	Filters	Formula
In IVR	The number of calls that are currently in the IVR system.	Current State: ivr-connected	Count of Contact Session ID

Snapshot Entry Point Realtime

This report represents snapshot details of calls in an entry point or in a queue.

Report Path: Stock Reports > Real-Time Reports > Multimedia Reports > Snapshot Reports

Output Type: Table

Parameter	Description	Filters	Formula
Entry point Name	The name of the entry point, which is the landing place for customer calls on the Webex Contact Center system. Used As: Row Segment		
Channel Type	The media type of the contact, such as telephony, email, or chat. Used As: Row Segment		
In IVR	The number of calls that are currently in the IVR system.	Current State: ivr-connected	Count of Contact Session ID
In Queue	The number of calls currently in the queues that are in the report. In the case of entry-point reports, this number is the number of calls that are currently in queues fed by the entry point.	Current State: parked	Count of Contact Session ID
Connected	The number of calls currently connected to an agent.	Current State: connected, on-hold, hold-done, consult-done, consulting	Count of Contact Session ID

Snapshot Entry Point Realtime - Chart

This report represents a snapshot of the contact type.

Report Path: Stock Reports > Real-Time Reports > Multimedia Reports > Snapshot Reports

Output Type: Bar Chart

Parameter	Description	Filters	Formula
Voice	The media type of the telephony contact.		Count of Contact Session ID (Channel Type = telephony and Current State = connected)
Chat	The media type of the chat contact.		Count of Contact Session ID (Channel Type = chat and Current State = connected)
Email	The media type of the email contact.		Count of Contact Session ID (Channel Type = email and Current State = connected)
In Queue	Then number of queues contact entered.	Current State: parked	Count of Contact Session ID
Connected	The total number of calls handled.	Current State: connected, on hold	Count of Contact Session ID

Snapshot Queue Realtime - Chart

This report represents a snapshot of the service-level.

Report Path: Stock Reports > Real-Time Reports > Multimedia Reports > Snapshot Reports

Output Type: Bar Chart

Parameter	Description	Filters	Formula
In Queue	The number of calls currently in the queues that are in the report. In the case of entry-point reports, this number is the number of calls that are currently in queues fed by the entry point.	Current State: parked	Count of Contact Session ID
Connected	The number of calls currently connected to an agent.	Current State: connected, on-hold	Count of Contact Session ID)

Snapshot Queue Service Level Realtime

This report represents the service-level at a team, queue, and a site level.

Report Path: Stock Reports > Real-Time Reports > Multimedia Reports > Snapshot Reports

Output Type: Table

Parameter	Description	Filters	Formula
Queue Name	Name of the queue. Used As: Row Segment		
Site Name	Name of the site. Used As: Row Segment		
Team Name	Name of the team. Used As: Row Segment		
Channel Type	The media type of the contact, such as telephony, email, or chat. Used As: Row Segment		
In Queue	The number of calls currently in the queues that are in the report. In the case of entry-point reports, this number is the number of calls that are currently in queues fed by the entry point.	Current State: parked	Count of Contact Session ID
Connected	The number of calls currently connected to an agent.	Current State: connected, on-hold, hold-done, consulting, consult-done	Count of Contact Session ID

Parameter	Description	Filters	Formula
Current Service Level %	The percentage of calls in queue that haven't yet reached the Service Level threshold provisioned for the queue		Current Service Level % = In service level / Total Total= Count of Contact Session ID
Logged In Agents	The number of agents who are currently logged in to this team or to all teams at this site. At the queue level, this number is the number of agents logged in to all teams at the sites serving this queue.		Count of Agent ID

Team and Queue Stats - Real-Time

Average Handle Time Card Real-Time

This report displays the average handled time of each individual channel and for all the channels in real-time.

Report Path: Stock Reports > Real-Time Reports > Team & Queue Stats

Output Type: Card

Team Stats Real-Time

This report displays the team statistics in real-time.

Report Path: Stock Reports > Real-Time Reports > Team & Queue Stats

Output Type: Table

Parameter	Description	Formula
Team Name	Name of the team.	
Agent Name	Name of the agent.	
Current State	Shows the state of the agent such as available, idle, or not responding.	
# Contacts Handled	Number of contacts handled.	Count of Contact Session ID
Average Handle Time	Average time taken to handle a contact.	Number of Contacts Handled
Average Wrapup Time	Average time taken to wrapup a contact.	Sum of Wrapup Count

Team State Chart Real-Time

This pie chart breaks down the number of logged-in agents by current state.

Report Path: Stock Reports > Real-Time Reports > Contact Center Overview

Output Type: Chart

Total Handled Card Real-Time

This report displays the total number of contacts that are handled in real-time.

Report Path: Stock Reports > Real-Time Reports > Team & Queue Stats

Output Type: Card

Drill Down to a Portion of the Visualization

After you run a visualization in table format, you can drill down into a specific visualization component to see all the records that were involved in the computation of that portion of the visualization and perform further analytics on the data set.

To drill down on a visualization:

Procedure

-
- Step 1** Click on a table cell and then click **Drill Down** icon.
- The **Drill Down** panel displays the records involved in the computation of the visualization.
 - If you drill down on a session ID (whether it is a contact or agent session ID), it drills down to the activities composing that session.
- Step 2** To add a field or a profile variable, click an entry from the **Fields** or **Measures** drop-down list to append a new column.
- Note** If you select a Field or a Measure that already exists in the table, then it will not append the field again.
- Step 3** To export the data as a Microsoft Excel or CSV file, click **Export**. The export option is not available for a Drill Down report with real-time data.
- Step 4** To view the **Drill Down** panel in a separate window, click the **Launch** icon.
-

Modify Visualization Attributes

After running a visualization, you can modify its attributes and rerun it:

Procedure

-
- Step 1** Click **Settings**.
- Step 2** To hide or show row and column summaries, select or clear the **Hide Summary** check box. Note that a visualization typically takes less time to run when Hide Summary is selected.
- Step 3** If you want the visualization to be updated immediately, choose **Redraw instantly**. Otherwise, the visualization will be updated only when you click the **Apply** button.

Note Changes are always rendered immediately when you filter a segment and when you show or hide a profile variable.

Step 4 To show or hide a profile variable, click the eye icon.

Step 5 To hide a segment, drag it to the **Hidden Segments** box. This capability is not available for compound visualizations.

Step 6 To reposition a segment, drag it to a different location either within its current Segments box or to a different Segments box. This capability is not available for compound visualizations.

Step 7 To filter a segment:

- Select the **is in** or **is not in** , and specify the values to include or exclude. For more information, see [Filter Using a Field, on page 105](#)
- Select the regular expression to enter an expression to include or exclude.

Step 8 If the visualization is a chart, select **Settings** icon to modify the visualization.

Change the Visualization Output Format

Procedure

Step 1 Click **Settings**.

Step 2 Select a format from the drop-down list. The possible formats are:

Format	Description
Table	Displays data in rows and columns.
Heat Map	Displays the cell values within a table in different shades of red. The cells in white and the darkest shade of red identify the outliers.
Row Heat Map	Displays the cell values within each row in a table in different shades of red, with the darkest shade identifying the highest values within a row.
Column Heat Map	Displays the cell values within each column in a table in different shades of red, with the darkest shade identifying the highest values within a column.
Line Chart	Compares values as points connected by lines.
Bar Chart	Compares values displayed as horizontal columns.
Area Chart	Compares values displayed as shaded areas.
Pie Chart	Compares values displayed as slices of a circular graph
Motion Chart	Compares values over time displayed as animated bubbles, lines, or bars. Requires Adobe Flash Player. Motion charts are not available for realtime visualizations

Format	Description
Sparkline Chart	Table-based rendering of variations of data displayed in a highly condensed way as miniature charts in table cells, enabling you to spot trends.

Note Motion Charts are no longer supported.

- When you create a new report, the **Motion Chart** option is unavailable in the **Output Type** drop-down list.
- When you edit an existing Motion Chart report, the **Motion Chart** option appears in gray in the **Output Type** drop-down list. **Save** and **Preview** options are unavailable.
- When you run an existing Motion Chart report, the UI displays the following error:

```
Unable to render Motion Charts because it's no longer supported.
Save the report in a different format.
```

Visualization Creation Overview

This chapter describes how to create visualizations using an intuitive drag-and-drop interface.

Creating a visualization involves the following steps:

Procedure

-
- Step 1** Specify the visualization type:
- **Customer Session Record**
 - **Customer Activity Record**
 - **Agent Activity Record**
 - **Agent Session Record**
- Step 2** Choose a Date Range. Specify the time period that you want the visualization to cover. This constrains the number of records that will be considered during execution of the visualization.
- Step 3** Define the Compute Interval. The compute interval for a historical report can be either time based or sample based.
- For a time-based visualization, select a time interval.
 - For a sample-based visualization, specify the total number of records to be considered, the frequency (that is, the number of records to be considered in each interval) and the band (that is, the number of records to be considered in each calculation), and whether or not the calculations will be cumulative.
- Step 4** Define the Segmentation. Specify what you are trying to compare as part of the visualization. It could be comparing the performance of the different agents or entry points. The Analyzer allows segmentation only

by fields and not by measures. For example, segmentation by Termination Type or Agent Name is allowed, while segmentation by Call Count is not allowed.

Step 5 Define the Profiling Variables. Define the metrics you want to see in the visualization to compare the different segments. Profiling variables are always numeric values and can be created from either fields, measures, or other profiling variables.

- **Field.** Fields can be used to create counts of records that meet specified conditions. For example, you can create a profiling variable that will give the count of records with a Termination Type equal to normal.
- **Measure.** Measures can be used to create summations, averages, or counts. Summations and averages require no additional input. Counts work the same as fields, and thus require conditions to be specified. For example, using Revenue as the basis for a profiling variable allows you to create a sum of the Revenue, an average of the Revenue, or a count of records that have a Revenue greater than, less than, or equal to a given amount.
- **Existing Profile Variable.** Profiling variables can be created from other profiling variables using arithmetic formulas. For example, if you already have a profiling variable named Average Revenue containing the average of Revenue and another profiling variable named Handled Calls containing the count of records where Termination Type equals normal, then you can create a profiling variable containing the average revenue per call using Average Revenue divided by Handled Calls.

Step 6 Define the Filter. This step further limits the population set to include only the records that meet the conditions you specify.

Step 7 Define the Output Format. A visualization can be displayed as a table or chart. The chart types currently supported are Bar, Pie, Line, Area, and Motion. Additionally, you can specify display options such as titles, colors, and border widths and styles.

Step 8 Define execution schedule or recurrence. Visualizations can be executed on demand, scheduled for a one-time execution, or scheduled to run periodically. Scheduled executions post their results to the specified email recipients using either a web link or CSV file attachment.

- **Execute now:** Use **Run** from the view page.
- **Execute once and email:** Use Scheduler and define time and email information.
- **Recurrence:** Use Scheduler and define recurrence, such as daily at 9:00 AM.

Note The Filters in the Profile Variables and the Filters in the left pane on the Visualization page are different. The Filters in the Profile Variables are applicable only to the selected Profile Variables of that Visualization and not to the entire Visualization. The Filters in the left pane on the Visualization page are applicable to the entire Visualization.

Create a Visualization

To create a visualization:

Procedure

Step 1 Select **Visualization > Create New > Visualization**.

The visualization creation page appears.

The Modules tab displays two panels that you can expand or collapse by clicking a panel title.

Step 2 Select an option from the **Type** drop-down list. The possible values are: **Customer Session Record**, **Customer Activity Record**, **Agent Activity Record**, or **Agent Session Record**.

You can add variables and segments to the reports. For more information.

Step 3 Specify the visualization time period by selecting an option from the **Start Time** drop-down list in the **Modules** tab.

- a) To create a realtime visualization, select **Realtime**.
- b) To create a historical visualization, select a predefined date range.
- c) To specify custom start and end dates, select **Custom**.

- If you selected **Realtime**, go to [Step 8, on page 98](#).

- If you selected **Custom**, select values from the **Start Date** and **End Date** drop-down lists.

- If you selected **Exact Date**, enter a date in the field that appears, or click in the field and then select a date from the calendar controls.

- If you selected one of the other options: **Day of the Year**, **Day of the Month**, **7 Days**, **Day of the Week**, or **Most Recent Day**, use the controls that appear to select the options you want.

Note If you specify a lengthy date range, the visualization could take a long time to run. In this case, it might be preferable to schedule the visualization rather than running it in real-time.

If the pre-defined date range you want to select is not available in the drop-down list, increase the compute interval. Small compute intervals (such as Hourly) with large date ranges (such as Last Month) result in more data than can be displayed; thus such selections are not allowed.

Step 4 To edit a module label, click the Edit () icon and on the **Edit Module** dialog, type a new label.

Step 5 You can filter the date range by selecting an option from the **Including** drop-down list. The possible values are: **Days of a Week**, **Days of the Month**, **Weeks of the Month**, or **Months of the Year**, and then selecting the weekdays, days of the month, weeks, or months you want the visualization to include.

Step 6 If you are creating a time-based visualization, select a time interval from the Interval drop-down list in the **Compute** panel. The possible values are: **None**, **15 Minutes**, **30 Minutes**, **Hourly**, **Daily**, **Weekly**, or **Monthly**.

The available options vary depending on the length of the date range. Small compute intervals (such as 15 Minutes, 30 Minutes, or Hourly) are not available if the specified date range is lengthy (such as Last Month).

Step 7 If you are creating a sample-based visualization, select **First** or **Last** from the **Records** drop-down list in the **Compute** panel, and in the text box, enter the total number of records to be considered in the visualization.

You can also define the following:

- a) **Frequency**-The number of records to be considered per interval.
- b) **Band**-The number of records to be considered per calculation.
- c) **Cumulative**-To calculate the number of records. For more information, see Settings for a Sample-Based Visualization

Step 8 If you selected **Realtime** as the visualization time period, select values from the drop-down lists that become available in the **Compute** panel.

Duration	<p>Select None for a snapshot of the current contact center activity.</p> <p>- OR -</p> <p>Select a specific time interval (of 5, 10, 15, or 30 minutes) for a view that looks back from the current moment to the most recent 5, 10, 15, or 30 minutes.</p> <p>- OR -</p> <p>Select Start of Day for a view of everything that happened since midnight.</p> <p>- OR -</p> <p>Select Custom for a view that looks back from the current moment to up to fourteen days in the past.</p>
Refresh Rate	Select a value to specify how often the data in the visualization will be refreshed: minutes for duration of Start of Day and Custom; otherwise, seconds.
Interval	If Start of Day or Custom is specified as the Duration, the Interval drop-down list appears, enabling you to select a time interval (None, 15 Minutes, 30 Minutes, or Hourly).
Look Back (D-H-M)	If Custom is specified as the Duration, the Look Back settings appear. Enter the number of days, hours, and minutes from the current moment you want the visualization to look back to. You can specify up to 14 days.

Step 9 To specify either Row Segments or Column Segments, click the **Add Row Segments or Column Segments** icon. Drag and drop a field or an enhanced field listed in the canvas area. Repeat this step for each segment you want to add. For information about enhanced fields, see [Create and Share an Enhanced Field](#).

Note **Fields** can be added as either **Row Segments** or **Column Segments**. For charts, only the first segment is used.

Step 10 To combine multiple values of the segmentation variable into one group, you can create an enhanced field:

- Right-click a value and select **Create Enhanced Field**.
- Specify the settings for one or more groups in the dialog box that appears. For example, you could create three groups of entry points where each group represents a different product line or a different business unit. For more information, see [Create and Share an Enhanced Field](#).

Step 11 To create a profile variable:

- Click the **Add Profile Variable** icon. Drag and drop a field, measure, or formula listed in the **New Profile Variable** dialog box and do one of the following:
 - Type a name for the profile variable in the **Name** text box or leave the default text. This name will be displayed in the column header and axis labels.
 - If you used a field to create the profile variable, you can specify the records you want included in the count by dragging an item from the Fields list to the Filters area of the New Profile Variable dialog box and selecting the records to include or exclude. For more information, see [Filter Using a Field, on page 105](#). If you used a measure to create the profile variable, select the computation you want to perform from the Formula drop-down list. For more information, see [Select a Formula for a Measure, on page 104](#). You can specify a condition for including records by dragging an item from the Fields or Measures list to the Filters area of the dialog box. For more information, see [Filter Using a Measure, on page 105](#).

Note You can also create a new formula based on a profile variable that exists in the visualization.

Step 12 To specify the format for the profile variable, right-click the profile variable and select a Number Format option from the context menu. For more information, see [Format a Profile Variable, on page 108](#). For example, if you created a Conversion Rate profile variable, you could select Percentage as the format.

Step 13 Continue creating as many profile variables as you want. In the following example, three profile variables have been created and the data is segmented under Queue ID and Agent Name header rows.

Note If you are creating a motion chart, you must include at least three profile variables.

- a) To change the order of a profile variable or segment, drag its label to a different position.
- b) To pivot across column and row segments, drag a segment label from the Column Segments box to the Row or Series Segments box, or vice versa.
- c) To remove a profile variable or segment, click delete.

Note You cannot remove a profile variable used in another profile variable.

Step 14 To find out approximately how large the visualization will be when it is run, save the visualization and click **More** and select **Info** button.

Step 15 You can create a filter to limit the number of records the visualization considers by default. To create a filter:

- a) Click **Add Filter** in the **Modules** tab. Select a field or measure from the displayed lists and click **Save**.

- OR -

Right-click a segment in the visualization and select **Create Filter**.

- b) When the new filter appears in the **Modules** tab, specify which values to include or exclude or, in the case of a measure, set a condition the data must satisfy.

Note You cannot select more than 100 values inside a field for a filter. If you've selected more than 100 values, an error message appears. To remove a value, use the **X** button.

Step 16 Specify a visualization output format. For more information, see [Change the Visualization Output Format, on page 95](#)

Step 17 If you are creating a compound visualization, add at least one additional module before you save the visualization.

Step 18 To save the visualization, click the **Save** button, and in the dialog box that appears:

- a) Select the folder.

To create a new folder, click **New Folder**, and enter a name for the folder.

- b) Enter a name for the visualization and click **OK**.

Step 19 Click **Preview** to view the visualization.

Note If you are creating visualization of **Type Customer Session Record**, where **Interval** is used as **Row Segment**; **Contact Start Timestamp** and **Contact End Timestamp** are used as **Profile Variables** from Measures drop-down list, select the following values from Formula drop-down list:

- **Minimum Contact Start Timestamp** for **Contact Start Timestamp**
- **Maximum Contact End Timestamp** for **Contact End Timestamp**

Create a Compound Visualization

A compound visualization includes two or more modules that are displayed side by side. All modules within a visualization must have identical row or series segments, column segments, and profile variables, but can have differing date ranges, intervals, and filters.

When you create a visualization, you can make it a compound visualization by adding at least one additional module before you save the visualization. After a visualization is saved with only one module, the visualization cannot be edited to have an additional module.

However, if you save a visualization with more than one module, you can later delete all but one module, save the visualization, and add more modules later.

Compound visualizations cannot be scheduled or exported and do not have pivoting capability in execution mode.

Procedure

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- | | |
|---------------|--|
| Step 1 | To add a module during the creation of a visualization, click the Add button at the top of the Modules tab and in the dialog box that appears, enter a name for the module and click OK .

Click the button again for each additional module you want to add.

After adding a module, the middle of the visualization creation page displays the constituent visualizations side by side. You can select different date ranges, intervals, and filters for each module. |
| Step 2 | To display the settings that can be individualized for each module, select a module from the drop-down list at the top of the Modules tab. |
| Step 3 | To edit a module label, click the Edit (✎) icon and on the Edit Module dialog, type a new label.

The drop-down list in the Modules tab reflects the label changes. |
-

Create a Visualization Displaying Actual Values

To display the actual values in the database without aggregation, the visualization cannot include a time interval or segmentation, and all profile variables must be configured with Value of as the formula.



Note The Value of option is not available in a visualization that already includes a time interval or segmentation.

To create a visualization displaying actual database values without aggregation:

1. Click **Visualization > Create New > Visualization**.
2. Select a **Type**. The possible values are: **Customer Session Record**, **Customer Activity Record**, **Agent Activity Record**, or **Agent Session Record**.
3. Specify the visualization time period.
4. To add a profile variable:
 - Click the **Add Profile Variables** , and drag and drop a field or measure in the New Profile Variable dialog box.
 - In the **Formula** drop-down list, select the **Value**. Repeat for each additional profile variable you want to add and then click **Save** to save the visualization. Then you can click **Preview**.

Create and Share an Enhanced Field

While creating or editing a visualization, users can create one or more enhanced fields to combine multiple values of a segmentation variable into one or more groups. When the visualization is run, the values of all the segmentation variables in a group are combined into one row and the profiling variables for that visualization are computed for those segmentation values. For example, you could create groups of entry points representing different products lines or geographical regions.

After you create an enhanced field, you can make it available in the New Segment dialog box for selection by yourself and other visualization designers.

Create an Enhanced Field

To create an enhanced field:

1. Right-click a segment in the visualization and select **Create Enhanced Field**.
2. Specify the settings for the group as described in the following table:

Setting	Description
Regular Expression	Click this check box if you want matching to be based on a regular expression as opposed to a straight string match.
Default Group	Enter a name (for example, Other Entry Points) for the group that will include all the variables not included in the defined groups.

Setting	Description
Groups	<p>To define a group, enter a name and in the Provide Values:</p> <ul style="list-style-type: none"> • Select values from the drop-down list. • Type a value and then press Enter. • If the Regular Expression check box is selected, type a regular expression. <p>To define another group, click the Add button.</p>

3. Click **Save**.

Share an Enhanced Field

To make an enhanced field available for future use:

1. Click the enhanced field segment that has been added to the visualization and select **Save** from the context menu.
2. Enter a name for the enhanced field and click **OK**.

The saved enhanced field will now be listed in the New Segment dialog box for selection when you and other visualization designers create or edit a visualization.

Delete a Shared Enhanced Field

To delete a shared enhanced field:

1. Click the **Add** button to add the Column Segments or Row or Series Segments box to display the New Segment dialog box.
2. Select the enhanced field you want to delete and click the **Delete** button.

If the enhanced field is not currently in use, it is deleted.

Settings for a Sample-Based Visualization

When you create a sample-based visualization, you specify the total number of records to be considered as well as the following settings:

- **Frequency**: The number of records to be considered in each interval.
- **Band**: The number of records to be considered in each calculation.
- **Cumulative**: Whether or not the calculations are cumulative.

For example, suppose the total number of records to be considered is 600, the frequency is 100, and the band is 300. In this case:

- If Cumulative is not selected, the first calculation will be for records 1 to 300, the second for records 101 to 400, the third for records 201 to 500, the fourth for records 301 to 600.
- If Cumulative is selected, the first calculation will be for records 1 to 300, the second for records 1 to 400, the third for records 1 to 500, and the fourth for records 1 to 600.

Select a Formula for a Measure

The following table describes the formulas available when you use a measure to create a profile variable.

Formula	Calculates
Average	The average value.
Sum	The total value.
Count	The number of values. When you select this formula, the dialog box displays settings for specifying a condition for including records in the count. For more information, see Filter Using a Measure, on page 105 .
Minimum	The smallest value.
Maximum	The largest value.
Value of	The actual value in the database without aggregation.
Geometric Mean of	The nth root (where n is the count of numeric values within the specified range) of the product of the values.
Kurtosis of	The measure of whether the data are peaked or flat relative to a normal distribution.
Median	The middle value.
Population Variance of	Variance of the set of unique values.
Skewness of	How far the median is from the mean.
Standard Deviation of	The square root of the variance.
Sum of Squares	The sum of the squares of the values.
Variance of	The average of the squared differences between each value and the mean value.

Define Filters

Filter Using a Field

When you run a visualization, the settings panel displays controls for specifying which records to include or exclude from the visualization.

These controls are also displayed when you do the following while creating or editing a visualization:

- Drag a field into the **Filters** area of the dialog box that appears when you create or edit a profile variable.
 - Click the **Add Filter** button and select a listed field in the dialog box that appears.
 - Right-click a segment in the visualization and select **Create Filter**.
1. To specify which field values to include or exclude, do one of the following:
 - Select the regular expression button, and then enter a regular expression in the text box that appears to specify which values to include or exclude.
 - Select the **is in** or **is not**, then select the values in the list that you want to include or exclude and press Enter, or you can type a name of a value in the text box and press Enter.
 2. To filter the list of available values, type one or more characters in the text box. As you type, the values that match your text appear in the list for your selection. You can use * as a wildcard to represent one or more characters.
 3. To specify an empty (blank) value, click the **Add** button.
 4. To remove a specified value, select it and click the **Delete** button.

Filter Using a Measure

The Analyzer displays controls for specifying which records to include in or exclude from the visualization based on the value of a measure when you do the following:

- Drag a field into the **Filters** area of the dialog box that appears when you create or edit a profile variable.
 - Click the Add Filter button in the Modules panel (or, if you are editing a single-module visualization, the Details panel) and select a listed measure in the dialog box that appears.
1. To set a condition for a measure, do one of the following:
 - To restrict the data to values between a minimum and maximum value, select **Between** from the Comparator drop-down list, and then enter a minimum and maximum value in the Min and Max text boxes.

<	less than
<=	less than or equal to
=	equal to

!=	not equal to
>=	greater than or equal to
>	greater than



Note The minimum value is inclusive, but the maximum value is non-inclusive.

- To restrict the data based on a single-sided comparison, select an operator from the Comparator drop-down list and enter a value in the Value text box.

In the following example, a condition (greater than 0) is applied to a Total Revenue measure to create a Converted profile variable.

Create a Formula Based on a Profile Variable

You can create a new formula by applying a mathematical formula to an existing profile variable.

To create a formula based on an existing profile variable:

1. Right-click a profile variable in the visualization and select **New Formula** from the context menu.
2. In the **New Formula** dialog box that appears, enter a name for the profile variable in the Name text box.
3. Select a mathematical symbol: +, −, × or ÷.
4. Do one of the following in the text box to the right of the mathematical symbol:
 - Type a numeric value.
 - Select the name of an existing profile variable from the drop-down list.

Creating and Using Shared Formulas

After you create a profile variable, you can make its formula available in the Formulas panel for use by yourself and other visualization designers.

Create a Shared Formula

To create a shared formula:

1. Create a **Profile Variable**. For more information, see [Create a Visualization, on page 97](#).
2. Right-click the profile variable and select **Save**.
3. Enter a name for the formula and click **OK**.

The formula is saved in the Formulas panel.

Edit a Shared Formula

To edit a shared formula:

1. Click **Add** Profile Variables and then double-click the name of a formula listed in the Formulas panel.
2. You can edit the values or add additional **Fields** and **Measures**.
3. Click **Save**.

Delete a Shared Formula

To delete a shared formula:

1. Click the **Add** button in the Profile Variables box, and then double-click the name of a formula listed in the **Formulas** panel.
2. Click delete.

If the formula is not currently in use, it is deleted.

Create and Format a Visualization Title

To create and format a visualization title while creating or editing a visualization:

1. Click the text **Click to add title** in the visualization canvas and enter a new title.
 - To edit the title, select it and enter a new title.
 - In **Formatting**, select **Title** from drop-down and enter the title text.
2. To customize the format of the title, select **Title** from the drop-down list in the Formatting tab to display the formatting options that you can customize, such as border size, style, and color; text alignment and color; margins; padding; and font size, family, style and weight.

Format a Table

To customize the format of a table:

1. Select **Formatting**, and then select **Table** from the drop-down list.
2. Change any of the following options to customize the table format:

Option	Description
Back Color	Select the background color from the color selector or enter the HTML (hexadecimal) code for a color.
Border Size	Enter a value in pixels to change the border width.
Border Style	Select a value from the drop-down list to specify the style of the border around the table or select None if you do not want a border around the table.

Option	Description
Border Color	Select the border color from the color selector or enter the HTML code for a color.

Format a Profile Variable

To change a profile variable's text alignment, number format, or caption:

- Do one of the following:
 - Right-click a profile variable to display the context menu.
 - Select a profile variable from the drop-down list in **Formatting** to display the number format and caption options in the tab.
- Change any of the options described in the following table:

Option	Description
Caption	<p>To change the caption, click the caption text displayed in the Formatting tab to select it and then enter a different caption.</p> <p>This setting is available only in the Formatting tab.</p>
Number Format	<p>Right-click to specify whether you want the data to be formatted as Integer, Number, Currency, Percentage, Date Time, or Duration, and within that category, specify how you want the data displayed.</p> <p>For example, when you select Percentage, you can select one of the following format options:</p> <ul style="list-style-type: none"> ##.##% (12.34%) ##% (12%)
Text Align	<p>To change the alignment of the column text, select a value from the drop-down list: Left, Center, or Right.</p> <p>This setting is available only from the context menu.</p>

Format a Chart


To customize the format of a chart:

- Select **Formatting > Chart**.
- Change any of the following options to customize the chart format:

Option	Description
Back Color	Select the background color from the color selector or enter the HTML code for a color.
Border Size	Enter a value in pixels to change the width of the border around the chart.
Border Style	Select a value from the drop-down list to specify the style of the border around the chart or select None if you do not want a border.
Border Color	Select the border color from the color selector or enter the HTML code for a color.
Gradient Fill	To add a shade pattern to the lines, areas, or bars in a line, area, or bar chart, select the direction of the color gradient from the drop-down list.
Stacking	To display data values stacked on top of each other in a line, area, or bar chart, select Normal to stack by the data values or Percent to stack by percentages.
Axis Labels	Select a value from the drop-down list to specify whether to show or hide axis labels.
Invert Axes	Select either True or False from the drop-down list to specify whether or not to invert the axes.
Data Labels	Select a value from the drop-down list to specify whether to show or hide data labels.
Data Labels Rotation	Select a value from the drop-down list to specify the data label rotation angle: None, 45o, 90o, or -90o.

Edit the Visualization Name

To edit the visualization name, do one of the following:

1. Click **Visualization** >  > **Edit** from the context menu.
2. Click **Edit Visualization Name** and in the **Formatting** tab, select **Visualization** from the drop-down list to edit fields.



CHAPTER 3

Dashboard

Dashboard is a combination of reports that is used to visualize on a single screen.

You can perform the following tasks in the Dashboard:



- [Run a Dashboard, on page 111](#)
- [View Stock Report Dashboard, on page 112](#)
- [Design Dashboards, on page 114](#)

Run a Dashboard

To run a dashboard:



Note Ensure that the dashboards have at least one visualization. For more information, see [Design Dashboards, on page 114](#).

1. Click the **Dashboard** icon on the navigation bar.
2. To find a report, you may use either the Search function or the tree  icon. When you click on the tree icon all files in that folder are displayed. Search displays all the matching reports from the subfolders as well. Click the  button and select **Run** from the context menu.

When you click on a folder or a report, the exact location of the folder or the report is displayed on the breadcrumb.

3. To view the visualization, click **launch**.

Once it renders the visualization, click the **Setting** button to view the **Profile Variables** and **Segments** used in the visualization data.

View Stock Report Dashboard

Business Metrics

Abandoned Contacts

The Abandoned Contacts Dashboard displays the number of contacts that were Abandoned during a specific period. You can filter the data in the Dashboard according to Interval and Duration as mentioned here:

- **Deployment Name**—Shows all deployment names that are configured on the Webex Control Hub.



Note The **Deployment Name** drop-down list only appears for Cloud Connect users.

- **Interval**—Shows intervals, such as 10 Minutes, 30 Minutes, Hourly, Daily, Weekly, and Monthly.
- **Duration**—Shows durations, such as Today, Yesterday, This Week, Last Week, Last 7 days, This Month, Last Month, and This Year.

Parameter	Description
Total Abandoned Contacts	<p>The total number of contacts that are Abandoned. The number of contacts Abandoned for different channels (Chat & Voice) is also displayed. Contacts can get abandoned in the following scenarios:</p> <ol style="list-style-type: none"> 1. When in IVR. 2. When in Queue Waiting Time (QWT). 3. When in sequential QWT. 4. When in parallel QWT. Applicable only for UCCX. 5. When an agent does not receive the call.
Leading Abandonment Reason	<p>The percentage of total contacts that got abandoned in Queue Waiting Time (QWT). For example, in a day total contacts are 1000 and in that 100 contacts were Abandoned, the QWT for these 100 contacts that were Abandoned can fall in the following categories:</p> <ul style="list-style-type: none"> • 10 calls in less than 1 minute. • 25 calls in the range of 1–5 minutes. • 50 calls in the range of 5–10 minutes. • 15 calls more than 10 minutes. <p>Note For the above example, the Leading Abandonment Reason shows 65% (looking at maximum period calls that got abandoned) and QWT as more than 5 minutes.</p>

Parameter	Description
Call Back / Renewed Chat Rate	Total percentage of customers who have contacted back either through voice calls or chat.
Customer Journey	<p>The Sankey diagram shows at which stage the contact was abandoned. This diagram shows a vertical bar for the different Entry Points, Queues, Wait Time, and Agents.</p> <p>The view depends on the selected Channel Type. Hovering over the stages shows more information, like the number of abandoned contacts and number of contacts that are handled by each agent.</p>
Contacts Trend	The Area chart shows the Trend of contacts that are handled and abandoned for each channel type for the selected duration.
Abandoned Contacts By Stage	The Donut diagram shows in which stage the contacts got abandoned.
Abandoned Contact Details	<p>The tabular view displays the details of each abandoned contact for the selected duration.</p> <p>ANI</p> <p>This indicates the caller's phone number that is associated with the caller if it is voice calls and email address if it is chat.</p> <p>DNIS</p> <p>This indicates the agent's phone number that is associated with the agent.</p> <p>First Contact Time</p> <p>This indicates the time when the contact came into the contact center.</p> <p>Abandonment Stage</p> <p>This indicates at which stage the contact got abandoned for example: IVR, in Queue, or at Agent during ringing.</p> <p>Transfers</p> <p>This indicates the number of times a contact has been transferred.</p> <p>Total Wait Time</p> <p>This indicates the time that the contact was in wait before it got abandoned. This includes the IVR / self-service time and the QWT.</p> <p>Repeat Call Time</p> <p>This indicates when a caller returned the call (repeat call) within a specified duration (currently it is one hour).</p>

Historical Reports

To refer all the report details that are used in these dashboards, see the appropriate report in this [Stock Reports](#), on page 11 section.

Agent Reports

Agent Performance Dashboard

This report shows Average Connected Duration and Maximum Connected Duration for Agents in their team.

Report Path: Dashboard > Stock Reports > Historical Reports > Agent Reports

Output Type: Bar Chart

You can filter using Deployment Name, Agent Name, Team Name, Interval (Daily by default), and Channel Type.

Contact Center Overview

Contact Handled Performance for Teams

This report shows Total Contacts Handled per channel type for each team in that deployment so you can compare teams.

Report Path: Dashboard > Stock Reports > Historical Reports > Contact Center Overview

Output Type: Line Chart

You can filter using Deployment Name, Interval (Daily by default), Team Name, and Channel Type.

Real-Time Reports



Note

These dashboards are not available for Cloud Connect users.

To refer all the report details that are used in these dashboards, see the appropriate report in this [Stock Reports, on page 11](#) section.

Design Dashboards

Procedure

- Step 1** Click **Dashboard > Create New Dashboard**.
- Step 2** Drag and drop a visualization on to the canvas area. You can add as many visualizations as you want the dashboard to display.
- Step 3** To reposition a visualization, drag it to a new position. To format a visualization, select the **Formatting** panel and then select visualization from the drop-down list to modify.
- Step 4** To resize a visualization:
 - Drag the edge or corner to decrease or increase the size.
 - Select **Formatting**, select the visualization name from the drop-down list and edit the **Width** and **Height**.

- Step 5** To remove a visualization from the dashboard, select **X**.
- Step 6** To enter a name for your visualization, click **Click to add title**. To edit the title, enter a new title and click checkmark symbol.
- Step 7** To format the visualization title, select **Formatting** and choose the title from the drop-down list in the tab to display the format options you can customize, such as border style, text alignment, and font size, color, and weight.
- Step 8** To save the dashboard, click **Save**, and select a folder.
- To create a new folder, click the **New Folder**, enter a name for the folder. Enter a name for the dashboard and then click **OK**
- Step 9** You can preview the dashboard, click **Preview**.
- Step 10** To edit the dashboard name, click the **Edit Dashboard Name** to select the existing text; then enter a new name and click the Apply button.
-



CHAPTER 4


Variables

- [Create, Edit, View, and Delete Variables, on page 117](#)

Create, Edit, View, and Delete Variables

To create a new variable:

Procedure

- Step 1** Click **Variables > New**.
 - Step 2** Enter a name for the variable.
 - Step 3** Select a value from the **Associated Column** drop-down list.
 - Step 4** Define **Values** and add a **Description**.
 - Step 5** Define the **Scope** of the variable. The scope can be:
 - **USER**-Variable is defined and used only by the user.
 - **GLOBAL**-Variable can be used across organizations. Toggle **Is Value Shared?** to share the variable across organizations or restrict the use within your organization.
 - Step 6** Click **Save**.
Click the  to view, edit, copy, or delete the variable.
-



APPENDIX A

Type of Records Available in Each Repository

The following table describes the type of records aggregated in each customer and agent activity and session repository.

Record Type	Description	Examples
Customer Activity Record	Represents an atomic step in the customer workflow	<ul style="list-style-type: none">• Customer in IVR or queue, talking to agent, on hold• Customer on home page, product page, checkout page
Customer Session Record	Represents the customer workflow, consisting of a sequence of customer activities	<ul style="list-style-type: none">• Customer call to a call center• Customer visit to a Web site• Customer visits Web site and chats with agent• Customer sends email and agent responds
Agent Activity Record	Represents an atomic step in the agent workflow	<ul style="list-style-type: none">• Agent idle, available, talking, wrapping up• Agent offline, dialing, talking, entering notes• Agent idle, available, chatting, wrapping up• Agent offline, reading email, responding, wrapping up

Record Type	Description	Examples
Agent Session Record	Represents the agent workflow, consisting of a sequence of agent activities	<ul style="list-style-type: none"> • Agent handles a service call and logs an incident • Agent places an outbound call and sets up a meeting • Agent chats with a customer and answers a question • Agent reads and responds to a customer email

- [Standard ASR and AAR Fields and Measures, on page 120](#)
- [Standard CSR and CAR Fields and Measures, on page 126](#)
- [Call States, on page 138](#)
- [Call Reason Codes, on page 141](#)

Standard ASR and AAR Fields and Measures

Agent Session Repository (ASR)

The standard fields aggregated in the ASR are described in the following table:



Note

The **Disconnected Count** field is currently not used and will not be populated.

Column Name	Description	Field or Measure	Data Type
Is Current Session	Indicates if it is an active session or not. Supported values: 0 and 1. 1 indicates active.	Measure	Integer
Activity Span	The amount of time in seconds that the agent was engaged in the activity during the specified compute interval.	Measure	Long
Agent Endpoint (DN)	The endpoint (number/e-mail/chat handle) on which the agent receives calls/chats/emails.	Field	String
Agent ID	A string that identifies an agent.	Field	String
Agent Login	Login name with which agent logs into agent desktop.	Field	String
Agent Name	Name of an agent, that is, a person who answers customer calls/chats/emails.	Field	String
Agent Session ID	A string that identifies an agent's login session.	Field	String
Agent System ID	A string that identifies an agent.	Field	String

Column Name	Description	Field or Measure	Data Type
Logout Timestamp	The timestamp when the agent logged out.	Measure	Long
Login Timestamp	The timestamp when the agent logged in.	Measure	Long
Channel Type	The media type of the contact, such as telephony, email, or chat.	Field	String
Session Count	Represents number of sessions.	Measure	Integer
Current State	The current state of the agent.	Field	String
Historical Update Timestamp	Timestamp when the historical process updated record.	Measure	Long
Realtime Update Timestamp	Timestamp when the realtime process updated record.	Measure	Long
Reason	This field shows the reason for agent logout.	Field	String
Agent Channel ID	The ID assigned to the media channel agent is logged into.	Field	String
Site ID	The ID assigned to a call center location.	Field	String
Site Name	The call center location to which a call was distributed.	Field	String
Site System ID	The ID assigned to a call center location.	Field	String
Team ID	The ID assigned to a team.	Field	String
Team Name	A group of agents at a specific site who handle a particular type of call.	Field	String
Team System ID	The ID assigned to a team.	Field	String
Ringing Count	How many times was the agent in ringing state in this session (inbound only).	Measure	Integer
Ringing Duration	Time agent spent in ringing state during entire session (inbound only).	Measure	Integer
Outdial Ringing Count	The number of times an agent was in the Outdial Reserved state, a state indicating that the agent has initiated an outdial call, but the call isn't connected yet.	Measure	Integer
Outdial Ringing Duration	The duration an agent was in the Outdial Reserved state, a state indicating that the agent has initiated an outdial call, but the call isn't connected yet.	Measure	Integer
Idle Count	The number of times an agent went into an Idle state.	Measure	Integer
Idle Duration	The time spent by an agent in an Idle state.	Measure	Integer
Available Count	The number of times an agent went into Available state.	Measure	Integer
Available Duration	The amount of time an agent spent in an Available state.	Measure	Integer

Column Name	Description	Field or Measure	Data Type
Connected Count	The number of times an agent was in a Connected state, that is talking to the customer, during this session (inbound only).	Measure	Integer
Connected Duration	The amount of time and agent spent in a Connected state, i.e. talking to the customer, during this session (inbound only).	Measure	Long
Outdial Connected Count	The number of times an agent was in a Connected state while in an outdial call.	Measure	Integer
Outdial Connected Duration	The amount of time and agent spent in a Connected state while in an outdial call.	Measure	Long
Conference Count	The number of times an agent established a conference call with the caller and another agent (inbound only).	Measure	Integer
Conference Duration	The amount of time an agent spent in conference with a caller and another agent (inbound only).	Measure	Integer
Outdial Conference Count	Number of times an agent established a conference call with the caller and another agent while in an outdial call.	Measure	Integer
Outdial Conference Duration	The amount of time an agent spent in conference with a caller and another agent while in an outdial call.	Measure	Long
Consult Answer Count	The number of times agent answered a consult request (inbound calls).	Measure	Integer
Consult Answer Duration	The total amount of time agent spent answering to consult requests (for inbound calls).	Measure	Long
Outdial Consult Answer Count	The number of times agent answered a consult request (outdial calls).	Measure	Integer
Outdial Consult Answer Duration	The total amount of time agent spent answering to consult requests (outdial calls).	Measure	Integer
Consult Request Count	The number of times agent initiated a consult request (inbound calls).	Measure	Integer
Consult Request Duration	The total amount of time agent spent making consult requests (for inbound calls).	Measure	Integer
Outdial Consult Request Count	The number of times agent initiated a consult request (outdial calls).	Measure	Integer
Outdial Consult Request Duration	The total amount of time agent spent making consult requests (outdial calls).	Measure	Long
Consult Count	The number of times an agent consulted with another agent (inbound only).	Measure	Integer
Consult Duration	The amount of time an agent spent consulting with another agent while handling a call (inbound only).	Measure	Integer

Column Name	Description	Field or Measure	Data Type
Outdial Consult Count	The number of times an agent consulted with another agent (outdial only).	Measure	Integer
Outdial Consult Duration	The amount of time an agent spent consulting with another agent while handling a call (outdial only).	Measure	Long
CTQ Answer Count	The number of times agent answered a consult-to-queue request (inbound calls).	Measure	Integer
CTQ Answer Duration	The total amount of time agent spent answering consult-to-queue requests from an agent (for inbound calls).	Measure	Long
Outdial CTQ Answer Count	The number of times agent answered a consult-to-queue request while handling an outdial call.	Measure	Integer
Outdial CTQ Answer Duration	Total time agent spent answering consult-to-queue requests from an agent while handling an outdial call.	Measure	Long
CTQ Request Count	The number of times agent initiated a consult-to-queue request (inbound).	Measure	Integer
CTQ Request Duration	The total amount of time agent spent making consult-to-queue requests from an agent (for inbound calls).	Measure	Long
Outdial CTQ Request Count	The number of times agent initiated a consult-to-queue request while handling an outdial call.	Measure	Integer
Outdial CTQ Request Duration	The total amount of time agent spent making consult-to-queue requests from an agent while handling an outdial call.	Measure	Long
CTQ Count	The number of consult-to-queue in a session.	Measure	Integer
CTQ Duration	The time spent by an agent in a session on consult-to-queue.	Measure	Integer
Hold Count	The number of times calls were put on hold (inbound).	Measure	Integer
Hold Duration	The amount of time spent on hold (inbound).	Measure	Integer
Outdial Hold Count	The number of times call were put on hold (outdial).	Measure	Integer
Outdial Hold Duration	The amount of time during spent on hold (outdial).	Measure	Integer
Not Responded Count	Number of times agent failed to respond to an incoming request (i.e. the contact couldn't be connected to the agent).	Measure	Integer
Not Responded Duration	The amount of time agent spent in a Not responding state (inbound).	Measure	Long
Outdial Not Responded Count	Number of times contact couldn't be connected to the agent while making an outdial request.	Measure	Integer

Column Name	Description	Field or Measure	Data Type
Outdial Not Responded Duration	The amount of time agent spent in a Not responding state (outdial).	Measure	Long
Wrapup Count	The number of agents in the Wrap-up state after a call.	Measure	Integer
Wrapup Duration	The average length of time agents were in the Wrap-up state after a call.	Measure	Integer
Outdial Wrapup Count	The number of times agents went into the Wrap-up state after an outdial call.	Measure	Integer
Outdial Wrapup Duration	The total amount of time agents spent in the Wrap-up state after an outdial call.	Measure	Long
Disconnected Count	The number of calls that were answered (that is, connected to an agent or distributed to and accepted by a destination site), but that were then immediately disconnected within the Sudden Disconnect threshold provisioned for the enterprise.	Measure	Integer
Agent To Agent Transfer Count	Number of times an agent transferred to another agent (inbound only).	Measure	Integer
Outdial Agent To Agent Transfer Count	Number of times an agent transferred to another agent (outdial only).	Measure	Integer
Agent Transfer To Queue Request Count	Number of times an agent requested transfer to queue (inbound only).	Measure	Integer
Outdial Agent Transfer To Queue Request Count	Number of times an agent requested transfer to queue (outdial only).	Measure	Integer
Blind Transfer Count	The number of times an agent transferred without consulting first.	Measure	Integer
Outdial Blind Transfer Count	Number of times an agent transferred an outbound call without consulting.	Measure	Integer
Outdial Count	Represents the number of calls agent made (dialed out) during this session.	Measure	Integer
Outdial Transfer Count	Represents the number of outdial calls agent transferred during this session.	Measure	Integer
Disconnected Hold Calls Count	Number of calls that got disconnected while on hold during this agent session.	Measure	Integer

Agent Activity Repository (AAR)

The standard fields aggregated in the AAR are described in the following table:

Column Name	Description	Field or Measure	Data Type
Is Current Activity	Flag that indicates whether this is a current activity or not (i.e. activity hasn't ended).	Measure	Integer
Activity Span	The amount of time in seconds that the agent was engaged in the activity during the specified compute interval.	Measure	Long
Agent Endpoint (DN)	The endpoint (number/e-mail/chat handle) on which the agent receives calls/chats/emails.	Field	String
Agent ID	A string that identifies an agent.	Field	String
Agent Login	Login name with which agent logs into agent desktop.	Field	String
Agent Name	The name of an agent, that is, a person who answers customer calls/chats/emails.	Field	String
Agent Session ID	A string that identifies an agent's login session.	Field	String
Agent System ID	A string that identifies an agent.	Field	String
Activity End Timestamp	The timestamp when the activity ended.	Measure	Long
Contact Session ID	A string that identifies the contact session, if engaged in one.	Field	String
Activity Start Timestamp	The timestamp when the activity started.	Measure	Long
Agent Channel ID	The ID assigned to the media channel agent is logged into.	Field	String
Channel Type	The media type of the contact, such as telephony, email, or chat.	Field	String
Activity Count	Represents number of activities.	Measure	Integer
Activity State	Represents state of an activity.	Field	String
Activity Duration	The amount of time between when the activity started and when the activity ended.	Measure	Integer
Historical Update Timestamp	Timestamp when the historical process updated record.	Measure	Long
Idle Code Name	The name of the idle code.	Field	String
Idle Code System ID	A string that identifies an idle code.	Field	String
Idle Code ID	A string that identifies an idle code.	Field	String
Is Login Activity	Flag that indicates whether this activity was the login activity.	Measure	Integer

Column Name	Description	Field or Measure	Data Type
Is Logout Activity	Flag that indicates whether this activity was the logout activity. Possible value: 0 or 1.	Measure	Integer
Is Outdial	Flag that indicates whether this activity occurred while making an outdial call.	Measure	Integer
Queue ID	A string that identifies a queue.	Field	String
Queue Name	A string that identifies the name of a queue.	Field	String
Queue System ID	A string that identifies a queue.	Field	String
Realtime Update Timestamp	Timestamp when the realtime process updated record.	Measure	Long
Record Unique ID	Unique string that identifies this activity record.	Field	String
Site ID	A string that identifies a call center location.	Field	String
Site Name	The call center location to which a call was distributed.	Field	String
Site System ID	A string that identifies a call center location.	Field	String
Team ID	A string that identifies a team.	Field	String
Team Name	A group of agents at a specific site who handle a particular type of call.	Field	String
Team System ID	A string that identifies a team.	Field	String
Wrapup Code ID	A string that identifies a wrap-up code.	Field	String
Wrapup Code Name	The wrap-up code that the agent gave for the interaction.	Field	String
Wrapup Code System ID	A string that identifies a wrap-up code.	Field	String

Standard CSR and CAR Fields and Measures

Customer Session Repository (CSR)

The standard fields and measures aggregated in the CSR are described in the following sections:

Column Name	Description	Field or Measure	Data Type
Is Current Session	Flag that indicates whether this is a current session or not (i.e. session hasn't ended).	Measure	Integer

Column Name	Description	Field or Measure	Data Type
Activity Span	The amount of time in seconds that the agent was engaged in the activity during the specified compute interval.	Measure	Long
Agent Endpoint (DN)	The endpoint (number/e-mail/chat handle) on which the agent receives calls/chats/emails.	Field	String
Agent ID	A string that identifies an agent.	Field	String
Agent Leg Blob ID	String identifier for blob that contains recording of the agent side of the call.	Field	String
Agent Login	Login name with which agent logs into agent desktop.	Field	String
Agent Name	The name of an agent, that is, a person who answers customer calls/chats/emails.	Field	String
Agent Session ID	A string that identifies an agent's login session.	Field	String
Agent System ID	A string that identifies an agent.	Field	String
ANI	The ANI digits delivered with a call. ANI, or Automatic Number Identification, is a service provided by the phone company that delivers the caller's phone number along with the call.	Field	String
Blind Transfer Count	The number of times a call transferred by the agent to another agent or an external DN without the first agent consulting or conferencing with the party to whom the call was transferred.	Measure	Integer
Contact End Timestamp	Timestamp when the contact ended.	Measure	Long
Call Progress Detection	In case of outdial call, this field represents the CPD value returned from telephony.	Field	String
Contact Start Timestamp	Timestamp when the contact started.	Measure	Long
Caller Leg Blob ID	String identifier for blob that contains recording of the caller side of the call.	Field	String
Channel Type	The number of media channels to which agents are currently logged in.	Field	String
Conference Count	The number of times an agent established a conference call with the caller and another agent.	Measure	Integer
Conference Duration	The amount of time an agent spent in conference with a caller and another agent.	Measure	Integer
Consult Count	The number of times agents initiated a consult with another agent or someone at an external number while handling a call.	Measure	Integer

Column Name	Description	Field or Measure	Data Type
Consult Duration	The amount of time an agent spent consulting with another agent while handling a call.	Measure	Integer
Contact Reason	Reason the customer is contacting in case of chats.	Field	String
Contact Count	Represents number of contacts.	Measure	Integer
CTQ Count	This is the count of consult-to-queue within an interaction.	Measure	Integer
CTQ Duration	Total duration spent on consult-to queue within an interaction.	Measure	Integer
Current State	The current state of the contact.	Field	String
Customer Email Address	Email address of the customer.	Field	String
Customer Name	Name of the customer.	Field	String
Customer Phone Number	Phone number of the customer.	Field	String
Recording Deleted Timestamp	The timestamp when the recording was deleted.	Measure	Long
Is Recording Deleted	Flag that indicates whether the recording has been deleted.	Measure	Integer
DNIS	The DNIS digits delivered with the call. DNIS, or Dialed Number Identification Service, is a service provided by the phone company that delivers a digit string indicating the number the caller dialed along with the call.	Field	String
Entrypoint ID	The ID assigned to an entry point.	Field	String
Entrypoint Name	The name of the entry point, which is the landing place for customer calls on the Webex Contact Center system. One or more toll-free or dial numbers can be associated with a given entry point. IVR call treatment is performed while a call is in the entry point. Calls are moved from the entry point into a queue and are then distributed to agents.	Field	String
Entrypoint System ID	The ID assigned to an entry point.	Field	String
Chat Exit Reason	Reason to leave the customer chat.	Measure	String
External ID	This is a reference to the call in an external system.	Field	String
Handle Type	Shows how the call was handled, short, abandoned, normal.	Field	String

Column Name	Description	Field or Measure	Data Type
Is Contact Handled	Flag that indicates whether the contact was handled by an agent. Possible value: 0 or 1.	Measure	Integer
Historical Update Timestamp	Timestamp when the historical process updated record.	Measure	Long
Hold Count	The number of times an agent put an inbound caller on hold.	Measure	Integer
Hold Duration	The amount of time during which a call on hold.	Measure	Integer
Inbound Transcript	Entire chat transcript or inbound e-mail transcript.	Field	String
Is Within Service Level	Flag that indicates whether the call occurred within defined Service Level Threshold. Possible value: 0 or 1.	Measure	Integer
IVR Count	Number of times the contact was in IVR state.	Measure	Integer
IVR Duration	The amount of time during which a call was in IVR state.	Measure	Integer
LCM Contact	LCM Contact details.	Field	String
Chat Note	Summarizes customer conversation with an agent.	Field	String
Outbound Transcript	Outbound e-mail transcript.	Field	String
Is Outdial	Flag that indicates whether this was an outdial contact or not. Possible value: 0 or 1.	Measure	Integer
Previous Agent ID	A string that identifies an agent.	Field	String
Previous Agent Name	The name of an agent, that is, a person who answers customer calls.	Field	String
Previous Queue ID	The ID of the queue associated with the interactions.	Field	String
Previous Queue Name	The name of the queue associated with the interactions.	Field	String
Chat Priority	Priority for chat.	Field	String
Queue Count	The number of queues contact entered in its entirety.	Measure	Integer
Queue Duration	The amount of time a contact spent in queue waiting.	Measure	Integer
Queue ID	A string that identifies a queue.	Field	String

Column Name	Description	Field or Measure	Data Type
Queue Name	The name of a queue, which is holding place for calls while they await handling by an agent. Calls are moved from an entry point into a queue and are then distributed to agents.	Field	String
Queue System ID	A string that identifies a queue.	Field	String
Realtime Update Timestamp	Timestamp when the realtime process updated record.	Measure	Long
Recording File ID	Unique id of the recording file.	Field	String
Recording File Size	Represents the size of the recorded file.	Measure	Long
Is Recorded	Flag that indicates whether the contact was recorded.	Field	Integer
Contact Session ID	A unique string that identifies the contact session.	Field	String
Site ID	The ID assigned to a call center location.	Field	String
Site Name	The call center location to which a call was distributed.	Field	String
Site System ID	The ID assigned to a call center location.	Field	String
Stereo Blob ID	String identifier for blob that contains recording of the call in stereo.	Field	String
Connected Count	The number of times the contact was in connected state (i.e. talking).	Measure	Integer
Connected Duration	The duration of connected (talking) state within this interaction.	Measure	Long
Team ID	The ID assigned to a team.	Field	String
Team Name	A group of agents at a specific site who handle a particular type of call.	Field	String
Team System ID	The ID assigned to a team.	Field	String
Terminating End	Indicates which party terminated the interaction.	Field	String
Termination Type	A text string specifying how a call was terminated.	Field	String
Transfer Count	The number of times a call was transferred by an agent.	Measure	Integer
VQ Far MOS Con	Voice Quality Mean Opinion Score at the far end.	Measure	Double
VQ Far Receive Delay	Voice Quality Receive Delay at the far end.	Measure	Integer
VQ Far Round Trip Delay	Voice Quality Round Trip Delay at the far end.	Measure	Integer

Column Name	Description	Field or Measure	Data Type
VQ Far Total Packet Loss	Voice Quality Total Packet Loss at the far end.	Measure	Double
VQ Far Voice Quality Assessment	Voice Quality Assessment at the far end.	Field	String
VQ Near MOS Con	Voice Quality Mean Opinion Score at the near end.	Measure	Double
VQ Near Receive Delay	Voice Quality Receive Delay at the near end.	Measure	Integer
VQ Near Round Trip Delay	Voice Quality Round Trip Delay at the near end.	Measure	Integer
VQ Near Total Packet Loss	Voice Quality Total Packet Loss at the near end.	Measure	Double
VQ Near Voice Quality Assessment	Voice Quality Assessment at the near end.	Field	String
Wrapup Code ID	A string that identifies a wrap-up code.	Field	String
Wrapup Code Name	The wrap-up code that the agent gave for the interaction.	Field	String
Wrapup Code System ID	A string that identifies a wrap-up code.	Field	String
Wrapup Duration	The cumulative amount of time agents spent in the wrap-up state after handling the interactions.	Measure	Integer
CSAT Score	Represents customer satisfaction score.	Measure	Integer
Chat Reason	Reason for contact	Field	String
Chat Question	Customer query	Field	String
Bot ID	The ID of the bot	Field	String
Bot Name	The name of the bot	Field	String
Is Transcript Requested	Chat transcript requested by customer	Field	String
Abandonment Reason	Reason for abandonment	Field	String
Is Barged In	If the call has been monitored.	Field	Integer
Feedback Comment	Customer feedback	Field	String
IVR Summary	Summary of the number of contacts in the IVR	Field	String
Is Offered	Number of contacts	Measure	Integer
Chained In To Entrypoint Count	Calls transferred from one EP to another.	Measure	Integer
Transfer In To Entrypoint Count	Calls transferred by agents to EP.	Measure	Integer

Column Name	Description	Field or Measure	Data Type
Entrypoint To Entrypoint Transfer Count	The number of times call was transferred from an entrypoint to an entrypoint.	Measure	Integer
Queue To Entrypoint Transfer Count	The number of times call was transferred from a queue to an entrypoint.	Measure	Integer
Agent To Entrypoint Transfer Count	The number of times call was transferred from an agent to an entrypoint.	Measure	Integer
Chained In To Queue Count	Calls moved from EP to Queue.	Measure	Integer
Queue To Queue Transfer Count	The number of times call was transferred from a queue into another queue.	Measure	Integer
Agent To Queue Transfer Count	The number of times call was transferred from an agent into a queue.	Measure	Integer
Is Monitored	Flag indicates whether the call is being monitored.	Measure	Integer
Total Monitoring Count	Total number of times this contact was monitored.	Measure	Integer
Silent Monitoring Count	Number of times the contact was silently monitored.	Measure	Integer
Full Monitoring Count	Entire call monitored.	Measure	Integer
Midcall Monitoring Count	Monitoring started midcall.	Measure	Integer
Callback Request Time	Time when the callback request was made.	Measure	Long
Callback Number	The number to call when a request is made for callback.	Field	String
Last Callback Status	Status of callback whether Success or Failure.	Field	String
Callback Connected Time	Duration of call made after connecting to the customer.	Measure	Long
Campaign Name	Name of the campaign created.	Measure	String
Call Time	Returns the time at which the campaign call was dialed.	Measure	Long
Campaign Status	The status of the campaign call, either success or failure.	Measure	String
Wrapup State	The wrap-up status of the campaign call is returned	Measure	String
Call Time	Shows the time at which the call got connected.	Field	Long
ANI	Shows the ANI number that is associated with the call.	Field	String

Column Name	Description	Field or Measure	Data Type
DNIS	Shows the DNIS number that is associated with the call.	Field	String
Workflow Sequence	Shows the sequence of activities that happened during the call.	Field	String

Customer Activity Repository (CAR)

The standard fields and measures aggregated in the CAR are described in the following sections:

Column Name	Description	Field or Measure	Data Type
Is Current Activity	Flag that indicates whether this is a current activity or not (that is, an activity that hasn't ended).	Measure	Integer
Activity Span	The amount of time in seconds that the agent was engaged in the activity during the specified compute interval.	Measure	Long
Agent Endpoint (DN)	The endpoint (number/e-mail/chat handle) on which the agent receives calls/chats/emails.	Field	String
Agent ID	A string that identifies an agent.	Field	String
Agent Login	Login name with which agent logs into agent desktop.	Field	String
Agent Name	The name of an agent, that is, a person who answers customer calls/chats/emails.	Field	String
Agent Session ID	A string that uniquely identifies an agent's login session.	Field	String
Agent System ID	A string that identifies an agent.	Field	String

Column Name	Description	Field or Measure	Data Type
ANI	The ANI digits delivered with a call. ANI, or Automatic Number Identification, is a service provided by the phone company that delivers the caller's phone number along with the call.	Field	String
Activity End Timestamp	The timestamp when the activity was terminated.	Measure	Long
Contact Session ID	A unique string that identifies the contact session.	Field	String
Activity Start Timestamp	The timestamp when the activity started.	Measure	Long
Channel Type	The type of media assigned to a media channel.	Field	String
Activity Count	Represents number of activities.	Measure	Integer
Activity State	Represents state of an activity.	Field	String
Customer Email Address	The email address of the customer.	Field	String
Customer Name	The name of the customer.	Field	String
DNIS	The DNIS digits delivered with the call. DNIS, or Dialed Number Identification Service, is a service provided by the phone company that delivers a digit string indicating the number the caller dialed along with the call.	Field	String
Activity Duration	The amount of time between when the activity started and when it was terminated.	Measure	Integer
Entrypoint ID	The ID assigned to an entry point.	Field	String

Column Name	Description	Field or Measure	Data Type
Entrypoint Name	The name of the entry point, which is the landing place for customer calls on the Webex Contact Center system. One or more toll-free or dial numbers can be associated with a given entry point. IVR call treatment is performed while a call is in the entry point. Calls are moved from the entry point into a queue and are then distributed to agents.	Field	String
Entrypoint System ID	The ID assigned to an entry point.	Field	String
Historical Update Timestamp	Timestamp when the historical process updated record.	Measure	Long
Next State	If this isn't a current activity, this field shows the state of the following activity.	Field	String
Is Outdial	Flag that indicates whether this activity occurred while making an outdial call. Possible value: 0 or 1.	Measure	Integer
Outdial CTQ Count	This is the count of consult-to-queue within an outdial interaction.	Measure	Integer
Previous State	This field shows the state of the previous activity.	Field	String
Queue ID	The ID assigned to a queue.	Field	String
Queue Name	The name of a queue, which is holding place for calls while they await handling by an agent. Calls are moved from an entry point into a queue and are then distributed to agents.	Field	String

Column Name	Description	Field or Measure	Data Type
Queue System ID	The ID assigned to a queue.	Field	String
Realtime Update Timestamp	Timestamp when the realtime process updated record.	Measure	Long
Second Agent Endpoint (DN)	This field is the endpoint of the second agent, for instance in case of transfers.	Field	String
Second Agent ID	This field is the id of the second agent, for instance in case of transfers.	Field	String
Second Agent Name	This field is the name of the second agent, for instance in case of transfers.	Field	String
Second Agent Session ID	This is the agent session id of the second agent, for instance in case of transfers.	Field	String
Second Channel ID	This field is the channel id of the second agent, for instance in case of transfers.	Field	String
Second Team ID	This field shows the second team name.	Field	String
Second Team Name	This field shows the second team id.	Field	String
Record Unique ID	Unique string that identifies this activity record.	Field	String
Site ID	The ID assigned to a call center location.	Field	String
Site Name	The call center location to which a call was distributed.	Field	String
Site System ID	The ID assigned to a call center location.	Field	String
Team ID	The ID assigned to a team.	Field	String

Column Name	Description	Field or Measure	Data Type
Team Name	A group of agents at a specific site who handle a particular type of call.	Field	String
Team System ID	The ID assigned to a team.	Field	String
Total Outdial CTQ Time	Total duration spent on consult-to queue within an outdial interaction.	Measure	Integer
Wrapup Code ID	A string that identifies a wrap-up code.	Field	String
Wrapup Code Name	The wrap-up code that the agent gave for the interaction.	Field	String
Wrapup Code System ID	A string that identifies a wrap-up code.	Field	String
Call Transfer Time	The time at which the call got transferred.	Field	Long
Transfer Type	The type of transfer such as Blind Transfer and Consult Transfer.	Field	String
Transferred to DN	The number to which the call was transferred.	Field	String
Transferred to Queue	The number to which the call was placed in Queue.	Field	String
Consult Talk Duration	The duration for which the agent consulted with another agent or a third party, keeping the caller on hold.	Measure	Long

Call States

Table 12: Analyzer Event Sequences

Event	Purpose	Next Event Expected: Y= Accepted, X= Not Accepted																			
		new	ivr-conn	ivr-	parked	connect	conn	on-	hold-	consu	consu	confer	confe	ended	recor	transf	monit	moni	moni	wrapup	update
		ected	done			ected	hold	done	lting	lt-done	encing	rence-	done	started			reque	started	ended		
<<no contact>>	No interaction with the customer	Y	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
new	New interaction starts with the customers	X	Y	X	Y	Y	Y	X	Y	Y	X	X	X	Y	X	X	X	X	X	X	Y
ivr- connected	ivr instance gets connected	X	X	Y	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	Y
ivr- done	ivr instance gets completed	X	Y	X	Y	Y	Y	X	X	X	X	X	X	Y	Y	X	X	X	X	X	Y
parked	Call is kept in parked state	X	Y	X	Y	Y	Y	X	X	X	X	X	X	Y	Y	X	X	X	X	X	Y
connect	New call starts with the customer	X	X	X	Y	Y	Y	X	X	X	X	X	X	Y	Y	X	X	X	X	X	Y
connected	Call in-progress with the customer	X	Y	X	Y	X	X	Y	X	X	X	Y	X	Y	Y	Y	Y	X	X	Y	Y

Event	Purpose	Next Event Expected: Y= Accepted, X= Not Accepted																			
		new	ivr-conn	ivr-	parked	connect	conn	on-	hold-	consu	consu	confer	confe	ended	recor	transf	monit	moni	moni	wrapup	update
		ected	done				ected	hold	done	lting	lt-done	encing	rence-	done	started		reque	started	ended		tributes
on-hold	Call is on-hold with the customer	Y	Y	X	Y	Y	Y	X	Y	Y	X	Y	X	Y	X	Y	X	X	X	Y	Y
hold-done	Call is put back to in-progress state from hold state	Y	Y	X	Y	X	X	Y	X	X	X	Y	X	Y	Y	Y	Y	X	X	Y	Y
consulting	Call is put in consulting state	X	X	X	X	X	X	X	X	X	Y	Y	X	X	X	Y	X	X	X	Y	Y
consu lt-done	Call is put back to in-progress state from consulting state	X	Y	X	Y	Y	Y	X	Y	Y	X	Y	X	Y	X	Y	X	X	X	Y	Y
confer encing	Call is put in conference state	X	X	X	X	X	X	X	X	X	X	Y	Y	X	X	X	X	X	X	Y	Y
confer ence-done	Call is put back to in-progress state from conference state	X	X	X	X	X	X	X	Y	X	X	X	X	Y	X	Y	X	X	X	Y	Y

Type of Records Available in Each Repository

Event	Purpose	Next Event Expected: Y= Accepted, X= Not Accepted																			
		new	ivr-conn	ivr-	parked	connect	conn	on-	hold-	consu	consu	confer	confe	ended	recor	transf	monit	moni	moni	wrapup	update
			ected	done			ected	hold	done	lting	lt-done	encing	rence-		ding-	erred	oring-	toring-	toring-	-done	-csr-attr
													done		started		reque	started	ended		ibutes
ended	Call with the customer is ended	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	Y	Y
recor ding- started	Call reco rding started	X	X	X	X	Y	Y	X	X	X	X	X	X	X	X	X	X	X	X	X	Y
transf erred	Call is trans ferred	X	X	X	X	X	Y	X	X	X	X	X	X	Y	X	X	X	X	X	Y	Y
moni toring- -reque sted	Call monitoring is requested	X	X	X	X	X	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	X	Y	X	X	Y
moni toring- started	Call monitoring is started	X	X	X	X	X	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	X	X	Y	X	Y
moni toring- done	Call monitoring is ended	X	X	X	X	X	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	X	Y
wrap -up done	Wrapup done by the agent	X	X	X	X	X	Y	X	X	X	X	X	X	X	X	X	X	X	X	Y	Y
update -csr-attri butes	update csr-attr ibutes	X	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y

Call Reason Codes

Table 13: Call Reason Codes

Reason Codes	Reason	Description
486	Busy here	This reason is a standard SIP response which occurs when the receiver handset is off or busy.
503	Service Unavailable	This reason is a standard SIP response which occurs when the server is unable to serve the request.
408	Request Timeout	This timeout is a standard SIP response, which occurs when the server is unable to respond to a request within a specified time.
mCCG	Timeout at mCCG	This timeout occurs when the voice controller sends a request to the dependent services and does not receive a response within a specified time.

