eGain
SOLVE
Fall 2019

eGain Analytics Semantic Models

easy with eGain

eGain® Solve eGain Analytics Semantic Models, December 2019

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About This Document

Introduction

Welcome to eGain® Solve—the leading cloud solution for omnichannel customer engagement. Powered by a unified platform, knowledge and analytics, eGain Solve helps improve customer experience, optimize service process and grow sales across the web, mobile, social, and phone channels.

eGain Analytics is a powerful 'measure and manage' platform that gives business users visibility and control of customer contact operations across multiple channels and touchpoints. Designed specifically for complex omnichannel contact centre operations, eGain Analytics leverages a proven cloud architecture to deliver a leap forward in customer and user experience.

eGain Analytics brings role relevant reporting and applied analytics to all parts of the contact center, supplying the right information and management tools to managers, analysts and supervisors at the right time. Furthermore, it does this across geographically diverse sites, organizational boundaries and channels, empowering business users with role relevant visibility and the capability to manage smarter.

What This Document Contains

A Semantic Model is a metadata layer between the eGain Analytics DataMart and the eGain Analytics Report Builder tool. It contains the information that Report Builder needs to determine which fields can be used to build a report, which dimensions can be used as report parameters and which aggregations can be applied to each field. The Semantic Model also contains the information used by Report Builder to construct a report query.

This manual describes the fields and calculations which are available within the Semantic Models included in eGain Analytics.

Who Should Read This Document

This document provides a reference for personnel using eGain Analytics Report Builder to create reports or who need to understand the standard semantic models supplied with eGain Analytics. The reader should possess a general understanding of the use of eGain Analytics Report Builder. Instructions for using eGain Analytics Report Builder can be found in the eGain Analytics User Guide and eGain Analytics online help.

How This Document is Organized

This document contains the following sections:

- An overview of the eGain Analytics semantic models
- A detailed description of each of the historical semantic models
- A detailed description of each of the real-time semantic models
- Glossary of Related Terms

Terms and Definitions

For a comprehensive description of terms relating to eGain Analytics and computer telephony integration, see the Glossary in the online help.

Semantic Model Definitions Overview

A Semantic Model is a metadata layer between the eGain Analytics DataMart and the Report Builder tool. It contains the information that Report Builder needs to determine which fields can be used to build a report, which dimensions can be used as report parameters and which aggregations can be applied to each field. The Semantic Model also contains the information used by Report Builder to construct a report query.

Each Semantic Model definition contains the following sections.

Overview

The Overview section at the top of each definition describes the key content and purpose of the Semantic Model being defined. It also contains the following information about the Semantic Model.

Referenced Tables	The Unified CCE Database tables referenced in the Semantic Model. Note that the tables represented here are the original data source. The Semantic Model itself will usually retrieve data from tables within the eGain Analytics database or cubes within the eGain Analytics OLAP repository. Only the fact and summary data tables used are included here.
Time Period	The interval variations of the Semantic Model that are available. 'Real Time' or, for Historical Semantic Models: 'Half Hourly', 'Daily', 'Weekly', 'Calendar Monthly', and Yearly.
Parameter Type	The type of parameter which the Semantic Model uses. For example, 'Skill Group' or 'Call Type'.
Grouping	The data element(s) on which reports built from the Semantic Model can be grouped. For example, 'Agent Team'.

Attribute Definitions

Each Semantic Model Attribute Definition section features a table in the following format.

Name	Description	Definition/Source	Totals	Units
The display name of the field.	A description of the field.	Description of the data source for the field. This refers to the original data source and not the eGain Analytics data mart field that will be referenced by the report.	Aggregations supported by the field for example, sum	Units in which the data is presented, for example, integer.

> **Note**
>
> For detailed descriptions of the source Unified CCE fields used to derive the measures described in this document, please see the *Database Schema Guide for Cisco Unified Contact Center Enterprise*.

KPIs and Form Scores

Note that the KPI and Form Response Score Attributes which appear in some of the models described in this document apply to the eGain Analytics Performance edition of eGain Analytics only. The Form Response models also apply to eGain Analytics Performance only.

Historical Semantic Models

Hist - Activity Classifications

Overview

This model allows end users to develop historical reports that provide information about count of completed activities that were categorized with the Classification or Resolution code.

Selection Criteria

Referenced Table(s)	
Parameter Type(s)	IT_DATE, IT_QUEUE, IT_TENANT
Time Period(s)	Quarter Hour, Half Hour, Hour, Date, Week, Month, Quarter, Year
Grouping(s)	Quarter Hour, Half Hour, Hour, Date, Week, Month, Quarter, Year, Queue, Department, Department Name, Category 1, Category 2, Category 3, Category 4, Category 5, Category 6, Category 7, Category 8, Category 9, Category 10, Resolution Code 1, Resolution Code 2, Resolution Code 3, Resolution Code 4, Resolution Code 5, Resolution Code 6, Resolution Code 7, Resolution Code 8, Resolution Code 9, Resolution Code 10, Category, Resolution
Timezone Enabled	Yes

Attribute Definitions

Name	Description	Definition/Source	Totals	Units
Parameters				
Queue	The Queue associated to the activity at the time it was completed.	The Queue associated to the activity at the time it was completed.		String
Department	The Department associated with the activity at the time it was completed.	The Department associated with the activity at the time it was completed.		String
Attributes				
Queue Name	The Queue associated to the activity at the time it was completed.	The Queue associated to the activity at the time it was completed.		String

Name	Description	Definition/Source	Totals	Units
Department Name	The Department associated with the activity at the time it was completed.	The Department associated with the activity at the time it was completed.		String
Time Periods (Choose one option only)				
Quarter Hour	Quarter Hour			DateTime
Half Hour	Half Hour			DateTime
Hour	Hour			DateTime
Date	Date			DateTime
Week	Week			String
Month	Month			DateTime
Quarter	Quarter			String
Year	Year			DateTime
Categories and Resolution Codes				
Category 1	The category for the Activity summarized to level 1. The full classification hierarchy path will be shown up to the selected level. Activities classified below the selected classification hierarchy level are rolled up and included in the total. The same activity may be classified more than once.	The category for the Activity summarized to level 1. The full classification hierarchy path will be shown up to the selected level. Activities classified below the selected classification hierarchy level are rolled up and included in the total. The same activity may be classified more than once.		String
Category 2	The category for the Activity summarized to level 2. The full classification hierarchy path will be shown up to the selected level. Activities classified below the selected classification hierarchy level are rolled up and included in the total. The same activity may be classified more than once.	The category for the Activity summarized to level 2. The full classification hierarchy path will be shown up to the selected level. Activities classified below the selected classification hierarchy level are rolled up and included in the total. The same activity may be classified more than once.		String
Category 3	The category for the Activity summarized to level 3. The full classification hierarchy path will be shown up to the selected level. Activities classified below the selected classification hierarchy level are rolled up and included in the total. The same activity may be	The category for the Activity summarized to level 3. The full classification hierarchy path will be shown up to the selected level. Activities classified below the selected classification hierarchy level are rolled up and included in the total. The same activity may be		String

Name	Description	Definition/Source	Totals	Units
	classified more than once.	classified more than once.		
Category 4	The category for the Activity summarized to level 4. The full classification hierarchy path will be shown up to the selected level. Activities classified below the selected classification hierarchy level are rolled up and included in the total. The same activity may be classified more than once.	The category for the Activity summarized to level 4. The full classification hierarchy path will be shown up to the selected level. Activities classified below the selected classification hierarchy level are rolled up and included in the total. The same activity may be classified more than once.		String
Category 5	The category for the Activity summarized to level 5. The full classification hierarchy path will be shown up to the selected level. Activities classified below the selected classification hierarchy level are rolled up and included in the total. The same activity may be classified more than once.	The category for the Activity summarized to level 5. The full classification hierarchy path will be shown up to the selected level. Activities classified below the selected classification hierarchy level are rolled up and included in the total. The same activity may be classified more than once.		String
Category 6	The category for the Activity summarized to level 6. The full classification hierarchy path will be shown up to the selected level. Activities classified below the selected classification hierarchy level are rolled up and included in the total. The same activity may be classified more than once.	The category for the Activity summarized to level 6. The full classification hierarchy path will be shown up to the selected level. Activities classified below the selected classification hierarchy level are rolled up and included in the total. The same activity may be classified more than once.		String
Category 7	The category for the Activity summarized to level 7. The full classification hierarchy path will be shown up to the selected level. Activities classified below the selected classification hierarchy level are rolled up and included in the total. The same activity may be classified more than once.	The category for the Activity summarized to level 7. The full classification hierarchy path will be shown up to the selected level. Activities classified below the selected classification hierarchy level are rolled up and included in the total. The same activity may be classified more than once.		String
Category 8	The category for the Activity summarized to level 8. The full classification hierarchy path will be shown up to the selected level. Activities classified below the selected classification hierarchy level are rolled up and included in the	The category for the Activity summarized to level 8. The full classification hierarchy path will be shown up to the selected level. Activities classified below the selected classification hierarchy level are rolled up and included in the		String

Name	Description	Definition/Source	Totals	Units
	total. The same activity may be classified more than once.	total. The same activity may be classified more than once.		
Category 9	The category for the Activity summarized to level 9. The full classification hierarchy path will be shown up to the selected level. Activities classified below the selected classification hierarchy level are rolled up and included in the total. The same activity may be classified more than once.	The category for the Activity summarized to level 9. The full classification hierarchy path will be shown up to the selected level. Activities classified below the selected classification hierarchy level are rolled up and included in the total. The same activity may be classified more than once.		String
Category 10	The category for the Activity summarized to level 10. The full classification hierarchy path will be shown up to the selected level. Activities classified below the selected classification hierarchy level are rolled up and included in the total. The same activity may be classified more than once.	The category for the Activity summarized to level 10. The full classification hierarchy path will be shown up to the selected level. Activities classified below the selected classification hierarchy level are rolled up and included in the total. The same activity may be classified more than once.		String
Resolution Code 1	The resolution code for the activity summarized to level 1. The full classification hierarchy path will be shown up to the selected level. Activities with resolution codes below the selected resolution code hierarchy level are rolled up and included in the total. Multiple Resolution Codes may be applied to the same activity.	The resolution code for the activity summarized to level 1. The full classification hierarchy path will be shown up to the selected level. Activities with resolution codes below the selected resolution code hierarchy level are rolled up and included in the total. Multiple Resolution Codes may be applied to the same activity.		String
Resolution Code 2	The resolution code for the activity summarized to level 2. The full classification hierarchy path will be shown up to the selected level. Activities with resolution codes below the selected resolution code hierarchy level are rolled up and included in the total. Multiple Resolution Codes may be applied to the same activity.	The resolution code for the activity summarized to level 2. The full classification hierarchy path will be shown up to the selected level. Activities with resolution codes below the selected resolution code hierarchy level are rolled up and included in the total. Multiple Resolution Codes may be applied to the same activity.		String
Resolution Code 3	The resolution code for the activity summarized to level 3. The full classification hierarchy path will be shown up to the selected level.	The resolution code for the activity summarized to level 3. The full classification hierarchy path will be shown up to the selected level.		String

Name	Description	Definition/Source	Totals	Units
	Activities with resolution codes below the selected resolution code hierarchy level are rolled up and included in the total. Multiple Resolution Codes may be applied to the same activity.	Activities with resolution codes below the selected resolution code hierarchy level are rolled up and included in the total. Multiple Resolution Codes may be applied to the same activity.		
Resolution Code 4	The resolution code for the activity summarized to level 4. The full classification hierarchy path will be shown up to the selected level. Activities with resolution codes below the selected resolution code hierarchy level are rolled up and included in the total. Multiple Resolution Codes may be applied to the same activity.	The resolution code for the activity summarized to level 4. The full classification hierarchy path will be shown up to the selected level. Activities with resolution codes below the selected resolution code hierarchy level are rolled up and included in the total. Multiple Resolution Codes may be applied to the same activity.		String
Resolution Code 5	The resolution code for the activity summarized to level 5. The full classification hierarchy path will be shown up to the selected level. Activities with resolution codes below the selected resolution code hierarchy level are rolled up and included in the total. Multiple Resolution Codes may be applied to the same activity.	The resolution code for the activity summarized to level 5. The full classification hierarchy path will be shown up to the selected level. Activities with resolution codes below the selected resolution code hierarchy level are rolled up and included in the total. Multiple Resolution Codes may be applied to the same activity.		String
Resolution Code 6	The resolution code for the activity summarized to level 6. The full classification hierarchy path will be shown up to the selected level. Activities with resolution codes below the selected resolution code hierarchy level are rolled up and included in the total. Multiple Resolution Codes may be applied to the same activity.	The resolution code for the activity summarized to level 6. The full classification hierarchy path will be shown up to the selected level. Activities with resolution codes below the selected resolution code hierarchy level are rolled up and included in the total. Multiple Resolution Codes may be applied to the same activity.		String
Resolution Code 7	The resolution code for the activity summarized to level 7. The full classification hierarchy path will be shown up to the selected level. Activities with resolution codes below the selected resolution code hierarchy level are rolled up and included in the total. Multiple Resolution Codes may be applied to	The resolution code for the activity summarized to level 7. The full classification hierarchy path will be shown up to the selected level. Activities with resolution codes below the selected resolution code hierarchy level are rolled up and included in the total. Multiple Resolution Codes may be applied to		String

Name	Description	Definition/Source	Totals	Units
	the same activity.	the same activity.		
Resolution Code 8	The resolution code for the activity summarized to level 8. The full classification hierarchy path will be shown up to the selected level. Activities with resolution codes below the selected resolution code hierarchy level are rolled up and included in the total. Multiple Resolution Codes may be applied to the same activity.	The resolution code for the activity summarized to level 8. The full classification hierarchy path will be shown up to the selected level. Activities with resolution codes below the selected resolution code hierarchy level are rolled up and included in the total. Multiple Resolution Codes may be applied to the same activity.		String
Resolution Code 9	The resolution code for the activity summarized to level 9. The full classification hierarchy path will be shown up to the selected level. Activities with resolution codes below the selected resolution code hierarchy level are rolled up and included in the total. Multiple Resolution Codes may be applied to the same activity.	The resolution code for the activity summarized to level 9. The full classification hierarchy path will be shown up to the selected level. Activities with resolution codes below the selected resolution code hierarchy level are rolled up and included in the total. Multiple Resolution Codes may be applied to the same activity.		String
Resolution Code 10	The resolution code for the activity summarized to level 10. The full classification hierarchy path will be shown up to the selected level. Activities with resolution codes below the selected resolution code hierarchy level are rolled up and included in the total. Multiple Resolution Codes may be applied to the same activity.	The resolution code for the activity summarized to level 10. The full classification hierarchy path will be shown up to the selected level. Activities with resolution codes below the selected resolution code hierarchy level are rolled up and included in the total. Multiple Resolution Codes may be applied to the same activity.		String
Category	The category for the Activity. The full classification hierarchy path will be shown up to a depth of 10 levels. Activity Classifications below level 10 are counted against the 10th Classification level. The same activity may be classified more than once.	The category for the Activity. The full classification hierarchy path will be shown up to a depth of 10 levels. Activity Classifications below level 10 are counted against the 10th Classification level. The same activity may be classified more than once.		String
Resolution	The resolution code for the activity. The full classification hierarchy path will be shown up to a depth of 10 levels. Multiple Resolution Codes may be applied to the same activity.	The resolution code for the activity. The full classification hierarchy path will be shown up to a depth of 10 levels. Multiple Resolution Codes may be applied to the same activity.		String

Name	Description	Definition/Source	Totals	Units
Volumes				
Total	The total number of activities that were categorized with the Classification or Resolution code during the interval. This is incremented for the interval in which the activity was created and only includes completed activities.	The total number of activities that were categorized with the Classification or Resolution code during the interval. This is incremented for the interval in which the activity was created and only includes completed activities.	Sum, Min, Max, Avg	Integer
Existing	The number of activities that were classified where the activity was an Existing Case activity.		Max, Min, Sum, Avg	Integer
New	The number of activities that were classified where the activity was a New Case activity.		Max, Min, Sum, Avg	Integer
No Case	The number of activities that were classified where the activity had no case.		Max, Min, Sum, Avg	Integer
Activity Type Volumes				
Call Tracks	The total number of Call Track activities that were categorized with the Classification or Resolution code during the interval. This is incremented for the interval in which the activity was created and only includes completed activities.	The total number of Call Track activities that were categorized with the Classification or Resolution code during the interval. This is incremented for the interval in which the activity was created and only includes completed activities.	Sum, Min, Max, Avg	Integer
Chats	The total number of Chat activities that were categorized with the Classification or Resolution code during the interval. This is incremented for the interval in which the activity was created and only includes completed activities.	The total number of Chat activities that were categorized with the Classification or Resolution code during the interval. This is incremented for the interval in which the activity was created and only includes completed activities.	Sum, Min, Max, Avg	Integer
Emails	The total number of Email activities that were categorized with the Classification or Resolution code during the interval. This is incremented for the interval in which the activity was created and only includes completed activities.	The total number of Email activities that were categorized with the Classification or Resolution code during the interval. This is incremented for the interval in which the activity was created and only includes completed activities.	Sum, Min, Max, Avg	Integer

Name	Description	Definition/Source	Totals	Units
Tasks	The total number of Task activities that were categorized with the Classification or Resolution code during the interval. This is incremented for the interval in which the activity was created and only includes completed activities.	The total number of Task activities that were categorized with the Classification or Resolution code during the interval. This is incremented for the interval in which the activity was created and only includes completed activities.	Sum, Min, Max, Avg	Integer
Social	The total number of Social activities that were categorized with the Classification or Resolution code during the interval. This is incremented for the interval in which the activity was created and only includes completed activities.	The total number of Social activities that were categorized with the Classification or Resolution code during the interval. This is incremented for the interval in which the activity was created and only includes completed activities.	Avg, Max, Min, Sum	Integer
Other	The total number of activities of types other than Chat, Email, Call Track and Task that were categorized with the Classification or Resolution code during the interval. This is incremented for the interval in which the activity was created and only includes completed activities.	The total number of activities of types other than Chat, Email, Call Track and Task that were categorized with the Classification or Resolution code during the interval. This is incremented for the interval in which the activity was created and only includes completed activities.	Sum, Min, Max, Avg	Integer

Hist - Activity Routing

Overview

This model allows end users to develop historical reports that provide information about the queuing and routing of chat, email and other activities.

Selection Criteria

Referenced Table(s)	Queue, Agent, Tenant
Parameter Type(s)	IT_DATE, IT_AGENT_TEAM, IT_QUEUE, IT_AGENT, IT_PERSON, IT_TENANT
Time Period(s)	Quarter Hour, Half Hour, Hour, Date, Week, Month, Quarter, Year
Grouping(s)	Quarter Hour, Half Hour, Hour, Date, Week, Month, Quarter, Year, Agent Team, Queue, Agent, Person, Department, Customer, Activity Type, Manager Agent Name, Reason Code

	Name
Timezone Enabled	Yes

Attribute Definitions

Name	Description	Definition/Source	Totals	Units
Parameters				
Agent Team	The team of the agent to which the chat was assigned. Agent teams are used to denote the organizational structure of Cisco Unified CCE agents. For deployments that are not integrated with Cisco UCCE, this field will not be populated.	The team of the agent to which the chat was assigned. Agent teams are used to denote the organizational structure of Cisco Unified CCE agents. For deployments that are not integrated with Cisco UCCE, this field will not be populated.		String
Queue	The display name of the Queue.	Queue.Name		String
Agent	The display name of the Agent.	Agent.Name		String
Person	The person to which the chat was assigned. The concept of a 'person' in Analytics is used to denote the identity of Cisco Unified CCE agents with more than one agent ID across peripherals. For deployments that are not integrated with Cisco UCCE, this field will not be populated.	The person to which the chat was assigned. The concept of a 'person' in Analytics is used to denote the identity of Cisco Unified CCE agents with more than one agent ID across peripherals. For deployments that are not integrated with Cisco UCCE, this field will not be populated.		String
Department	The display name of the Department.	Tenant.Name		String
Filters				
Activity Type	The display name of the Activity Type.	Type of activity. For example Email or Chat.		String
Attributes				
User Name	The login name of the Agent.	The login name of the Agent.		String
Customer	The display name of the Customer.	The customer associated with the activity.		String
Agent Team Name	The team of the agent to which the chat was assigned. Agent teams are used to denote the organizational structure of Cisco Unified CCE agents. For deployments that are not	The team of the agent to which the chat was assigned. Agent teams are used to denote the organizational structure of Cisco Unified CCE agents. For deployments that are not		String

Name	Description	Definition/Source	Totals	Units
	integrated with Cisco UCCE, this field will not be populated.	integrated with Cisco UCCE, this field will not be populated.		
Manager User Name	The login name of the Manager Agent.	The login name of the Manager Agent.		String
Queue Name	The display name of the Queue.			String
Agent Name	The display name of the Agent.			String
Person Name	The person to which the chat was assigned. The concept of a 'person' in Analytics is used to denote the identity of Cisco Unified CCE agents with more than one agent ID across peripherals. For deployments that are not integrated with Cisco UCCE, this field will not be populated.	The person to which the chat was assigned. The concept of a 'person' in Analytics is used to denote the identity of Cisco Unified CCE agents with more than one agent ID across peripherals. For deployments that are not integrated with Cisco UCCE, this field will not be populated.		String
Department Name	The display name of the Department.			String
Activity Type Name	The display name of the Activity Type.			String
Manager Agent Name	The manager of the agent that an activity was transferred from or to.			String
Reason Code Name	The reason code for the transfer, if provided by the agent (chat only).	The reason code for the transfer, if provided by the agent (chat only).		String
Time Periods (Choose one option only)				
Quarter Hour	Quarter Hour			DateTime
Half Hour	Half Hour			DateTime
Hour	Hour			DateTime
Date	Date			DateTime
Week	Week			String
Month	Month			DateTime
Quarter	Quarter			String
Year	Year			DateTime

Name	Description	Definition/Source	Totals	Units
Activity Volumes				
Pulled From User	The number of times that an activity was manually pulled or picked away from an agent by another user during the interval.	The number of times that an activity was manually pulled or picked away from an agent by another user during the interval.	Sum, Min, Max, Avg	Integer
Existing Cases	The number of times that an activity was assigned to a queue during the interval, where the activity continued an existing case. This includes activities routed by the inbound workflow, chats routed directly from the entry point, as well as activities transferred from elsewhere. This metric is not populated in agent-level reporting.	The number of times that an activity was assigned to a queue during the interval, where the activity continued an existing case. This includes activities routed by the inbound workflow, chats routed directly from the entry point, as well as activities transferred from elsewhere. This metric is not populated in agent-level reporting.	Max, Min, Sum, Avg	Integer
New Cases	The number of times that an activity was assigned to a queue during the interval, where the activity began a new case. This includes activities routed by the inbound workflow, chats routed directly from the entry point, as well as activities transferred from elsewhere. This metric is not populated in agent-level reporting.	The number of times that an activity was assigned to a queue during the interval, where the activity began a new case. This includes activities routed by the inbound workflow, chats routed directly from the entry point, as well as activities transferred from elsewhere. This metric is not populated in agent-level reporting.	Max, Min, Sum, Avg	Integer
Pushed To User	The number of activities assigned or pushed to a user by the routing engine.	The number of activities assigned or pushed to a user by the routing engine.	Max, Min, Sum, Avg	Integer
Pushed Back To Queue	The number of activities pushed back to the queue as a result of activities meeting the autopushback criteria.	The number of activities pushed back to the queue as a result of activities meeting the autopushback criteria.	Max, Min, Sum, Avg	Integer
Pulled By User	The number of activities pulled or picked by a user.	The number of activities pulled or picked by a user.	Max, Min, Sum, Avg	Integer
Manual Transfers				
Manual Xfer From User	The number of activities transferred from a user manually to a queue or another user.	The number of activities transferred from a user manually to a queue or another user.	Max, Min, Sum, Avg	Integer

Name	Description	Definition/Source	Totals	Units
Manual Xfer To Queue	The number of activities transferred to a queue manually from another queue or user.	The number of activities transferred to a queue manually from another queue or user.	Max, Min, Sum, Avg	Integer
Manual Xfer From Department	The number of activities transferred from a department manually to a queue or user.	The number of activities transferred from a department manually to a queue or user.	Max, Min, Sum, Avg	Integer
Manual Xfer To Department	The number of activities transferred to a department manually from a queue or user.	The number of activities transferred to a department manually from a queue or user.	Max, Min, Sum, Avg	Integer
Manual Xfer From Queue	The number of activities transferred from a queue manually to another queue or user.	The number of activities transferred from a queue manually to another queue or user.	Max, Min, Sum, Avg	Integer
Manual Xfer In	The total number of activities transferred to departments, queues and users manually from a queue, user or department.	The number of activities transferred from departments, queues and users manually to a queue, user or department.	Max, Min, Sum, Avg	Integer
Manual Xfer Out	The number of activities transferred from departments, queues and users manually to a queue, user or department.	The total number of activities transferred to departments, queues and users manually from a queue, user or department.	Max, Min, Sum, Avg	Integer
Manual Xfer To User	The number of activities transferred to a user manually from a queue or another user.	The number of activities transferred to a user manually from a queue or another user.	Max, Min, Sum, Avg	Integer
Workflow Transfers				
Workflow Xfer From Queue	The number of activities transferred from a queue automatically by the workflow engine to another queue or user.	The number of activities transferred from a queue automatically by the workflow engine to another queue or user.	Max, Min, Sum, Avg	Integer
Workflow Xfer To User	The number of activities transferred to a user automatically from a queue or user.	The number of activities transferred to a user automatically from a queue or user.	Max, Min, Sum, Avg	Integer
Workflow Xfer To Queue	The number of activities transferred to a queue automatically from a queue or user.	The number of activities transferred to a queue automatically from a queue or user.	Max, Min, Sum, Avg	Integer

Name	Description	Definition/Source	Totals	Units
Workflow Xfer From Department	The number of activities transferred from a department automatically by the workflow engine to a queue or user.	The number of activities transferred from a department automatically by the workflow engine to a queue or user.	Max, Min, Sum, Avg	Integer
Workflow Xfer In	The total number of activities transferred to departments, queues and users automatically from a queue, user or department.	The number of activities transferred from departments, queues and users automatically by the workflow engine to a queue, user or department.	Max, Min, Sum, Avg	Integer
Workflow Xfer Out	The number of activities transferred from departments, queues and users automatically by the workflow engine to a queue, user or department.	The total number of activities transferred to departments, queues and users automatically from a queue, user or department.	Max, Min, Sum, Avg	Integer
Workflow Xfer From User	The number of activities transferred from a user automatically by the workflow engine to a queue or another user.	The number of activities transferred from a user automatically by the workflow engine to a queue or another user.	Max, Min, Sum, Avg	Integer
Workflow Xfer To Department	The number of activities transferred to a department automatically from a queue or user.	The number of activities transferred to a department automatically from a queue or user.	Max, Min, Sum, Avg	Integer

Transfer Totals

Name	Description	Definition/Source	Totals	Units
Xfer In	The total number of activities transferred to departments, queues and users automatically and manually from a queue or another user.	The total number of activities transferred to departments, queues and users automatically and manually from a queue or another user. (Manual Transfers In + Workflow Transfers In)	Max, Min, Sum, Avg	Integer
Xfer Out	The number of activities transferred from departments, queues and users manually and automatically by the workflow engine to a queue or user.	The number of activities transferred from departments, queues and users manually and automatically by the workflow engine to a queue or user. (Manual Transfers Out + Workflow Transfers Out)	Max, Min, Sum, Avg	Integer
Xfer To Queue	The number of activities transferred to a queue manually and automatically from another queue or user.	The number of activities transferred to a queue manually and automatically from another queue or user.	Max, Min, Sum, Avg	Integer
Xfer To User	The number of activities transferred to a user manually and automatically from a queue or user.	The number of activities transferred to a user manually and automatically from a queue or user.	Max, Min, Sum, Avg	Integer
Xfer To	The number of activities transferred	The number of activities transferred	Max,	Integer

Name	Description	Definition/Source	Totals	Units
Department	to a department manually and automatically from a queue or user.	to a department manually and automatically from a queue or user.	Min, Sum, Avg	
Xfer From Queue	The number of activities transferred from a queue manually and automatically to another queue or user.	The number of activities transferred from a queue manually and automatically to another queue or user.	Max, Min, Sum, Avg	Integer
Xfer From User	The number of activities transferred from a user manually and automatically to a queue or another user.	The number of activities transferred from a user manually and automatically to a queue or another user.	Max, Min, Sum, Avg	Integer
Xfer From Department	The number of activities transferred from a department manually and automatically to a queue or user.	The number of activities transferred from a department manually and automatically to a queue or user.	Max, Min, Sum, Avg	Integer
Manual Xfers	The total number of activities transferred in or out manually.	The total number of activities transferred in or out manually. (Manual Transfers In + Manual Transfers Out)	Max, Min, Sum, Avg	Integer
Workflow Xfers	The total number of activities transferred in or out by the workflow engine.	The total number of activities transferred in or out by the workflow engine.(Workflow Transfers In + Workflow Transfers Out)	Max, Min, Sum, Avg	Integer

Hist - Agent By Call Type

Overview

This model provides historical data for Agents By Call Type.

Selection Criteria

Referenced Table(s)	Person, Call_Type, t_Agent_Team, Agent, CallType, t_Agent, t_Call_Type
Parameter Type(s)	IT_AGENT, IT_CALL_TYPE, IT_DATE
Time Period(s)	Quarter Hour, Half Hour, Hour, Date, Week, Month, Year
Grouping(s)	Agent, Call Type, Quarter Hour, Half Hour, Hour, Date, Week, Month, Year
Timezone Enabled	Yes

Attribute Definitions

Name	Description	Definition/Source	Totals	Units
Parameters				
Agent	The Agent name from the Person Table.	Person.LastName Person.FirstName. If Person.LastName does not exist then Person.FirstName. If Person.LastName and Person.FirstName then Agent.EnterpriseName.		String
Call Type	Enterprise Name for the Call Type.	Call_Type.EnterpriseName		String
Time Periods				
Quarter Hour	Quarter Hour			DateTime
Half Hour	Half Hour			DateTime
Hour	Hour			DateTime
Date	Date			DateTime
Week	Week			String
Month	Month			DateTime
Year	Year			DateTime
Agent Attributes				
Supervisor Agent	This is the Supervisor Agent of the Agent Team where the Agent is a member.	t_Agent_Team.PriSupervisorSkillTargetID		String
Agent Enterprise Name	The Enterprise Name of the Agent.	Agent.EnterpriseName		String
Call Type Enterprise Name	The Enterprise Name of the Call Type.	CallType.EnterpriseName		String
Agent Name	The display name of the Agent.	Agent.Name		String
Call Type Name	The display name of the Call Type.	Call_Type.Name		String

Name	Description	Definition/Source	Totals	Units
Agent SkillTarget ID	Agent's Primary Key at the source database.	t_Agent.SkillTargetID		String
Agent ID	The Agent's Login ID (at the switch)	Agent.PeripheralNumber		String
Call Type ID	The Call Type ID at source AWDB database.	t_Call_Type.CallTypeID		String

Call Counts

Name	Description	Definition/Source	Totals	Units
Calls Handled	Sum of calls handled by agents where the call dispositions were Abandoned Agent Terminal, Disconnect Drop Handled Primary Route, Blind Transfer, Announced Transfer and Conferenced.	SUM(CallsHandled) WHERE CallDisposition IN (Abandoned Agent Terminal, Disconnect Drop Handled Primary Route, Blind Transfer, Announced Transfer, Duplicate Transfer, Network Blind Transfer, Network Consult Transfer, Conferenced)	Sum, Min, Max, Avg	Integer
Calls Handled Non Transfer	Sum of calls handled by agents where the call dispositions were Abandoned Agent Terminal, Disconnect Drop Handled Primary Route and Conferenced.	SUM(CallsHandled) WHERE CallDisposition IN (Abandoned Agent Terminal, Disconnect Drop Handled Primary Route, Conferenced)	Avg, Sum, Min, Max	Integer

Call Durations

Name	Description	Definition/Source	Totals	Units
Talk Time	Sum of agent talk time where the call dispositions were Abandoned Agent Terminal, Disconnect Drop Handled Primary Route, Blind Transfer, Announced Transfer and Conferenced.	SUM(TalkTime) WHERE CallDisposition IN (Abandoned Agent Terminal, Disconnect Drop Handled Primary Route, Blind Transfer, Announced Transfer, Duplicate Transfer, Network Blind Transfer, Network Consult Transfer, Conferenced)	Sum, Min, Max, Avg	BigInteger
Talk Time Non Transfer	Sum of agent talk time where the call dispositions were Abandoned Agent Terminal, Disconnect Drop Handled Primary Route and Conferenced.	SUM(TalkTime) WHERE CallDisposition IN (Abandoned Agent Terminal, Disconnect Drop Handled Primary Route, Conferenced)	Sum, Min, Max, Avg	BigInteger
Hold Time	Sum of agent hold time where the call dispositions were Abandoned Agent Terminal, Disconnect Drop Handled Primary Route, Blind Transfer, Announced Transfer and Conferenced.	SUM(HoldTime) WHERE CallDisposition IN (Abandoned Agent Terminal, Disconnect Drop Handled Primary Route, Blind Transfer, Announced Transfer, Duplicate Transfer, Network Blind Transfer, Network Consult Transfer,	Sum, Min, Max, Avg	BigInteger

Name	Description	Definition/Source	Totals	Units
		Conferenced)		
Hold Time Non Transfer	Sum of agent hold time where the call dispositions were Abandoned Agent Terminal, Disconnect Drop Handled Primary Route and Conferenced.	SUM(HoldTime) WHERE CallDisposition IN (Abandoned Agent Terminal, Disconnect Drop Handled Primary Route, Conferenced)	Sum, Min, Max, Avg	BigInteger
Call Time	Sum of agent talk time and hold time where the call dispositions were Abandoned Agent Terminal, Disconnect Drop Handled Primary Route, Blind Transfer, Announced Transfer and Conferenced.	SUM(TalkTime + HoldTime) WHERE CallDisposition IN (Abandoned Agent Terminal, Disconnect Drop Handled Primary Route, Blind Transfer, Announced Transfer, Duplicate Transfer, Network Blind Transfer, Network Consult Transfer, Conferenced)	Sum, Min, Max, Avg	BigInteger
Call Time Non Transfer	Sum of agent talk time and hold time where the call dispositions were Abandoned Agent Terminal, Disconnect Drop Handled Primary Route and Conferenced.	SUM(TalkTime + HoldTime) WHERE CallDisposition IN (Abandoned Agent Terminal, Disconnect Drop Handled Primary Route, Conferenced)	Sum, Min, Max, Avg	BigInteger
Wrap Time	Sum of agent work time where the call dispositions were Abandoned Agent Terminal, Disconnect Drop Handled Primary Route, Blind Transfer, Announced Transfer and Conferenced.	SUM(WorkTime) WHERE CallDisposition IN (Abandoned Agent Terminal, Disconnect Drop Handled Primary Route, Blind Transfer, Announced Transfer, Duplicate Transfer, Network Blind Transfer, Network Consult Transfer, Conferenced)	Sum, Min, Max, Avg	BigInteger
Wrap Time Non Transfer	Sum of agent work time where the call dispositions were Abandoned Agent Terminal, Disconnect Drop Handled Primary Route and Conferenced.	SUM(WorkTime) WHERE CallDisposition IN (Abandoned Agent Terminal, Disconnect Drop Handled Primary Route, Conferenced)	Sum, Min, Max, Avg	BigInteger
Handle Time	Sum of agent talk time, hold time and work time where the call dispositions were Abandoned Agent Terminal, Disconnect Drop Handled Primary Route, Blind Transfer, Announced Transfer and Conferenced.	SUM(TalkTime + HoldTime + WorkTime) WHERE CallDisposition IN (Abandoned Agent Terminal, Disconnect Drop Handled Primary Route, Blind Transfer, Announced Transfer, Duplicate Transfer, Network Blind Transfer, Network Consult Transfer, Conferenced)	Sum, Min, Max, Avg	BigInteger
Handle Time Non Transfer	Sum of agent talk time, hold time and work time where the call dispositions were Abandoned	SUM(TalkTime + HoldTime + WorkTime) WHERE CallDisposition IN (Abandoned Agent Terminal,	Sum, Min, Max, Avg	BigInteger

Name	Description	Definition/Source	Totals	Units
	Agent Terminal, Disconnect Drop Handled Primary Route and Conferenced.	Disconnect Drop Handled Primary Route, Conferenced)		
Average Talk Time	Average of agent talk time by number of calls handled by agent where the call dispositions were Abandoned Agent Terminal, Disconnect Drop Handled Primary Route, Blind Transfer, Announced Transfer and Conferenced.	SUM(TalkTime) / SUM(CallsHandled) WHERE CallDisposition IN (Abandoned Agent Terminal, Disconnect Drop Handled Primary Route, Blind Transfer, Announced Transfer, Conferenced)	Min, Max, WeightedAvg	BigInteger
Average Hold Time	Average of agent hold time by number of calls handled by agent where the call dispositions were Abandoned Agent Terminal, Disconnect Drop Handled Primary Route, Blind Transfer, Announced Transfer and Conferenced.	SUM(HoldTime) / SUM(CallsHandled) WHERE CallDisposition IN (Abandoned Agent Terminal, Disconnect Drop Handled Primary Route, Blind Transfer, Announced Transfer, Conferenced)	Min, Max, WeightedAvg	BigInteger
Average Call Time	Average of agent talk time + hold time by number of calls handled by agent where the call dispositions were Abandoned Agent Terminal, Disconnect Drop Handled Primary Route, Blind Transfer, Announced Transfer and Conferenced.	SUM(TalkTime + HoldTime) / SUM (CallsHandled) WHERE CallDisposition IN (Abandoned Agent Terminal, Disconnect Drop Handled Primary Route, Blind Transfer, Announced Transfer, Conferenced)	Min, Max, WeightedAvg	BigInteger
Average Wrap Time	Average of agent work time by number of calls handled by agent where the call dispositions were Abandoned Agent Terminal, Disconnect Drop Handled Primary Route, Blind Transfer, Announced Transfer and Conferenced.	SUM(WorkTime) / SUM(CallsHandled) WHERE CallDisposition IN (Abandoned Agent Terminal, Disconnect Drop Handled Primary Route, Blind Transfer, Announced Transfer, Conferenced)	Min, Max, WeightedAvg	BigInteger
Average Handle Time	Average of agent talk time + hold time + work time by number of calls handled by agent where the call dispositions were Abandoned Agent Terminal, Disconnect Drop Handled Primary Route, Blind Transfer, Announced Transfer and Conferenced.	SUM(TalkTime + HoldTime + WorkTime) / SUM(CallsHandled) WHERE CallDisposition IN (Abandoned Agent Terminal, Disconnect Drop Handled Primary Route, Blind Transfer, Announced Transfer, Conferenced)	Min, Max, WeightedAvg	BigInteger

Hist - Agent Event Detail

Overview

This model provides historical agent event data for agents.

Selection Criteria

Referenced Table(s)	t_Agent_Team, t_Peripheral, t_Media_Routing_Domain, t_Reason_Code, t_Agent_Event_Detail, REASON_CODE
Parameter Type(s)	IT_DATE, IT_AGENT, IT_AGENT_TEAM, IT_PERIPHERAL, IT_MEDIA_ROUTING_DOMAIN, IT_REASON_CODE
Time Period(s)	Historical (Unknown)
Grouping(s)	Agent, Agent Team, Peripheral, Media Routing Domain, Reason Code, Agent, Agent Team, Peripheral, Media Routing Domain, Reason Code, Reason Code Description, Reason Code Name, Event, Duration By Timeband
Timezone Enabled	Yes

Attribute Definitions

Name	Description	Definition/Source	Totals	Units
Parameters				
Agent	The Agent associated to the event.	VW_DIM_AGENT.NAME		String
Agent Team	The Agent Team associated to the event.	t_Agent_Team.EnterprisenName		String
Peripheral	The Peripheral associated to the event.	t_Peripheral.EnterprisenName		String
Media Routing Domain	The MRD associated to the event.	t_Media_Routing_Domain.EnterprisenName		String
Reason Code	The Reason Code associated to the event.	t_Reason_Code.EnterprisenName		String

Name	Description	Definition/Source	Totals	Units
Date/Time Measures				
Event Date/time	The event date/time value associated to the event.	t_Agent_Event_Detail.EventDateTime		DateTime
Resource Types				
Agent	The Agent associated to the event.	VW_DIM_AGENT.NAME		String
Agent Team	The Agent Team associated to the event.	t_Agent_Team.EnterprisenName		String
Peripheral	The Peripheral associated to the event.	t_Peripheral.EnterprisenName		String
Media Routing Domain	The MRD associated to the event.	t_Media_Routing_Domain.EnterprisenName		String
Reason Code	The Reason Code associated to the event.	t_Reason_Code.EnterprisenName		String
Reason Code Description	Reason Code Description	t_Reason_Code.Description		String
Reason Code Name	Reason Code Name	REASON_CODE.REASON_CODE_TEXT		String
Event	The event type associated to the event.	t_ Agent_State_Trace.Event		String
Event Measures				
Login Date/time	The login date/time value associated to the event.	t_Agent_Event_Detail.LoginDateTime		DateTime
Hds Write Date/time	The DB date/time value associated to the event.	t_Agent_Event_Detail.DBDateTime		DateTime
Timezone	The timezone value associated to the event.	t_Agent_Event_Detail.Timezone		String
Duration	The duration in seconds associated to the event.	t_Agent_Event_Detail.Duration	Sum, Min, Max, Avg	BigInteger
Timebands				
Duration By Timeband	The duration timeband associated to the event.	Duration Time Timeband as defined by eGain Analytics		String

Hist - Agent Event

Overview

This model allows end users to develop historical reports that detail agent events (login/logout, not ready states, etc.) and durations.

Selection Criteria

Referenced Table (s)	Person, Agent_Team, ReasonCode, t_Agent_Team, Agent, t_Agent, Agent_Event_ Detail
Parameter Type(s)	IT_AGENT, IT_AGENT_TEAM, IT_DATE
Time Period(s)	Quarter Hour, Half Hour, Hour, Date, Week, Month, Year
Grouping(s)	Agent, Agent Team, Quarter Hour, Half Hour, Hour, Date, Week, Month, Year, Reason Code
Timezone Enabled	Yes

Attribute Definitions

Name	Description	Definition/Source	Totals	Units
Parameters				
Agent	The Agent name from the Person Table.	Person.LastName Person.FirstName. If Person.LastName does not exist then Person.FirstName. If Person.LastName and Person.FirstName then Agent.EnterpriseName.		String
Agent Team	The Enterprise Name of the Team that the Agent currently belongs to.	Agent_Team.EnterpriseName		String
Time Periods				
Quarter Hour	Quarter Hour			DateTime
Half Hour	Half Hour			DateTime
Hour	Hour			DateTime

Name	Description	Definition/Source	Totals	Units
Date	Date			DateTime
Week	Week			String
Month	Month			DateTime
Year	Year			DateTime
Agent Attributes				
Reason Code Description	Reason Code Description	ReasonCode.Description		String
Supervisor Agent	This is the Supervisor Agent of the Agent Team where the Agent is a member.	t_Agent_ Team.PriSupervisorSkillTargetID		String
Agent Enterprise Name	The Enterprise Name of the Agent.	Agent.EnterpriseName		String
Agent Team Enterprise Name	The Enterprise Name of the team that the Agent belonged to during the reporting period. This field will display 'Unknown' for dates prior to the intial data import and for Agents that do not belong to any Agent Team.	Agent_Team.EnterpriseName		String
Agent Name	The display name of the Agent.	Agent.Name		String
Agent Team Name	Agent_Team.Name	Agent_Team.Name		String
Agent SkillTargetID	The Agent SkillTargetID at source AWDB database.	t_Agent.SkillTargetID		String
Agent Events				
Reason Code	This is the Reason Code associated with the event.	Agent_Event_Detail.ReasonCode		String
Duration	The duration associated with the event: For Login usually zero; For Logout this is the amount of time the Agent was logged in; For Not Ready this is the amount of time the Agent was in the Not Ready state for the Reason Code.	Agent_Event_Detail.Duration	Sum, Min, Max, Avg	BigInteger

Hist - Agent Logout

Overview

This model allows end users to develop historical reports that detail agent login/logout events specifically. End users can also analyze the time stamps and occurrences of each event individually.

Selection Criteria

Referenced Table(s)	Person, Agent_Logout, Media_Routing_Domain, Agent, t_Reason_Code
Parameter Type(s)	IT_AGENT, IT_DATE
Time Period(s)	Logout Date/Time
Grouping(s)	Agent Name
Timezone Enabled	Yes

Attribute Definitions

Name	Description	Definition/Source	Totals	Units
Parameters				
Agent Name	The Enterprise Name of the Agent.	Person.LastName, Person.FirstName		String
Time Periods				
Logout Date/Time	Date and time the agent logged off.	Agent_ Logout.LogoutDateTime		DateTime
Agent Attributes				
MRD	The Enterprise Name of the Media Routing Domain.	Media_Routing_ Domain.EnterpiseName		String
Agent Enterprise Name	The Enterprise Name of the Agent.	Agent.EnterpriseName		String
Agent SkillTargetID	Agent's Primary Key at the source database.	Agent.SkillTargetID		String

Name	Description	Definition/Source	Totals	Units
Agent ID	The Agent's Login ID (at the switch)	Agent.PeripheralNumber		String
Agent Team Attributes				
Supervisor Name	The name of the Supervisor Agent.	Person.LastName, Person.FirstName.		String
Supervisor Enterprise Name	The Enterprise Name of the Supervisor Agent.	Agent.EnterpriseName		String
Agent States				
Reason Code	Code received from the peripheral indicating the reason for the Agent's last state change.	Agent_Logout.Reason Code		String
Reason Code Text	Text value of the code received from the peripheral indicating the reason for the Agent's last state change.	t_Reason_ Code.ReasonText		String
Reason Code Description	Description of the code received from the peripheral indicating the reason for the Agent's last state change.	t_Reason_ Code.Description		String
Agent Times				
Logon Date/Time	Date and time the agent logged on.	Agent_ Logout.LogoutDateTime - Agent_ Logout.LoginDuration		DateTime
Login Duration	Duration of the Agent's session.	Agent_ Logout.LoginDuration	Sum, Min, Max, Avg	BigInteger

Hist - Agent Productiveness

Overview

This model provides historical productiveness metrics for agents.

Selection Criteria

Referenced Table(s)	Person, Skill_Group, Agent_Team, t_Agent_Team, Agent, AgentTeam, SkillGroup, t_Agent, t_Skill_Group, t_Media_Class, t_Media_Routing_Domain, Agent_Skill_Group_Interval, Agent_Event_Detail, Agent_Interval
Parameter Type(s)	IT_AGENT, IT_SKILLGROUP, IT_AGENT_TEAM, IT_DATE, IT_MEDIA_CLASS
Time Period(s)	Quarter Hour, Half Hour, Hour, Date, Week, Month, Year
Grouping(s)	Agent, Skill Group, Agent Team, Quarter Hour, Half Hour, Hour, Date, Week, Month, Year, Media Class
Timezone Enabled	Yes

Attribute Definitions

Name	Description	Definition/Source	Totals	Units
Parameters				
Agent	The Agent name from the Person Table.	Person.LastName Person.FirstName. If Person.LastName does not exist then Person.FirstName. If Person.LastName and Person.FirstName then Agent.EnterpriseName.		String
Skill Group	The Enterprise Name of the Skill Group that the Agent currently belongs to.	Skill_Group.EnterpriseName		String
Agent Team	The Enterprise Name of the Team that the Agent currently belongs to.	Agent_Team.EnterpriseName		String
Media Class	The Media Class to which the Media Routing Domain associated with the agent event belongs.	Media Class		String
Time Periods				
Quarter Hour	Quarter Hour			DateTime

Name	Description	Definition/Source	Totals	Units
Half Hour	Half Hour			DateTime
Hour	Hour			DateTime
Date	Date			DateTime
Week	Week			String
Month	Month			DateTime
Year	Year			DateTime

Filters

Agent Attributes

Name	Description	Definition/Source	Totals	Units
Supervisor Agent	This is the Supervisor Agent of the Agent Team where the Agent is a member.	t_Agent_Team.PriSupervisorSkillTargetID		String
Agent Enterprise Name	The Enterprise Name of the Agent.	Agent.EnterpriseName		String
Agent Team Enterprise Name	The Enterprise Name of the Agent Team.	AgentTeam.EnterpriseName		String
Skill Group Enterprise Name	The Enterprise Name of the Skill Group	SkillGroup.EnterpriseName		String
Agent Name	The display name of the Agent.	Agent.Name		String
Agent Team Name	The display name of the Agent Team.	AgentTeam.Name		String
Skill Group Name	The display name of the Skill Group.	Skill_Group.Name		String
Agent SkillTargetID	The Agent SkillTargetID at source AWDB database.	t_Agent.SkillTargetID		String
Skill Group ID	The Skill Group ID at source AWDB database.	t_Skill_Group.SkillTargetID		String
Media Class Enterprise Name	The Enterprise Name of the Media Class to which the Media Routing Domain associated with the agent event belongs.	t_Media_Class.EnterpriseName		String

Name	Description	Definition/Source	Totals	Units
Media Class Name	The Name of the Media Class to which the Media Routing Domain associated with the agent event belongs.	Media Class Name		String
MRD Enterprise Name	The Enterprise Name of the Media Routing Domain associated with the agent event.	t_Media_Routing_Domain.EnterpriseName		String
MRD Name	The Name of the Media Routing Domain associated with the agent event.	MRD Name		String
Task Counts				
Handled In	The number of inbound ACD calls handled by the Agent which ended (completed wrap) during the period.	Agent_Skill_Group_Interval.CallsHandled	Sum, Min, Max, Avg	Integer
Task Durations				
Handle Time	Total handle time for inbound ACD calls handled by the Agent which ended (completed wrap) during the period.	Agent_Skill_Group_Interval.HandledCallsTime	Sum, Min, Max, Avg	BigInteger
Avg Handle Time	The Average Handle Time for inbound ACD calls handled by the Agent which ended (completed wrap) during the period.	Agent_Skill_Group_Interval.HandledCallsTime / Agent_Skill_Group_Interval.CallsHandled	Min, Max, WeightedAvg	BigInteger
Agent State Durations				
Not Ready (Productive)	This is the duration calculated based on NOT READY event (indicated By Event=3) and Reason Codes that are assigned as Productive.	Agent_Event_Detail.Duration WHERE Agent_Event_Detail.Event=3 AND Agent_Event_Detail.ReasonCode IN (Productive Reason Codes)	Sum, Min, Max, Avg	BigInteger
Not Ready (Non-Productive)	This is the duration calculated based on NOT READY event (indicated By Event=3) and Reason Codes that are assigned as	Agent_Event_Detail.Duration WHERE Agent_Event_Detail.Event=3 AND Agent_Event_Detail.ReasonCode IN (Non-Productive Reason Codes)	Sum, Min, Max, Avg	BigInteger

Name	Description	Definition/Source	Totals	Units
	Non Productive.			
Logged On	Logged On Time (Per Agent)	Agent_Interval.LoggedOnTime	Sum, Min, Max, Avg	BigInteger
% Utilization	Time spent by the Agent on either on call related tasks or in the not ready state with a productive reason code expressed as a percentage of logged on time during the period. This includes all not ready time, talk time, hold time and any after call work.	(Agent_Skill_Group_Interval.TalkInTime + Agent_Skill_Group_Interval.TalkOutTime + Agent_Skill_Group_Interval.HoldTime + Agent_Skill_Group_Interval.WorkReadyTime + Agent_Skill_Group_Interval.WorkNotReadyTime + (Agent_Event_Detail.Duration WHERE Agent_Event_Detail.Event=3 AND Agent_Event_Detail.ReasonCode IN (Productive Reason Codes)) / Agent_Interval.LoggedOnTime	Min, Max, WeightedAvg	Float
% Not Ready (Productive)	Time spent by the Agent in the Not Ready state with a productive reason code expressed as a percentage of logged on time during the period.	(Agent_Event_Detail.Duration WHERE Agent_Event_Detail.Event=3 AND Agent_Event_Detail.ReasonCode IN (Productive Reason Codes)) / Agent_Interval.LoggedOnTime	Min, Max, WeightedAvg	Float
% Not Ready (Non-Productive)	Time spent by the Agent in the Not Ready state with a non-productive reason code expressed as a percentage of logged on time during the period.	(Agent_Event_Detail.Duration WHERE Agent_Event_Detail.Event=3 AND Agent_Event_Detail.ReasonCode IN (Non-Productive Reason Codes)) / Agent_Interval.LoggedOnTime	Min, Max, WeightedAvg	Float
Available (Per Agent)	The amount of time the Agent spent in the Available state during the period.	Agent_Interval.AvailTime	Sum, Min, Max, Avg	BigInteger
AHT In	The Average Handle Time for inbound ACD calls handled by the Agent which ended (completed wrap) during the period.	Agent_Skill_Group_Interval.HandledCallsTime / Agent_Skill_Group_Interval.CallsHandled	Min, Max, WeightedAvg	BigInteger
AHT Out	The Average Handle Time for outbound ACD calls handled by the Agent which ended (completed wrap) during the period.	Agent_Skill_Group_Interval.AgentOutCallsTime / Agent_Skill_Group_Interval.AgentOutCalls	Min, Max, WeightedAvg	BigInteger
Avg Hold Time In	The Average Hold Time for inbound ACD calls handled	Agent_Skill_Group_Interval.IncomingCallsOnHoldTime /	Min, Max, WeightedAvg	BigInteger

Name	Description	Definition/Source	Totals	Units
	by the Agent which ended (completed wrap) during the period.	Agent_Skill_Group_Interval.CallsHandled		
Avg Hold Time Out	The Average Hold Time for outbound ACD calls handled by the Agent which ended (completed wrap) during the period.	Agent_Skill_Group_ Interval.AgentOutCallsOnHoldTime / Agent_Skill_Group_ Interval.AgentOutCalls	Min, Max, WeightedAvg	BigInteger
Avg Hold Time Total	The Average Hold Time for inbound and outbound ACD calls handled by the Agent which ended (completed wrap) during the period.	(Agent_Skill_Group_ Interval.IncomingCallsOnHoldTime + Agent_Skill_Group_ Interval.AgentOutCallsOnHoldTime) / (Agent_Skill_Group_Interval.CallsHandled + Agent_Skill_Group_ Interval.AgentOutCalls)	Min, Max, WeightedAvg	BigInteger
Avg Talk Time In	The Average Talk Time for inbound ACD calls handled by the Agent which ended (completed wrap) during the period.	Agent_Skill_Group_ Interval.HandledCallsTalkTime / Agent_ Skill_Group_Interval.CallsHandled	Min, Max, WeightedAvg	BigInteger
Avg Talk Time Out	The Average Talk Time for outbound ACD calls handled by the Agent which ended (completed wrap) during the period.	Agent_Skill_Group_ Interval.AgentOutCallsTalkTime / Agent_ Skill_Group_Interval.AgentOutCalls	Min, Max, WeightedAvg	BigInteger
Avg Talk Time Total	The Average Talk Time for inbound and outbound ACD calls handled by the Agent which ended (completed wrap) during the period.	(Agent_Skill_Group_ Interval.HandledCallsTalkTime + Agent_ Skill_Group_ Interval.AgentOutCallsTalkTime) / (Agent_Skill_Group_Interval.CallsHandled + Agent_Skill_Group_ Interval.AgentOutCalls)	Min, Max, WeightedAvg	BigInteger
Busy Other (State)	The total time the agent spent in the Busy Other state with respect to the skill group during the period.	Agent_Skill_Group_ Interval.BusyOtherTime	Sum, Min, Max, Avg	BigInteger
Talk Time In (State)	Total time the Agent spent in the Talk State for inbound ACD calls during the period.	Agent_Skill_Group_Interval.TalkInTime	Sum, Min, Max, Avg	BigInteger
Talk Time	Total time the Agent	Agent_Skill_Group_	Sum, Min,	BigInteger

Name	Description	Definition/Source	Totals	Units
Other (State)	spent in the Talk State for other calls (e.g. Supervisor calls) during the period.	Interval.TalkOtherTime	Max, Avg	
Talk Time Out (State)	Total time the Agent spent in the Talk State for outbound ACD and consultative transfer calls during the period.	Agent_Skill_Group_Interval.TalkOutTime	Sum, Min, Max, Avg	BigInteger
Talk Time Total (State)	Total time the Agent spent in the Talk State for inbound/outbound ACD calls and consultative transfers during the period.	(Agent_Skill_Group_Interval.TalkInTime + Agent_Skill_Group_Interval.TalkOutTime + Agent_Skill_Group_Interval.TalkOtherTime)	Sum, Min, Max, Avg	BigInteger
% Available (Per Agent)	Time spent by the Agent in the Available state with expressed as a percentage of logged on time during the period.	(Agent_Interval.AvailTime / Agent_Interval.LoggedOnTime) * 100	Min, Max, WeightedAvg	Float
% Hold (Per Agent)	The amount of time where all calls to the agent were on hold during the period expressed as a percentage of logged in time.	Agent_Skill_Group_Interval.HoldTime / Agent_Interval.LoggedOnTime	Min, Max, WeightedAvg	Float
% Occupancy (Per Agent)	Time spent by the Agent on either on call related tasks or in the not ready state expressed as a percentage of logged on time during the period. This includes all not ready time, talk time, hold time and any after call work.	(Agent_Skill_Group_Interval.TalkInTime + Agent_Skill_Group_Interval.TalkOutTime + Agent_Skill_Group_Interval.HoldTime + Agent_Skill_Group_Interval.WorkReadyTime + Agent_Skill_Group_Interval.WorkNotReadyTime + Agent_Interval.NotReadyTime) / Agent_Interval.LoggedOnTime	Min, Max, WeightedAvg	Float
% Talk (Per Agent)	The amount of time spent by the agent talking on inbound or outbound calls during the period expressed as a percentage of logged in time.	(Agent_Skill_Group_Interval.TalkInTime + Agent_Skill_Group_Interval.TalkOutTime) / Agent_Interval.LoggedOnTime	Min, Max, WeightedAvg	Float
% Transferred Out (Per	The number of inbound and outbound calls handled by the agent for	(Agent_Skill_Group_Interval.TransferredOutCalls + Agent_Skill_Group_	Min, Max, WeightedAvg	Float

Name	Description	Definition/Source	Totals	Units
Agent)	the Skill Group that were transferred out by the agent during the period.	Interval.NetTransferredOutCalls) / (Agent_Skill_Group_Interval.CallsHandled + Agent_Skill_Group_ Interval.AgentOutCalls)		
% Wrap (Per Agent)	The amount of time spent by the agent in the Work Ready or Work Not Ready states during the period expressed as a percentage of logged in time.	(Agent_Skill_Group_ Interval.WorkReadyTime + Agent_Skill_ Group_Interval.WorkNotReadyTime) / Agent_Interval.LoggedOnTime	Min, Max, WeightedAvg	Float
Talk Ratio (Per Agent)	Time spent by the Agent on call related tasks expressed as a percentage of logged on time during the period. This includes all talk time, hold time and any after call work.	(Agent_Skill_Group_Interval.TalkInTime + Agent_Skill_Group_Interval.TalkOutTime + Agent_Skill_Group_Interval.HoldTime + Agent_Skill_ Group_Interval.WorkReadyTime + Agent_Skill_ Group_Interval.WorkNotReadyTime) / Agent_Interval.LoggedOnTime	Min, Max, WeightedAvg	Float
KPIs				
AHT In Goal	The Agent's goal for Average Handle Time for inbound ACD calls handled by the Agent which ended (completed wrap) during the period.	Goal for (Agent_Skill_Group_ Interval.HandledCallsTime / Agent_Skill_ Group_Interval.CallsHandled)	Min, Max, WeightedAvg	BigInteger
AHT In Status	The status with respect to the goal for Average Handle Time for inbound ACD calls handled by the Agent which ended (completed wrap) during the period.	Status for (Agent_Skill_Group_ Interval.HandledCallsTime / Agent_Skill_ Group_Interval.CallsHandled)		BigInteger
AHT In Trend	The Average Handle Time for inbound ACD calls handled by the Agent which ended (completed wrap) during the period expressed as a trend against the previous period.	Trend for (Agent_Skill_Group_ Interval.HandledCallsTime / Agent_Skill_ Group_Interval.CallsHandled)		BigInteger
AHT In Variance	The variance with respect to the goal for Average Handle Time for inbound ACD calls handled by the	Variance to goal for (Agent_Skill_Group_ Interval.HandledCallsTime / Agent_Skill_ Group_Interval.CallsHandled)	Min, Max	BigInteger

Name	Description	Definition/Source	Totals	Units
	Agent which ended (completed wrap) during the period.			
AHT Out Goal	The Agent's goal for Average Handle Time for outbound ACD calls handled by the Agent which ended (completed wrap) during the period.	Goal for (Agent_Skill_Group_Interval.AgentOutCallsTime / Agent_Skill_Group_Interval.AgentOutCalls)	Min, Max, WeightedAvg	BigInteger
AHT Out Status	The status with respect to the goal for Average Handle Time for outbound ACD calls handled by the Agent which ended (completed wrap) during the period.	Status for (Agent_Skill_Group_Interval.AgentOutCallsTime / Agent_Skill_Group_Interval.AgentOutCalls)		BigInteger
AHT Out Trend	The Average Handle Time for outbound ACD calls handled by the Agent which ended (completed wrap) during the period expressed as a trend against the previous period.	Trend for (Agent_Skill_Group_Interval.AgentOutCallsTime / Agent_Skill_Group_Interval.AgentOutCalls)		BigInteger
AHT Out Variance	The variance with respect to the goal for Average Handle Time for outbound ACD calls handled by the Agent which ended (completed wrap) during the period.	Variance to goal for (Agent_Skill_Group_Interval.AgentOutCallsTime / Agent_Skill_Group_Interval.AgentOutCalls)	Min, Max	BigInteger

Hist - Agent Session Summary

Overview

This model allows end users to develop historical reports that provide information about agent login sessions for chat and emails.

Selection Criteria

Referenced Table(s)	
Parameter Type(s)	IT_DATE, IT_AGENT, IT_AGENT_TEAM, IT_PERSON, IT_TENANT
Time Period (s)	Quarter Hour, Half Hour, Hour, Date, Week, Month, Quarter, Year
Grouping(s)	Quarter Hour, Half Hour, Hour, Date, Week, Month, Quarter, Year, Agent, Agent Team, Person, Department, Manager Agent Name
Timezone Enabled	Yes

Attribute Definitions

Name	Description	Definition/Source	Totals	Units
Parameters				
Agent	The agent who was logged in.	The agent who was logged in.		String
Agent Team	The team of the agent to which the chat was assigned. Agent teams are used to denote the organizational structure of Cisco Unified CCE agents. For deployments that are not integrated with Cisco UCCE, this field will not be populated.	The team of the agent to which the chat was assigned. Agent teams are used to denote the organizational structure of Cisco Unified CCE agents. For deployments that are not integrated with Cisco UCCE, this field will not be populated.		String
Person	The person to which the chat was assigned. The concept of a 'person' in Analytics is used to denote the identity of Cisco Unified CCE agents with more than one agent ID across peripherals. For deployments that are not integrated with Cisco UCCE, this field will not be populated.	The person to which the chat was assigned. The concept of a 'person' in Analytics is used to denote the identity of Cisco Unified CCE agents with more than one agent ID across peripherals. For deployments that are not integrated with Cisco UCCE, this field will not be populated.		String
Department	The department of the agent who was logged in.	The department of the agent who was logged in.		String

Name	Description	Definition/Source	Totals	Units
Attributes				
User Name	The login name of the Agent.	The login name of the Agent.		String
Manager User Name	The login name of the Manager Agent.	The login name of the Manager Agent.		String
Agent Name	The agent who was logged in.	The agent who was logged in.		String
Agent Team Name	The team of the agent to which the chat was assigned. Agent teams are used to denote the organizational structure of Cisco Unified CCE agents. For deployments that are not integrated with Cisco UCCE, this field will not be populated.	The team of the agent to which the chat was assigned. Agent teams are used to denote the organizational structure of Cisco Unified CCE agents. For deployments that are not integrated with Cisco UCCE, this field will not be populated.		String
Person Name	The person to which the chat was assigned. The concept of a 'person' in Analytics is used to denote the identity of Cisco Unified CCE agents with more than one agent ID across peripherals. For deployments that are not integrated with Cisco UCCE, this field will not be populated.	The person to which the chat was assigned. The concept of a 'person' in Analytics is used to denote the identity of Cisco Unified CCE agents with more than one agent ID across peripherals. For deployments that are not integrated with Cisco UCCE, this field will not be populated.		String
Department Name	The department of the agent who was logged in.			String
Manager Agent Name	The manager of the agent who was logged in.			String
Time Periods (Choose one option only)				
Quarter Hour	Quarter Hour			DateTime
Half Hour	Half Hour			DateTime
Hour	Hour			DateTime
Date	Date			DateTime
Week	Week			String
Month	Month			DateTime
Quarter	Quarter			String
Year	Year			DateTime

Name	Description	Definition/Source	Totals	Units
Agent Session				
Login Duration On Logout	At the time of an agent logging out (or being logged out), the total amount of time that they had spent logged in. Irrespective of how long the agent was logged in for, this amount of time is counted entirely against the interval in which the agent logged out (or was logged out).	At the time of an agent logging out (or being logged out), the total amount of time that they had spent logged in. Irrespective of how long the agent was logged in for, this amount of time is counted entirely against the interval in which the agent logged out (or was logged out).	Max, Min, Sum	BigInteger
Login Duration	The amount of time that an agent spent logged in during the interval.	The amount of time that an agent spent logged in during the interval.	Max, Min, Sum	BigInteger
Logins	The number of times an agent logged in during the interval.	The number of times an agent logged in during the interval.	Max, Min, Sum	Integer
Logouts	The number of times the user logged out during the interval by explicitly clicking the Log Out button.	The number of times an agent logged out during the interval, by explicitly clicking the Log Out button.	Max, Min, Sum	Integer
Idle Timeouts	The number of times an agent was automatically logged out (timed out) during the interval because of inactivity.	The number of times an agent was automatically logged out (timed out) during the interval because of inactivity.	Max, Min, Sum	Integer
System Timeouts	The number of times an agent was automatically logged out by the system during the interval, for some reason other than inactivity. For example, due to a system error or shutdown.	The number of times an agent was automatically logged out by the system during the interval, for some reason other than inactivity. For example, due to a system error or shutdown.	Max, Min, Sum	Integer
Agent Availability				
Available Chat	The amount of time that an agent spent available for chat during the interval. This means they are logged in and marked as available. This does not take into account whether they are at their max load.	The amount of time that an agent spent available for chat during the interval. This means they are logged in and marked as available. This does not take into account whether they are at their max load.	Max, Min, Sum	BigInteger
Unavailable Chat	The amount of time that an agent spent unavailable for chat during the interval. This means they are logged in, but marked as	The amount of time that an agent spent unavailable for chat during the interval. This means they are logged in, but marked as	Max, Min, Sum	BigInteger

Name	Description	Definition/Source	Totals	Units
	unavailable. This does not take into account whether they have chats assigned already.	unavailable. This does not take into account whether they have chats assigned already.		
% Available Chat	The amount of time that an agent spent available for chat during the interval, expressed as a percentage of the agent's login duration during the interval. This means they are logged in and marked as available. This does not take into account whether they are at their max load.	The amount of time that an agent spent available for chat during the interval, expressed as a percentage of the agent's login duration during the interval. This means they are logged in and marked as available. This does not take into account whether they are at their max load.	Max, Min, WeightedAvg	Float
% Unavailable Chat	The amount of time that an agent spent unavailable for chat during the interval, expressed as a percentage of the agent's login duration during the interval. This means they are logged in, but marked as unavailable. This does not take into account whether they have chats assigned already.	The amount of time that an agent spent unavailable for chat during the interval, expressed as a percentage of the agent's login duration during the interval. This means they are logged in, but marked as unavailable. This does not take into account whether they have chats assigned already.	Max, Min, WeightedAvg	Float
Available Video Chat	The amount of time that an agent spent available for video chat during the interval. This means they are logged in and marked as available. This does not take into account whether they are at their max load.	The amount of time that an agent spent available for video chat during the interval. This means they are logged in and marked as available. This does not take into account whether they are at their max load.	Max, Min, Sum	BigInteger
Unavailable Video Chat	The amount of time that an agent spent unavailable for video chat during the interval. This means they are logged in, but marked as unavailable. This does not take into account whether they have a video chat assigned already.	The amount of time that an agent spent unavailable for video chat during the interval. This means they are logged in, but marked as unavailable. This does not take into account whether they have a video chat assigned already.	Max, Min, Sum	BigInteger
% Available Video Chat	The amount of time that an agent spent available for video chat during the interval, expressed as a percentage of the agent's login duration during the interval. This means they are logged in and marked as available. This does not take into account whether they are at their max load.	The amount of time that an agent spent available for video chat during the interval, expressed as a percentage of the agent's login duration during the interval. This means they are logged in and marked as available. This does not take into account whether they are at their max load.	Max, Min, WeightedAvg	Float

Name	Description	Definition/Source	Totals	Units
% Unavailable Video Chat	The amount of time that an agent spent unavailable for video chat during the interval, expressed as a percentage of the agent's login duration during the interval. This means they are logged in, but marked as unavailable. This does not take into account whether they have a video chat assigned already.	The amount of time that an agent spent unavailable for video chat during the interval, expressed as a percentage of the agent's login duration during the interval. This means they are logged in, but marked as unavailable. This does not take into account whether they have a video chat assigned already.	Max, Min, WeightedAvg	Float
Available Email	The amount of time that an agent spent available for email during the interval. This means they are logged in and marked as available. This does not take into account whether they are at their max load.	The amount of time that an agent spent available for email during the interval. This means they are logged in and marked as available. This does not take into account whether they are at their max load.	Max, Min, Sum	BigInteger
Unavailable Email	The amount of time that an agent spent unavailable for email during the interval. This means they are logged in, but marked as unavailable. This does not take into account whether they have emails assigned already.	The amount of time that an agent spent unavailable for email during the interval. This means they are logged in, but marked as unavailable. This does not take into account whether they have emails assigned already.	Max, Min, Sum	BigInteger
% Available Email	The amount of time that an agent spent available for email during the interval, expressed as a percentage of the agent's login duration during the interval. This means they are logged in and marked as available. This does not take into account whether they are at their max load.	The amount of time that an agent spent available for email during the interval, expressed as a percentage of the agent's login duration during the interval. This means they are logged in and marked as available. This does not take into account whether they are at their max load.	Max, Min, WeightedAvg	Float
% Unavailable Email	The amount of time that an agent spent unavailable for email during the interval, expressed as a percentage of the agent's login duration during the interval. This means they are logged in, but marked as unavailable. This does not take into account whether they have emails assigned already.	The amount of time that an agent spent unavailable for email during the interval, expressed as a percentage of the agent's login duration during the interval. This means they are logged in, but marked as unavailable. This does not take into account whether they have emails assigned already.	Max, Min, WeightedAvg	Float

Name	Description	Definition/Source	Totals	Units
Chats				
Chats Serviced	The number of chats serviced during the interval. A chat is serviced when an agent begins work on it, providing the customer has not abandoned. Includes chats routed directly from the entry point as well as chats transferred from elsewhere - transferred chats may be counted multiple times across agents, queues and/or departments.	The number of chats serviced during the interval. A chat is serviced when an agent begins work on it, providing the customer has not abandoned. Includes chats routed directly from the entry point as well as chats transferred from elsewhere - transferred chats may be counted multiple times across agents, queues and/or departments.	Max, Min, Sum	Integer
Chats Abandoned	The number of chats abandoned during the interval. A chat is abandoned if the customer leaves before any agent begins work on the activity. This is only counted against the agent if the chat was assigned to them when the customer abandoned.	The number of chats abandoned during the interval. A chat is abandoned if the customer leaves before any agent begins work on the activity. This is only counted against the agent if the chat was assigned to them when the customer abandoned.	Max, Min, Sum	Integer
Chats Completed	The number of chats completed during the interval. Chats are typically completed by the agent but they may be completed automatically in certain circumstances (e.g. if the agent was disconnected).	The number of chats completed during the interval. Chats are typically completed by the agent but they may be completed automatically in certain circumstances (e.g. if the agent was disconnected).	Max, Min, Sum	Integer
Total Chats	The total number of chats serviced or abandoned during the interval. A chat is serviced when an agent begins work on it, providing the customer has not abandoned. Includes chats routed directly from the entry point as well as chats transferred from elsewhere - transferred chats may be counted multiple times across agents, queues and/or departments.	The total number of chats serviced or abandoned during the interval. A chat is serviced when an agent begins work on it, providing the customer has not abandoned. Includes chats routed directly from the entry point as well as chats transferred from elsewhere - transferred chats may be counted multiple times across agents, queues and/or departments.	Max, Min, Sum	Integer
Avg Wait Serviced Time (Chats)	For all chats serviced during the interval, the average time which elapsed from each chat being assigned to the queue to being	For all chats serviced during the interval, the average time which elapsed from each chat being assigned to the queue to being	Max, Min, WeightedAvg	BigInteger

Name	Description	Definition/Source	Totals	Units
	serviced. A chat is serviced when an agent begins work on it, providing the customer has not abandoned.	serviced. A chat is serviced when an agent begins work on it, providing the customer has not abandoned.		
Avg Wait Abandoned Time (Chats)	For all chats abandoned during the interval, the average time which elapsed from each chat being assigned to the queue to the customer leaving. A chat is abandoned if the customer leaves before any agent begins work on the activity. This is only counted against the agent if the chat was assigned to them when the customer abandoned.	For all chats abandoned during the interval, the average time which elapsed from each chat being assigned to the queue to the customer leaving. A chat is abandoned if the customer leaves before any agent begins work on the activity. This is only counted against the agent if the chat was assigned to them when the customer abandoned.	Max, Min, WeightedAvg	BigInteger
Avg Handle Time (Chats)	'For chats handled (i.e. completed or transferred out) during the interval, the average time that the agent spent working on each chat. An agent is considered to be working on a chat while it is in focus in their inbox, whether or not they are physically typing or clicking. This may include time the agent spent working on the chat during previous intervals.	'For chats handled (i.e. completed or transferred out) during the interval, the average time that the agent spent working on each chat. An agent is considered to be working on a chat while it is in focus in their inbox, whether or not they are physically typing or clicking. This may include time the agent spent working on the chat during previous intervals.	Max, Min, WeightedAvg	BigInteger
Emails				
Emails Incoming	The number of new emails which the inbound workflow routed to a queue during the interval. These emails may have begun a new case or continued an existing case. This metric is not populated in agent-level reporting.	The number of new emails which the inbound workflow routed to a queue during the interval. These emails may have begun a new case or continued an existing case. This metric is not populated in agent-level reporting.	Max, Min, Sum	Integer
Undeliverable Emails	The number of bounce-back emails which the inbound workflow routed to a queue during the interval. The case may or may not have been identified. These are notifications that sent emails could not be delivered, out-of-	The number of bounce-back emails which the inbound workflow routed to a queue during the interval. The case may or may not have been identified. These are notifications that sent emails could not be delivered, out-of-office messages, etc. This	Max, Sum, Min	Integer

Name	Description	Definition/Source	Totals	Units
	office messages, etc. This metric is not populated in agent-level reporting.	metric is not populated in agent-level reporting.		
Emails Completed	The number of emails completed during the interval. This includes composed emails.	The number of emails completed during the interval. This includes composed emails.	Max, Min, Sum	Integer
Email Manual Replies	The number of replies sent by an agent during the interval. Auto-replies and composed emails are not counted. If subsequent replies are sent for the same email (using the 'Send' rather than the 'Send and Complete' button), then each reply is counted during the interval in which it is sent.	The number of replies sent by an agent during the interval. Auto-replies and composed emails are not counted. If subsequent replies are sent for the same email (using the 'Send' rather than the 'Send and Complete' button), then each reply is counted during the interval in which it is sent.	Max, Min, Sum	Integer
Email First Manual Replies	The number of replies sent by an agent during the interval, for emails which no agent has ever replied to previously. This may be considered a measure of the number of inbound emails responded to. Auto-replies and composed emails are not counted.	The number of replies sent by an agent during the interval, for emails which no agent has ever replied to previously. This may be considered a measure of the number of inbound emails responded to. Auto-replies and composed emails are not counted.	Max, Min, Sum	Integer
Avg First Manual Reply Time (Emails)	For all emails for which a first manual reply was sent during the interval, the average time that elapsed between each email being retrieved and the first manual reply being sent. This may be considered a measure of average response time. Auto-replies and composed emails are not counted.	For all emails for which a first manual reply was sent during the interval, the average time that elapsed between each email being retrieved and the first manual reply being sent. This may be considered a measure of average response time. Auto-replies and composed emails are not counted.	Max, Min, WeightedAvg	BigInteger

Hist - Agent Skillgroup Times

Overview

This model allows end users to develop historical reports that detail agent performance (call handled, talk time, hold time, wrap time, % available, etc.) either as an aggregation of the agent regardless of the skill group assignments or on a per skill group basis.

Selection Criteria

Referenced Table(s)	Skill_Group, Enterprise_Skill_Group, Person, Agent_Team, Precision_Queue, t_Agent_Team, Agent, AgentTeam, Skillgroup, t_Agent, t_Skill_Group, t_Precision_Queue, t_Media_Class, t_Media_Routing_Domain, Attribute, Agent_Skill_Group_Interval, t_Agent_Skill_Group_Interval, Agent_Interval
Parameter Type(s)	IT_SKILLGROUP, IT_ENTERPRISE_SKILLGROUP, IT_AGENT, IT_AGENT_TEAM, IT_PRECISION_QUEUE, IT_DATE, IT_MEDIA_CLASS
Time Period(s)	Quarter Hour, Half Hour, Hour, Date, Week, Month, Year
Grouping(s)	Skill Group, Enterprise Skill Group, Agent, Agent Team, Precision Queue, Quarter Hour, Half Hour, Hour, Date, Week, Month, Year, Media Class
Timezone Enabled	Yes

Attribute Definitions

Name	Description	Definition/Source	Totals	Units
Parameters				
Skill Group	The Enterprise Name of the Skill Group.	Skill_Group.EnterpriseName		String
Enterprise Skill Group	The Enterprise Name of the Enterprise Skill Group.	Enterprise_Skill_Group.EnterpriseName		String
Agent	The Agent name from the Person Table.	Person.LastName Person.FirstName. If Person.LastName does not exist then Person.FirstName. If Person.LastName and Person.FirstName then Agent.EnterpriseName.		String
Agent Team	The Enterprise Name of the Agent's Team.	Agent_Team.EnterpriseName		String
Precision Queue	The Enterprise Name of the Precision Queue.	Precision_Queue.EnterpriseName		String
Media Class	The Media Class to which the Media Routing Domain associated with the Skill Group or Precision Queue belongs.	Media Class		String

Name	Description	Definition/Source	Totals	Units
Time Periods				
Quarter Hour	Quarter Hour			DateTime
Half Hour	Half Hour			DateTime
Hour	Hour			DateTime
Date	Date			DateTime
Week	Week			String
Month	Month			DateTime
Year	Year			DateTime
Filters				
Agent Attributes				
Supervisor Agent	This is the Supervisor Agent of the Agent Team where the Agent is a member.	t_Agent_Team.PriSupervisorSkillTargetID		String
Agent Enterprise Name	The Enterprise Name of the Agent.	Agent.EnterpriseName		String
Agent Team Enterprise Name	The Enterprise Name of the team that the Agent belonged to during the reporting period. This field will display 'Unknown' for dates prior to the intial data import and for Agents that do not belong to any Agent Team.	AgentTeam.EnterpriseName		String
Skill Group Enterprise Name	The Enterprise Name of the Skill Group that the Agent(s) is currently in.	Skillgroup.EnterpriseName		String
Agent Name	The display name of the Agent.	Agent.Name		String
Agent Team Name	The display name of the Agent Team.	Agent_Team.Name		String
Skill Group Name	The display name of the Skill Group.	Skill_Group.Name		String

Name	Description	Definition/Source	Totals	Units
Agent SkillTarget ID	Agent's Primary Key at the source database.	t_Agent.SkillTargetID		String
Agent ID	The Agent's Login ID (at the switch)	Agent.PeripheralNumber		String
Skill Group ID	The Skill Group ID at source AWDB database.	t_Skill_Group.SkillTargetID		String
Precision Queue Enterprise Name	The Enterprise Name of the Precision Queue that the Agent is related to.	Precision_Queue.EnterpriseName		String
Precision Queue ID	The Precision Queue ID at source AWDB database.	t_Precision_Queue.PrecisionQueueID		String
Media Class Enterprise Name	The Enterprise Name of the Media Class to which the Media Routing Domain associated with the Skill Group or Precision Queue belongs.	t_Media_Class.EnterpriseName		String
Media Class Name	The Name of the Media Class to which the Media Routing Domain associated with the Skill Group or Precision Queue belongs.	Media Class Name		String
MRD Enterprise Name	The Enterprise Name of the Media Routing Domain associated with the Skill Group or Precision Queue.	t_Media_Routing_Domain.EnterpriseName		String
MRD Name	The Name of the Media Routing Domain associated with the Skill Group or Precision Queue.	MRD Name		String
Precision Queue Attributes				
Attribute 1	Attribute 1 associated with the precision queue.	Attribute.EnterpriseName		String
Attribute 2	Attribute 2 associated with the precision queue.	Attribute.EnterpriseName		String
Attribute 3	Attribute 3 associated with the precision queue.	Attribute.EnterpriseName		String

Name	Description	Definition/Source	Totals	Units
Attribute 4	Attribute 4 associated with the precision queue.	Attribute.EnterpriseName		String
Attribute 5	Attribute 5 associated with the precision queue.	Attribute.EnterpriseName		String
Task Counts				
Auto Out Calls On Hold	The total number of Auto Out (predictive) calls that were placed on hold at least once which ended (completed wrap) during the period.	Agent_Skill_Group_Interval.AutoOutCallsOnHold	Sum, Min, Max, Avg	Integer
Whisper	The total number of calls coached by the agent or supervisor during the period.	Agent_Skill_Group_Interval.WhisperCalls	Sum, Min, Max, Avg	Integer
Auto Out Calls	The total number of Auto Out (predictive) calls which ended (completed wrap) during the period.	Agent_Skill_Group_Interval.AutoOutCalls	Sum, Min, Max, Avg	Integer
Barge In Calls	The total number of calls that were barged in on by the Agent or Supervisor during the period.	Agent_Skill_Group_Interval.BargeInCalls	Sum, Min, Max, Avg	Integer
Intercepts	The total number of calls that were intercepted by the Agent or Supervisor during the period.	Agent_Skill_Group_Interval.InterceptCalls	Sum, Min, Max, Avg	Integer
Internal Held	The number of internal calls received by the Agent which ended (completed wrap) during the period.	Agent_Skill_Group_Interval.InternalCallsOnHold	Sum, Min, Max, Avg	Integer
Monitored	The total number of calls that were monitored by the Agent or Supervisor during the period.	Agent_Skill_Group_Interval.MonitorCalls	Sum, Min, Max, Avg	Integer
Network Consultative	The total number of network consultative calls handled by the agent which ended (completed wrap) during the period.	Agent_Skill_Group_Interval.NetConsultativeCalls	Sum, Min, Max, Avg	Integer

Name	Description	Definition/Source	Totals	Units
Network Transfered Out	The total number of calls network transferred out by the agent during the period. This is counted at the point the agent completes the transfer of the call.	Agent_Skill_Group_ Interval.NetTransferredOutCalls	Sum, Min, Max, Avg	Integer
Preview On Hold	The total number of outbound preview calls which ended (completed wrap) during the period.	Agent_Skill_Group_ Interval.PreviewCallsOnHold	Sum, Min, Max, Avg	Integer
Preview	The total number of outbound preview calls which ended (completed wrap) during the period.	Agent_Skill_Group_Interval.PreviewCalls	Sum, Min, Max, Avg	Integer
Reserve On Hold	The total number of reservation calls during the period that were placed on hold at least once.	Agent_Skill_Group_ Interval.ReserveCallsOnHold	Sum, Min, Max, Avg	Integer
Reserve	The total number of reservation calls during the period.	Agent_Skill_Group_Interval.ReserveCalls	Sum, Min, Max, Avg	Integer
Network Conf. Out	The total number of network conference calls initiated by the agent that ended during the period. This is counted when the agent leaves the call or the call becomes a simple two-party call.	Agent_Skill_Group_ Interval.NetConferencedOutCalls	Sum, Min, Max, Avg	Integer
Callback Messages	The total number of callback messages that the agent processed during the period. Cisco state that this field is applicable to the Aspect ACD only.	Agent_Skill_Group_ Interval.CallbackMessages	Sum, Min, Max, Avg	Integer
% Held In	The total number of inbound ACD calls the agent placed on hold at least once which ended (completed wrap) during	(Agent_Skill_Group_ Interval.IncomingCallsOnHold / Agent_ Skill_Group_Interval.CallsHandled) * 100	Min, Max, WeightedAvg	Float

Name	Description	Definition/Source	Totals	Units
	the period expressed as a percentage of the number of calls handled.			
% Held Out	The total number of outbound ACD calls the agent placed on hold at least once which ended (completed wrap) during the period expressed as a percentage of the number of outbound calls.	(Agent_Skill_Group_Interval.AgentOutCallsOnHold / Agent_Skill_Group_Interval.AgentOutCalls) * 100	Min, Max, WeightedAvg	Float
% Held Total	The total number of inbound and outbound ACD calls the agent placed on hold at least once which ended (completed wrap) during the period expressed as a percentage of the number of outbound calls and calls handled.	((Agent_Skill_Group_Interval.IncomingCallsOnHold + Agent_Skill_Group_Interval.AgentOutCallsOnHold) / (Agent_Skill_Group_Interval.CallsHandled + Agent_Skill_Group_Interval.AgentOutCalls)) * 100	Min, Max, WeightedAvg	Float
Abandon Hold	Total number of ACD calls that were abandoned while being held at an the Agent's phone during the period.	Agent_Skill_Group_Interval.AbandonHoldCalls	Sum, Min, Max, Avg	Integer
Consult Out	The total number of consultative calls intiated by the Agent during the period.	Agent_Skill_Group_Interval.ConsultOutCalls	Sum, Min, Max, Avg	Integer
Abandon Ring	Total number of ACD calls that were abandoned while ringing at an Agent's phone during the period.	Agent_Skill_Group_Interval.AbandonRingCalls	Sum, Min, Max, Avg	Integer
Answered	Number of calls answered by the Agent during the period. This value is pegged when the call is answered.	Agent_Skill_Group_Interval.CallsAnswered	Sum, Min, Max, Avg	Integer
Handled In	The number of inbound ACD calls handled by the Agent which ended (completed wrap) during the period.	Agent_Skill_Group_Interval.CallsHandled	Sum, Min, Max, Avg	Integer

Name	Description	Definition/Source	Totals	Units
Handled Out	Number of oubound ACD calls handled by the Agent which ended (completed wrap) during the period.	Agent_Skill_Group_ Interval.AgentOutCalls	Sum, Min, Max, Avg	Integer
Handled Total	Number of inbound and outbound ACD calls handled by the Agent which ended (completed wrap) during the period.	Agent_Skill_Group_Interval.CallsHandled + Agent_Skill_Group_ Interval.AgentOutCalls	Sum, Min, Max, Avg	Integer
Held In	The total number of inbound ACD calls the agent placed on hold at least once which ended (completed wrap) during the period.	Agent_Skill_Group_ Interval.IncomingCallsOnHold	Sum, Min, Max, Avg	Integer
Held Out	The total number of outbound ACD calls that the Agent placed on hold at least once which ended (completed wrap) during the period.	Agent_Skill_Group_ Interval.AgentOutCallsOnHold	Sum, Min, Max, Avg	Integer
Held Total	The total number of inbound and outbound ACD calls the Agent placed on hold at least once which ended (completed wrap) during the period.	Agent_Skill_Group_ Interval.IncomingCallsOnHold + Agent_ Skill_Group_ Interval.AgentOutCallsOnHold	Sum, Min, Max, Avg	Integer
Conference In	The number of incoming calls the Agent was conferenced into which ended (i.e. the Agent dropped off the call) during the period. This is counted when the call becomes a two party call.	Agent_Skill_Group_ Interval.ConferencedInCalls	Sum, Min, Max, Avg	Integer
Conference Out	The total number of conference calls the agent initiated which ended (i.e. the Agent dropped off the call) during the period. This is counted when the call becomes a two party call.	Agent_Skill_Group_ Interval.ConferencedOutCalls	Sum, Min, Max, Avg	Integer

Name	Description	Definition/Source	Totals	Units
Conference Total	The total number of incoming calls the Agent was conferenced into and conference calls the Agent initiated which ended (i.e. the Agent dropped off the call) during the period. This is counted when the call becomes a two party call.	Agent_Skill_Group_ Interval.ConferencedInCalls + Agent_ Skill_Group_ Interval.ConferencedOutCalls	Sum, Min, Max, Avg	Integer
Consult In	The total number of consultative calls completed by the Agent which ended (completed wrap) during the period.	Agent_Skill_Group_ Interval.ConsultativeCalls	Sum, Min, Max, Avg	Integer
Emergency Assist Requests	The number of emergency assist requests made either by the Agent or by the Supervisor during the period.	Agent_Skill_Group_ Interval.EmergencyAssists	Sum, Min, Max, Avg	Integer
Internal In	The number of internal calls received by the Agent which ended (completed wrap) during the period.	Agent_Skill_Group_ Interval.InternalCallsRcvd	Sum, Min, Max, Avg	Integer
Internal Out	The number of internal calls made by the Agent which ended (completed wrap) during the period.	Agent_Skill_Group_Interval.InternalCalls	Sum, Min, Max, Avg	Integer
Internal Total	The number of internal calls received and placed by the Agent which ended (completed wrap) during the period.	Agent_Skill_Group_Interval.InternalCalls + Agent_Skill_Group_ Interval.InternalCallsRcvd	Sum, Min, Max, Avg	Integer
RONA	The number of ACD calls that rang at the Agent's phone and redirected on failure to answer. This value is pegged when the call is diverted.	Agent_Skill_Group_ Interval.RedirectNoAnsCalls	Sum, Min, Max, Avg	Integer
Short	Number of calls answered by the Agent during the period where the duration	Agent_Skill_Group_Interval.ShortCalls	Sum, Min, Max, Avg	Integer

Name	Description	Definition/Source	Totals	Units
	of the call fell short of the Abandoned Call Wait Time which ended (completed wrap) during the period.			
Supervisor Assists	Number of calls for which the Agent received supervisor assistance during the period. This value is pegged when the supervisor assisted call ends (completes wrap).	Agent_Skill_Group_ Interval.SupervAssistCalls	Sum, Min, Max, Avg	Integer
Transfer In	The total number of transferred calls received by the Agent which ended (completed wrap) during the period.	Agent_Skill_Group_ Interval.TransferredInCalls	Sum, Min, Max, Avg	Integer
Transfer Out	The total number of transferred calls made by the Agent which ended (i.e. the Agent completed the transfer) during the period.	Agent_Skill_Group_ Interval.TransferredOutCalls	Sum, Min, Max, Avg	Integer
Task Durations				
Auto Out Calls On Hold Time	The total time that Auto Out (predictive) calls which ended (completed wrap) during the period were placed on hold.	Agent_Skill_Group_ Interval.AutoOutCallsOnHoldTime	Sum, Min, Max, Avg	BigInteger
Auto Out Calls Talk Time	The total talk time for Auto Out (predictive) calls which ended (completed wrap) during the period .	Agent_Skill_Group_ Interval.AutoOutCallsTalkTime	Sum, Min, Max, Avg	BigInteger
Auto Out Calls Time	The total handle time for Auto Out (predictive) calls which ended (completed wrap) during the period .	Agent_Skill_Group_ Interval.AutoOutCallsTime	Sum, Min, Max, Avg	BigInteger
Callback Messages Time	The total time spent on callback messages that the agent processed during the period. Cisco state that this field is applicable to the Aspect	Agent_Skill_Group_ Interval.CallbackMessagesTime	Sum, Min, Max, Avg	BigInteger

Name	Description	Definition/Source	Totals	Units
	ACD only.			
Conferenced In Time	The total time during the period that an agent spent on conference calls that they were conferenced into. This is counted when the agent leaves the call or the call becomes a two-party call.	Agent_Skill_Group_ Interval.ConferencedInCallsTime	Sum, Min, Max, Avg	BigInteger
Conferenced Out Time	The total time during the period that an agent spent on conference calls that they initiated. This is counted when the agent leaves the call or the call becomes a two-party call.	Agent_Skill_Group_ Interval.ConferencedOutCallsTime	Sum, Min, Max, Avg	BigInteger
Consultative Time	The total time the agent spent handling consultative calls which ended (completed wrap) during the period.	Agent_Skill_Group_ Interval.ConsultativeCallsTime	Sum, Min, Max, Avg	BigInteger
Internal Held Time	The total hold time for internal calls handled by the agent which ended (completed wrap) during the period.	Agent_Skill_Group_ Interval.InternalCallsOnHoldTime	Sum, Min, Max, Avg	BigInteger
Network Conf. Out Time	The total time spent by the agent on network conference calls that the agent intiated and that ended during the period. This is counted when the agent leaves the call or the call becomes a simple two-party call.	Agent_Skill_Group_ Interval.NetConfOutCallsTime	Sum, Min, Max, Avg	BigInteger
Network Consultative Time	The total time spent on network consultative calls handled by the agent which ended (completed wrap) during the period.	Agent_Skill_Group_ Interval.NetConsultativeCallsTime	Sum, Min, Max, Avg	BigInteger
Preview On Hold Time	The total time that preview calls handled by the agent that ended	Agent_Skill_Group_ Interval.PreviewCallsOnHoldTime	Sum, Min, Max, Avg	BigInteger

Name	Description	Definition/Source	Totals	Units
	(completed wrap) during the period were placed on hold.			
Preview Talk Time	The total talk time for preview calls handled by the agent that ended (completed wrap) during the period.	Agent_Skill_Group_Interval.PreviewCallsTalkTime	Sum, Min, Max, Avg	BigInteger
Preview Time	The total handle time for preview calls handled by the agent that ended (completed wrap) during the period.	Agent_Skill_Group_Interval.PreviewCallsTime	Sum, Min, Max, Avg	BigInteger
Reserve On Hold Time	The total hold time for reservation calls during the period.	Agent_Skill_Group_Interval.ReserveCallsOnHoldTime	Sum, Min, Max, Avg	BigInteger
Reserve Talk Time	The total talk time for reservation calls during the period.	Agent_Skill_Group_Interval.ReserveCallsTalkTime	Sum, Min, Max, Avg	BigInteger
Reserve Time	The total handle time for reservation calls during the period.	Agent_Skill_Group_Interval.ReserveCallsTime	Sum, Min, Max, Avg	BigInteger
Consult Out Time	The time spent by the Agent on consultative calls during the period which they intiated.	Agent_Skill_Group_Interval.ConsultOutCallsTime	Sum, Min, Max, Avg	BigInteger
AHT In	The Average Handle Time for inbound ACD calls handled by the Agent which ended (completed wrap) during the period.	Agent_Skill_Group_Interval.HandledCallsTime / Agent_Skill_Group_Interval.CallsHandled	Min, Max, WeightedAvg	BigInteger
Abandon Ring Time	Total ring time associated with inbound ACD calls that were abandoned while ringing at an Agents phone during the period.	Agent_Skill_Group_Interval.AbandonRingTime	Sum, Min, Max, Avg	BigInteger
Answer Wait Time	Total time spent by callers between being queued first to when they were answered by an Agent during the period. For	Agent_Skill_Group_Interval.AnswerWaitTime	Sum, Min, Max, Avg	BigInteger

Name	Description	Definition/Source	Totals	Units
	Unified ICM this includes the Delay Time and Local Queue Time. For Unified CCE this includes Delay Time, Local Queue Time and Network Queue Time.			
AHT Out	The Average Handle Time for outbound ACD calls handled by the Agent which ended (completed wrap) during the period.	Agent_Skill_Group_Interval.AgentOutCallsTime / Agent_Skill_Group_Interval.AgentOutCalls	Min, Max, WeightedAvg	BigInteger
AHT Total	The Average Handle Time for inbound and outbound ACD calls handled by the Agent which ended (completed wrap) during the period.	Agent_Skill_Group_Interval.HandledCallsTime + Agent_Skill_Group_Interval.AgentOutCallsTime) / (Agent_Skill_Group_Interval.CallsHandled + Agent_Skill_Group_Interval.AgentOutCalls)	Min, Max, WeightedAvg	BigInteger
Avg Hold Time In	The Average Hold Time for inbound ACD calls handled by the Agent which ended (completed wrap) during the period.	Agent_Skill_Group_Interval.IncomingCallsOnHoldTime / Agent_Skill_Group_Interval.IncomingCallsOnHold	Min, Max, WeightedAvg	BigInteger
Avg Hold Time Out	The Average Hold Time for outbound ACD calls handled by the Agent which ended (completed wrap) during the period.	Agent_Skill_Group_Interval.AgentOutCallsOnHoldTime / Agent_Skill_Group_Interval.AgentOutCallsOnHold	Min, Max, WeightedAvg	BigInteger
Avg Hold Time Total	The Average Hold Time for inbound and outbound ACD calls handled by the Agent which ended (completed wrap) during the period.	(Agent_Skill_Group_Interval.IncomingCallsOnHoldTime + Agent_Skill_Group_Interval.AgentOutCallsOnHoldTime) / (Agent_Skill_Group_Interval.IncomingCallsOnHold + Agent_Skill_Group_Interval.AgentOutCallsOnHold)	Min, Max, WeightedAvg	BigInteger
Avg Talk Time In	The Average Talk Time for inbound ACD calls handled by the Agent which ended (completed wrap) during the period.	Agent_Skill_Group_Interval.HandledCallsTalkTime / Agent_Skill_Group_Interval.CallsHandled	Min, Max, WeightedAvg	BigInteger
Avg Talk Time Out	The Average Talk Time for outbound ACD calls handled by the Agent	Agent_Skill_Group_Interval.AgentOutCallsTalkTime / Agent_Skill_Group_Interval.AgentOutCalls	Min, Max, WeightedAvg	BigInteger

Name	Description	Definition/Source	Totals	Units
	which ended (completed wrap) during the period.			
Avg Talk Time Total	The Average Talk Time for inbound and outbound ACD calls handled by the Agent which ended (completed wrap) during the period.	(Agent_Skill_Group_ Interval.HandledCallsTalkTime + Agent_ Skill_Group_ Interval.AgentOutCallsTalkTime) / (Agent_Skill_Group_ Interval.CallsHandled + Agent_Skill_ Group_Interval.AgentOutCalls)	Min, Max, WeightedAvg	BigInteger
Avg Wrap Time In	The average time spent by the Agent on after call work for inbound ACD calls for the Skillgroup which ended (completed wrap) during the period.	Agent_Skill_Group_ Interval.HandledCallsTime - (Agent_Skill_ Group_Interval.HandledCallsTalkTime + Agent_Skill_Group_ Interval.IncomingCallsOnHoldTime) / Agent_Skill_Group_Interval.CallsHandled	Min, Max, WeightedAvg	BigInteger
Avg Wrap Time Out	The average time spent by the Agent on after call work for outbound ACD calls for the Skillgroup which ended (completed wrap) during the period.	Agent_Skill_Group_ Interval.AgentOutCallsTime - (Agent_ Skill_Group_ Interval.AgentOutCallsTalkTime + Agent_ Skill_Group_ Interval.AgentOutCallsOnHoldTime) / Agent_Skill_Group_ Interval.AgentOutCalls	Min, Max, WeightedAvg	BigInteger
Avg Wrap Time Total	The average time spent by the Agent on after call work for inbound and outbound ACD calls for the Skillgroup which ended (completed wrap) during the period.	(Agent_Skill_Group_ Interval.HandledCallsTime - (Agent_Skill_ Group_Interval.HandledCallsTalkTime + Agent_Skill_Group_ Interval.IncomingCallsOnHoldTime)) + (Agent_Skill_Group_ Interval.AgentOutCallsTime - (Agent_ Skill_Group_ Interval.AgentOutCallsTalkTime + Agent_ Skill_Group_ Interval.AgentOutCallsOnHoldTime)) / (Agent_Skill_Group_ Interval.CallsHandled + Agent_Skill_ Group_Interval.AgentOutCalls)	Min, Max, WeightedAvg	BigInteger
Handle Time In	Total handle time for inbound ACD calls handled by the Agent which ended (completed wrap) during the period.	Agent_Skill_Group_ Interval.HandledCallsTime	Sum, Min, Max, Avg	BigInteger
Handle Time Out	Total handle time for outbound ACD calls	Agent_Skill_Group_ Interval.AgentOutCallsTime	Sum, Min, Max, Avg	BigInteger

Name	Description	Definition/Source	Totals	Units
	handled by the Agent which ended (completed wrap) during the period.			
Handle Time Total	Total handle time for inbound and outbound ACD calls handled by the Agent which ended (completed wrap) during the period.	Agent_Skill_Group_ Interval.HandledCallsTime + Agent_Skill_ Group_Interval.AgentOutCallsTime	Sum, Min, Max, Avg	BigInteger
Hold Time In	Total time spent in Hold State for inbound calls handled by the Agent which ended (completed wrap) during the period.	Agent_Skill_Group_ Interval.IncomingCallsOnHoldTime	Sum, Min, Max, Avg	BigInteger
Hold Time Out	Total time spent in Hold State for outbound calls handled by the Agent which ended (completed wrap) during the period.	Agent_Skill_Group_ Interval.AgentOutCallsOnHoldTime	Sum, Min, Max, Avg	BigInteger
Hold Time Total	Total time spent in Hold State for inbound and outbound calls handled by the Agent which ended (completed wrap) during the period.	Agent_Skill_Group_ Interval.IncomingCallsOnHoldTime + Agent_Skill_Group_ Interval.AgentOutCallsOnHoldTime	Sum, Min, Max, Avg	BigInteger
Internal In Time	Time spent by the Agent on internal calls received which ended (completed wrap) during the period.	Agent_Skill_Group_ Interval.InternalCallsRcvdTime	Sum, Min, Max, Avg	BigInteger
Internal Out Time	Time spent on internal calls placed by the Agent which ended (completed wrap) during the period.	Agent_Skill_Group_ Interval.InternalCallsTime	Sum, Min, Max, Avg	BigInteger
Internal Time Total	Time spent by the Agent on internal calls made and received which ended (completed wrap) during the period.	Agent_Skill_Group_ Interval.InternalCallsTime + Agent_Skill_ Group_Internal.InternalCallsRcvdTime	Sum, Min, Max, Avg	BigInteger
RONA Time	The number of seconds ACD calls rang at the agents terminal before being redirected on failure to answer. This	Agent_Skill_Group_ Interval.RedirectNoAnsCallsTime	Sum, Min, Max, Avg	BigInteger

Name	Description	Definition/Source	Totals	Units
	value is pegged when the call is diverted.			
Supervisor Assist Time	Number of seconds that the Agent spent on supervisor assisted calls during the period. This value is pegged when the supervisor assisted call ends (completes wrap).	Agent_Skill_Group_ Interval.SupervAssistCallsTime	Sum, Min, Max, Avg	BigInteger
Talk Time In	The total talk time for inbound ACD calls handled by the Agent which ended (completed wrap) during the period.	Agent_Skill_Group_ Interval.HandledCallsTalkTime	Sum, Min, Max, Avg	BigInteger
Talk Time Out	Total talk and hold time for outbound ACD calls handled by the Agent which ended (completed wrap) during the period.	Agent_Skill_Group_ Interval.AgentOutCallsTalkTime	Sum, Min, Max, Avg	BigInteger
Talk Time Total	The total talk time for inbound and outbound ACD calls handled by the Agent which ended (completed wrap) during the period.	Agent_Skill_Group_ Interval.HandledCallsTalkTime + Agent_ Skill_Group_ Interval.AgentOutCallsTalkTime	Sum, Min, Max, Avg	BigInteger
Transfer In Time	Time spent on calls transferred (Non-Network) to the Agent during the period	Agent_Skill_Group_ Interval.TransferInCallsTime	Sum, Min, Max, Avg	BigInteger
Wrap Time In	The total time spent on wrap by the Agent for inbound calls to the Skillgroup which ended (completed wrap) during the period.	Agent_Skill_Group_ Interval.HandledCallsTime - (Agent_Skill_ Group_Interval.HandledCallsTalkTime + Agent_Skill_Group_ Interval.IncomingCallsOnHoldTime)	Sum, Min, Max, Avg	BigInteger
Wrap Time Out	The total time spent on wrap by the Agent for outbound calls which ended (completed wrap) during the period.	Agent_Skill_Group_ Interval.AgentOutCallsTime - (Agent_ Skill_Group_ Interval.AgentOutCallsTalkTime + Agent_ Skill_Group_ Interval.AgentOutCallsOnHoldTime)	Sum, Min, Max, Avg	BigInteger
Wrap Time Total	The total time spent on wrap by the Agent for	(Agent_Skill_Group_ Interval.HandledCallsTime - (Agent_Skill_	Sum, Min, Max, Avg	BigInteger

Name	Description	Definition/Source	Totals	Units
	inbound calls to the Skillgroup and outbound calls which ended (completed wrap) during the period.	Group_Interval.HandledCallsTalkTime + Agent_Skill_Group_ Interval.IncomingCallsOnHoldTime)) + (Agent_Skill_Group_ Interval.AgentOutCallsTime - (Agent_ Skill_Group_ Interval.AgentOutCallsTalkTime + Agent_ Skill_Group_ Interval.AgentOutCallsOnHoldTime))		
Phone Time In	The combined talk and hold time for inbound calls handled by agents for the Skill Group which ended (completed wrap) during the period.	Agent_Skill_Group_ Interval.HandledCallsTalkTime + Agent_ Skill_Group_ Interval.IncomingCallsOnHoldTime	Sum, Min, Max, Avg	BigInteger
Phone Time Out	The combined talk and hold time for outbound calls handled by agents for the Skill Group which ended (completed wrap) during the period.	Agent_Skill_Group_ Interval.AgentOutCallsTalkTime + Agent_ Skill_Group_ Interval.AgentOutCallsOnHoldTime	Sum, Min, Max, Avg	BigInteger
Phone Time Total	The total combined talk and hold time for calls handled by agents for the Skill Group which ended (completed wrap) during the period.	Agent_Skill_Group_ Interval.HandledCallsTalkTime + Agent_ Skill_Group_ Interval.IncomingCallsOnHoldTime + Agent_Skill_Group_ Interval.AgentOutCallsTalkTime + Agent_ Skill_Group_ Interval.AgentOutCallsOnHoldTime	Sum, Min, Max, Avg	BigInteger
Avg Phone Time In	The average combined talk and hold time for inbound calls handled by agents for the Skill Group which ended (completed wrap) during the period.	(Agent_Skill_Group_ Interval.HandledCallsTalkTime + Agent_ Skill_Group_ Interval.IncomingCallsOnHoldTime) / Agent_Skill_Group_Interval.CallsHandled	Min, Max, WeightedAvg	BigInteger
Avg Phone Time Out	The average combined talk and hold time for outbound calls handled by agents for the Skill Group which ended (completed wrap) during the period.	(Agent_Skill_Group_ Interval.AgentOutCallsTalkTime + Agent_ Skill_Group_ Interval.AgentOutCallsOnHoldTime) / Agent_Skill_Group_ Interval.AgentOutCalls	Min, Max, WeightedAvg	BigInteger
Avg Phone Time Total	The average combined talk and hold time for inbound and outbound	(Agent_Skill_Group_ Interval.HandledCallsTalkTime + Agent_	Min, Max, WeightedAvg	BigInteger

Name	Description	Definition/Source	Totals	Units
	calls handled by agents for the Skill Group which ended (completed wrap) during the period.	Skill_Group_ Interval.IncomingCallsOnHoldTime + Agent_Skill_Group_ Interval.AgentOutCallsTalkTime + Agent_ Skill_Group_ Interval.AgentOutCallsOnHoldTime) / (Agent_Skill_Group_ Interval.CallsHandled + Agent_Skill_ Group_Interval.AgentOutCalls)		

Agent State Durations

Name	Description	Definition/Source	Totals	Units
Talk Time Auto Out (State)	Total time spent talking on Auto Out (predictive) calls during the period.	Agent_Skill_Group_ Interval.TalkAutoOutTime	Sum, Min, Max, Avg	BigInteger
Talk Time Preview (State)	Total time spent talking on outbound Preview during the period.	Agent_Skill_Group_ Interval.TalkPreviewTime	Sum, Min, Max, Avg	BigInteger
Talk Time Reserve (State)	Total time spent talking for reservation calls during the period.	Agent_Skill_Group_ Interval.TalkReserveTime	Sum, Min, Max, Avg	BigInteger
Work Not Ready Time (State)	The total time the agent spent in the Work Not Ready state during the period.	Agent_Skill_Group_ Interval.WorkNotReadyTime	Sum, Min, Max, Avg	BigInteger
Work Ready Time (State)	The total time the agent spent in the Work Ready state during the period.	Agent_Skill_Group_ Interval.WorkReadyTime	Sum, Min, Max, Avg	BigInteger
Busy Other (State)	The total time the agent spent in the Busy Other state with respect to the skill group during the period.	Agent_Skill_Group_ Interval.BusyOtherTime	Sum, Min, Max, Avg	BigInteger
Reserved State Time	Duration of an agent is in Reserved state. This is counted using Agent State.	t_Agent_Skill_Group_ Interval.ReservedStateTime	Sum, Min, Max, Avg	BigInteger
% Available (Per Skill Group)	Time spent by the Agent in the Available (Ready) state with respect to the Skill Group expressed as a percentage of logged on time during the period.	(Agent_Skill_Group_Interval.AvailTime / Agent_Skill_Group_ Interval.LoggedOnTime) * 100	Min, Max, WeightedAvg	Float

Name	Description	Definition/Source	Totals	Units
% Not Ready (Per Skill Group)	Time spent by the Agent in the Not Ready state with respect to the Skill Group expressed as a percentage of logged on time during the period.	(Agent_Skill_Group_ Interval.NotReadyTime / Agent_Skill_ Group_Interval.LoggedOnTime) * 100	Min, Max, WeightedAvg	Float
Available Time (Per Skill Group)	Total time spent in Available state with respect to the Skillgroup during the period.	Agent_Skill_Group_Interval.AvailTime	Sum, Min, Max, Avg	BigInteger
Hold Time (State)	The total time the Agent spent in the Hold State during the period i.e. the total time all calls to the Agent were placed on Hold in the period.	Agent_Skill_Group_Interval.HoldTime	Sum, Min, Max, Avg	BigInteger
Logged On Time (Per Skill Group)	Total time the Agent was logged on with respect to the Skillgroup during the period.	Agent_Skill_Group_ Interval.LoggedOnTime	Sum, Min, Max, Avg	BigInteger
Not Ready Time (Per Skill Group)	Total time spent in Not Ready State with respect to the Skill Group during the period.	Agent_Skill_Group_ Interval.NotReadyTime	Sum, Min, Max, Avg	BigInteger
Talk Time In (State)	Total time the Agent spent in the Talk State for inbound ACD calls during the period.	Agent_Skill_Group_Interval.TalkInTime	Sum, Min, Max, Avg	BigInteger
Talk Time Other (State)	Total time the Agent spent in the Talk State for other calls (e.g. Supervisor calls) during the period.	Agent_Skill_Group_ Interval.TalkOtherTime	Sum, Min, Max, Avg	BigInteger
Talk Time Out (State)	Total time the Agent spent in the Talk State for outbound ACD and consultative transfer calls during the period.	Agent_Skill_Group_Interval.TalkOutTime	Sum, Min, Max, Avg	BigInteger
Talk Time Total (State)	Total time the Agent spent in the Talk State for inbound/outbound ACD calls and consultative transfers during the	(Agent_Skill_Group_Interval.TalkInTime + Agent_Skill_Group_Interval.TalkOutTime + Agent_Skill_Group_ Interval.TalkOtherTime)	Sum, Min, Max, Avg	BigInteger

Name	Description	Definition/Source	Totals	Units
	period.			
% Available (Per Agent)	Time spent by the Agent in the Available state with expressed as a percentage of logged on time during the period.	(Agent_Interval.AvailTime / Agent_Interval.LoggedOnTime) * 100	Min, Max, WeightedAvg	Float
% Not Ready (Per Agent)	Time spent by the Agent in the Not Ready state expressed as a percentage of logged on time during the period.	(Agent_Interval.NotReadyTime / Agent_Interval.LoggedOnTime) * 100	Min, Max, WeightedAvg	Float
Available Time (Per Agent)	The amount of time the Agent spent in the Available state during the period.	Agent_Interval.AvailTime	Sum, Min, Max, Avg	BigInteger
Not Ready Time (Per Agent)	Total time spent in Not Ready State during the period.	Agent_Interval.NotReadyTime	Sum, Min, Max, Avg	BigInteger
Logged On Time (Per Agent)	Total time the Agent was logged on during the period.	Agent_Interval.LoggedOnTime	Sum, Min, Max, Avg	BigInteger
Wrap Time (State)	Total time the Agent spent in the Wrap (Work Ready and Work Not Ready) state during the period.	Agent_Skill_Group_Interval.WorkReadyTime + Agent_Skill_Group_Interval.WorkNotReadyTime	Sum, Min, Max, Avg	BigInteger
Talk Ratio (Per Agent)	Time spent by the Agent on call related tasks expressed as a percentage of logged on time during the period. This includes all talk time, hold time and any after call work.	(Agent_Skill_Group_Interval.TalkInTime + Agent_Skill_Group_Interval.TalkOutTime + Agent_Skill_Group_Interval.HoldTime + Agent_Skill_Group_Interval.WorkReadyTime + Agent_Skill_Group_Interval.WorkNotReadyTime) / Agent_Interval.LoggedOnTime	Min, Max, WeightedAvg	Float
Talk Ratio (Per Skill Group)	Time spent by the Agent on call related tasks with respect to the Skill Group expressed as a percentage of logged on time during the period. This includes all talk time, hold time and any after call work.	(Agent_Skill_Group_Interval.TalkInTime + Agent_Skill_Group_Interval.TalkOutTime + Agent_Skill_Group_Interval.HoldTime + Agent_Skill_Group_Interval.WorkReadyTime + Agent_Skill_Group_Interval.WorkNotReadyTime) / Agent_Skill_Group Half_Hour.LoggedOnTime	Min, Max, WeightedAvg	Float

Name	Description	Definition/Source	Totals	Units
% Occupancy (Per Agent)	Time spent by the Agent on either on call related tasks or in the not ready state expressed as a percentage of logged on time during the period. This includes all not ready time, talk time, hold time and any after call work.	(Agent_Skill_Group_Interval.TalkInTime + Agent_Skill_Group_Interval.TalkOutTime + Agent_Skill_Group_Interval.HoldTime + Agent_Skill_Group_Interval.WorkReadyTime + Agent_Skill_Group_Interval.WorkNotReadyTime + Agent_Interval.NotReadyTime) / Agent_Interval.LoggedOnTime	Min, Max, WeightedAvg	Float
% Occupancy (Per Skill Group)	Time spent by the Agent on either on call related tasks or in the not ready state with respect to the Skill Group expressed as a percentage of logged on time during the period. This includes all not ready time, talk time, hold time and any after call work.	(Agent_Skill_Group_Interval.TalkInTime + Agent_Skill_Group_Interval.TalkOutTime + Agent_Skill_Group_Interval.HoldTime + Agent_Skill_Group_Interval.WorkReadyTime + Agent_Skill_Group_Interval.WorkNotReadyTime + Agent_Skill_Group_Interval.NotReadyTime) / Agent_Skill_Group_Interval.LoggedOnTime	Min, Max, WeightedAvg	Float
% Transferred Out	The number of inbound and outbound calls handled by the agent for the Skill Group that were transferred out by the agent during the period.	(Agent_Skill_Group_Interval.TransferredOutCalls + Agent_Skill_Group_Interval.NetTransferredOutCalls) / (Agent_Skill_Group_Interval.CallsHandled + Agent_Skill_Group_Interval.AgentOutCalls)	Min, Max, WeightedAvg	Float
% Talk (Per Agent)	The amount of time spent by the agent talking on inbound or outbound calls during the period expressed as a percentage of logged in time.	(Agent_Skill_Group_Interval.TalkInTime + Agent_Skill_Group_Interval.TalkOutTime) / Agent_Interval.LoggedOnTime	Min, Max, WeightedAvg	Float
% Talk (Per Skill Group)	The amount of time spent by the agent talking on inbound or outbound calls with respect to the Skill Group during the period expressed as a percentage of logged in time.	(Agent_Skill_Group_Interval.TalkInTime + Agent_Skill_Group_Interval.TalkOutTime) / Agent_Skill_Group_Interval.LoggedOnTime	Min, Max, WeightedAvg	Float
% Hold (Per Agent)	The amount of time where all calls to the agent were on hold during the period expressed as a percentage of logged in time.	Agent_Skill_Group_Interval.HoldTime / Agent_Interval.LoggedOnTime	Min, Max, WeightedAvg	Float

Name	Description	Definition/Source	Totals	Units
% Hold (Per Skill Group)	The amount of time where all calls to the agent were on hold with respect to the Skill Group during the period expressed as a percentage of logged in time.	Agent_Skill_Group_Interval.HoldTime / Agent_Skill_Group_Interval.LoggedOnTime	Min, Max, WeightedAvg	Float
% Wrap (Per Agent)	The amount of time spent by the agent in the Work Ready or Work Not Ready states during the period expressed as a percentage of logged in time.	(Agent_Skill_Group_Interval.WorkReadyTime + Agent_Skill_Group_Interval.WorkNotReadyTime) / Agent_Interval.LoggedOnTime	Min, Max, WeightedAvg	Float
% Wrap (Per Skill Group)	The amount of time spent by the agent in the Work Ready or Work Not Ready states with respect to the Skill Group during the period expressed as a percentage of logged in time.	(Agent_Skill_Group_Interval.WorkReadyTime + Agent_Skill_Group_Interval.WorkNotReadyTime) / Agent_Skill_Group_Interval.LoggedOnTime	Min, Max, WeightedAvg	Float
KPIs				
AHT Out Goal	The Agent's goal for Average Handle Time for outbound ACD calls handled by the Agent which ended (completed wrap) during the period.	Goal for (Agent_Skill_Group_Interval.AgentOutCallsTime / Agent_Skill_Group_Interval.AgentOutCalls)	Min, Max	BigInteger
AHT Out Trend	The Average Handle Time for outbound ACD calls handled by the Agent which ended (completed wrap) during the period expressed as a trend against the previous period.	Trend for (Agent_Skill_Group_Interval.AgentOutCallsTime / Agent_Skill_Group_Interval.AgentOutCalls)		BigInteger
AHT Out Status	The status with respect to the goal for Average Handle Time for outbound ACD calls handled by the Agent which ended (completed wrap) during the period.	Status for (Agent_Skill_Group_Interval.AgentOutCallsTime / Agent_Skill_Group_Interval.AgentOutCalls)		BigInteger

Name	Description	Definition/Source	Totals	Units
AHT Out Variance	The variance with respect to the goal for Average Handle Time for outbound ACD calls handled by the Agent which ended (completed wrap) during the period.	Variance to goal for (Agent_Skill_Group_Interval.AgentOutCallsTime / Agent_Skill_Group_Interval.AgentOutCalls)	Min, Max	BigInteger
AHT In Goal	The Agent's goal for Average Handle Time for inbound ACD calls handled by the Agent which ended (completed wrap) during the period.	Goal for (Agent_Skill_Group_Interval.HandledCallsTime / Agent_Skill_Group_Interval.CallsHandled)	Min, Max	BigInteger
AHT In Trend	The Average Handle Time for inbound ACD calls handled by the Agent which ended (completed wrap) during the period expressed as a trend against the previous period.	Trend for (Agent_Skill_Group_Interval.HandledCallsTime / Agent_Skill_Group_Interval.CallsHandled)		BigInteger
AHT In Status	The status with respect to the goal for Average Handle Time for inbound ACD calls handled by the Agent which ended (completed wrap) during the period.	Status for (Agent_Skill_Group_Interval.HandledCallsTime / Agent_Skill_Group_Interval.CallsHandled)		BigInteger
AHT In Variance	The variance with respect to the goal for Average Handle Time for inbound ACD calls handled by the Agent which ended (completed wrap) during the period.	Variance to goal for (Agent_Skill_Group_Interval.HandledCallsTime / Agent_Skill_Group_Interval.CallsHandled)	Min, Max	BigInteger

Hist - Agent State Trace

Overview

This model provides historical agent state data for Unified CCE agents.

Selection Criteria

Referenced Table(s)	Agent, t_Agent_State_Trace
Parameter Type(s)	IT_DATE, IT_AGENT, IT_SKILLGROUP, IT_MEDIA_ROUTING_DOMAIN, IT_REASON_CODE, IT_CODE
Time Period(s)	Historical (Unknown)
Grouping(s)	Agent, Skillgroup, Media Routing Domain, Reason Code, Event, Agent, Person, Skillgroup, Peripheral, Media Routing Domain, Reason Code, Event, Agent ID
Timezone Enabled	Yes

Attribute Definitions

Name	Description	Definition/Source	Totals	Units
Parameters				
Agent	Agent.EnterprisenName	VW_DIM_AGENT.NAME		String
Skillgroup	Skillgroup.EnterprisenName	VW_DIM_SKILLGROUP.INTERNAL_NAME		String
Media Routing Domain	Media_Routing_Domain.EnterprisenName	VW_DIM_MEDIA_ROUTING_DOMAIN.INTERNAL_NAME		String
Reason Code	Reason_Code.EnterprisenName	VW_DIM_REASON_CODE_PKEY.REASON_TEXT_VALUE		String
Event	tAgent_State_Trace.Event	VW_DIM_CODE.INTERNAL_NAME		String
Date/Time Measures				
Event Date/time	Agent_State_Trace.DateTime	VW_PARTITIONED_FCT_AGENT_STATE_CHANGE.START_DATE_TIME		DateTime
Timezone	Agent_State_Trace.Timezone	VW_PARTITIONED_FCT_AGENT_STATE_CHANGE.TIMEZONE		Integer
Resource Types				
Agent	Agent.EnterprisenName	VW_DIM_AGENT.NAME		String
Person	Person.LastnName , Person.FirstName	VW_DIM_PERSON.INTERNAL_NAME		String
Skillgroup	Skillgroup.EnterprisenName	VW_DIM_SKILLGROUP.INTERNAL_NAME		String

Name	Description	Definition/Source	Totals	Units
Peripheral	Peripheral.EnterprisenName	VW_DIM_PERIPHERAL.INTERNAL_NAME		String
Media Routing Domain	Media_Routing_Domain.EnterprisenName	VW_DIM_MEDIA_ROUTING_DOMAIN.INTERNAL_NAME		String
Reason Code	Reason_Code.ReasonText	VW_DIM_REASON_CODE_PKEY.REASON_TEXT_VALUE		String
Event	Agent_State_Trace.Event	VW_DIM_CODE.INTERNAL_NAME		String
Agent ID	The Agent's Login ID (at the switch)	Agent.PeripheralNumber		String
Agent SkillTargetID	Agent's Primary Key at the source database.	Agent.SkillTargetID		String
Trace Measures				
Agent State	Agent_State_Trace.AgentState	VW_PARTITIONED_FCT_AGENT_STATE_CHANGE.STATE		String
Direction	Agent_State_Trace.Direction	VW_PARTITIONED_FCT_AGENT_STATE_CHANGE.DIRECTION		String
ICR Call Key	Agent_State_Trace.ICRCallKey	VW_PARTITIONED_FCT_AGENT_STATE_CHANGE.ICR_CALL_KEY		Integer
Peripheral Call Key	Agent_State_Trace.PeripheralCallKey	VW_PARTITIONED_FCT_AGENT_STATE_CHANGE.PERIPHERAL_CALL_KEY		Integer
Router Call Key Day	Agent_State_Trace.RouterCallKeyDay	VW_PARTITIONED_FCT_AGENT_STATE_CHANGE.ROUTER_CALL_KEY_DAY		Integer
Router Call Key	Agent_State_Trace.RouterCallKey	VW_PARTITIONED_FCT_AGENT_STATE_CHANGE.ROUTER_CALL_KEY		Integer
Router Call Key Sequence Number	Agent_State_Trace.RouterCallKeySequenceNumber	VW_PARTITIONED_FCT_AGENT_STATE_CHANGE.ROUTER_CALL_KEY_SEQUENCE_NUMBER		Integer
Recovery Key	Recovery Key	t_Agent_State_Trace.RecoveryKey		BigInteger

Hist - Agent Times

Overview

This model provides historical data for Agents.

Selection Criteria

Referenced Table(s)	Person, Agent_Team, t_Agent_Team, Agent, t_Agent, Agent_Interval
Parameter Type(s)	IT_AGENT, IT_AGENT_TEAM, IT_DATE
Time Period(s)	Quarter Hour, Half Hour, Hour, Date, Week, Month, Year
Grouping(s)	Agent, Agent Team, Quarter Hour, Half Hour, Hour, Date, Week, Month, Year
Timezone Enabled	Yes

Attribute Definitions

Name	Description	Definition/Source	Totals	Units
Parameters				
Agent	The Agent name from the Person Table.	Person.LastName Person.FirstName. If Person.LastName does not exist then Person.FirstName. If Person.LastName and Person.FirstName then Agent.EnterpriseName.		String
Agent Team	The Enterprise Name of the Team that the Agent currently belongs to.	Agent_Team.EnterpriseName		String
Time Periods				
Quarter Hour	Quarter Hour			DateTime
Half Hour	Half Hour			DateTime
Hour	Hour			DateTime
Date	Date			DateTime
Week	Week			String

Name	Description	Definition/Source	Totals	Units
Month	Month			DateTime
Year	Year			DateTime
Agent Attributes				
Supervisor Agent	This is the Supervisor Agent of the Agent Team where the Agent is a member.	t_Agent_Team.PriSupervisorSkillTargetID		String
Agent Enterprise Name	The Enterprise Name of the Agent.	Agent.EnterpriseName		String
Agent Team Enterprise Name	The Enterprise Name of the team that the Agent belonged to during the reporting period. This field will display 'Unknown' for dates prior to the intial data import and for Agents that do not belong to any Agent Team.	Agent_Team.EnterpriseName		String
Agent Name	The display name of the Agent.	Agent.Name		String
Agent Team Name	Agent_Team.Name	Agent_Team.Name		String
Agent SkillTarget ID	Agent's Primary Key at the source database.	t_Agent.SkillTargetID		String
Agent ID	The Agent's Login ID (at the switch)	Agent.PeripheralNumber		String
Call Durations				
Non ACD Calls Out Time	The time spent on non-ACD line calls made by the Agent during the interval. Cisco state that this field is populated only when the Multi-line feature is enabled.	Agent_Interval.NonACDLineCallsOutTime	Sum, Min, Max, Avg	BigInteger
Non ACD Calls In Time	The time spent on non-ACD line calls answered by the Agent during the interval. Cisco state that this field is populated only when the Multi-line feature is enabled.	Agent_Interval.NonACDLineCallsInTime	Sum, Min, Max, Avg	BigInteger
Call Counts				
Router Calls Handled	The number of router calls handled by the Agent during the period. This measure is only valid if calls are routed	Agent_Interval.RouterCallsHandled	Sum, Min, Max,	Integer

Name	Description	Definition/Source	Totals	Units
	directly to the Agent using the Queue-to-Agent or the Send-to-Agent node in the routing script.		Avg	
Non ACD Calls Out	Number of non-ACD line calls made by the Agent during the interval. Cisco state that this field is populated only when the Multi-line feature is enabled.	Agent_ Interval.NonACDLineCallsOutCount	Sum, Min, Max, Avg	Integer
Non ACD Calls In	Number of non-ACD line calls answered by the Agent during the interval. Cisco state that this field is populated only when the Multi-line feature is enabled.	Agent_ Interval.NonACDLineCallsInCount	Sum, Min, Max, Avg	Integer
Router Calls Aband Q	Number of calls queued directly to the Agent by the Call Router that were abandoned in the Agent queue during the period. Only valid if calls are routed directly to the Agent using the Queue-to-Agent or the Send-to-Agent node in the routing script.	Agent_Interval.RouterCallsAbandQ	Sum, Min, Max, Avg	Integer
Router Calls Answered	Number of calls routed directly to the Agent by the Call Router that were answered during the period. This measure is only valid if calls are routed directly to the Agent using the Queue-to-Agent or the Send-to-Agent node in the routing script.	Agent_ Interval.RouterCallsAnswered	Sum, Min, Max, Avg	Integer
Router Calls Dequeued	The number of calls dequeued from the Agent to be routed to another Agent during the period. This measure is only valid if calls are routed directly to the Agent using the Queue-to-Agent or the Send-to-Agent node in the routing script.	Agent_ Interval.RouterCallsDequeued	Sum, Min, Max, Avg	Integer
Router Calls Offered	The count of calls routed or queued to the Agent during the period. This measure is only valid if calls are routed directly to the Agent using the Queue-to-Agent or the Send-to-Agent node in the routing script.	Agent_Interval.RouterCallsOffered	Sum, Min, Max, Avg	Integer
Router Calls Redirected	The count of TCDs with call disposition of 5 (RONA) or both. Valid only if calls are routed directly via Queue-to-Agent/Send-to-Agent node in the script.	Agent_ Interval.RouterCallsRedirected	Sum, Min, Max, Avg	Integer
Router	The number of calls for the Agent that	Agent_Interval.RouterError	Sum,	Integer

Name	Description	Definition/Source	Totals	Units
Error	resulted in an error condition during the period. This measure is only valid if calls are routed directly to the Agent using the Queue-to-Agent or the Send-to-Agent node in the routing script.		Min, Max, Avg	
Router Calls Aband	Number of calls routed directly to the Agent by the Call Router that were abandoned during the period. This measure is only valid if calls are routed directly to the Agent using the Queue-to-Agent or the Send-to-Agent node in the routing script.	Agent_Interval.RouterCallsAband	Sum, Min, Max, Avg	Integer
Router Queue Calls	The number of calls queued to the Agent by the Call Router during the period. This measure is only valid if calls are routed directly to the Agent using the Queue-to-Agent or the Send-to-Agent node in the routing script.	Agent_Interval.RouterQueueCalls	Sum, Min, Max, Avg	Integer

Agent State Durations

Name	Description	Definition/Source	Totals	Units
Not Ready	Total time spent in Not Ready State during the period.	Agent_Interval.NotReadyTime	Sum, Min, Max, Avg	BigInteger
Available Time	The amount of time the Agent spent in the Available state during the period.	Agent_Interval.AvailTime	Sum, Min, Max, Avg	BigInteger
Logged On Time	Total time the Agent was logged on during the period.	Agent_Interval.LoggedOnTime	Sum, Min, Max, Avg	BigInteger
Talk Other	Total time in seconds the agent spent talking on internal calls during the period.	Agent_Interval.TalkOtherTime	Sum, Min, Max, Avg	BigInteger

Hist - Amazon Agent Offline Summary

Overview

Aggregated overview of time spent by Agents in different offline codes.

Selection Criteria

Referenced Table (s)	
Parameter Type(s)	IT_DATE, IT_AGENT
Time Period(s)	Quarter Hour, Half Hour, Hour, Date, Week, Month, Quarter, Year
Grouping(s)	Quarter Hour, Half Hour, Hour, Date, Week, Month, Quarter, Year, Agent, Offline State
Timezone Enabled	Yes

Attribute Definitions

Name	Description	Definition/Source	Totals	Units
Parameters				
Agent	The agent who was logged on but in an offline state.	The agent who was logged on but in an offline state.		String
Time Periods				
Quarter Hour	Quarter Hour			DateTime
Half Hour	Half Hour			DateTime
Hour	Hour			String
Date	Date			DateTime
Week	Week			String
Month	Month			String
Quarter	Quarter			String
Year	Year			String
Attributes				
Offline State	The offline state the agent was in. This is a state that signifies they are neither working on a contact nor available to answer a contact (e.g. break, training).	The offline state the agent was in. This is a state that signifies they are neither working on a contact nor available to answer a contact (e.g. break, training).		String

Name	Description	Definition/Source	Totals	Units
State Durations				
Duration	The amount of time which an agent spent in an offline state during the interval.	The amount of time which an agent spent in an offline state during the interval.	Avg, Max, Min, Sum	Integer
% of Logged On Time	The amount of time which an agent spent in this offline state during the interval, expressed as a proportion of their total logged on time for the interval.	The amount of time which an agent spent in this offline state during the interval, expressed as a proportion of their total logged on time for the interval.	Avg, Max, Min, WeightedAvg	Float
% of Offline Time	The amount of time which an agent spent in this offline state during the interval, expressed as a proportion of the total time they spent in any offline state during the interval.	The amount of time which an agent spent in this offline state during the interval, expressed as a proportion of the total time they spent in any offline state during the interval.	Avg, Max, Min, WeightedAvg	Float

Hist - Amazon Agent State Detail

Overview

Detailed reporting of the duration and transition time of different agent states. Reports built from this Report Model are constrained to 10000 rows and 1 weeks' worth of data from the specified from date.

Selection Criteria

Referenced Table(s)	
Parameter Type(s)	IT_AGENT, IT_DATE
Time Period(s)	Historical (Unknown)
Grouping(s)	Agent, Queue, Agent State
Timezone Enabled	Yes

Attribute Definitions

Name	Description	Definition/Source	Totals	Units
Parameters				
Agent	The agent whose state changed.	The agent whose state changed.		String
Time Periods				
Start Time	The time in which the agent entered the new state.	The time in which the agent entered the new state.		DateTime
Attributes				
Queue	If the agent changed to a state that indicates they were working on a contact, this will indicate the queue that the contact belonged to.	If the agent changed to a state that indicates they were working on a contact, this will indicate the queue that the contact belonged to.		String
State				
Agent State	The state that the agent changed to.	The state that the agent changed to.		String

Hist - Amazon Agent Summary

Overview

Aggregated contact handling metrics such as volumes, dispositions, handling times , summarized by Agent.

Selection Criteria

Referenced Table(s)	
Parameter Type(s)	IT_DATE, IT_AGENT
Time Period(s)	Quarter Hour, Half Hour, Hour, Date, Week, Month, Quarter, Year
Grouping(s)	Quarter Hour, Half Hour, Hour, Date, Week, Month, Quarter, Year, Agent, Agent
Timezone Enabled	Yes

Attribute Definitions

Name	Description	Definition/Source	Totals	Units
Parameters				
Agent	The agent who was logged on/answering contacts/handling contacts.	The agent who was logged on/answering contacts/handling contacts.		String
Time Periods				
Quarter Hour	Quarter Hour			DateTime
Half Hour	Half Hour			DateTime
Hour	Hour			String
Date	Date			DateTime
Week	Week			String
Month	Month			String
Quarter	Quarter			String
Year	Year			String
Attributes				
Agent	The agent who was logged on/answering contacts/handling contacts.	The agent who was logged on/answering contacts/handling contacts.		String
Volumes				
Answered	The number of contacts answered by an agent during the interval. Includes queued contacts and agent-to-agent transfers/consults. A transferred/consulted contact will be counted multiple times, for the incoming leg and for each transfer or consult leg.	The number of contacts answered by an agent during the interval. Includes queued contacts and agent-to-agent transfers/consults. A transferred/consulted contact will be counted multiple times, for the incoming leg and for each transfer or consult leg.	Avg, Max, Min, Sum	Integer
Outbound	The number of outbound contacts initiated by the agent during the interval.	The number of outbound contacts initiated by the agent during the interval.	Avg, Max, Min, Sum	Integer

Name	Description	Definition/Source	Totals	Units
Volumes By Origin				
Cold Transfer In	The number of cold transfers from another agent which were answered during the interval. This means the source agent did not speak to the recipient agent.	The number of cold transfers from another agent which were answered during the interval. This means the source agent did not speak to the recipient agent.	Avg, Max, Min, Sum	Integer
Consult In	The number of consults from another agent which were answered during the interval. This either means that the two agents spoke while the customer was on hold, or both agents were in a conference with the customer. Following the consult, the contact stayed with the original agent.	The number of consults from another agent which were answered during the interval. This either means that the two agents spoke while the customer was on hold, or both agents were in a conference with the customer. Following the consult, the contact stayed with the original agent.	Avg, Max, Min, Sum	Integer
% Consult In	Of the contacts answered during the interval, the proportion which were consults from another agent. This either means that the two agents spoke while the customer was on hold, or both agents were in a conference with the customer. Following the consult, the contact stayed with the original agent.	Of the contacts answered during the interval, the proportion which were consults from another agent. This either means that the two agents spoke while the customer was on hold, or both agents were in a conference with the customer. Following the consult, the contact stayed with the original agent.	Max, Min, WeightedAvg	Float
% Transfer/Consult In	Of the contacts answered during the interval, the proportion which had been transfers or consults from another agent.	Of the contacts answered during the interval, the proportion which had been transfers or consults from another agent.	Max, Min, WeightedAvg	Float
% Transfer In	Of the contacts answered during the interval, the proportion which had been transfers from another agent. This includes warm and cold transfers from agent to agent or agent to queue.	Of the contacts answered during the interval, the proportion which had been transfers from another agent. This includes warm and cold transfers from agent to agent or agent to queue.	Max, Min, WeightedAvg	Float
Transfer/Consult In	The number of transfers and consults from another agent	The number of transfers and consults from another agent	Avg, Max, Min, Sum	Integer

Name	Description	Definition/Source	Totals	Units
	that were answered during the interval.	that were answered during the interval.		
Transfer In	The number of transfers from another agent which were answered during the interval. This includes warm and cold transfers from agent to agent or agent to queue.	The number of transfers from another agent which were answered during the interval. This includes warm and cold transfers from agent to agent or agent to queue.	Avg, Max, Min, Sum	Integer
Warm Transfer In	The number of warm transfers from another agent which were answered during the interval. This means the source agent initially consulted the recipient agent before transferring the contact to them.	The number of warm transfers from another agent which were answered during the interval. This means the source agent initially consulted the recipient agent before transferring the contact to them.	Avg, Max, Min, Sum	Integer
Outcomes				
Cold Transfer	The number of contacts which an agent cold transferred out to another agent or queue during the interval. This means the source agent did not speak to the recipient agent.	The number of contacts which an agent cold transferred out to another agent or queue during the interval. This means the source agent did not speak to the recipient agent.	Avg, Max, Min, Sum	Integer
External Transfer	The number of contacts which an agent transferred out to a non-contact center number during the interval. For example, to a back office department.	The number of contacts which an agent transferred out to a non-contact center number during the interval. For example, to a back office department.	Avg, Max, Min, Sum	Integer
Handled	The number of contacts which an agent handled during the interval (i.e. the agent completed wrap-up, either after the customer left or after the agent transferred the contact elsewhere). A transferred/consulted contact will be counted multiple times, for the incoming/outgoing leg and for each transfer or consult leg.	The number of contacts which an agent handled during the interval (i.e. the agent completed wrap-up, either after the customer left or after the agent transferred the contact elsewhere). A transferred/consulted contact will be counted multiple times, for the incoming/outgoing leg and for each transfer or consult leg.	Avg, Max, Min, Sum	Integer

Name	Description	Definition/Source	Totals	Units
Hold	The number of contacts which an agent handled during the interval where the agent placed the customer on hold at least once. Each contact will be counted only once even if the customer was placed on hold multiple times.	The number of contacts which an agent handled during the interval where the agent placed the customer on hold at least once. Each contact will be counted only once even if the customer was placed on hold multiple times.	Avg, Max, Min, Sum	Integer
% Hold	The number of contacts which an agent handled during the interval where the agent placed the customer on hold at least once. Each contact will be counted only once even if the customer was placed on hold multiple times.	Of contacts which an agent handled during the interval, the proportion where the agent placed the customer on hold at least once. Each contact will be counted only once even if the customer was placed on hold multiple times.	Min, Max, WeightedAvg	Float
% Transferred/Consulted	Of contacts which an agent handled during the interval, the proportion where the agent transferred the contact and/or initiated at least one consult.	Of contacts which an agent handled during the interval, the proportion where the agent transferred the contact and/or initiated at least one consult.	Max, Min, WeightedAvg	Float
% Transfer	Of contacts which an agent handled during the interval, the proportion which the agent transferred out. This includes warm and cold transfers to other agents, queues and external numbers.	Of contacts which an agent handled during the interval, the proportion which the agent transferred out. This includes warm and cold transfers to other agents, queues and external numbers.	Max, Min, WeightedAvg	Float
Transferred/Consulted	The number of contacts which an agent handled during the interval, where the agent transferred the contact and/or initiated at least one consult.	The number of contacts which an agent handled during the interval, where the agent transferred the contact and/or initiated at least one consult.	Avg, Max, Min, Sum	Integer
Transfer	The number of contacts which an agent transferred out during the interval. This includes warm and cold transfers to other agents, queues and external numbers.	The number of contacts which an agent transferred out during the interval. This includes warm and cold transfers to other agents, queues and external numbers.	Avg, Max, Min, Sum	Integer

Name	Description	Definition/Source	Totals	Units
Warm Transfer	The number of contacts which an agent warm transferred out to another agent or queue during the interval. This means the source agent initially consulted the recipient agent before transferring the contact to them.	The number of contacts which an agent warm transferred out to another agent or queue during the interval. This means the source agent initially consulted the recipient agent before transferring the contact to them.	Avg, Max, Min, Sum	Integer
Consulted	The number of contacts which an agent handled during the interval, where the agent initiated at least one consult. This either means that the agent spoke to another agent while the customer was on hold, or both agents were in a conference with the customer. Following the consult, the contact stayed with the original agent.	The number of contacts which an agent handled during the interval, where the agent initiated at least one consult. This either means that the agent spoke to another agent while the customer was on hold, or both agents were in a conference with the customer. Following the consult, the contact stayed with the original agent.	Avg, Max, Min, Sum	Integer
% Consulted	Of contacts which an agent handled during the interval, the proportion where the agent initiated at least one consult. This either means that the agent spoke to another agent while the customer was on hold, or both agents were in a conference with the customer. Following the consult, the contact stayed with the original agent.	Of contacts which an agent handled during the interval, the proportion where the agent initiated at least one consult. This either means that the agent spoke to another agent while the customer was on hold, or both agents were in a conference with the customer. Following the consult, the contact stayed with the original agent.	Max, Min, WeightedAvg	Float

Inbound Outcomes

Name	Description	Definition/Source	Totals	Units
Inbound Handled	The number of inbound contacts which an agent handled during the interval (i.e. the agent completed wrap-up, either after the customer left or after the agent transferred the contact elsewhere). A transferred/consulted	The number of inbound contacts which an agent handled during the interval (i.e. the agent completed wrap-up, either after the customer left or after the agent transferred the contact elsewhere). A transferred/consulted	Avg, Max, Min, Sum	Integer

Name	Description	Definition/Source	Totals	Units
	contact will be counted multiple times, for the incoming leg and for each transfer or consult leg.	contact will be counted multiple times, for the incoming leg and for each transfer or consult leg.		
Inbound Hold	The number of inbound contacts which an agent handled during the interval where the agent placed the customer on hold at least once. Each contact will be counted only once even if the customer was placed on hold multiple times.	The number of inbound contacts which an agent handled during the interval where the agent placed the customer on hold at least once. Each contact will be counted only once even if the customer was placed on hold multiple times.	Avg, Max, Min, Sum	Integer
Inbound % Hold	Of inbound contacts which an agent handled during the interval, the proportion where the agent placed the customer on hold at least once. Each contact will be counted only once even if the customer was placed on hold multiple times.	Of inbound contacts which an agent handled during the interval, the proportion where the agent placed the customer on hold at least once. Each contact will be counted only once even if the customer was placed on hold multiple times.	Max, Min, WeightedAvg	Float
Short Handled	The number of inbound contacts which an agent handled during the interval, where the time the agent spent on talk and hold was less than the Short Handled Calls threshold for the queue (zero by default).	The number of inbound contacts which an agent handled during the interval, where the time the agent spent on talk and hold was less than the Short Handled Calls threshold for the queue (zero by default).	Avg, Max, Min, Sum	Integer
Outbound Outcomes				
Outbound Handled	The number of outbound contacts which an agent handled during the interval (i.e. the agent completed wrap-up, either after the customer left or after the agent transferred the contact elsewhere). A transferred contact will be counted multiple times, for the outgoing leg and for each transfer leg.	The number of outbound contacts which an agent handled during the interval (i.e. the agent completed wrap-up, either after the customer left or after the agent transferred the contact elsewhere). A transferred contact will be counted multiple times, for the outgoing leg and for each transfer leg.	Avg, Max, Min, Sum	Integer

Name	Description	Definition/Source	Totals	Units
Outbound Hold	The number of outbound contacts which an agent handled during the interval where the agent placed the customer on hold at least once. Each contact will be counted only once even if the customer was placed on hold multiple times.	The number of outbound contacts which an agent handled during the interval where the agent placed the customer on hold at least once. Each contact will be counted only once even if the customer was placed on hold multiple times.	Avg, Max, Min, Sum	Integer
Outbound % Hold	Of outbound contacts which an agent handled during the interval, the proportion where the agent placed the customer on hold at least once. Each contact will be counted only once even if the customer was placed on hold multiple times.	Of outbound contacts which an agent handled during the interval, the proportion where the agent placed the customer on hold at least once. Each contact will be counted only once even if the customer was placed on hold multiple times.	Max, Min, WeightedAvg	Float
Holds, Consults and Transfers				
Avg Hold Count	For each contact which an agent handled during the interval where the agent placed the customer on hold, the average number of times that the agent placed the customer on hold.	For each contact which an agent handled during the interval where the agent placed the customer on hold, the average number of times that the agent placed the customer on hold.	Max, Min, WeightedAvg	Float
Inbound Avg Hold Count	For each inbound contact which an agent handled during the interval where the agent placed the customer on hold, the average number of times that the agent placed the customer on hold.	For each inbound contact which an agent handled during the interval where the agent placed the customer on hold, the average number of times that the agent placed the customer on hold.	Max, Min, WeightedAvg	Float
Outbound Avg Hold Count	For each outbound contact which an agent handled during the interval where the agent placed the customer on hold, the average number of times that the agent placed the customer on hold.	For each outbound contact which an agent handled during the interval where the agent placed the customer on hold, the average number of times that the agent placed the customer on hold.	Max, Min, WeightedAvg	Float
Consult Count	For contacts which an agent	For contacts which an agent	Avg, Max, Min, Sum	Integer

Name	Description	Definition/Source	Totals	Units
	handled during the interval, the number of consults initiated by the agent. This either means that the agent spoke to another agent while the customer was on hold, or both agents were in a conference with the customer. Following the consult, the contact stayed with the original agent.	handled during the interval, the number of consults initiated by the agent. This either means that the agent spoke to another agent while the customer was on hold, or both agents were in a conference with the customer. Following the consult, the contact stayed with the original agent.		
Hold Count	For all contacts which an agent handled during the interval, the total number of times that the agent placed the customer on hold.	For all contacts which an agent handled during the interval, the total number of times that the agent placed the customer on hold.	Avg, Max, Min, Sum	Integer
Inbound Hold Count	For all inbound contacts which an agent handled during the interval, the total number of times that the agent placed the customer on hold.	For all inbound contacts which an agent handled during the interval, the total number of times that the agent placed the customer on hold.	Avg, Max, Min, Sum	Integer
Inbound Max Hold Time	Out of all inbound contacts which an agent handled during the interval, the longest amount of continuous time for which the agent placed a customer on hold.	Out of all inbound contacts which an agent handled during the interval, the longest amount of continuous time for which the agent placed a customer on hold.	Avg, Max, Min	Integer
Max Hold Time	Out of all contacts which an agent handled during the interval, the longest amount of continuous time for which the agent placed a customer on hold.	Out of all contacts which an agent handled during the interval, the longest amount of continuous time for which the agent placed a customer on hold.	Min, Max, Avg	Integer
Outbound Hold Count	For all outbound contacts which an agent handled during the interval, the total number of times that the agent placed the customer on hold.	For all outbound contacts which an agent handled during the interval, the total number of times that the agent placed the customer on hold.	Avg, Max, Min, Sum	Integer
Outbound Max Hold Time	Out of all outbound contacts which an agent handled during the interval, the longest amount of continuous	Out of all outbound contacts which an agent handled during the interval, the longest amount of continuous	Max, Min, Avg	Integer

Name	Description	Definition/Source	Totals	Units
	time for which the agent placed a customer on hold.	time for which the agent placed a customer on hold.		
Durations				
Avg Consult Time	For each consult initiated by an agent as part of a contact handled during the interval, the average amount of time spent connected to another agent (either the agents were speaking while the customer was on hold, or both agents were in a conference with the customer).	For each consult initiated by an agent as part of a contact handled during the interval, the average amount of time spent connected to another agent (either the agents were speaking while the customer was on hold, or both agents were in a conference with the customer).	Max, Min, WeightedAvg	Integer
AHT	Average Handle Time. For each contact which an agent handled during the interval, the average amount of time that the agent spent on the contact, including talk time, hold time and wrap time.	Average Handle Time. For each contact which an agent handled during the interval, the average amount of time that the agent spent on the contact, including talk time, hold time and wrap time.	Max, Min, WeightedAvg	Integer
Avg Hold Time	For each contact which an agent handled during the interval, the average amount of time that the agent spent with the customer connected but placed on hold.	For each contact which an agent handled during the interval, the average amount of time that the agent spent with the customer connected but placed on hold.	Max, Min, WeightedAvg	Integer
Avg Talk/ Hold Time	For each contact which an agent handled during the interval, the average amount of time that the agent spent on the contact excluding wrap. This includes talk time and hold time.	For each contact which an agent handled during the interval, the average amount of time that the agent spent on the contact excluding wrap. This includes talk time and hold time.	Max, Min, WeightedAvg	Integer
Avg Talk Time	For each contact which an agent handled during the interval, the average amount of time that the agent spent with the customer connected and not on hold.	For each contact which an agent handled during the interval, the average amount of time that the agent spent with the customer connected and not on hold.	Min, Max, WeightedAvg	Integer
Avg Wrap Time	For each contact which an agent handled during the interval, the average amount	For each contact which an agent handled during the interval, the average amount	Max, Min, WeightedAvg	Integer

Name	Description	Definition/Source	Totals	Units
	of time that the agent spent after the customer had left or been transferred.	of time that the agent spent after the customer had left or been transferred.		
Consult Time	For all consults initiated by an agent as part of a contact handled during the interval, the total amount of time spent connected to another agent (either the agents were speaking while the customer was on hold, or both agents were in a conference with the customer).	For all consults initiated by an agent as part of a contact handled during the interval, the total amount of time spent connected to another agent (either the agents were speaking while the customer was on hold, or both agents were in a conference with the customer).	Avg, Max, Min, Sum	Integer
Handle Time	For all contacts which an agent handled during the interval, the total amount of time that the agent spent on the contact, including talk time, hold time and wrap time.	For all contacts which an agent handled during the interval, the total amount of time that the agent spent on the contact, including talk time, hold time and wrap time.	Avg, Max, Min, Sum	Integer
Hold Time	For all contacts which an agent handled during the interval, the total amount of time that the agent spent with the customer connected but placed on hold.	For all contacts which an agent handled during the interval, the total amount of time that the agent spent with the customer connected but placed on hold.	Avg, Max, Min, Sum	Integer
Talk/Hold Time	For all contacts which an agent handled during the interval, the total amount of time that the agent spent on the contact excluding wrap. This includes talk time and hold time.	For all contacts which an agent handled during the interval, the total amount of time that the agent spent on the contact excluding wrap. This includes talk time and hold time.	Avg, Max, Min, Sum	Integer
Talk Time	For all contacts which an agent handled during the interval, the total amount of time that the agent spent with the customer connected and not on hold.	For all contacts which an agent handled during the interval, the total amount of time that the agent spent with the customer connected and not on hold.	Avg, Max, Min, Sum	Integer
Wrap Time	For all contacts which an agent handled during the interval, the total amount of time that the agent spent	For all contacts which an agent handled during the interval, the total amount of time that the agent spent	Avg, Max, Min, Sum	Integer

Name	Description	Definition/Source	Totals	Units
	after the customer had left or been transferred.	after the customer had left or been transferred.		
Inbound Durations				
Avg Inbound Consult Time	For each consult initiated by an agent as part of an inbound contact handled during the interval, the average amount of time spent connected to another agent (either the agents were speaking while the customer was on hold, or both agents were in a conference with the customer).	For each consult initiated by an agent as part of an inbound contact handled during the interval, the average amount of time spent connected to another agent (either the agents were speaking while the customer was on hold, or both agents were in a conference with the customer).	Min, Max, WeightedAvg	Integer
Inbound AHT	Average Handle Time. For each inbound contact which an agent handled during the interval, the average amount of time that the agent spent on the contact, including talk time, hold time and wrap time.	Average Handle Time. For each inbound contact which an agent handled during the interval, the average amount of time that the agent spent on the contact, including talk time, hold time and wrap time.	Max, Min, WeightedAvg	Integer
Avg Inbound Hold Time	For each inbound contact which an agent handled during the interval, the average amount of time that the agent spent with the customer connected but placed on hold.	For each inbound contact which an agent handled during the interval, the average amount of time that the agent spent with the customer connected but placed on hold.	Max, Min, WeightedAvg	Integer
Avg Inbound Talk/Hold Time	For each inbound contact which an agent handled during the interval, the average amount of time that the agent spent on the contact excluding wrap. This includes talk time and hold time.	For each inbound contact which an agent handled during the interval, the average amount of time that the agent spent on the contact excluding wrap. This includes talk time and hold time.	Max, Min, WeightedAvg	Integer
Avg Inbound Talk Time	For each inbound contact which an agent handled during the interval, the average amount of time that the agent spent with the customer connected and not	For each inbound contact which an agent handled during the interval, the average amount of time that the agent spent with the customer connected and not	Max, Min, WeightedAvg	Integer

Name	Description	Definition/Source	Totals	Units
	on hold.	on hold.		
Avg Inbound Wrap Time	For each inbound contact which an agent handled during the interval, the average amount of time that the agent spent after the customer had left or been transferred.	For each inbound contact which an agent handled during the interval, the average amount of time that the agent spent after the customer had left or been transferred.	Max, Min, WeightedAvg	Integer
Inbound Consult Time	For all consults initiated by an agent as part of an inbound contact handled during the interval, the total amount of time spent connected to another agent (either the agents were speaking while the customer was on hold, or both agents were in a conference with the customer).	For all consults initiated by an agent as part of an inbound contact handled during the interval, the total amount of time spent connected to another agent (either the agents were speaking while the customer was on hold, or both agents were in a conference with the customer).	Avg, Max, Min, Sum	Integer
Inbound Handle Time	For all inbound contacts which an agent handled during the interval, the total amount of time that the agent spent on the contact, including talk time, hold time and wrap time.	For all inbound contacts which an agent handled during the interval, the total amount of time that the agent spent on the contact, including talk time, hold time and wrap time.	Avg, Max, Sum, Min	Integer
Inbound Hold Time	For all inbound contacts which an agent handled during the interval, the total amount of time that the agent spent with the customer connected but placed on hold.	For all inbound contacts which an agent handled during the interval, the total amount of time that the agent spent with the customer connected but placed on hold.	Avg, Max, Min, Sum	Integer
Inbound Talk/Hold Time	For all inbound contacts which an agent handled during the interval, the total amount of time that the agent spent on the contact excluding wrap. This includes talk time and hold time.	For all inbound contacts which an agent handled during the interval, the total amount of time that the agent spent on the contact excluding wrap. This includes talk time and hold time.	Avg, Max, Min, Sum	Integer
Inbound Talk Time	For all inbound contacts which an agent handled during the interval, the total amount of time that the	For all inbound contacts which an agent handled during the interval, the total amount of time that the	Avg, Max, Min, Sum	Integer

Name	Description	Definition/Source	Totals	Units
	agent spent with the customer connected and not on hold.	agent spent with the customer connected and not on hold.		
Inbound Wrap Time	For all inbound contacts which an agent handled during the interval, the total amount of time that the agent spent after the customer had left or been transferred.	For all inbound contacts which an agent handled during the interval, the total amount of time that the agent spent after the customer had left or been transferred.	Avg, Max, Min, Sum	Integer
Agent State Durations				
Online Time	The amount of time during the interval that the agent spent in a state that signifies they are either available to answer a contact or are currently working on one.	The amount of time during the interval that the agent spent in a state that signifies they are either available to answer a contact or are currently working on one.	Avg, Max, Min, Sum	Integer
Available Time	The amount of time during the interval that the agent spent in a state that signifies they are available to answer a contact but are not currently working on a contact.	The amount of time during the interval that the agent spent in a state that signifies they are available to answer a contact but are not currently working on a contact.	Avg, Max, Min, Sum	Integer
Hold State Time	The amount of time during the interval that the agent spent as hold time on contacts (i.e. with the customer connected but placed on hold).	The amount of time during the interval that the agent spent as hold time on contacts (i.e. with the customer connected but placed on hold).	Avg, Max, Min, Sum	Integer
Inbound Hold State Time	The amount of time during the interval that the agent spent as hold time on inbound contacts (i.e. with the customer connected but placed on hold).	The amount of time during the interval that the agent spent as hold time on inbound contacts (i.e. with the customer connected but placed on hold).	Avg, Max, Min, Sum	Integer
Inbound Talk State Time	The amount of time during the interval that the agent spent as talk time on inbound contacts (i.e. with the customer connected and not on hold).	The amount of time during the interval that the agent spent as talk time on inbound contacts (i.e. with the customer connected and not on hold).	Avg, Max, Min, Sum	Integer

Name	Description	Definition/Source	Totals	Units
Inbound Wrap State Time	The amount of time during the interval that the agent spent as wrap time on inbound contacts (i.e. after the customer has left or been transferred).	The amount of time during the interval that the agent spent as wrap time on inbound contacts (i.e. after the customer has left or been transferred).	Avg, Max, Min, Sum	Integer
Logged On Time	The amount of time for which an agent was logged on during the interval.	The amount of time for which an agent was logged on during the interval.	Avg, Max, Min, Sum	Integer
Outbound Hold State Time	The amount of time during the interval that the agent spent as hold time on outbound contacts (i.e. with the customer connected but placed on hold).	The amount of time during the interval that the agent spent as hold time on outbound contacts (i.e. with the customer connected but placed on hold).	Avg, Max, Min, Sum	Integer
Outbound Talk State Time	The amount of time during the interval that the agent spent as talk time on outbound contacts (i.e. with the customer connected and not on hold).	The amount of time during the interval that the agent spent as talk time on outbound contacts (i.e. with the customer connected and not on hold).	Avg, Max, Min, Sum	Integer
Outbound Wrap State Time	The amount of time during the interval that the agent spent as wrap time on outbound contacts (i.e. after the customer has left or been transferred).	The amount of time during the interval that the agent spent as wrap time on outbound contacts (i.e. after the customer has left or been transferred).	Avg, Max, Min, Sum	Integer
% Available Time	The proportion of an agent's logged on time during the interval that was spent in a state that signifies they are available to answer a contact but are not currently working on a contact.	The proportion of an agent's logged on time during the interval that was spent in a state that signifies they are available to answer a contact but are not currently working on a contact.	Max, Min, WeightedAvg	Float
% Hold State Time	The proportion of an agent's logged on time during the interval that was spent as hold time on contacts (i.e. with the customer connected but placed on hold).	The proportion of an agent's logged on time during the interval that was spent as hold time on contacts (i.e. with the customer connected but placed on hold).	Max, Min, WeightedAvg	Float
% Inbound Hold State Time	The proportion of an agent's logged on time during the interval that was spent as	The proportion of an agent's logged on time during the interval that was spent as	Max, Min, WeightedAvg	Float

Name	Description	Definition/Source	Totals	Units
	hold time on inbound contacts (i.e. with the customer connected but placed on hold).	hold time on inbound contacts (i.e. with the customer connected but placed on hold).		
% Inbound Talk State Time	The proportion of an agent's logged on time during the interval that was spent as talk time on inbound contacts (i.e. with the customer connected and not on hold).	The proportion of an agent's logged on time during the interval that was spent as talk time on inbound contacts (i.e. with the customer connected and not on hold).	Max, Min, WeightedAvg	Float
% Inbound Wrap State Time	The proportion of an agent's logged on time during the interval that was spent as wrap time on inbound contacts (i.e. after the customer has left or been transferred).	The proportion of an agent's logged on time during the interval that was spent as wrap time on inbound contacts (i.e. after the customer has left or been transferred).	Max, Min, WeightedAvg	Float
% Occupancy	Of the time that the agent spent online during the interval, the proportion of time that was actually spent working on contacts (i.e. talk state time, hold state time and wrap state time). It does not include available time.	Of the time that the agent spent online during the interval, the proportion of time that was actually spent working on contacts (i.e. talk state time, hold state time and wrap state time). It does not include available time.	Max, Min, WeightedAvg	Float
% Offline Time	The proportion of an agent's logged on time during the interval that was spent in a state that signifies they are neither working on a contact nor available to answer a contact (e.g. break, training).	The proportion of an agent's logged on time during the interval that was spent in a state that signifies they are neither working on a contact nor available to answer a contact (e.g. break, training).	Max, Min, WeightedAvg	Float
% Online Time	The proportion of an agent's logged on time during the interval that was spent in a state that signifies they are either available to answer a contact or are currently working on one.	The proportion of an agent's logged on time during the interval that was spent in a state that signifies they are either available to answer a contact or are currently working on one.	Max, Min, WeightedAvg	Float
% Outbound Talk State Time	The proportion of an agent's logged on time during the interval that was spent as talk time on outbound contacts (i.e. with the	The proportion of an agent's logged on time during the interval that was spent as talk time on outbound contacts (i.e. with the	Max, Min, WeightedAvg	Float

Name	Description	Definition/Source	Totals	Units
	customer connected and not on hold).	customer connected and not on hold).		
% Outbound Wrap State Time	The proportion of an agent's logged on time during the interval that was spent as wrap time on outbound contacts (i.e. after the customer has left or been transferred).	The proportion of an agent's logged on time during the interval that was spent as wrap time on outbound contacts (i.e. after the customer has left or been transferred).	Max, Min, WeightedAvg	Float
% Talk State Time	The proportion of an agent's logged on time during the interval that was spent as talk time on contacts (i.e. with the customer connected and not on hold).	The proportion of an agent's logged on time during the interval that was spent as talk time on contacts (i.e. with the customer connected and not on hold).	Max, Min, WeightedAvg	Float
% Utilization	The proportion of an agent's logged on time during the interval that was spent online. This includes time spent on contacts (i.e. talk state time, hold state time and wrap state time) and time for which the agent was available to answer a contact. It does not include offline time (e.g. breaks, training).	The proportion of an agent's logged on time during the interval that was spent online. This includes time spent on contacts (i.e. talk state time, hold state time and wrap state time) and time for which the agent was available to answer a contact. It does not include offline time (e.g. breaks, training).	Max, Min, WeightedAvg	Float
% Wrap State Time	The proportion of an agent's logged on time during the interval that was spent as wrap time on contacts (i.e. after the customer has left or been transferred).	The proportion of an agent's logged on time during the interval that was spent as wrap time on contacts (i.e. after the customer has left or been transferred).	Max, Min, WeightedAvg	Float
Talk State Time	The amount of time during the interval that the agent spent as talk time on contacts (i.e. with the customer connected and not on hold).	The amount of time during the interval that the agent spent as talk time on contacts (i.e. with the customer connected and not on hold).	Avg, Max, Min, Sum	Integer
Offline Time	The amount of time during the interval that the agent spent in a state that signifies they are neither working on a contact nor available to	The amount of time during the interval that the agent spent in a state that signifies they are neither working on a contact nor available to	Avg, Max, Min, Sum	Integer

Name	Description	Definition/Source	Totals	Units
	answer a contact (e.g. break, training).	answer a contact (e.g. break, training).		
Wrap State Time	The amount of time during the interval that the agent spent as wrap time on contacts (i.e. after the customer has left or been transferred).	The amount of time during the interval that the agent spent as wrap time on contacts (i.e. after the customer has left or been transferred).	Avg, Max, Min, Sum	Integer
% Outbound Hold State Time	The proportion of an agent's logged on time during the interval that was spent as hold time on outbound contacts (i.e. with the customer connected but placed on hold).	The proportion of an agent's logged on time during the interval that was spent as hold time on outbound contacts (i.e. with the customer connected but placed on hold).	Max, Min, WeightedAvg	Float
Ring State Time	The amount of time during the interval that the agent spent as ring time on contacts (i.e. with the customer call ringing).	The amount of time during the interval that the agent spent as ring time on contacts (i.e. with the customer call ringing).	Avg, Sum, Min, Max	Integer
% Ring State Time	The proportion of an agent's logged on time during the interval that was spent as ring time on contacts (i.e. with the customer call ringing).	The proportion of an agent's logged on time during the interval that was spent as ring time on contacts (i.e. with the customer call ringing).	Min, Max, WeightedAvg	Float

Hist - Amazon Contact Detail

Overview

Detailed level view of each individual contact. One row per contact. Reports built from this Report Model are constrained to 10000 rows and 1 weeks' worth of data from the specified from date.

Selection Criteria

Referenced Table(s)	
Parameter Type(s)	IT_DEFAULT, IT_DIALED_NUMBER, IT_AGENT, IT_QUEUE, IT_DATE
Time Period(s)	Historical (Unknown)
Grouping(s)	Dialed Number, Agent, Agent, Source Agent, Source Agent, Queue, Queue, Source Queue, Source Queue, Routing Profile, Source Routing Profile, Contact Origin, Dialed Number, ContactID, Original ContactID, Next ContactID, Previous ContactID, Exit Point, ContactID
Timezone Enabled	Yes

Attribute Definitions

Name	Description	Definition/Source	Totals	Units
Parameters				
Dialed Number	The number dialed by the customer.	The number dialed by the customer.		String
Agent	The agent to whom the contact was assigned.	The agent to whom the contact was assigned.		String
Source Agent	For transfers or consults in, the agent who initiated the transfer or consult.	For transfers or consults in, the agent who initiated the transfer or consult.		String
Queue	The queue to which the contact was offered/assigned.	The queue to which the contact was offered/assigned.		String
Source Queue	For transfers or consults in, the queue from which the transfer or consult was initiated.	For transfers or consults in, the queue from which the transfer or consult was initiated.		String
ContactID	The unique ID number for the contact leg. A transferred contact will be listed multiple times, for the incoming/outgoing leg and for each transfer leg, and each leg will have its own ID.	The unique ID number for the contact leg. A transferred contact will be listed multiple times, for the incoming/outgoing leg and for each transfer leg, and each leg will have its own ID.		String
Time Periods				
End Date Time	The date and time that the contact	The date and time that the contact		DateTime

Name	Description	Definition/Source	Totals	Units
	leg ended (e.g. because the customer abandoned or the agent completed wrap). A transferred contact will be listed multiple times, for the incoming/dialed out leg and for each transfer leg.	leg ended (e.g. because the customer abandoned or the agent completed wrap). A transferred contact will be listed multiple times, for the incoming/dialed out leg and for each transfer leg.		
Attributes				
Agent	The agent to whom the contact was assigned.	The agent to whom the contact was assigned.		String
Source Agent	For transfers or consults in, the agent who initiated the transfer or consult.	For transfers or consults in, the agent who initiated the transfer or consult.		String
Queue	The queue to which the contact was offered/assigned.	The queue to which the contact was offered/assigned.		String
Source Queue	For transfers or consults in, the queue from which the transfer or consult was initiated.	For transfers or consults in, the queue from which the transfer or consult was initiated.		String
Routing Profile	The routing profile of the agent to whom the contact was assigned.	The routing profile of the agent to whom the contact was assigned.		String
Source Routing Profile	For transfers or consults in, the routing profile of the agent who initiated the transfer or consult.	For transfers or consults in, the routing profile of the agent who initiated the transfer or consult.		String
Start Date Time	The date and time that the contact leg start. A transferred contact will be listed multiple times, for the incoming/dialed out leg and for each transfer leg.	The date and time that the contact leg started. A transferred contact will be listed multiple times, for the incoming/dialed out leg and for each transfer leg.		DateTime
Contact Origin	Indicates whether the contact is incoming, outbound, a transfer or a callback. A given contact may have multiple legs (e.g. incoming and transfer) in which it is assigned to different queues and agents. Ordinarily a transfer is performed by an agent but a Queue Transfer will be the result of contact flow rules.	Indicates whether the contact is incoming, outbound, a transfer or a callback. A given contact may have multiple legs (e.g. incoming and transfer) in which it is assigned to different queues and agents. Ordinarily a transfer is performed by an agent but a Queue Transfer will be the result of contact flow rules.		String
Dialed Number	The number dialed by the customer.	The number dialed by the customer.		String
ContactID	The unique ID number for the contact leg. A transferred contact will be listed multiple times, for the	The unique ID number for the contact leg. A transferred contact will be listed multiple times, for the		String

Name	Description	Definition/Source	Totals	Units
	incoming/outgoing leg and for each transfer leg, and each leg will have its own ID.	incoming/outgoing leg and for each transfer leg, and each leg will have its own ID.		
Original ContactID	This is the unique ID number for the end-to-end contact. A transferred contact will be listed multiple times, for the incoming/outgoing leg and for each transfer leg, but this number will persist across all contact legs to identify the complete history of the contact.	This is the unique ID number for the end-to-end contact. A transferred contact will be listed multiple times, for the incoming/outgoing leg and for each transfer leg, but this number will persist across all contact legs to identify the complete history of the contact.		String
Next ContactID	The unique ID number for the leg that follows the current leg, for the same contact. A transferred contact will be listed multiple times, for the incoming/outgoing leg and for each transfer leg, and each leg will have its own ID.	The unique ID number for the leg that follows the current leg, for the same contact. A transferred contact will be listed multiple times, for the incoming/outgoing leg and for each transfer leg, and each leg will have its own ID.		String
Previous ContactID	The unique ID number for the leg that preceded the current leg, for the same contact. A transferred contact will be listed multiple times, for the incoming/outgoing leg and for each transfer leg, and each leg will have its own ID.	The unique ID number for the leg that preceded the current leg, for the same contact. A transferred contact will be listed multiple times, for the incoming/outgoing leg and for each transfer leg, and each leg will have its own ID.		String
Exit Point	The end point that the contact reached within the initial IVR contact flow.	The end point that the contact reached within the initial IVR contact flow.		String
Contact Origin				
Consult In	This will count 1 if the contact was a consult request sent by an agent. Otherwise this will count 0.	This will count 1 if the contact was a consult request sent by an agent. Otherwise this will count 0.	Avg, Max, Min, Sum	Integer
Overflow In	This will count 1 if the contact was offered to the queue after being overflowed from another queue (i.e. transferred while waiting). Otherwise this will count 0.	This will count 1 if the contact was offered to the queue after being overflowed from another queue (i.e. transferred while waiting). Otherwise this will count 0.	Avg, Max, Min, Sum	Integer
Transfer In	This will count 1 if the contact was a transfer or consult request sent by an agent. Otherwise this will count 0.	This will count 1 if the contact was a transfer or consult request sent by an agent. Otherwise this will count 0.	Avg, Max, Min, Sum	Integer

Name	Description	Definition/Source	Totals	Units
Incoming	This will count 1 to indicate the incoming contact leg and 0 for each successive contact leg. The total will then show the number of incoming contacts that were received.	This will count 1 to indicate the incoming contact leg and 0 for each successive contact leg. The total will then show the number of incoming contacts that were received.	Avg, Max, Min, Sum	Integer
Incoming Actions				
Callbacks Requested	This will count 1 for each incoming contact in which a callback was requested, and 0 for any other contact during the interval. Note that such contacts may also have been offered to a queue before becoming callback requests.	This will count 1 for each incoming contact in which a callback was requested, and 0 for any other contact during the interval. Note that such contacts may also have been offered to a queue before becoming callback requests.	Avg, Max, Min, Sum	Integer
Not Queued	This will count 1 for each incoming contact that ended without being offered to a queue (they may have self served successfully, requested a callback or ended in an unsuccessful state) and 0 for any other contact.	This will count 1 for each incoming contact that ended without being offered to a queue (they may have self served successfully, requested a callback or ended in an unsuccessful state) and 0 for any other contact.	Avg, Max, Min, Sum	Integer
Self Served	This will count 1 for each incoming contact that self-served. This means that it reached an end point in the contact flow that is classified as successful (e.g. a menu option that allowed the customer to complete their transaction), without being offered to a queue or requesting a callback.	This will count 1 for each incoming contact that self-served. This means that it reached an end point in the contact flow that is classified as successful (e.g. a menu option that allowed the customer to complete their transaction), without being offered to a queue or requesting a callback.	Avg, Max, Min, Sum	Integer
IVR Time	For incoming contacts, the total time that elapsed from the start of the contact until the call ended or was offered to a queue, whichever was sooner.	For incoming contacts, the total time that elapsed from the start of the contact until the call ended or was offered to a queue, whichever was sooner.	Avg, Max, Min, Sum	Integer
Queued	This will count 1 for each incoming contact that was offered to a queue and 0 for any other contact. This only counts the incoming leg and not transfer legs so will only count each contact once. Note that such contacts may also have become callback requests after being offered.	This will count 1 for each incoming contact that was offered to a queue and 0 for any other contact. This only counts the incoming leg and not transfer legs so will only count each contact once. Note that such contacts may also have become callback requests after being offered.	Avg, Max, Min, Sum	Integer
Unsuccessful	This will count 1 for each incoming contact that did not reach a	This will count 1 for each incoming contact that did not reach a	Avg, Max,	Integer

Name	Description	Definition/Source	Totals	Units
	successful end point in the contact flow, was not offered to a queue and did not become a callback request.	successful end point in the contact flow, was not offered to a queue and did not become a callback request.	Min, Sum	
Queue and Agent Assignment				
Abandoned	This will count 1 for each contact that was abandoned (i.e. the customer left before an agent answered) and 0 for any other contact.	This will count 1 for each contact that was abandoned (i.e. the customer left before an agent answered) and 0 for any other contact.	Avg, Max, Min, Sum	Integer
Missed Count	This will count the number of times that an agent failed to answer the contact, either because the customer abandoned or because the contact was redirected. If the contact was ultimately answered by an agent, this metric is not a reflection on that agent but instead provides the history of the contact prior to being assigned to that agent.	This will count the number of times that an agent failed to answer the contact, either because the customer abandoned or because the contact was redirected. If the contact was ultimately answered by an agent, this metric is not a reflection on that agent but instead provides the history of the contact prior to being assigned to that agent.	Avg, Max, Min, Sum	Integer
Overflow	This will count 1 if the contact was overflowed. Overflowed contacts were either transferred to another queue or became callback requests. Otherwise this will count 0.	This will count 1 if the contact was overflowed. Overflowed contacts were either transferred to another queue or became callback requests. Otherwise this will count 0.	Avg, Max, Min, Sum	Integer
Answered	This will count 1 for each contact that was answered by an agent and 0 for any other contact.	This will count 1 for each contact that was answered by an agent and 0 for any other contact.	Avg, Max, Min, Sum	Integer
Offered To Queue	This will count 1 for each contact that was offered to a queue (including incoming and transfer contact legs).	This will count 1 for each contact that was offered to a queue (including incoming and transfer contact legs).	Avg, Max, Min, Sum	Integer
Outcomes				
Cold Transfer	This will count 1 if the agent cold transferred the contact out to another agent or queue. This means the source agent did not speak to the recipient agent. Otherwise this will count 0.	This will count 1 if the agent cold transferred the contact out to another agent or queue. This means the source agent did not speak to the recipient agent. Otherwise this will count 0.	Avg, Max, Min, Sum	Integer
Consulted	This will count 1 if the agent initiated at least one consult. This either means that the agent spoke to	This will count 1 if the agent initiated at least one consult. This either means that the agent spoke to	Avg, Max, Min, Sum	Integer

Name	Description	Definition/Source	Totals	Units
	another agent while the customer was on hold, or both agents were in a conference with the customer. Following the consult, the contact stayed with the original agent. Otherwise this will count 0.	another agent while the customer was on hold, or both agents were in a conference with the customer. Following the consult, the contact stayed with the original agent. Otherwise this will count 0.		
Hold Count	This will count the number of times that the agent placed the customer on hold.	This will count the number of times that the agent placed the customer on hold.	Avg, Max, Min, Sum	Integer
Consult Count	This will count the number of times that the agent initiated a consult. This either means that the agent spoke to another agent while the customer was on hold, or both agents were in a conference with the customer. Following the consult, the contact stayed with the original agent.	This will count the number of times that the agent initiated a consult. This either means that the agent spoke to another agent while the customer was on hold, or both agents were in a conference with the customer. Following the consult, the contact stayed with the original agent.	Avg, Max, Min, Sum	Integer
External Transfer	This will count 1 if the agent transferred the contact out to a non-contact center number. For example, to a back office department.Otherwise this will count 0.	This will count 1 if the agent transferred the contact out to a non-contact center number. For example, to a back office department.Otherwise this will count 0.	Avg, Max, Min, Sum	Integer
Warm Transfer	This will count 1 if the agent warm transferred the contact out to another agent or queue. This means the source agent initially consulted the recipient agent before transferring the contact to them. Otherwise this will count 0.	This will count 1 if the agent warm transferred the contact out to another agent or queue. This means the source agent initially consulted the recipient agent before transferring the contact to them. Otherwise this will count 0.	Avg, Max, Min, Sum	Integer
Durations				
Consult Time	The total amount of time that the agent spent connected to another agent (either the agents were speaking while the customer was on hold, or both agents were in a conference with the customer).	The total amount of time that the agent spent connected to another agent (either the agents were speaking while the customer was on hold, or both agents were in a conference with the customer).	Avg, Max, Min, Sum	Integer
Queue Time	The time that elapsed from when the contact was offered to the queue to when it was either answered or the customer left.	The time that elapsed from when the contact was offered to the queue to when it was either answered or the customer left.	Avg, Max, Min, Sum	Integer

Name	Description	Definition/Source	Totals	Units
Wrap Time	The amount of time that the agent spent after the customer had left or been transferred.	The amount of time that the agent spent after the customer had left or been transferred.	Avg, Max, Min, Sum	Integer
Hold Time	The amount of time that the agent spent with the customer connected but placed on hold.	The amount of time that the agent spent with the customer connected but placed on hold.	Avg, Max, Min, Sum	Integer
Talk Time	The amount of time that the agent spent with the customer connected and not on hold.	The amount of time that the agent spent with the customer connected and not on hold.	Avg, Max, Min, Sum	Integer
Service Level Adherence				
Service Level Abandoned	This will count 1 for each contact that was abandoned (i.e. the customer left before an agent answered) while still within the queue's service level threshold and 0 for any other contact. The service level threshold is the amount of time in which it is expected that calls should be answered.	This will count 1 for each contact that was abandoned (i.e. the customer left before an agent answered) while still within the queue's service level threshold and 0 for any other contact. The service level threshold is the amount of time in which it is expected that calls should be answered.	Avg, Max, Min, Sum	Integer
Service Level Answered	This will count 1 for each contact that was answered by an agent within the queue's service level threshold and 0 for any other contact. The service level threshold is the amount of time in which it is expected that calls should be answered.	This will count 1 for each contact that was answered by an agent within the queue's service level threshold and 0 for any other contact. The service level threshold is the amount of time in which it is expected that calls should be answered.	Avg, Max, Min, Sum	Integer

Hist - Amazon Contact Routing Summary

Overview

Aggregated routing metrics such as volumes, dispositions, wait times, handling times, dispositions summarized by DN, Source/Target Queue, Source/Target Agent, Call Variable dimensions, call counts and VRU/handle time durations. This does not include metrics which only make sense with specific dimensions such as queue time.

Selection Criteria

Referenced Table(s)	
Parameter Type(s)	IT_DATE, IT_DIALED_NUMBER, IT_QUEUE, IT_AGENT, IT_ROUTING_PROFILE
Time Period(s)	Quarter Hour, Half Hour, Hour, Date, Week, Month, Quarter, Year
Grouping(s)	Quarter Hour, Half Hour, Hour, Date, Week, Month, Quarter, Year, Dialed Number, Dialed Number, Routing Profile, Source Routing Profile, Queue, Source Agent, Source Queue, Agent, Source Queue, Agent, Source Agent, Queue, Routing Profile, Source Routing Profile
Timezone Enabled	Yes

Attribute Definitions

Name	Description	Definition/Source	Totals	Units
Parameters				
Dialed Number	The number dialed by the customer.	The number dialed by the customer.		String
Source Queue	The queue to which contacts were assigned at the time of a transfer or consult being initiated.	The queue to which contacts were assigned at the time of a transfer or consult being initiated.		String
Agent	The agent who was answering/handling contacts.	The agent who was answering/handling contacts.		String
Source Agent	The agent who initiated transfers and/or consults.	The agent who initiated transfers and/or consults.		String
Queue	The queue to which contacts were offered/assigned.	The queue to which contacts were offered/assigned.		String
Routing Profile	The routing profile for the agent who was answering/handling contacts.	The routing profile for the agent who was answering/handling contacts..		String
Source Routing Profile	The routing profile for the agent who initiated transfers and/or consults.	The routing profile for the agent who initiated transfers and/or consults.		String

Name	Description	Definition/Source	Totals	Units
Time Periods				
Quarter Hour	Quarter Hour			DateTime
Half Hour	Half Hour			DateTime
Hour	Hour			String
Date	Date			DateTime
Week	Week			String
Month	Month			String
Quarter	Quarter			String
Year	Year			String
Attributes				
Dialed Number	The number dialed by the customer.	The number dialed by the customer.		String
Routing Profile	The routing profile for the agent who was answering/handling contacts.	The routing profile for the agent who was answering/handling contacts.		String
Source Routing Profile	The routing profile for the agent who initiated transfers and/or consults.	The routing profile for the agent who initiated transfers and/or consults.		String
Queue	The queue to which contacts were offered/assigned.	The queue to which contacts were offered/assigned.		String
Source Agent	The agent who initiated transfers and/or consults.	The agent who initiated transfers and/or consults.		String
Source Queue	The queue to which contacts were assigned at the time of a transfer or consult being initiated.	The queue to which contacts were assigned at the time of a transfer or consult being initiated.		String
Agent	The agent who was answering/handling contacts.	The agent who was answering/handling contacts.		String
Incoming Volumes				
% Overflow In	The number of contacts answered, abandoned or overflowed during the interval which had been overflowed from another queue (i.e. transferred while	The number of contacts answered, abandoned or overflowed during the interval which had been overflowed from another queue (i.e. transferred while	Avg, Max, Min, WeightedAvg	Float

Name	Description	Definition/Source	Totals	Units
	waiting).	waiting).		
Unsuccessful	The number of incoming contacts during the interval that did not reach a successful end point in the contact flow, were not offered to a queue and did not become callback requests.	The number of incoming contacts during the interval that did not reach a successful end point in the contact flow, were not offered to a queue and did not become callback requests.	Avg, Max, Min, Sum	Integer
Callback Requests	The number of contacts that completed IVR during the interval for which a callback was requested. Note that such contacts may also have been offered to a queue before becoming callback requests.	The number of contacts that completed IVR during the interval for which a callback was requested. Note that such contacts may also have been offered to a queue before becoming callback requests.	Avg, Max, Min, Sum	Integer
Completed IVR	The number of incoming contacts that were offered to a queue, or ended without being offered to a queue, during the interval. This only counts the incoming leg and not transfer legs so will only count each contact once.	The number of incoming contacts that were offered to a queue, or ended without being offered to a queue, during the interval. This only counts the incoming leg and not transfer legs so will only count each contact once.	Avg, Max, Min, Sum	Integer
Queued	The number of incoming contacts which were offered to a queue during the interval. This only counts the incoming leg and not transfer legs so will only count each contact once. Note that such contacts may also have become callback requests after being offered.	The number of incoming contacts which were offered to a queue during the interval. This only counts the incoming leg and not transfer legs so will only count each contact once. Note that such contacts may also have become callback requests after being offered.	Avg, Max, Min, Sum	Integer
IVR Time	For all contacts that completed IVR during the interval, the total time that elapsed from the start of the contact until the call ended or was offered to a queue, whichever was sooner.	For all contacts that completed IVR during the interval, the total time that elapsed from the start of the contact until the call ended or was offered to a queue, whichever was sooner.	Avg, Max, Min, Sum	Integer
Incoming	The number of inbound contacts that were received	The number of inbound contacts that were received	Avg, Max, Min, Sum	Integer

Name	Description	Definition/Source	Totals	Units
	by the dialed number during the interval. Each contact will be counted once only.	by the dialed number during the interval. Each contact will be counted once only.		
% Queued	Of incoming contacts during the interval, the proportion that were offered to a queue. This only counts the incoming leg and not transfer legs so will only count each contact once. Note that such contacts may also have become callback requests after being offered.	Of incoming contacts during the interval, the proportion that were offered to a queue. This only counts the incoming leg and not transfer legs so will only count each contact once. Note that such contacts may also have become callback requests after being offered.	Avg, Max, Min, WeightedAvg	Float
Self Served	The number of incoming contacts that self-served during the interval. This means that they reached an end point in the contact flow that is classified as successful (e.g. the customer completed their transaction via IVR), without being offered to a queue or requesting a callback.	The number of incoming contacts that self-served during the interval. This means that they reached an end point in the contact flow that is classified as successful (e.g. the customer completed their transaction via IVR), without being offered to a queue or requesting a callback.	Avg, Max, Min, Sum	Integer
Not Queued	The number of incoming contacts that ended during the interval without being offered to a queue. They may have self served successfully, requested a callback or ended in an unsuccessful state.	The number of incoming contacts that ended during the interval without being offered to a queue. They may have self served successfully, requested a callback or ended in an unsuccessful state.	Avg, Max, Min, Sum	Integer
Avg IVR Time	For each contact that completed IVR during the interval, the average time that elapsed from the start of the contact until the call ended or was offered to a queue, whichever was sooner.	For each contact that completed IVR during the interval, the average time that elapsed from the start of the contact until the call ended or was offered to a queue, whichever was sooner.	Avg, Min, Max, WeightedAvg	Integer
% Unsuccessful	Of incoming contacts during the interval, the proportion that did not reach a successful end point in the	Of incoming contacts during the interval, the proportion that did not reach a successful end point in the	Avg, Max, Min, WeightedAvg	Float

Name	Description	Definition/Source	Totals	Units
	contact flow, were not offered to a queue and did not become callback requests.	contact flow, were not offered to a queue and did not become callback requests.		
% Callback Requests	Of the contacts that completed IVR during the interval, the proportion for which a callback was requested. Note that such contacts may also have been offered to a queue before becoming callback requests.	Of the contacts that completed IVR during the interval, the proportion for which a callback was requested. Note that such contacts may also have been offered to a queue before becoming callback requests.	Avg, Max, Min, WeightedAvg	Float
% Self Served	Of incoming contacts during the interval, the proportion that self-served. This means that they reached an end point in the contact flow that is classified as successful (e.g. the customer completed their transaction via IVR), without being offered to a queue or requesting a callback.	Of incoming contacts during the interval, the proportion that self-served. This means that they reached an end point in the contact flow that is classified as successful (e.g. the customer completed their transaction via IVR), without being offered to a queue or requesting a callback.	Avg, Max, Min, WeightedAvg	Float

Queue and Agent Volumes

Name	Description	Definition/Source	Totals	Units
Abandoned	The number of contacts abandoned during the interval (i.e. the customer left before an agent answered). Contacts may have been abandoned in the queue or while ringing at an agent desktop.	The number of contacts abandoned during the interval (i.e. the customer left before an agent answered). Contacts may have been abandoned in the queue or while ringing at an agent desktop.	Avg, Max, Min, Sum	Integer
Total Contacts	The total number of contacts answered, abandoned or overflowed during the interval. A transferred/consulted contact will be counted multiple times, for the incoming leg and for each transfer or consult leg.	The total number of contacts answered, abandoned or overflowed during the interval. A transferred/consulted contact will be counted multiple times, for the incoming leg and for each transfer or consult leg.	Avg, Max, Min, Sum	Integer
Answered	The number of contacts answered by an agent during the interval. Includes	The number of contacts answered by an agent during the interval. Includes	Avg, Max, Min, Sum	Integer

Name	Description	Definition/Source	Totals	Units
	queued contacts and agent-to-agent transfers/consults.	queued contacts and agent-to-agent transfers/consults.		
Missed	The number of contacts answered, abandoned or overflowed during the interval, where at least one agent had failed to answer the contact. This may be because the customer abandoned while ringing at the agent desktop or because the contact was redirected away from the agent.	The number of contacts answered, abandoned or overflowed during the interval, where at least one agent had failed to answer the contact. This may be because the customer abandoned while ringing at the agent desktop or because the contact was redirected away from the agent.	Avg, Max, Min, Sum	Integer
Offered to Queue	The number of contacts offered to a queue during the interval. A transferred contact will be counted multiple times, for the incoming leg and for each transfer leg.	The number of contacts offered to a queue during the interval. A transferred contact will be counted multiple times, for the incoming leg and for each transfer leg.	Avg, Max, Min, Sum	Integer
Overflow	The number of contacts in a queue which were overflowed during the interval. Overflowed contacts were either transferred to another queue or became callback requests.	The number of contacts in a queue which were overflowed during the interval. Overflowed contacts were either transferred to another queue or became callback requests.	Avg, Max, Min, Sum	Integer
% Abandoned	The number of contacts abandoned during the interval (i.e. the customer left before an agent answered), as a proportion of contacts answered, abandoned or overflowed. Contacts may have been abandoned in the queue or while ringing at an agent desktop.	The number of contacts abandoned during the interval (i.e. the customer left before an agent answered), as a proportion of contacts answered, abandoned or overflowed. Contacts may have been abandoned in the queue or while ringing at an agent desktop.	Avg, Max, Min, WeightedAvg	Float
% Answered	The number of contacts answered by an agent during the interval, as a proportion of contacts answered, abandoned or overflowed. Includes queued contacts	The number of contacts answered by an agent during the interval, as a proportion of contacts answered, abandoned or overflowed. Includes queued contacts	Avg, Max, Min, WeightedAvg	Float

Name	Description	Definition/Source	Totals	Units
	and agent-to-agent transfers/consults.	and agent-to-agent transfers/consults.		
% Missed	Of contacts answered, abandoned or overflowed during the interval, the proportion where at least one agent had failed to answer the contact. This may be because the customer abandoned while ringing at the agent desktop or because the contact was redirected away from the agent.	Of contacts answered, abandoned or overflowed during the interval, the proportion where at least one agent had failed to answer the contact. This may be because the customer abandoned while ringing at the agent desktop or because the contact was redirected away from the agent.	Avg, Max, Min, WeightedAvg	Float
% Overflow	The number of contacts in a queue which were overflowed during the interval, as a proportion of contacts answered, abandoned or overflowed. Overflowed contacts were either transferred to another queue or became callback requests.	The number of contacts in a queue which were overflowed during the interval, as a proportion of contacts answered, abandoned or overflowed. Overflowed contacts were either transferred to another queue or became callback requests.	Avg, Max, Min, WeightedAvg	Float

Queue and Agent Volumes by Origin

Name	Description	Definition/Source	Totals	Units
Cold Transfer In	The number of cold transfers from another agent which were answered, abandoned or overflowed during the interval. This means the source agent did not speak to the recipient agent.	The number of cold transfers from another agent which were answered, abandoned or overflowed during the interval. This means the source agent did not speak to the recipient agent.	Avg, Max, Min, Sum	Integer
Consult In	The number of consults from another agent which were answered, abandoned or overflowed during the interval. This either means that the two agents spoke while the customer was on hold, or both agents were in a conference with the customer. Following the consult, the contact stayed with the original agent.	The number of consults from another agent which were answered, abandoned or overflowed during the interval. This either means that the two agents spoke while the customer was on hold, or both agents were in a conference with the customer. Following the consult, the contact stayed with the original agent.	Avg, Max, Min, Sum	Integer

Name	Description	Definition/Source	Totals	Units
Overflow In	The number of contacts answered, abandoned or overflowed during the interval which had been overflowed from another queue (i.e. transferred while waiting).	The number of contacts answered, abandoned or overflowed during the interval which had been overflowed from another queue (i.e. transferred while waiting).	Avg, Max, Min, Sum	Integer
% Consult In	Of the contacts answered, abandoned or overflowed during the interval, the proportion which were consults from another agent. This either means that the two agents spoke while the customer was on hold, or both agents were in a conference with the customer. Following the consult, the contact stayed with the original agent.	Of the contacts answered, abandoned or overflowed during the interval, the proportion which were consults from another agent. This either means that the two agents spoke while the customer was on hold, or both agents were in a conference with the customer. Following the consult, the contact stayed with the original agent.	Avg, Max, Min, WeightedAvg	Float
% Transfer/Consult In	Of the contacts answered, abandoned or overflowed during the interval, the proportion which had been transfers or consults from another agent.	Of the contacts answered, abandoned or overflowed during the interval, the proportion which had been transfers or consults from another agent.	Avg, Max, Min, WeightedAvg	Float
% Transfer In	Of the contacts answered, abandoned or overflowed during the interval, the proportion which had been transfers from another agent. This includes warm and cold transfers from agent to agent or agent to queue.	Of the contacts answered, abandoned or overflowed during the interval, the proportion which had been transfers from another agent. This includes warm and cold transfers from agent to agent or agent to queue.	Avg, Max, Min, WeightedAvg	Float
Transfer/Consult In	The number of transfers and consults from another agent that were answered, abandoned or overflowed during the interval.	The number of transfers and consults from another agent that were answered, abandoned or overflowed during the interval.	Avg, Max, Min, Sum	Integer
Transfer In	The number of transfers from another agent which were answered, abandoned or overflowed during the interval. This includes warm and cold transfers from agent	The number of transfers from another agent which were answered, abandoned or overflowed during the interval. This includes warm and cold transfers from agent	Avg, Max, Min, Sum	Integer

Name	Description	Definition/Source	Totals	Units
	to agent or agent to queue.	to agent or agent to queue.		
Warm Transfer In	The number of warm transfers from another agent which were answered, abandoned or overflowed during the interval. This means the source agent initially consulted the recipient agent before transferring the contact to them.	The number of warm transfers from another agent which were answered, abandoned or overflowed during the interval. This means the source agent initially consulted the recipient agent before transferring the contact to them.	Avg, Max, Min, Sum	Integer
Outcomes				
Consulted	The number of contacts which an agent handled during the interval, where the agent initiated at least one consult. This either means that the agent spoke to another agent while the customer was on hold, or both agents were in a conference with the customer. Following the consult, the contact stayed with the original agent.	The number of contacts which an agent handled during the interval, where the agent initiated at least one consult. This either means that the agent spoke to another agent while the customer was on hold, or both agents were in a conference with the customer. Following the consult, the contact stayed with the original agent.	Avg, Max, Min, Sum	Integer
Cold Transfer	The number of contacts which an agent cold transferred out to another agent or queue during the interval. This means the source agent did not speak to the recipient agent.	The number of contacts which an agent cold transferred out to another agent or queue during the interval. This means the source agent did not speak to the recipient agent.	Avg, Max, Min, Sum	Integer
External Transfer	The number of contacts which an agent transferred out to a non-contact center number during the interval. For example, to a back office department.	The number of contacts which an agent transferred out to a non-contact center number during the interval. For example, to a back office department.	Avg, Max, Min, Sum	Integer
Handled	The number of contacts which an agent handled during the interval (i.e. the agent completed wrap-up, either after the customer	The number of contacts which an agent handled during the interval (i.e. the agent completed wrap-up, either after the customer	Avg, Max, Min, Sum	Integer

Name	Description	Definition/Source	Totals	Units
	left or after the agent transferred the contact elsewhere). A transferred/consulted contact will be counted multiple times, for the incoming leg and for each transfer or consult leg.	left or after the agent transferred the contact elsewhere). A transferred/consulted contact will be counted multiple times, for the incoming leg and for each transfer or consult leg.		
Hold	The number of contacts which an agent handled during the interval where the agent placed the customer on hold at least once. Each contact will be counted only once even if the customer was placed on hold multiple times.	The number of contacts which an agent handled during the interval where the agent placed the customer on hold at least once. Each contact will be counted only once even if the customer was placed on hold multiple times.	Avg, Max, Min, Sum	Integer
% Consulted	Of contacts which an agent handled during the interval, the proportion where the agent initiated at least one consult. This either means that the agent spoke to another agent while the customer was on hold, or both agents were in a conference with the customer. Following the consult, the contact stayed with the original agent.	Of contacts which an agent handled during the interval, the proportion where the agent initiated at least one consult. This either means that the agent spoke to another agent while the customer was on hold, or both agents were in a conference with the customer. Following the consult, the contact stayed with the original agent.	Avg, Max, Min, WeightedAvg	Float
% Hold	Of contacts which an agent handled during the interval, the proportion where the agent placed the customer on hold at least once. Each contact will be counted only once even if the customer was placed on hold multiple times.	Of contacts which an agent handled during the interval, the proportion where the agent placed the customer on hold at least once. Each contact will be counted only once even if the customer was placed on hold multiple times.	Avg, Max, Min, WeightedAvg	Float
% Transferred/Consulted	Of contacts which an agent handled during the interval, the proportion where the agent transferred the contact and/or initiated at least one consult.	Of contacts which an agent handled during the interval, the proportion where the agent transferred the contact and/or initiated at least one consult.	Avg, Max, Min, WeightedAvg	Float

Name	Description	Definition/Source	Totals	Units
% Transfer	Of contacts which an agent handled during the interval, the proportion which the agent transferred out. This includes warm and cold transfers to other agents, queues and external numbers.	Of contacts which an agent handled during the interval, the proportion which the agent transferred out. This includes warm and cold transfers to other agents, queues and external numbers.	Avg, Max, Min, WeightedAvg	Float
Transferred/Consulted	The number of contacts which an agent handled during the interval, where the agent transferred the contact and/or initiated at least one consult.	The number of contacts which an agent handled during the interval, where the agent transferred the contact and/or initiated at least one consult.	Avg, Max, Min, Sum	Integer
Transfer	The number of contacts which an agent transferred out during the interval. This includes warm and cold transfers to other agents, queues and external numbers.	The number of contacts which an agent transferred out during the interval. This includes warm and cold transfers to other agents, queues and external numbers.	Avg, Max, Min, Sum	Integer
Warm Transfer	The number of contacts which an agent warm transferred out to another agent or queue during the interval. This means the source agent initially consulted the recipient agent before transferring the contact to them.	The number of contacts which an agent warm transferred out to another agent or queue during the interval. This means the source agent initially consulted the recipient agent before transferring the contact to them.	Avg, Max, Min, Sum	Integer

Holds, Consults and Transfers

Name	Description	Definition/Source	Totals	Units
Avg Hold Count	For each contact which an agent handled during the interval where the agent placed the customer on hold, the average number of times that the agent placed the customer on hold.	For each contact which an agent handled during the interval where the agent placed the customer on hold, the average number of times that the agent placed the customer on hold.	Avg, Max, Min, WeightedAvg	Float
Consult Count	For contacts which an agent handled during the interval, the number of consults initiated by the agent. This either means that the agent	For contacts which an agent handled during the interval, the number of consults initiated by the agent. This either means that the agent	Avg, Min, Max, Sum	Integer

Name	Description	Definition/Source	Totals	Units
	spoke to another agent while the customer was on hold, or both agents were in a conference with the customer. Following the consult, the contact stayed with the original agent.	spoke to another agent while the customer was on hold, or both agents were in a conference with the customer. Following the consult, the contact stayed with the original agent.		
Hold Count	For all contacts which an agent handled during the interval, the total number of times that the agent placed the customer on hold.	For all contacts which an agent handled during the interval, the total number of times that the agent placed the customer on hold.	Avg, Max, Min, Sum	Integer
Max Hold Time	Out of all contacts which an agent handled during the interval, the longest amount of continuous time for which the agent placed a customer on hold.	Out of all contacts which an agent handled during the interval, the longest amount of continuous time for which the agent placed a customer on hold.	Avg, Max, Min	Integer
Transfer/Consult Count	For contacts which an agent handled during the interval, the number of transfers or consults initiated by the agent.	For contacts which an agent handled during the interval, the number of transfers or consults initiated by the agent.	Avg, Max, Min, Sum	Integer
Durations				
Consult Time In	For all consults that an agent answered during the interval, the total amount of time spent connected to the other agent (either the agents were speaking while the customer was on hold, or both agents were in a conference with the customer).	For all consults that an agent answered during the interval, the total amount of time spent connected to the other agent (either the agents were speaking while the customer was on hold, or both agents were in a conference with the customer).	Avg, Max, Min, Sum	Integer
Avg Consult Time In	For each consult that an agent answered during the interval, the average amount of time spent connected to the other agent (either the agents were speaking while the customer was on hold, or both agents were in a conference with the customer).	For each consult that an agent answered during the interval, the average amount of time spent connected to the other agent (either the agents were speaking while the customer was on hold, or both agents were in a conference with the customer).	Avg, Max, Min, WeightedAvg	Integer

Name	Description	Definition/Source	Totals	Units
Avg Consult Time	For each consult initiated by an agent as part of a contact handled during the interval, the average amount of time spent connected to another agent (either the agents were speaking while the customer was on hold, or both agents were in a conference with the customer).	For each consult initiated by an agent as part of a contact handled during the interval, the average amount of time spent connected to another agent (either the agents were speaking while the customer was on hold, or both agents were in a conference with the customer).	Avg, Max, Min, WeightedAvg	Integer
AHT	Average Handle Time. For each contact which an agent handled during the interval, the average amount of time that the agent spent on the contact, including talk time, hold time and wrap time.	Average Handle Time. For each contact which an agent handled during the interval, the average amount of time that the agent spent on the contact, including talk time, hold time and wrap time.	Avg, Max, Min, WeightedAvg	Integer
Avg Hold Time	For each contact which an agent handled during the interval, the average amount of time that the agent spent with the customer connected but placed on hold.	For each contact which an agent handled during the interval, the average amount of time that the agent spent with the customer connected but placed on hold.	Avg, Max, Min, WeightedAvg	Integer
Avg Talk/Hold Time	For each contact which an agent handled during the interval, the average amount of time that the agent spent on the contact excluding wrap. This includes talk time and hold time.	For each contact which an agent handled during the interval, the average amount of time that the agent spent on the contact excluding wrap. This includes talk time and hold time.	Avg, Max, Min, WeightedAvg	Integer
Avg Talk Time	For each contact which an agent handled during the interval, the average amount of time that the agent spent with the customer connected and not on hold.	For each contact which an agent handled during the interval, the average amount of time that the agent spent with the customer connected and not on hold.	Avg, Max, Min, WeightedAvg	Integer
Avg Wrap Time	For each contact which an agent handled during the interval, the average amount of time that the agent spent after the customer had left or been transferred.	For each contact which an agent handled during the interval, the average amount of time that the agent spent after the customer had left or been transferred.	Avg, Max, Min, WeightedAvg	Integer

Name	Description	Definition/Source	Totals	Units
Consult Time	For all consults initiated by an agent as part of a contact handled during the interval, the total amount of time spent connected to another agent (either the agents were speaking while the customer was on hold, or both agents were in a conference with the customer).	For all consults initiated by an agent as part of a contact handled during the interval, the total amount of time spent connected to another agent (either the agents were speaking while the customer was on hold, or both agents were in a conference with the customer).	Avg, Max, Min, Sum	Integer
Handle Time	For all contacts which an agent handled during the interval, the total amount of time that the agent spent on the contact, including talk time, hold time and wrap time.	For all contacts which an agent handled during the interval, the total amount of time that the agent spent on the contact, including talk time, hold time and wrap time.	Avg, Max, Min, Sum	Integer
Hold Time	For all contacts which an agent handled during the interval, the total amount of time that the agent spent with the customer connected but placed on hold.	For all contacts which an agent handled during the interval, the total amount of time that the agent spent with the customer connected but placed on hold.	Avg, Max, Min, Sum	Integer
Talk/Hold Time	For all contacts which an agent handled during the interval, the total amount of time that the agent spent on the contact excluding wrap. This includes talk time and hold time.	For all contacts which an agent handled during the interval, the total amount of time that the agent spent on the contact excluding wrap. This includes talk time and hold time.	Avg, Max, Min, Sum	Integer
Talk Time	For all contacts which an agent handled during the interval, the total amount of time that the agent spent with the customer connected and not on hold.	For all contacts which an agent handled during the interval, the total amount of time that the agent spent with the customer connected and not on hold.	Avg, Max, Min, Sum	Integer
Wrap Time	For all contacts which an agent handled during the interval, the total amount of time that the agent spent after the customer had left or been transferred.	For all contacts which an agent handled during the interval, the total amount of time that the agent spent after the customer had left or been transferred.	Avg, Max, Min, Sum	Integer

Hist - Amazon Dialed Number Summary

Overview

Aggregated contact treatment metrics such as volumes, dispositions, wait times, handling times and service level, summarized by Dialed Number. Includes the incoming self service/IVR elements of the contact as well as the contact center elements.

Selection Criteria

Referenced Table(s)	
Parameter Type(s)	IT_DATE, IT_DIALED_NUMBER
Time Period(s)	Quarter Hour, Half Hour, Hour, Date, Week, Month, Quarter, Year
Grouping(s)	Quarter Hour, Contact Origin, Contact Origin, Half Hour, Hour, Date, Week, Month, Quarter, Year, Dialed Number
Timezone Enabled	Yes

Attribute Definitions

Name	Description	Definition/Source	Totals	Units
Parameters				
Dialed Number	The number dialed by the customer.	The number dialed by the customer.		String
Time Periods				
Quarter Hour	Quarter Hour			DateTime
Half Hour	Half Hour			DateTime
Hour	Hour			String
Date	Date			DateTime
Week	Week			String
Month	Month			String

Name	Description	Definition/Source	Totals	Units
Quarter	Quarter			String
Year	Year			String
Filters				
Contact Origin	Indicates whether the contact is incoming, outbound, a transfer or a callback. A given contact may have multiple legs (e.g. incoming and transfer) in which it is assigned to different queues and agents.	Indicates whether the contact is incoming, outbound, a transfer or a callback. A given contact may have multiple legs (e.g. incoming and transfer) in which it is assigned to different queues and agents.		String
Attributes				
Contact Origin	Indicates whether the contact is incoming, outbound, a transfer or a callback. A given contact may have multiple legs (e.g. incoming and transfer) in which it is assigned to different queues and agents.	Indicates whether the contact is incoming, outbound, a transfer or a callback. A given contact may have multiple legs (e.g. incoming and transfer) in which it is assigned to different queues and agents.		String
Incoming Volumes				
Unsuccessful	The number of incoming contacts during the interval that did not reach a successful end point in the contact flow, were not offered to a queue and did not become callback requests.	The number of incoming contacts during the interval that did not reach a successful end point in the contact flow, were not offered to a queue and did not become callback requests.	Avg, Max, Min, Sum	Integer
Callback Requests	The number of contacts that completed IVR during the interval for which a callback was requested. Note that such contacts may also have been offered to a queue before becoming callback requests.	The number of contacts that completed IVR during the interval for which a callback was requested. Note that such contacts may also have been offered to a queue before becoming callback requests.	Avg, Max, Min, Sum	Integer
Completed IVR	The number of incoming contacts that were offered to a queue, or ended without being offered to a queue,	The number of incoming contacts that were offered to a queue, or ended without being offered to a queue,	Avg, Max, Min, Sum	Integer

Name	Description	Definition/Source	Totals	Units
	during the interval. This only counts the incoming leg and not transfer legs so will only count each contact once.	during the interval. This only counts the incoming leg and not transfer legs so will only count each contact once.		
Queued	The number of incoming contacts which were offered to a queue during the interval. This only counts the incoming leg and not transfer legs so will only count each contact once. Note that such contacts may also have become callback requests after being offered.	The number of incoming contacts which were offered to a queue during the interval. This only counts the incoming leg and not transfer legs so will only count each contact once. Note that such contacts may also have become callback requests after being offered.	Avg, Max, Min, Sum	Integer
IVR Time	For all contacts that completed IVR during the interval, the total time that elapsed from the start of the contact until the call ended or was offered to a queue, whichever was sooner.	For all contacts that completed IVR during the interval, the total time that elapsed from the start of the contact until the call ended or was offered to a queue, whichever was sooner.	Avg, Max, Min, Sum	Integer
Incoming	The number of inbound contacts that were received by the dialed number during the interval. Each contact will be counted once only.	The number of inbound contacts that were received by the dialed number during the interval. Each contact will be counted once only.	Avg, Max, Min, Sum	Integer
% Queued	Of incoming contacts during the interval, the proportion that were offered to a queue. This only counts the incoming leg and not transfer legs so will only count each contact once. Note that such contacts may also have become callback requests after being offered.	Of incoming contacts during the interval, the proportion that were offered to a queue. This only counts the incoming leg and not transfer legs so will only count each contact once. Note that such contacts may also have become callback requests after being offered.	Avg, Max, Min, WeightedAvg	Float
Self Served	The number of incoming contacts that self-served during the interval. This means that they reached an end point in the contact flow that is classified as successful (e.g. the customer completed their	The number of incoming contacts that self-served during the interval. This means that they reached an end point in the contact flow that is classified as successful (e.g. the customer completed their	Avg, Max, Min, Sum	Integer

Name	Description	Definition/Source	Totals	Units
	transaction via IVR), without being offered to a queue or requesting a callback.	transaction via IVR), without being offered to a queue or requesting a callback.		
Not Queued	The number of incoming contacts that ended during the interval without being offered to a queue. They may have self served successfully, requested a callback or ended in an unsuccessful state.	The number of incoming contacts that ended during the interval without being offered to a queue. They may have self served successfully, requested a callback or ended in an unsuccessful state.	Avg, Max, Min, Sum	Integer
Avg IVR Time	For each contact that completed IVR during the interval, the average time that elapsed from the start of the contact until the call ended or was offered to a queue, whichever was sooner.	For each contact that completed IVR during the interval, the average time that elapsed from the start of the contact until the call ended or was offered to a queue, whichever was sooner.	Avg, Max, Min, WeightedAvg	Integer
% Unsuccessful	Of incoming contacts during the interval, the proportion that did not reach a successful end point in the contact flow, were not offered to a queue and did not become callback requests.	Of incoming contacts during the interval, the proportion that did not reach a successful end point in the contact flow, were not offered to a queue and did not become callback requests.	Avg, Max, Min, WeightedAvg	Float
% Callback Requests	Of the contacts that completed IVR during the interval, the proportion for which a callback was requested. Note that such contacts may also have been offered to a queue before becoming callback requests.	Of the contacts that completed IVR during the interval, the proportion for which a callback was requested. Note that such contacts may also have been offered to a queue before becoming callback requests.	Avg, Max, Min, WeightedAvg	Float
% Self Served	Of incoming contacts during the interval, the proportion that self-served. This means that they reached an end point in the contact flow that is classified as successful (e.g. the customer completed their transaction via IVR), without being	Of incoming contacts during the interval, the proportion that self-served. This means that they reached an end point in the contact flow that is classified as successful (e.g. the customer completed their transaction via IVR), without being	Avg, Max, Min, WeightedAvg	Float

Name	Description	Definition/Source	Totals	Units
	offered to a queue or requesting a callback.	offered to a queue or requesting a callback.		
Queue and Agent Volumes				
Abandoned	The number of contacts abandoned during the interval (i.e. the customer left before an agent answered). Contacts may have been abandoned in the queue or while ringing at an agent desktop.	The number of contacts abandoned during the interval (i.e. the customer left before an agent answered). Contacts may have been abandoned in the queue or while ringing at an agent desktop.	Avg, Max, Min, Sum	Integer
Total Contacts	The total number of contacts answered, abandoned or overflowed during the interval. A transferred/consulted contact will be counted multiple times, for the incoming leg and for each transfer or consult leg.	The total number of contacts answered, abandoned or overflowed during the interval. A transferred/consulted contact will be counted multiple times, for the incoming leg and for each transfer or consult leg.	Avg, Max, Min, Sum	Integer
Answered	The number of contacts answered by an agent during the interval. Includes queued contacts and agent-to-agent transfers/consults.	The number of contacts answered by an agent during the interval. Includes queued contacts and agent-to-agent transfers/consults.	Avg, Max, Min, Sum	Integer
Missed	The number of contacts answered, abandoned or overflowed during the interval, where at least one agent had failed to answer the contact. This may be because the customer abandoned while ringing at the agent desktop or because the contact was redirected away from the agent.	The number of contacts answered, abandoned or overflowed during the interval, where at least one agent had failed to answer the contact. This may be because the customer abandoned while ringing at the agent desktop or because the contact was redirected away from the agent.	Avg, Max, Min, Sum	Integer
Offered to Queue	The number of contacts offered to a queue during the interval. A transferred contact will be counted multiple times, for the incoming leg and for each transfer leg.	The number of contacts offered to a queue during the interval. A transferred contact will be counted multiple times, for the incoming leg and for each transfer leg.	Avg, Max, Min, Sum	Integer

Name	Description	Definition/Source	Totals	Units
Overflow	The number of contacts in a queue which were overflowed during the interval. Overflowed contacts were either transferred to another queue or became callback requests.	The number of contacts in a queue which were overflowed during the interval. Overflowed contacts were either transferred to another queue or became callback requests.	Avg, Max, Min, Sum	Integer
% Abandoned	The number of contacts abandoned during the interval (i.e. the customer left before an agent answered), as a proportion of contacts answered, abandoned or overflowed. Contacts may have been abandoned in the queue or while ringing at an agent desktop.	The number of contacts abandoned during the interval (i.e. the customer left before an agent answered), as a proportion of contacts answered, abandoned or overflowed. Contacts may have been abandoned in the queue or while ringing at an agent desktop.	Avg, Max, Min, WeightedAvg	Float
% Answered	The number of contacts answered by an agent during the interval, as a proportion of contacts answered, abandoned or overflowed. Includes queued contacts and agent-to-agent transfers/consults.	The number of contacts answered by an agent during the interval, as a proportion of contacts answered, abandoned or overflowed. Includes queued contacts and agent-to-agent transfers/consults.	Avg, Max, Min, WeightedAvg	Float
% Missed	Of contacts answered, abandoned or overflowed during the interval, the proportion where at least one agent had failed to answer the contact. This may be because the customer abandoned while ringing at the agent desktop or because the contact was redirected away from the agent.	Of contacts answered, abandoned or overflowed during the interval, the proportion where at least one agent had failed to answer the contact. This may be because the customer abandoned while ringing at the agent desktop or because the contact was redirected away from the agent.	Avg, Max, Min, WeightedAvg	Float
% Overflow	The number of contacts in a queue which were overflowed during the interval, as a proportion of contacts answered, abandoned or overflowed.	The number of contacts in a queue which were overflowed during the interval, as a proportion of contacts answered, abandoned or overflowed.	Avg, Max, Min, WeightedAvg	Float

Name	Description	Definition/Source	Totals	Units
	Overflowed contacts were either transferred to another queue or became callback requests.	Overflowed contacts were either transferred to another queue or became callback requests.		
Queue and Agent Volumes by Origin				
Cold Transfer In	The number of cold transfers from another agent which were answered, abandoned or overflowed during the interval. This means the source agent did not speak to the recipient agent.	The number of cold transfers from another agent which were answered, abandoned or overflowed during the interval. This means the source agent did not speak to the recipient agent.	Avg, Max, Min, Sum	Integer
Consult In	The number of consults from another agent which were answered, abandoned or overflowed during the interval. This either means that the two agents spoke while the customer was on hold, or both agents were in a conference with the customer. Following the consult, the contact stayed with the original agent.	The number of consults from another agent which were answered, abandoned or overflowed during the interval. This either means that the two agents spoke while the customer was on hold, or both agents were in a conference with the customer. Following the consult, the contact stayed with the original agent.	Avg, Max, Min, Sum	Integer
Overflow In	The number of contacts answered, abandoned or overflowed during the interval which had been overflowed from another queue (i.e. transferred while waiting).	The number of contacts answered, abandoned or overflowed during the interval which had been overflowed from another queue (i.e. transferred while waiting).	Avg, Max, Min, Sum	Integer
% Consult In	Of the contacts answered, abandoned or overflowed during the interval, the proportion which were consults from another agent. This either means that the two agents spoke while the customer was on hold, or both agents were in a conference with the customer. Following the consult, the contact stayed with the original agent.	Of the contacts answered, abandoned or overflowed during the interval, the proportion which were consults from another agent. This either means that the two agents spoke while the customer was on hold, or both agents were in a conference with the customer. Following the consult, the contact stayed with the original agent.	Avg, Max, Min, WeightedAvg	Float

Name	Description	Definition/Source	Totals	Units
% Transfer/Consult In	Of the contacts answered, abandoned or overflowed during the interval, the proportion which had been transfers or consults from another agent.	Of the contacts answered, abandoned or overflowed during the interval, the proportion which had been transfers or consults from another agent.	Avg, Max, Min, WeightedAvg	Float
% Transfer In	Of the contacts answered, abandoned or overflowed during the interval, the proportion which had been transfers from another agent. This includes warm and cold transfers from agent to agent or agent to queue.	Of the contacts answered, abandoned or overflowed during the interval, the proportion which had been transfers from another agent. This includes warm and cold transfers from agent to agent or agent to queue.	Avg, Max, Min, WeightedAvg	Float
Transfer/Consult In	The number of transfers and consults from another agent that were answered, abandoned or overflowed during the interval.	The number of transfers and consults from another agent that were answered, abandoned or overflowed during the interval.	Avg, Max, Min, Sum	Integer
Transfer In	The number of transfers from another agent which were answered, abandoned or overflowed during the interval. This includes warm and cold transfers from agent to agent or agent to queue.	The number of transfers from another agent which were answered, abandoned or overflowed during the interval. This includes warm and cold transfers from agent to agent or agent to queue.	Avg, Max, Min, Sum	Integer
Warm Transfer In	The number of warm transfers from another agent which were answered, abandoned or overflowed during the interval. This means the source agent initially consulted the recipient agent before transferring the contact to them.	The number of warm transfers from another agent which were answered, abandoned or overflowed during the interval. This means the source agent initially consulted the recipient agent before transferring the contact to them.	Avg, Max, Min, Sum	Integer
% Overflow In	Of the contacts answered, abandoned or overflowed during the interval, the proportion which had been overflowed from another queue (i.e. transferred while waiting).	Of the contacts answered, abandoned or overflowed during the interval, the proportion which had been overflowed from another queue (i.e. transferred while waiting).	Avg, Max, Min, WeightedAvg	Float

Name	Description	Definition/Source	Totals	Units
Outcomes				
Abandon Hold	The number of contacts which an agent handled during the interval, where the customer left while on hold.	The number of contacts which an agent handled during the interval, where the customer left while on hold.	Avg, Max, Min, Sum	Integer
Agent Hung Up First	The number of contacts which an agent handled during the interval, where the agent left while the customer was still connected.	The number of contacts which an agent handled during the interval, where the agent left while the customer was still connected.	Avg, Max, Min, Sum	Integer
Consulted	The number of contacts which an agent handled during the interval, where the agent initiated at least one consult. This either means that the agent spoke to another agent while the customer was on hold, or both agents were in a conference with the customer. Following the consult, the contact stayed with the original agent.	The number of contacts which an agent handled during the interval, where the agent initiated at least one consult. This either means that the agent spoke to another agent while the customer was on hold, or both agents were in a conference with the customer. Following the consult, the contact stayed with the original agent.	Avg, Max, Min, Sum	Integer
Cold Transfer	The number of contacts which an agent cold transferred out to another agent or queue during the interval. This means the source agent did not speak to the recipient agent.	The number of contacts which an agent cold transferred out to another agent or queue during the interval. This means the source agent did not speak to the recipient agent.	Avg, Max, Min, Sum	Integer
External Transfer	The number of contacts which an agent transferred out to a non-contact center number during the interval. For example, to a back office department.	The number of contacts which an agent transferred out to a non-contact center number during the interval. For example, to a back office department.	Avg, Max, Min, Sum	Integer
Handled	The number of contacts which an agent handled during the interval (i.e. the agent completed wrap-up, either after the customer	The number of contacts which an agent handled during the interval (i.e. the agent completed wrap-up, either after the customer	Avg, Max, Min, Sum	Integer

Name	Description	Definition/Source	Totals	Units
	left or after the agent transferred the contact elsewhere). A transferred/consulted contact will be counted multiple times, for the incoming leg and for each transfer or consult leg.	left or after the agent transferred the contact elsewhere). A transferred/consulted contact will be counted multiple times, for the incoming leg and for each transfer or consult leg.		
Hold	The number of contacts which an agent handled during the interval where the agent placed the customer on hold at least once. Each contact will be counted only once even if the customer was placed on hold multiple times.	The number of contacts which an agent handled during the interval where the agent placed the customer on hold at least once. Each contact will be counted only once even if the customer was placed on hold multiple times.	Avg, Max, Min, Sum	Integer
% Abandon Hold	Of contacts which an agent handled during the interval, the proportion where the customer left while on hold.	Of contacts which an agent handled during the interval, the proportion where the customer left while on hold.	Avg, Max, Min, WeightedAvg	Float
% Agent Hung Up First	Of contacts which an agent handled during the interval, the proportion where the agent left while the customer was still connected.	Of contacts which an agent handled during the interval, the proportion where the agent left while the customer was still connected.	Avg, Max, Min, WeightedAvg	Float
% Consulted	Of contacts which an agent handled during the interval, the proportion where the agent initiated at least one consult. This either means that the agent spoke to another agent while the customer was on hold, or both agents were in a conference with the customer. Following the consult, the contact stayed with the original agent.	Of contacts which an agent handled during the interval, the proportion where the agent initiated at least one consult. This either means that the agent spoke to another agent while the customer was on hold, or both agents were in a conference with the customer. Following the consult, the contact stayed with the original agent.	Avg, Max, Min, WeightedAvg	Float
% Hold	Of contacts which an agent handled during the interval, the proportion where the agent placed the customer	Of contacts which an agent handled during the interval, the proportion where the agent placed the customer	Avg, Max, Min, WeightedAvg	Float

Name	Description	Definition/Source	Totals	Units
	on hold at least once. Each contact will be counted only once even if the customer was placed on hold multiple times.	on hold at least once. Each contact will be counted only once even if the customer was placed on hold multiple times.		
% Transferred/Consulted	Of contacts which an agent handled during the interval, the proportion where the agent transferred the contact and/or initiated at least one consult.	Of contacts which an agent handled during the interval, the proportion where the agent transferred the contact and/or initiated at least one consult.	Avg, Max, Min, WeightedAvg	Float
% Transfer	Of contacts which an agent handled during the interval, the proportion which the agent transferred out. This includes warm and cold transfers to other agents, queues and external numbers.	Of contacts which an agent handled during the interval, the proportion which the agent transferred out. This includes warm and cold transfers to other agents, queues and external numbers.	Avg, Max, Min, WeightedAvg	Float
Short Handled	The number of contacts which an agent handled during the interval, where the time the agent spent on talk and hold was less than the Short Handled Calls threshold for the queue (zero by default).	The number of contacts which an agent handled during the interval, where the time the agent spent on talk and hold was less than the Short Handled Calls threshold for the queue (zero by default).	Avg, Max, Min, Sum	Integer
Transferred/Consulted	The number of contacts which an agent handled during the interval, where the agent transferred the contact and/or initiated at least one consult.	The number of contacts which an agent handled during the interval, where the agent transferred the contact and/or initiated at least one consult.	Avg, Max, Min, Sum	Integer
Transfer	The number of contacts which an agent transferred out during the interval. This includes warm and cold transfers to other agents, queues and external numbers.	The number of contacts which an agent transferred out during the interval. This includes warm and cold transfers to other agents, queues and external numbers.	Avg, Max, Min, Sum	Integer
Warm Transfer	The number of contacts which an agent warm transferred out to another	The number of contacts which an agent warm transferred out to another	Avg, Max, Min, Sum	Integer

Name	Description	Definition/Source	Totals	Units
	agent or queue during the interval. This means the source agent initially consulted the recipient agent before transferring the contact to them.	agent or queue during the interval. This means the source agent initially consulted the recipient agent before transferring the contact to them.		

Holds, Consults and Transfers

Name	Description	Definition/Source	Totals	Units
Avg Hold Count	For each contact which an agent handled during the interval where the agent placed the customer on hold, the average number of times that the agent placed the customer on hold.	For each contact which an agent handled during the interval where the agent placed the customer on hold, the average number of times that the agent placed the customer on hold.	Avg, Max, Min, WeightedAvg	Float
Consult Count	For contacts which an agent handled during the interval, the number of consults initiated by the agent. This either means that the agent spoke to another agent while the customer was on hold, or both agents were in a conference with the customer. Following the consult, the contact stayed with the original agent.	For contacts which an agent handled during the interval, the number of consults initiated by the agent. This either means that the agent spoke to another agent while the customer was on hold, or both agents were in a conference with the customer. Following the consult, the contact stayed with the original agent.	Avg, Min, Max, Sum	Integer
Hold Count	For all contacts which an agent handled during the interval, the total number of times that the agent placed the customer on hold.	For all contacts which an agent handled during the interval, the total number of times that the agent placed the customer on hold.	Avg, Max, Min, Sum	Integer
Max Hold Time	Out of all contacts which an agent handled during the interval, the longest amount of continuous time for which the agent placed a customer on hold.	Out of all contacts which an agent handled during the interval, the longest amount of continuous time for which the agent placed a customer on hold.	Avg, Max, Min	Integer
Transfer/Consult Count	For contacts which an agent handled during the interval, the number of transfers or consults initiated by the agent.	For contacts which an agent handled during the interval, the number of transfers or consults initiated by the agent.	Avg, Max, Min, Sum	Integer

Name	Description	Definition/Source	Totals	Units
Durations				
Abandon Time	For all contacts abandoned during the interval, the total time that elapsed from when the contact was offered to the queue to when the customer left.	For all contacts abandoned during the interval, the total time that elapsed from when the contact was offered to the queue to when the customer left.	Avg, Max, Min, Sum	Integer
Answer Time	For all contacts answered during the interval, the total time that elapsed from when the contact was offered to the queue to when it was answered.	For all contacts answered during the interval, the total time that elapsed from when the contact was offered to the queue to when it was answered.	Avg, Max, Min, Sum	Integer
Avg Abandon Time	For each contact abandoned during the interval, the average time that elapsed from when the contact was offered to the queue to when the customer left.	For each contact abandoned during the interval, the average time that elapsed from when the contact was offered to the queue to when the customer left.	Avg, Max, Min, WeightedAvg	Integer
Avg Answer Time	For each contact answered during the interval, the average time that elapsed from when the contact was offered to the queue to when it was answered.	For each contact answered during the interval, the average time that elapsed from when the contact was offered to the queue to when it was answered.	Avg, Max, Min, WeightedAvg	Integer
Avg Consult Time	For each consult initiated by an agent as part of a contact handled during the interval, the average amount of time spent connected to another agent (either the agents were speaking while the customer was on hold, or both agents were in a conference with the customer).	For each consult initiated by an agent as part of a contact handled during the interval, the average amount of time spent connected to another agent (either the agents were speaking while the customer was on hold, or both agents were in a conference with the customer).	Avg, Max, Min, WeightedAvg	Integer
AHT	Average Handle Time. For each contact which an agent handled during the interval, the average amount of time that the agent spent on the contact, including talk time, hold time and wrap time.	Average Handle Time. For each contact which an agent handled during the interval, the average amount of time that the agent spent on the contact, including talk time, hold time and wrap time.	Avg, Max, Min, WeightedAvg	Integer

Name	Description	Definition/Source	Totals	Units
Avg Hold Time	For each contact which an agent handled during the interval, the average amount of time that the agent spent with the customer connected but placed on hold.	For each contact which an agent handled during the interval, the average amount of time that the agent spent with the customer connected but placed on hold.	Avg, Max, Min, WeightedAvg	Integer
Avg Queue Time	For each contact answered, abandoned or overflowed during the interval, the average time that elapsed from when the contact was offered to the queue to when it was answered, overflowed or the customer left.	For each contact answered, abandoned or overflowed during the interval, the average time that elapsed from when the contact was offered to the queue to when it was answered, overflowed or the customer left.	Avg, Max, Min, WeightedAvg	Integer
Avg Talk/Hold Time	For each contact which an agent handled during the interval, the average amount of time that the agent spent on the contact excluding wrap. This includes talk time and hold time.	For each contact which an agent handled during the interval, the average amount of time that the agent spent on the contact excluding wrap. This includes talk time and hold time.	Avg, Max, Min, WeightedAvg	Integer
Avg Talk Time	For each contact which an agent handled during the interval, the average amount of time that the agent spent with the customer connected and not on hold.	For each contact which an agent handled during the interval, the average amount of time that the agent spent with the customer connected and not on hold.	Avg, Max, Min, WeightedAvg	Integer
Avg Wrap Time	For each contact which an agent handled during the interval, the average amount of time that the agent spent after the customer had left or been transferred.	For each contact which an agent handled during the interval, the average amount of time that the agent spent after the customer had left or been transferred.	Avg, Max, Min, WeightedAvg	Integer
Consult Time	For all consults initiated by an agent as part of a contact handled during the interval, the total amount of time spent connected to another agent (either the agents were speaking while the customer was on hold, or both agents were in a	For all consults initiated by an agent as part of a contact handled during the interval, the total amount of time spent connected to another agent (either the agents were speaking while the customer was on hold, or both agents were in a	Avg, Max, Min, Sum	Integer

Name	Description	Definition/Source	Totals	Units
	conference with the customer).	conference with the customer).		
Handle Time	For all contacts which an agent handled during the interval, the total amount of time that the agent spent on the contact, including talk time, hold time and wrap time.	For all contacts which an agent handled during the interval, the total amount of time that the agent spent on the contact, including talk time, hold time and wrap time.	Avg, Max, Min, Sum	Integer
Hold Time	For all contacts which an agent handled during the interval, the total amount of time that the agent spent with the customer connected but placed on hold.	For all contacts which an agent handled during the interval, the total amount of time that the agent spent with the customer connected but placed on hold.	Avg, Max, Min, Sum	Integer
Queue Time	For all contacts answered, abandoned or overflowed during the interval, the total time that elapsed from when the contact was offered to the queue to when it was answered, overflowed or the customer left.	For all contacts answered, abandoned or overflowed during the interval, the total time that elapsed from when the contact was offered to the queue to when it was answered, overflowed or the customer left.	Avg, Max, Min, Sum	Integer
Talk/Hold Time	For all contacts which an agent handled during the interval, the total amount of time that the agent spent on the contact excluding wrap. This includes talk time and hold time.	For all contacts which an agent handled during the interval, the total amount of time that the agent spent on the contact excluding wrap. This includes talk time and hold time.	Avg, Max, Min, Sum	Integer
Talk Time	For all contacts which an agent handled during the interval, the total amount of time that the agent spent with the customer connected and not on hold.	For all contacts which an agent handled during the interval, the total amount of time that the agent spent with the customer connected and not on hold.	Avg, Max, Min, Sum	Integer
Wrap Time	For all contacts which an agent handled during the interval, the total amount of time that the agent spent after the customer had left or been transferred.	For all contacts which an agent handled during the interval, the total amount of time that the agent spent after the customer had left or been transferred.	Avg, Max, Min, Sum	Integer

Name	Description	Definition/Source	Totals	Units
Service Level Adherence				
% Service Level	Of the contacts answered, abandoned or overflowed during the interval, the proportion which were answered within the queue's service level threshold. This is the amount of time in which it is expected that calls should be answered. It is configurable whether contacts abandoned within the threshold should be counted as in or out of service level, or should be ignored.	Of the contacts answered, abandoned or overflowed during the interval, the proportion which were answered within the queue's service level threshold. This is the amount of time in which it is expected that calls should be answered. It is configurable whether contacts abandoned within the threshold should be counted as in or out of service level, or should be ignored.	Avg, Max, Min, WeightedAvg	Float
Service Level Abandoned	The number of contacts abandoned within the queue's service level threshold during the interval. This is the amount of time in which it is expected that calls should be answered, but the customer did not wait that long before leaving.	The number of contacts abandoned within the queue's service level threshold during the interval. This is the amount of time in which it is expected that calls should be answered, but the customer did not wait that long before leaving.	Avg, Max, Min, Sum	Integer
Service Level Answered	The number of contacts answered within the queue's service level threshold during the interval. This is the amount of time in which it is expected that calls should be answered.	The number of contacts answered within the queue's service level threshold during the interval. This is the amount of time in which it is expected that calls should be answered.	Avg, Max, Min, Sum	Integer
Service Level Offered	The number of contacts answered, abandoned or that exceeded the service level threshold during the interval, whichever came first. The service level is the amount of time in which it is expected that calls should be answered.	The number of contacts answered, abandoned or that exceeded the service level threshold during the interval, whichever came first. The service level is the amount of time in which it is expected that calls should be answered.	Avg, Max, Min, Sum	Integer
Short Abandoned	The number of contacts abandoned within the	The number of contacts abandoned within the	Avg, Max, Min, Sum	Integer

Name	Description	Definition/Source	Totals	Units
	queue's short abandoned calls threshold during the interval (which is zero by default). These contacts will be ignored for the purpose of calculating service levels.	queue's short abandoned calls threshold during the interval (which is zero by default). These contacts will be ignored for the purpose of calculating service levels.		
Answered Intervals				
Answered Interval 1	The number of contacts answered by an agent during the period that were answered within the 'interval 1' threshold. Interval thresholds are configurable.	The number of contacts answered by an agent during the period that were answered within the 'interval 1' threshold. Interval thresholds are configurable.	Avg, Max, Min, Sum	Integer
Answered Interval 10	The number of contacts answered by an agent during the period that were answered between the 'interval 9' and 'interval 10' thresholds. Interval thresholds are configurable.	The number of contacts answered by an agent during the period that were answered between the 'interval 9' and 'interval 10' thresholds. Interval thresholds are configurable.	Avg, Max, Min, Sum	Integer
Answered Interval 2	The number of contacts answered by an agent during the period that were answered between the 'interval 1' and 'interval 2' thresholds. Interval thresholds are configurable.	The number of contacts answered by an agent during the period that were answered between the 'interval 1' and 'interval 2' thresholds. Interval thresholds are configurable.	Avg, Max, Min, Sum	Integer
Answered Interval 3	The number of contacts answered by an agent during the period that were answered between the 'interval 2' and 'interval 3' thresholds. Interval thresholds are configurable.	The number of contacts answered by an agent during the period that were answered between the 'interval 2' and 'interval 3' thresholds. Interval thresholds are configurable.	Avg, Max, Min, Sum	Integer
Answered Interval 4	The number of contacts answered by an agent during the period that were answered between the 'interval 3' and 'interval 4' thresholds. Interval thresholds are configurable.	The number of contacts answered by an agent during the period that were answered between the 'interval 3' and 'interval 4' thresholds. Interval thresholds are configurable.	Avg, Max, Min, Sum	Integer
Answered Interval 5	The number of contacts	The number of contacts	Avg, Max,	Integer

Name	Description	Definition/Source	Totals	Units
	answered by an agent during the period that were answered between the 'interval 4' and 'interval 5' thresholds. Interval thresholds are configurable.	answered by an agent during the period that were answered between the 'interval 4' and 'interval 5' thresholds. Interval thresholds are configurable.	Min, Sum	
Answered Interval 6	The number of contacts answered by an agent during the period that were answered between the 'interval 5' and 'interval 6' thresholds. Interval thresholds are configurable.	The number of contacts answered by an agent during the period that were answered between the 'interval 5' and 'interval 6' thresholds. Interval thresholds are configurable.	Avg, Max, Min, Sum	Integer
Answered Interval 7	The number of contacts answered by an agent during the period that were answered between the 'interval 6' and 'interval 7' thresholds. Interval thresholds are configurable.	The number of contacts answered by an agent during the period that were answered between the 'interval 6' and 'interval 7' thresholds. Interval thresholds are configurable.	Avg, Max, Min, Sum	Integer
Answered Interval 8	The number of contacts answered by an agent during the period that were answered between the 'interval 7' and 'interval 8' thresholds. Interval thresholds are configurable.	The number of contacts answered by an agent during the period that were answered between the 'interval 7' and 'interval 8' thresholds. Interval thresholds are configurable.	Avg, Max, Min, Sum	Integer
Answered Interval 9	The number of contacts answered by an agent during the period that were answered between the 'interval 8' and 'interval 9' thresholds. Interval thresholds are configurable.	The number of contacts answered by an agent during the period that were answered between the 'interval 8' and 'interval 9' thresholds. Interval thresholds are configurable.	Avg, Max, Min, Sum	Integer
% Answered Interval 1	Of the contacts answered by an agent during the period, the proportion that were answered within the 'interval 1' threshold. Interval thresholds are configurable.	Of the contacts answered by an agent during the period, the proportion that were answered within the 'interval 1' threshold. Interval thresholds are configurable.	Avg, Max, Min, WeightedAvg	Float
% Answered Interval 10	% Answered Interval 10		Avg, Max, Min, WeightedAvg	Float

Name	Description	Definition/Source	Totals	Units
% Answered Interval 2	Of the contacts answered by an agent during the period, the proportion that were answered between the 'interval 1' and 'interval 2' thresholds. Interval thresholds are configurable.	Of the contacts answered by an agent during the period, the proportion that were answered between the 'interval 1' and 'interval 2' thresholds. Interval thresholds are configurable.	WeightedAvg, Avg, Max, Min	Float
% Answered Interval 3	Of the contacts answered by an agent during the period, the proportion that were answered between the 'interval 2' and 'interval 3' thresholds. Interval thresholds are configurable.	Of the contacts answered by an agent during the period, the proportion that were answered between the 'interval 2' and 'interval 3' thresholds. Interval thresholds are configurable.	WeightedAvg, Avg, Max, Min	Float
% Answered Interval 4	Of the contacts answered by an agent during the period, the proportion that were answered between the 'interval 3' and 'interval 4' thresholds. Interval thresholds are configurable.	Of the contacts answered by an agent during the period, the proportion that were answered between the 'interval 3' and 'interval 4' thresholds. Interval thresholds are configurable.	WeightedAvg, Avg, Max, Min	Float
% Answered Interval 5	Of the contacts answered by an agent during the period, the proportion that were answered between the 'interval 4' and 'interval 5' thresholds. Interval thresholds are configurable.	Of the contacts answered by an agent during the period, the proportion that were answered between the 'interval 4' and 'interval 5' thresholds. Interval thresholds are configurable.	Avg, Max, Min, WeightedAvg	Float
% Answered Interval 6	Of the contacts answered by an agent during the period, the proportion that were answered between the 'interval 5' and 'interval 6' thresholds. Interval thresholds are configurable.	Of the contacts answered by an agent during the period, the proportion that were answered between the 'interval 5' and 'interval 6' thresholds. Interval thresholds are configurable.	Avg, Max, Min, WeightedAvg	Float
% Answered Interval 7	Of the contacts answered by an agent during the period, the proportion that were answered between the 'interval 6' and 'interval 7' thresholds. Interval thresholds are configurable.	Of the contacts answered by an agent during the period, the proportion that were answered between the 'interval 6' and 'interval 7' thresholds. Interval thresholds are configurable.	Avg, Max, Min, WeightedAvg	Float
% Answered Interval 8	Of the contacts answered by	Of the contacts answered by	Avg, Max, Min,	Float

Name	Description	Definition/Source	Totals	Units
	an agent during the period, the proportion that were answered between the 'interval 7' and 'interval 8' thresholds. Interval thresholds are configurable.	an agent during the period, the proportion that were answered between the 'interval 7' and 'interval 8' thresholds. Interval thresholds are configurable.	WeightedAvg	
% Answered Interval 9	Of the contacts answered by an agent during the period, the proportion that were answered between the 'interval 8' and 'interval 9' thresholds. Interval thresholds are configurable.	Of the contacts answered by an agent during the period, the proportion that were answered between the 'interval 8' and 'interval 9' thresholds. Interval thresholds are configurable.	Avg, Max, Min, WeightedAvg	Float
Answered Intervals (Cumulative)				
Answered Interval 1..10	The number of contacts answered by an agent during the period that were answered within the 'interval 10' threshold. Interval thresholds are configurable.	The number of contacts answered by an agent during the period that were answered within the 'interval 10' threshold. Interval thresholds are configurable.	Avg, Max, Min, Sum	Integer
Answered Interval 1..2	The number of contacts answered by an agent during the period that were answered within the 'interval 2' threshold. Interval thresholds are configurable.	The number of contacts answered by an agent during the period that were answered within the 'interval 2' threshold. Interval thresholds are configurable.	Avg, Max, Min, Sum	Integer
Answered Interval 1..3	The number of contacts answered by an agent during the period that were answered within the 'interval 3' threshold. Interval thresholds are configurable.	The number of contacts answered by an agent during the period that were answered within the 'interval 3' threshold. Interval thresholds are configurable.	Avg, Max, Min, Sum	Integer
Answered Interval 1..4	The number of contacts answered by an agent during the period that were answered within the 'interval 4' threshold. Interval thresholds are configurable.	The number of contacts answered by an agent during the period that were answered within the 'interval 4' threshold. Interval thresholds are configurable.	Avg, Max, Min, Sum	Integer
Answered Interval 1..5	The number of contacts	The number of contacts	Avg, Max,	Integer

Name	Description	Definition/Source	Totals	Units
	answered by an agent during the period that were answered within the 'interval 5' threshold. Interval thresholds are configurable.	answered by an agent during the period that were answered within the 'interval 5' threshold. Interval thresholds are configurable.	Min, Sum	
Answered Interval 1..6	The number of contacts answered by an agent during the period that were answered within the 'interval 6' threshold. Interval thresholds are configurable.	The number of contacts answered by an agent during the period that were answered within the 'interval 6' threshold. Interval thresholds are configurable.	Avg, Max, Min, Sum	Integer
Answered Interval 1..7	The number of contacts answered by an agent during the period that were answered within the 'interval 7' threshold. Interval thresholds are configurable.	The number of contacts answered by an agent during the period that were answered within the 'interval 7' threshold. Interval thresholds are configurable.	Avg, Max, Min, Sum	Integer
Answered Interval 1..8	The number of contacts answered by an agent during the period that were answered within the 'interval 8' threshold. Interval thresholds are configurable.	The number of contacts answered by an agent during the period that were answered within the 'interval 8' threshold. Interval thresholds are configurable.	Avg, Max, Min, Sum	Integer
Answered Interval 1..9	The number of contacts answered by an agent during the period that were answered within the 'interval 9' threshold. Interval thresholds are configurable.	The number of contacts answered by an agent during the period that were answered within the 'interval 9' threshold. Interval thresholds are configurable.	Avg, Max, Min, Sum	Integer
% Answered Interval 1..10	Of the contacts answered by an agent during the period, the proportion that were answered within the 'interval 10' threshold. Interval thresholds are configurable.	Of the contacts answered by an agent during the period, the proportion that were answered within the 'interval 10' threshold. Interval thresholds are configurable.	Avg, Max, Min, WeightedAvg	Float
% Answered Interval 1..2	Of the contacts answered by an agent during the period, the proportion that were	Of the contacts answered by an agent during the period, the proportion that were	Avg, Max, Min, WeightedAvg	Float

Name	Description	Definition/Source	Totals	Units
	answered within the 'interval 2' threshold. Interval thresholds are configurable.	answered within the 'interval 2' threshold. Interval thresholds are configurable.		
% Answered Interval 1..3	Of the contacts answered by an agent during the period, the proportion that were answered within the 'interval 3' threshold. Interval thresholds are configurable.	Of the contacts answered by an agent during the period, the proportion that were answered within the 'interval 3' threshold. Interval thresholds are configurable.	Avg, Max, Min, WeightedAvg	Float
% Answered Interval 1..4	Of the contacts answered by an agent during the period, the proportion that were answered within the 'interval 4' threshold. Interval thresholds are configurable.	Of the contacts answered by an agent during the period, the proportion that were answered within the 'interval 4' threshold. Interval thresholds are configurable.	Avg, Max, Min, WeightedAvg	Float
% Answered Interval 1..5	Of the contacts answered by an agent during the period, the proportion that were answered within the 'interval 5' threshold. Interval thresholds are configurable.	Of the contacts answered by an agent during the period, the proportion that were answered within the 'interval 5' threshold. Interval thresholds are configurable.	Max, Avg, Min, WeightedAvg	Float
% Answered Interval 1..6	Of the contacts answered by an agent during the period, the proportion that were answered within the 'interval 6' threshold. Interval thresholds are configurable.	Of the contacts answered by an agent during the period, the proportion that were answered within the 'interval 6' threshold. Interval thresholds are configurable.	Avg, Max, Min, WeightedAvg	Float
% Answered Interval 1..7	Of the contacts answered by an agent during the period, the proportion that were answered within the 'interval 7' threshold. Interval thresholds are configurable.	Of the contacts answered by an agent during the period, the proportion that were answered within the 'interval 7' threshold. Interval thresholds are configurable.	Avg, Max, Min, WeightedAvg	Float
% Answered Interval 1..8	Of the contacts answered by an agent during the period, the proportion that were answered within the 'interval 8' threshold.	Of the contacts answered by an agent during the period, the proportion that were answered within the 'interval 8' threshold.	Avg, Max, Min, WeightedAvg	Float

Name	Description	Definition/Source	Totals	Units
	Interval thresholds are configurable.	Interval thresholds are configurable.		
% Answered Interval 1..9	Of the contacts answered by an agent during the period, the proportion that were answered within the 'interval 9' threshold. Interval thresholds are configurable.	Of the contacts answered by an agent during the period, the proportion that were answered within the 'interval 9' threshold. Interval thresholds are configurable.	Avg, Max, Min, WeightedAvg	Float
Answered Intervals (Cumulative % of Volume)				
Answered Interval 1 (% of volume)	Of the contacts answered, abandoned or overflowed during the period, the proportion that were answered by an agent within the 'interval 1' threshold. Interval thresholds are configurable.	Of the contacts answered, abandoned or overflowed during the period, the proportion that were answered by an agent within the 'interval 1' threshold. Interval thresholds are configurable.	Avg, Max, Min, WeightedAvg	Float
Answered Interval 1..10 (% of volume)	Of the contacts answered, abandoned or overflowed during the period, the proportion that were answered by an agent within the 'interval 10' threshold. Interval thresholds are configurable.	Of the contacts answered or abandoned during the period, the proportion that were answered by an agent within the 'interval 10' threshold. Interval thresholds are configurable.	WeightedAvg, Avg, Max, Min	Float
Answered Interval 1..2 (% of volume)	Of the contacts answered, abandoned or overflowed during the period, the proportion that were answered by an agent within the 'interval 2' threshold. Interval thresholds are configurable.	Of the contacts answered, abandoned or overflowed during the period, the proportion that were answered by an agent within the 'interval 2' threshold. Interval thresholds are configurable.	Avg, Max, Min, WeightedAvg	Float
Answered Interval 1..3 (% of volume)	Of the contacts answered, abandoned or overflowed during the period, the proportion that were answered by an agent within the 'interval 3' threshold. Interval thresholds are configurable.	Of the contacts answered, abandoned or overflowed during the period, the proportion that were answered by an agent within the 'interval 3' threshold. Interval thresholds are configurable.	Avg, Max, Min, WeightedAvg	Float
Answered Interval 1..4	Of the contacts answered,	Of the contacts answered,	Avg, Max,	Float

Name	Description	Definition/Source	Totals	Units
(% of volume)	abandoned or overflowed during the period, the proportion that were answered by an agent within the 'interval 4' threshold. Interval thresholds are configurable.	abandoned or overflowed during the period, the proportion that were answered by an agent within the 'interval 4' threshold. Interval thresholds are configurable.	Min, WeightedAvg	
Answered Interval 1..5 (% of volume)	Of the contacts answered, abandoned or overflowed during the period, the proportion that were answered by an agent within the 'interval 5' threshold. Interval thresholds are configurable.	Of the contacts answered, abandoned or overflowed during the period, the proportion that were answered by an agent within the 'interval 5' threshold. Interval thresholds are configurable.	Avg, Max, Min, WeightedAvg	Float
Answered Interval 1..6 (% of volume)	Of the contacts answered, abandoned or overflowed during the period, the proportion that were answered by an agent within the 'interval 6' threshold. Interval thresholds are configurable.	Of the contacts answered, abandoned or overflowed during the period, the proportion that were answered by an agent within the 'interval 6' threshold. Interval thresholds are configurable.	Avg, Max, Min, WeightedAvg	Float
Answered Interval 1..7 (% of volume)	Of the contacts answered, abandoned or overflowed during the period, the proportion that were answered by an agent within the 'interval 7' threshold. Interval thresholds are configurable.	Of the contacts answered, abandoned or overflowed during the period, the proportion that were answered by an agent within the 'interval 7' threshold. Interval thresholds are configurable.	Avg, Max, Min, WeightedAvg	Float
Answered Interval 1..8 (% of volume)	Of the contacts answered, abandoned or overflowed during the period, the proportion that were answered by an agent within the 'interval 8' threshold. Interval thresholds are configurable.	Of the contacts answered, abandoned or overflowed during the period, the proportion that were answered by an agent within the 'interval 8' threshold. Interval thresholds are configurable.	Avg, Max, Min, WeightedAvg	Float
Answered Interval 1..9 (% of volume)	Of the contacts answered, abandoned or overflowed during the period, the proportion that were answered by an agent within	Of the contacts answered, abandoned or overflowed during the period, the proportion that were answered by an agent within	Avg, Max, Min, WeightedAvg	Float

Name	Description	Definition/Source	Totals	Units
	the 'interval 9' threshold. Interval thresholds are configurable.	the 'interval 9' threshold. Interval thresholds are configurable.		
Abandoned Intervals				
Abandoned Interval 1	The number of contacts abandoned during the period where the customer left within the 'interval 1' threshold. Interval thresholds are configurable.	The number of contacts abandoned during the period where the customer left within the 'interval 1' threshold. Interval thresholds are configurable.	Avg, Max, Sum, Min	Integer
Abandoned Interval 10	The number of contacts abandoned during the period where the customer left between the 'interval 9' and 'interval 10' thresholds. Interval thresholds are configurable.	The number of contacts abandoned during the period where the customer left between the 'interval 9' and 'interval 10' thresholds. Interval thresholds are configurable.	Avg, Max, Min, Sum	Integer
Abandoned Interval 2	The number of contacts abandoned during the period where the customer left between the 'interval 1' and 'interval 2' thresholds. Interval thresholds are configurable.	The number of contacts abandoned during the period where the customer left between the 'interval 1' and 'interval 2' thresholds. Interval thresholds are configurable.	Avg, Max, Sum, Min	Integer
Abandoned Interval 3	The number of contacts abandoned during the period where the customer left between the 'interval 2' and 'interval 3' thresholds. Interval thresholds are configurable.	The number of contacts abandoned during the period where the customer left between the 'interval 2' and 'interval 3' thresholds. Interval thresholds are configurable.	Avg, Max, Min, Sum	Integer
Abandoned Interval 4	The number of contacts abandoned during the period where the customer left between the 'interval 3' and 'interval 4' thresholds. Interval thresholds are configurable.	The number of contacts abandoned during the period where the customer left between the 'interval 3' and 'interval 4' thresholds. Interval thresholds are configurable.	Avg, Min, Max, Sum	Integer
Abandoned Interval 5	The number of contacts abandoned during the period where the customer left between the 'interval 4' and 'interval 5' thresholds.	The number of contacts abandoned during the period where the customer left between the 'interval 4' and 'interval 5' thresholds.	Avg, Max, Min, Sum	Integer

Name	Description	Definition/Source	Totals	Units
	Interval thresholds are configurable.	Interval thresholds are configurable.		
Abandoned Interval 6	The number of contacts abandoned during the period where the customer left between the 'interval 5' and 'interval 6' thresholds. Interval thresholds are configurable.	The number of contacts abandoned during the period where the customer left between the 'interval 5' and 'interval 6' thresholds. Interval thresholds are configurable.	Avg, Max, Min, Sum	Integer
Abandoned Interval 7	The number of contacts abandoned during the period where the customer left between the 'interval 6' and 'interval 7' thresholds. Interval thresholds are configurable.	The number of contacts abandoned during the period where the customer left between the 'interval 6' and 'interval 7' thresholds. Interval thresholds are configurable.	Avg, Max, Min, Sum	Integer
Abandoned Interval 8	The number of contacts abandoned during the period where the customer left between the 'interval 7' and 'interval 8' thresholds. Interval thresholds are configurable.	The number of contacts abandoned during the period where the customer left between the 'interval 7' and 'interval 8' thresholds. Interval thresholds are configurable.	Avg, Max, Min, Sum	Integer
Abandoned Interval 9	The number of contacts abandoned during the period where the customer left between the 'interval 8' and 'interval 9' thresholds. Interval thresholds are configurable.	The number of contacts abandoned during the period where the customer left between the 'interval 8' and 'interval 9' thresholds. Interval thresholds are configurable.	Avg, Max, Min, Sum	Integer
% Abandoned Interval 1	Of the contacts abandoned during the period, the proportion where the customer left within the 'interval 1' threshold. Interval thresholds are configurable.	Of the contacts abandoned during the period, the proportion where the customer left within the 'interval 1' threshold. Interval thresholds are configurable.	Avg, Max, Min, WeightedAvg	Float
% Abandoned Interval 10	Of the contacts abandoned during the period, the proportion where the customer left between the 'interval 9' and 'interval 10' thresholds. Interval thresholds are configurable.	Of the contacts abandoned during the period, the proportion where the customer left between the 'interval 9' and 'interval 10' thresholds. Interval thresholds are configurable.	Avg, Max, Min, WeightedAvg	Float

Name	Description	Definition/Source	Totals	Units
% Abandoned Interval 2	Of the contacts abandoned during the period, the proportion where the customer left between the 'interval 1' and 'interval 2' thresholds. Interval thresholds are configurable.	Of the contacts abandoned during the period, the proportion where the customer left between the 'interval 1' and 'interval 2' thresholds. Interval thresholds are configurable.	Avg, Max, Min, WeightedAvg	Float
% Abandoned Interval 3	Of the contacts abandoned during the period, the proportion where the customer left between the 'interval 2' and 'interval 3' thresholds. Interval thresholds are configurable.	Of the contacts abandoned during the period, the proportion where the customer left between the 'interval 2' and 'interval 3' thresholds. Interval thresholds are configurable.	Avg, Max, Min, WeightedAvg	Float
% Abandoned Interval 4	Of the contacts abandoned during the period, the proportion where the customer left between the 'interval 3' and 'interval 4' thresholds. Interval thresholds are configurable.	Of the contacts abandoned during the period, the proportion where the customer left between the 'interval 3' and 'interval 4' thresholds. Interval thresholds are configurable.	Avg, Max, Min, WeightedAvg	Float
% Abandoned Interval 5	Of the contacts abandoned during the period, the proportion where the customer left between the 'interval 4' and 'interval 5' thresholds. Interval thresholds are configurable.	Of the contacts abandoned during the period, the proportion where the customer left between the 'interval 4' and 'interval 5' thresholds. Interval thresholds are configurable.	Avg, Max, Min, WeightedAvg	Float
% Abandoned Interval 6	Of the contacts abandoned during the period, the proportion where the customer left between the 'interval 5' and 'interval 6' thresholds. Interval thresholds are configurable.	Of the contacts abandoned during the period, the proportion where the customer left between the 'interval 5' and 'interval 6' thresholds. Interval thresholds are configurable.	Avg, Max, Min, WeightedAvg	Float
% Abandoned Interval 7	Of the contacts abandoned during the period, the proportion where the customer left between the 'interval 6' and 'interval 7' thresholds. Interval thresholds are configurable.	Of the contacts abandoned during the period, the proportion where the customer left between the 'interval 6' and 'interval 7' thresholds. Interval thresholds are configurable.	Avg, Max, Min, WeightedAvg	Float
% Abandoned Interval 8	Of the contacts abandoned	Of the contacts abandoned	Avg, Max, Min,	Float

Name	Description	Definition/Source	Totals	Units
	during the period, the proportion where the customer left between the 'interval 7' and 'interval 8' thresholds. Interval thresholds are configurable.	during the period, the proportion where the customer left between the 'interval 7' and 'interval 8' thresholds. Interval thresholds are configurable.	WeightedAvg	
% Abandoned Interval 9	Of the contacts abandoned during the period, the proportion where the customer left between the 'interval 8' and 'interval 9' thresholds. Interval thresholds are configurable.	Of the contacts abandoned during the period, the proportion where the customer left between the 'interval 8' and 'interval 9' thresholds. Interval thresholds are configurable.	Avg, Max, Min, WeightedAvg	Float
Abandoned Intervals (Cumulative)				
% Abandoned Interval 1..10	Of the contacts abandoned during the period, the proportion where the customer left within the 'interval 10' threshold. Interval thresholds are configurable.	Of the contacts abandoned during the period, the proportion where the customer left within the 'interval 10' threshold. Interval thresholds are configurable.	Avg, Max, Min, WeightedAvg	Float
% Abandoned Interval 1..2	Of the contacts abandoned during the period, the proportion where the customer left within the 'interval 2' threshold. Interval thresholds are configurable.	Of the contacts abandoned during the period, the proportion where the customer left within the 'interval 2' threshold. Interval thresholds are configurable.	Avg, Max, Min, WeightedAvg	Float
% Abandoned Interval 1..3	Of the contacts abandoned during the period, the proportion where the customer left within the 'interval 3' threshold. Interval thresholds are configurable.	Of the contacts abandoned during the period, the proportion where the customer left within the 'interval 3' threshold. Interval thresholds are configurable.	Avg, Max, Min, WeightedAvg	Float
% Abandoned Interval 1..4	Of the contacts abandoned during the period, the proportion where the customer left within the 'interval 4' threshold. Interval thresholds are configurable.	Of the contacts abandoned during the period, the proportion where the customer left within the 'interval 4' threshold. Interval thresholds are configurable.	Avg, Max, Min, WeightedAvg	Float
% Abandoned Interval	Of the contacts abandoned	Of the contacts abandoned	Avg, Max,	Float

Name	Description	Definition/Source	Totals	Units
1..5	during the period, the proportion where the customer left within the 'interval 5' threshold. Interval thresholds are configurable.	during the period, the proportion where the customer left within the 'interval 5' threshold. Interval thresholds are configurable.	Min, WeightedAvg	
% Abandoned Interval 1..6	Of the contacts abandoned during the period, the proportion where the customer left within the 'interval 6' threshold. Interval thresholds are configurable.	Of the contacts abandoned during the period, the proportion where the customer left within the 'interval 6' threshold. Interval thresholds are configurable.	Avg, Max, Min, WeightedAvg	Float
% Abandoned Interval 1..7	Of the contacts abandoned during the period, the proportion where the customer left within the 'interval 7' threshold. Interval thresholds are configurable.	Of the contacts abandoned during the period, the proportion where the customer left within the 'interval 7' threshold. Interval thresholds are configurable.	Avg, Max, Min, WeightedAvg	Float
% Abandoned Interval 1..8	Of the contacts abandoned during the period, the proportion where the customer left within the 'interval 8' threshold. Interval thresholds are configurable.	Of the contacts abandoned during the period, the proportion where the customer left within the 'interval 8' threshold. Interval thresholds are configurable.	Avg, Min, Max, WeightedAvg	Float
% Abandoned Interval 1..9	Of the contacts abandoned during the period, the proportion where the customer left within the 'interval 9' threshold. Interval thresholds are configurable.	Of the contacts abandoned during the period, the proportion where the customer left within the 'interval 9' threshold. Interval thresholds are configurable.	Avg, Max, Min, WeightedAvg	Float
Abandoned Interval 1..10	The number of contacts abandoned during the period where the customer left within the 'interval 10' threshold. Interval thresholds are configurable.	The number of contacts abandoned during the period where the customer left within the 'interval 10' threshold. Interval thresholds are configurable.	Avg, Max, Min, Sum	Integer
Abandoned Interval 1..2	The number of contacts abandoned during the period where the customer left within the 'interval 2'	The number of contacts abandoned during the period where the customer left within the 'interval 2'	Avg, Max, Min, Sum	Integer

Name	Description	Definition/Source	Totals	Units
	threshold. Interval thresholds are configurable.	threshold. Interval thresholds are configurable.		
Abandoned Interval 1..3	The number of contacts abandoned during the period where the customer left within the 'interval 3' threshold. Interval thresholds are configurable.	The number of contacts abandoned during the period where the customer left within the 'interval 3' threshold. Interval thresholds are configurable.	Avg, Max, Min, Sum	Integer
Abandoned Interval 1..4	The number of contacts abandoned during the period where the customer left within the 'interval 4' threshold. Interval thresholds are configurable.	The number of contacts abandoned during the period where the customer left within the 'interval 4' threshold. Interval thresholds are configurable.	Avg, Min, Max, Sum	Integer
Abandoned Interval 1..5	The number of contacts abandoned during the period where the customer left within the 'interval 5' threshold. Interval thresholds are configurable.	The number of contacts abandoned during the period where the customer left within the 'interval 5' threshold. Interval thresholds are configurable.	Avg, Min, Max, Sum	Integer
Abandoned Interval 1..6	The number of contacts abandoned during the period where the customer left within the 'interval 6' threshold. Interval thresholds are configurable.	The number of contacts abandoned during the period where the customer left within the 'interval 6' threshold. Interval thresholds are configurable.	Avg, Max, Min, Sum	Integer
Abandoned Interval 1..7	The number of contacts abandoned during the period where the customer left within the 'interval 7' threshold. Interval thresholds are configurable.	The number of contacts abandoned during the period where the customer left within the 'interval 7' threshold. Interval thresholds are configurable.	Avg, Max, Min, Sum	Integer
Abandoned Interval 1..8	The number of contacts abandoned during the period where the customer left within the 'interval 8' threshold. Interval thresholds are configurable.	The number of contacts abandoned during the period where the customer left within the 'interval 8' threshold. Interval thresholds are configurable.	Avg, Max, Min, Sum	Integer
Abandoned Interval 1..9	The number of contacts abandoned during the period where the customer left within the 'interval 9' threshold. Interval thresholds are configurable.	The number of contacts abandoned during the period where the customer left within the 'interval 9' threshold. Interval thresholds are configurable.	Avg, Max, Min, Sum	Integer

Hist - Amazon Queue Summary

Overview

Aggregated routing metrics such as volumes, dispositions, wait times, handling times, dispositions and service level, summarized by Queue.

Selection Criteria

Referenced Table(s)	
Parameter Type (s)	IT_DATE, IT_QUEUE
Time Period(s)	Quarter Hour, Half Hour, Hour, Date, Week, Month, Quarter, Year
Grouping(s)	Quarter Hour, Contact Origin, Contact Origin, Half Hour, Hour, Date, Week, Month, Quarter, Year, Queue
Timezone Enabled	Yes

Attribute Definitions

Name	Description	Definition/Source	Totals	Units
Parameters				
Queue	The queue to which contacts were offered/assigned.	The queue to which contacts were offered/assigned.		String
Time Periods				
Quarter Hour	Quarter Hour			DateTime
Half Hour	Half Hour			DateTime
Hour	Hour			String
Date	Date			DateTime
Week	Week			String
Month	Month			String
Quarter	Quarter			String

Name	Description	Definition/Source	Totals	Units
Year	Year			String
Filters				
Contact Origin	Indicates whether the contact is incoming, outbound, a transfer or a callback. A given contact may have multiple legs (e.g. incoming and transfer) in which it is assigned to different queues and agents.	Indicates whether the contact is incoming, outbound, a transfer or a callback. A given contact may have multiple legs (e.g. incoming and transfer) in which it is assigned to different queues and agents.		String
Attributes				
Contact Origin	Indicates whether the contact is incoming, outbound, a transfer or a callback. A given contact may have multiple legs (e.g. incoming and transfer) in which it is assigned to different queues and agents.	Indicates whether the contact is incoming, outbound, a transfer or a callback. A given contact may have multiple legs (e.g. incoming and transfer) in which it is assigned to different queues and agents.		String
Volumes				
Abandoned	The number of contacts abandoned during the interval (i.e. the customer left before an agent answered). Contacts may have been abandoned in the queue or while ringing at an agent desktop.	The number of contacts abandoned during the interval (i.e. the customer left before an agent answered). Contacts may have been abandoned in the queue or while ringing at an agent desktop.	Avg, Max, Min, Sum	Integer
Total Contacts	The total number of contacts answered, abandoned or overflowed during the interval. A transferred/consulted contact will be counted multiple times, for the incoming leg and for each transfer or consult leg.	The total number of contacts answered, abandoned or overflowed during the interval. A transferred/consulted contact will be counted multiple times, for the incoming leg and for each transfer or consult leg.	Avg, Max, Min, Sum	Integer
Answered	The number of contacts answered by an agent during the interval. Only includes queued contacts, not agent-to-agent transfers/consults.	The number of contacts answered by an agent during the interval. Only includes queued contacts, not agent-to-agent transfers/consults.	Avg, Max, Min, Sum	Integer

Name	Description	Definition/Source	Totals	Units
Missed	The number of contacts answered, abandoned or overflowed during the interval, where at least one agent had failed to answer the contact. This may be because the customer abandoned while ringing at the agent desktop or because the contact was redirected away from the agent.	The number of contacts answered, abandoned or overflowed during the interval, where at least one agent had failed to answer the contact. This may be because the customer abandoned while ringing at the agent desktop or because the contact was redirected away from the agent.	Avg, Max, Min, Sum	Integer
Offered to Queue	The number of contacts offered to a queue during the interval. A transferred contact will be counted multiple times, for the incoming leg and for each transfer leg.	The number of contacts offered to a queue during the interval. A transferred contact will be counted multiple times, for the incoming leg and for each transfer leg.	Avg, Max, Min, Sum	Integer
Overflow	The number of contacts in a queue which were overflowed during the interval. Overflowed contacts were either transferred to another queue or became callback requests.	The number of contacts in a queue which were overflowed during the interval. Overflowed contacts were either transferred to another queue or became callback requests.	Avg, Max, Min, Sum	Integer
% Abandoned	The number of contacts abandoned during the interval (i.e. the customer left before an agent answered), as a proportion of contacts answered, abandoned or overflowed. Contacts may have been abandoned in the queue or while ringing at an agent desktop.	The number of contacts abandoned during the interval (i.e. the customer left before an agent answered), as a proportion of contacts answered, abandoned or overflowed. Contacts may have been abandoned in the queue or while ringing at an agent desktop.	Avg, Max, Min, WeightedAvg	Float
% Answered	The number of contacts answered by an agent during the interval, as a proportion of contacts answered, abandoned or overflowed. Only includes queued contacts, not agent-to-agent	The number of contacts answered by an agent during the interval, as a proportion of contacts answered, abandoned or overflowed. Only includes queued contacts, not agent-to-agent	Avg, Max, Min, WeightedAvg	Float

Name	Description	Definition/Source	Totals	Units
	transfers/consults.	transfers/consults.		
% Missed	Of contacts answered, abandoned or overflowed during the interval, the proportion where at least one agent had failed to answer the contact. This may be because the customer abandoned while ringing at the agent desktop or because the contact was redirected away from the agent.	Of contacts answered, abandoned or overflowed during the interval, the proportion where at least one agent had failed to answer the contact. This may be because the customer abandoned while ringing at the agent desktop or because the contact was redirected away from the agent.	Avg, Max, Min, WeightedAvg	Float
% Overflow	The number of contacts in a queue which were overflowed during the interval, as a proportion of contacts answered, abandoned or overflowed. Overflowed contacts were either transferred to another queue or became callback requests.	The number of contacts in a queue which were overflowed during the interval, as a proportion of contacts answered, abandoned or overflowed. Overflowed contacts were either transferred to another queue or became callback requests.	Avg, Max, Min, WeightedAvg	Float
Volumes by Origin				
Cold Transfer In	The number of cold transfers from another agent which were answered, abandoned or overflowed during the interval. This means the source agent did not speak to the recipient agent.	The number of cold transfers from another agent which were answered, abandoned or overflowed during the interval. This means the source agent did not speak to the recipient agent.	Avg, Max, Min, Sum	Integer
Consult In	The number of consults from another agent which were answered, abandoned or overflowed during the interval. This either means that the two agents spoke while the customer was on hold, or both agents were in a conference with the customer. Following the consult, the contact stayed with the original agent.	The number of consults from another agent which were answered, abandoned or overflowed during the interval. This either means that the two agents spoke while the customer was on hold, or both agents were in a conference with the customer. Following the consult, the contact stayed with the original agent.	Avg, Max, Min, Sum	Integer

Name	Description	Definition/Source	Totals	Units
Overflow In	The number of contacts answered, abandoned or overflowed during the interval which had been overflowed from another queue (i.e. transferred while waiting).	The number of contacts answered, abandoned or overflowed during the interval which had been overflowed from another queue (i.e. transferred while waiting).	Avg, Max, Min, Sum	Integer
% Consult In	Of the contacts answered, abandoned or overflowed during the interval, the proportion which were consults from another agent. This either means that the two agents spoke while the customer was on hold, or both agents were in a conference with the customer. Following the consult, the contact stayed with the original agent.	Of the contacts answered, abandoned or overflowed during the interval, the proportion which were consults from another agent. This either means that the two agents spoke while the customer was on hold, or both agents were in a conference with the customer. Following the consult, the contact stayed with the original agent.	Avg, Max, Min, WeightedAvg	Float
% Transfer/Consult In	Of the contacts answered, abandoned or overflowed during the interval, the proportion which had been transfers or consults from another agent.	Of the contacts answered, abandoned or overflowed during the interval, the proportion which had been transfers or consults from another agent.	Avg, Max, Min, WeightedAvg	Float
% Transfer In	Of the contacts answered, abandoned or overflowed during the interval, the proportion which had been transfers from another agent. This includes warm and cold transfers from agent to agent or agent to queue.	Of the contacts answered, abandoned or overflowed during the interval, the proportion which had been transfers from another agent. This includes warm and cold transfers from agent to agent or agent to queue.	Avg, Max, Min, WeightedAvg	Float
Transfer/Consult In	The number of transfers and consults from another agent that were answered, abandoned or overflowed during the interval.	The number of transfers and consults from another agent that were answered, abandoned or overflowed during the interval.	Avg, Max, Min, Sum	Integer
Transfer In	The number of transfers from another agent which were answered, abandoned or overflowed during the	The number of transfers from another agent which were answered, abandoned or overflowed during the	Avg, Max, Min, Sum	Integer

Name	Description	Definition/Source	Totals	Units
	interval. This includes warm and cold transfers from agent to agent or agent to queue.	interval. This includes warm and cold transfers from agent to agent or agent to queue.		
Warm Transfer In	The number of warm transfers from another agent which were answered, abandoned or overflowed during the interval. This means the source agent initially consulted the recipient agent before transferring the contact to them.	The number of warm transfers from another agent which were answered, abandoned or overflowed during the interval. This means the source agent initially consulted the recipient agent before transferring the contact to them.	Avg, Max, Min, Sum	Integer
% Overflow In	Of the contacts answered, abandoned or overflowed during the interval, the proportion which had been overflowed from another queue (i.e. transferred while waiting).	Of the contacts answered, abandoned or overflowed during the interval, the proportion which had been overflowed from another queue (i.e. transferred while waiting).	Avg, Max, Min, WeightedAvg	Float
Outcomes				
Abandon Hold	The number of contacts which an agent handled during the interval, where the customer left while on hold.	The number of contacts which an agent handled during the interval, where the customer left while on hold.	Avg, Max, Min, Sum	Integer
Agent Hung Up First	The number of contacts which an agent handled during the interval, where the agent left while the customer was still connected.	The number of contacts which an agent handled during the interval, where the agent left while the customer was still connected.	Avg, Max, Min, Sum	Integer
Consulted	The number of contacts which an agent handled during the interval, where the agent initiated at least one consult. This either means that the agent spoke to another agent while the customer was on hold, or both agents were in a conference with the customer. Following the	The number of contacts which an agent handled during the interval, where the agent initiated at least one consult. This either means that the agent spoke to another agent while the customer was on hold, or both agents were in a conference with the customer. Following the	Avg, Max, Min, Sum	Integer

Name	Description	Definition/Source	Totals	Units
	consult, the contact stayed with the original agent.	consult, the contact stayed with the original agent.		
Cold Transfer	The number of contacts which an agent cold transferred out to another agent or queue during the interval. This means the source agent did not speak to the recipient agent.	The number of contacts which an agent cold transferred out to another agent or queue during the interval. This means the source agent did not speak to the recipient agent.	Avg, Max, Min, Sum	Integer
External Transfer	The number of contacts which an agent transferred out to a non-contact center number during the interval. For example, to a back office department.	The number of contacts which an agent transferred out to a non-contact center number during the interval. For example, to a back office department.	Avg, Max, Min, Sum	Integer
Handled	The number of contacts which an agent handled during the interval (i.e. the agent completed wrap-up, either after the customer left or after the agent transferred the contact elsewhere). A transferred/consulted contact will be counted multiple times, for the incoming leg and for each transfer or consult leg.	The number of contacts which an agent handled during the interval (i.e. the agent completed wrap-up, either after the customer left or after the agent transferred the contact elsewhere). A transferred/consulted contact will be counted multiple times, for the incoming leg and for each transfer or consult leg.	Avg, Max, Min, Sum	Integer
Hold	The number of contacts which an agent handled during the interval where the agent placed the customer on hold at least once. Each contact will be counted only once even if the customer was placed on hold multiple times.	The number of contacts which an agent handled during the interval where the agent placed the customer on hold at least once. Each contact will be counted only once even if the customer was placed on hold multiple times.	Avg, Max, Min, Sum	Integer
% Abandon Hold	Of contacts which an agent handled during the interval, the proportion where the customer left while on hold.	Of contacts which an agent handled during the interval, the proportion where the customer left while on hold.	Avg, Max, Min, WeightedAvg	Float
% Agent Hung Up First	Of contacts which an agent handled during the interval, the proportion where the	Of contacts which an agent handled during the interval, the proportion where the	Avg, Max, Min, WeightedAvg	Float

Name	Description	Definition/Source	Totals	Units
	agent left while the customer was still connected.	agent left while the customer was still connected.		
% Consulted	Of contacts which an agent handled during the interval, the proportion where the agent initiated at least one consult. This either means that the agent spoke to another agent while the customer was on hold, or both agents were in a conference with the customer. Following the consult, the contact stayed with the original agent.	Of contacts which an agent handled during the interval, the proportion where the agent initiated at least one consult. This either means that the agent spoke to another agent while the customer was on hold, or both agents were in a conference with the customer. Following the consult, the contact stayed with the original agent.	Avg, Max, Min, WeightedAvg	Float
% Hold	Of contacts which an agent handled during the interval, the proportion where the agent placed the customer on hold at least once. Each contact will be counted only once even if the customer was placed on hold multiple times.	Of contacts which an agent handled during the interval, the proportion where the agent placed the customer on hold at least once. Each contact will be counted only once even if the customer was placed on hold multiple times.	Avg, Max, Min, WeightedAvg	Float
% Transferred/Consulted	Of contacts which an agent handled during the interval, the proportion where the agent transferred the contact and/or initiated at least one consult.	Of contacts which an agent handled during the interval, the proportion where the agent transferred the contact and/or initiated at least one consult.	Avg, Max, Min, WeightedAvg	Float
% Transfer	Of contacts which an agent handled during the interval, the proportion which the agent transferred out. This includes warm and cold transfers to other agents, queues and external numbers.	Of contacts which an agent handled during the interval, the proportion which the agent transferred out. This includes warm and cold transfers to other agents, queues and external numbers.	Avg, Max, Min, WeightedAvg	Float
Short Handled	The number of contacts which an agent handled during the interval, where the time the agent spent on talk and hold was less than	The number of contacts which an agent handled during the interval, where the time the agent spent on talk and hold was less than	Avg, Max, Min, Sum	Integer

Name	Description	Definition/Source	Totals	Units
	the Short Handled Calls threshold for the queue (zero by default).	the Short Handled Calls threshold for the queue (zero by default).		
Transferred/Consulted	The number of contacts which an agent handled during the interval, where the agent transferred the contact and/or initiated at least one consult.	The number of contacts which an agent handled during the interval, where the agent transferred the contact and/or initiated at least one consult.	Avg, Max, Min, Sum	Integer
Transfer	The number of contacts which an agent transferred out during the interval. This includes warm and cold transfers to other agents, queues and external numbers.	The number of contacts which an agent transferred out during the interval. This includes warm and cold transfers to other agents, queues and external numbers.	Avg, Max, Min, Sum	Integer
Warm Transfer	The number of contacts which an agent warm transferred out to another agent or queue during the interval. This means the source agent initially consulted the recipient agent before transferring the contact to them.	The number of contacts which an agent warm transferred out to another agent or queue during the interval. This means the source agent initially consulted the recipient agent before transferring the contact to them.	Avg, Max, Min, Sum	Integer

Holds, Consults and Transfers

Name	Description	Definition/Source	Totals	Units
Avg Hold Count	For each contact which an agent handled during the interval where the agent placed the customer on hold, the average number of times that the agent placed the customer on hold.	For each contact which an agent handled during the interval where the agent placed the customer on hold, the average number of times that the agent placed the customer on hold.	Avg, Max, Min, WeightedAvg	Float
Consult Count	For contacts which an agent handled during the interval, the number of consults initiated by the agent. This either means that the agent spoke to another agent while the customer was on hold, or both agents were in a conference with the customer. Following the consult, the contact stayed	For contacts which an agent handled during the interval, the number of consults initiated by the agent. This either means that the agent spoke to another agent while the customer was on hold, or both agents were in a conference with the customer. Following the consult, the contact stayed	Avg, Min, Max, Sum	Integer

Name	Description	Definition/Source	Totals	Units
	with the original agent.	with the original agent.		
Hold Count	For all contacts which an agent handled during the interval, the total number of times that the agent placed the customer on hold.	For all contacts which an agent handled during the interval, the total number of times that the agent placed the customer on hold.	Avg, Max, Min, Sum	Integer
Max Hold Time	Out of all contacts which an agent handled during the interval, the longest amount of continuous time for which the agent placed a customer on hold.	Out of all contacts which an agent handled during the interval, the longest amount of continuous time for which the agent placed a customer on hold.	Avg, Max, Min	Integer
Transfer/Consult Count	For contacts which an agent handled during the interval, the number of transfers or consults initiated by the agent.	For contacts which an agent handled during the interval, the number of transfers or consults initiated by the agent.	Avg, Max, Min, Sum	Integer
Durations				
Abandon Time	For all contacts abandoned during the interval, the total time that elapsed from when the contact was offered to the queue to when the customer left.	For all contacts abandoned during the interval, the total time that elapsed from when the contact was offered to the queue to when the customer left.	Avg, Max, Min, Sum	Integer
Answer Time	For all contacts answered during the interval, the total time that elapsed from when the contact was offered to the queue to when it was answered.	For all contacts answered during the interval, the total time that elapsed from when the contact was offered to the queue to when it was answered.	Avg, Max, Min, Sum	Integer
Avg Abandon Time	For each contact abandoned during the interval, the average time that elapsed from when the contact was offered to the queue to when the customer left.	For each contact abandoned during the interval, the average time that elapsed from when the contact was offered to the queue to when the customer left.	Avg, Max, Min, WeightedAvg	Integer
Avg Answer Time	For each contact answered during the interval, the average time that elapsed from when the contact was offered to the queue to when it was answered.	For each contact answered during the interval, the average time that elapsed from when the contact was offered to the queue to when it was answered.	Avg, Max, Min, WeightedAvg	Integer

Name	Description	Definition/Source	Totals	Units
Avg Consult Time	For each consult initiated by an agent as part of a contact handled during the interval, the average amount of time spent connected to another agent (either the agents were speaking while the customer was on hold, or both agents were in a conference with the customer).	For each consult initiated by an agent as part of a contact handled during the interval, the average amount of time spent connected to another agent (either the agents were speaking while the customer was on hold, or both agents were in a conference with the customer).	Avg, Max, Min, WeightedAvg	Integer
AHT	Average Handle Time. For each contact which an agent handled during the interval, the average amount of time that the agent spent on the contact, including talk time, hold time and wrap time.	Average Handle Time. For each contact which an agent handled during the interval, the average amount of time that the agent spent on the contact, including talk time, hold time and wrap time.	Avg, Max, Min, WeightedAvg	Integer
Avg Hold Time	For each contact which an agent handled during the interval, the average amount of time that the agent spent with the customer connected but placed on hold.	For each contact which an agent handled during the interval, the average amount of time that the agent spent with the customer connected but placed on hold.	Avg, Max, Min, WeightedAvg	Integer
Avg Queue Time	For each contact answered, abandoned or overflowed during the interval, the average time that elapsed from when the contact was offered to the queue to when it was answered, overflowed or the customer left.	For each contact answered, abandoned or overflowed during the interval, the average time that elapsed from when the contact was offered to the queue to when it was answered, overflowed or the customer left.	Avg, Max, Min, WeightedAvg	Integer
Avg Talk/Hold Time	For each contact which an agent handled during the interval, the average amount of time that the agent spent on the contact excluding wrap. This includes talk time and hold time.	For each contact which an agent handled during the interval, the average amount of time that the agent spent on the contact excluding wrap. This includes talk time and hold time.	Avg, Max, Min, WeightedAvg	Integer
Avg Talk Time	For each contact which an agent handled during the interval, the average amount	For each contact which an agent handled during the interval, the average amount	Avg, Max, Min, WeightedAvg	Integer

Name	Description	Definition/Source	Totals	Units
	of time that the agent spent with the customer connected and not on hold.	of time that the agent spent with the customer connected and not on hold.		
Avg Wrap Time	For each contact which an agent handled during the interval, the average amount of time that the agent spent after the customer had left or been transferred.	For each contact which an agent handled during the interval, the average amount of time that the agent spent after the customer had left or been transferred.	Avg, Max, Min, WeightedAvg	Integer
Consult Time	For all consults initiated by an agent as part of a contact handled during the interval, the total amount of time spent connected to another agent (either the agents were speaking while the customer was on hold, or both agents were in a conference with the customer).	For all consults initiated by an agent as part of a contact handled during the interval, the total amount of time spent connected to another agent (either the agents were speaking while the customer was on hold, or both agents were in a conference with the customer).	Avg, Max, Min, Sum	Integer
Handle Time	For all contacts which an agent handled during the interval, the total amount of time that the agent spent on the contact, including talk time, hold time and wrap time.	For all contacts which an agent handled during the interval, the total amount of time that the agent spent on the contact, including talk time, hold time and wrap time.	Avg, Max, Min, Sum	Integer
Hold Time	For all contacts which an agent handled during the interval, the total amount of time that the agent spent with the customer connected but placed on hold.	For all contacts which an agent handled during the interval, the total amount of time that the agent spent with the customer connected but placed on hold.	Avg, Max, Min, Sum	Integer
Queue Time	For all contacts answered, abandoned or overflowed during the interval, the total time that elapsed from when the contact was offered to the queue to when it was answered, overflowed or the customer left.	For all contacts answered, abandoned or overflowed during the interval, the total time that elapsed from when the contact was offered to the queue to when it was answered, overflowed or the customer left.	Avg, Max, Min, Sum	Integer
Talk/Hold Time	For all contacts which an	For all contacts which an	Avg, Max, Min, Sum	Integer

Name	Description	Definition/Source	Totals	Units
	agent handled during the interval, the total amount of time that the agent spent on the contact excluding wrap. This includes talk time and hold time.	agent handled during the interval, the total amount of time that the agent spent on the contact excluding wrap. This includes talk time and hold time.		
Talk Time	For all contacts which an agent handled during the interval, the total amount of time that the agent spent with the customer connected and not on hold.	For all contacts which an agent handled during the interval, the total amount of time that the agent spent with the customer connected and not on hold.	Avg, Max, Min, Sum	Integer
Wrap Time	For all contacts which an agent handled during the interval, the total amount of time that the agent spent after the customer had left or been transferred.	For all contacts which an agent handled during the interval, the total amount of time that the agent spent after the customer had left or been transferred.	Avg, Max, Min, Sum	Integer
Service Level Adherence				
% Service Level	Of the contacts answered, abandoned or overflowed during the interval, the proportion which were answered within the queue's service level threshold. This is the amount of time in which it is expected that calls should be answered. It is configurable whether contacts abandoned within the threshold should be counted as in or out of service level, or should be ignored.	Of the contacts answered, abandoned or overflowed during the interval, the proportion which were answered within the queue's service level threshold. This is the amount of time in which it is expected that calls should be answered. It is configurable whether contacts abandoned within the threshold should be counted as in or out of service level, or should be ignored.	Avg, Max, Min, WeightedAvg	Float
Service Level Abandoned	The number of contacts abandoned within the queue's service level threshold during the interval. This is the amount of time in which it is expected that calls should be answered, but the customer did not wait that long before leaving.	The number of contacts abandoned within the queue's service level threshold during the interval. This is the amount of time in which it is expected that calls should be answered, but the customer did not wait that long before leaving.	Avg, Max, Min, Sum	Integer

Name	Description	Definition/Source	Totals	Units
Service Level Answered	The number of contacts answered within the queue's service level threshold during the interval. This is the amount of time in which it is expected that calls should be answered.	The number of contacts answered within the queue's service level threshold during the interval. This is the amount of time in which it is expected that calls should be answered.	Avg, Max, Min, Sum	Integer
Service Level Offered	The number of contacts answered, abandoned or that exceeded the service level threshold during the interval, whichever came first. The service level is the amount of time in which it is expected that calls should be answered.	The number of contacts answered, abandoned or that exceeded the service level threshold during the interval, whichever came first. The service level is the amount of time in which it is expected that calls should be answered.	Avg, Max, Min, Sum	Integer
Short Abandoned	The number of contacts abandoned within the queue's short abandoned calls threshold during the interval (which is zero by default). These contacts will be ignored for the purpose of calculating service levels.	The number of contacts abandoned within the queue's short abandoned calls threshold during the interval (which is zero by default). These contacts will be ignored for the purpose of calculating service levels.	Avg, Max, Min, Sum	Integer
Answered Intervals				
Answered Interval 1	The number of contacts answered by an agent during the period that were answered within the 'interval 1' threshold. Interval thresholds are configurable.	The number of contacts answered by an agent during the period that were answered within the 'interval 1' threshold. Interval thresholds are configurable.	Avg, Max, Min, Sum	Integer
Answered Interval 10	The number of contacts answered by an agent during the period that were answered between the 'interval 9' and 'interval 10' thresholds. Interval thresholds are configurable.	The number of contacts answered by an agent during the period that were answered between the 'interval 9' and 'interval 10' thresholds. Interval thresholds are configurable.	Avg, Max, Min, Sum	Integer
Answered Interval 2	The number of contacts answered by an agent during the period that were answered between the 'interval 1' and 'interval 2'	The number of contacts answered by an agent during the period that were answered between the 'interval 1' and 'interval 2'	Avg, Max, Min, Sum	Integer

Name	Description	Definition/Source	Totals	Units
	thresholds. Interval thresholds are configurable.	thresholds. Interval thresholds are configurable.		
Answered Interval 3	The number of contacts answered by an agent during the period that were answered between the 'interval 2' and 'interval 3' thresholds. Interval thresholds are configurable.	The number of contacts answered by an agent during the period that were answered between the 'interval 2' and 'interval 3' thresholds. Interval thresholds are configurable.	Avg, Max, Min, Sum	Integer
Answered Interval 4	The number of contacts answered by an agent during the period that were answered between the 'interval 3' and 'interval 4' thresholds. Interval thresholds are configurable.	The number of contacts answered by an agent during the period that were answered between the 'interval 3' and 'interval 4' thresholds. Interval thresholds are configurable.	Avg, Max, Min, Sum	Integer
Answered Interval 5	The number of contacts answered by an agent during the period that were answered between the 'interval 4' and 'interval 5' thresholds. Interval thresholds are configurable.	The number of contacts answered by an agent during the period that were answered between the 'interval 4' and 'interval 5' thresholds. Interval thresholds are configurable.	Avg, Max, Min, Sum	Integer
Answered Interval 6	The number of contacts answered by an agent during the period that were answered between the 'interval 5' and 'interval 6' thresholds. Interval thresholds are configurable.	The number of contacts answered by an agent during the period that were answered between the 'interval 5' and 'interval 6' thresholds. Interval thresholds are configurable.	Avg, Max, Min, Sum	Integer
Answered Interval 7	The number of contacts answered by an agent during the period that were answered between the 'interval 6' and 'interval 7' thresholds. Interval thresholds are configurable.	The number of contacts answered by an agent during the period that were answered between the 'interval 6' and 'interval 7' thresholds. Interval thresholds are configurable.	Avg, Max, Min, Sum	Integer
Answered Interval 8	The number of contacts answered by an agent during the period that were answered between the 'interval 7' and 'interval 8' thresholds. Interval thresholds are configurable.	The number of contacts answered by an agent during the period that were answered between the 'interval 7' and 'interval 8' thresholds. Interval thresholds are configurable.	Avg, Max, Min, Sum	Integer

Name	Description	Definition/Source	Totals	Units
Answered Interval 9	The number of contacts answered by an agent during the period that were answered between the 'interval 8' and 'interval 9' thresholds. Interval thresholds are configurable.	The number of contacts answered by an agent during the period that were answered between the 'interval 8' and 'interval 9' thresholds. Interval thresholds are configurable.	Avg, Max, Min, Sum	Integer
% Answered Interval 1	Of the contacts answered by an agent during the period, the proportion that were answered within the 'interval 1' threshold. Interval thresholds are configurable.	Of the contacts answered by an agent during the period, the proportion that were answered within the 'interval 1' threshold. Interval thresholds are configurable.	Avg, Max, Min, WeightedAvg	Float
% Answered Interval 10	% Answered Interval 10		Avg, Max, Min, WeightedAvg	Float
% Answered Interval 2	Of the contacts answered by an agent during the period, the proportion that were answered between the 'interval 1' and 'interval 2' thresholds. Interval thresholds are configurable.	Of the contacts answered by an agent during the period, the proportion that were answered between the 'interval 1' and 'interval 2' thresholds. Interval thresholds are configurable.	WeightedAvg, Avg, Max, Min	Float
% Answered Interval 3	Of the contacts answered by an agent during the period, the proportion that were answered between the 'interval 2' and 'interval 3' thresholds. Interval thresholds are configurable.	Of the contacts answered by an agent during the period, the proportion that were answered between the 'interval 2' and 'interval 3' thresholds. Interval thresholds are configurable.	WeightedAvg, Avg, Max, Min	Float
% Answered Interval 4	Of the contacts answered by an agent during the period, the proportion that were answered between the 'interval 3' and 'interval 4' thresholds. Interval thresholds are configurable.	Of the contacts answered by an agent during the period, the proportion that were answered between the 'interval 3' and 'interval 4' thresholds. Interval thresholds are configurable.	WeightedAvg, Avg, Max, Min	Float
% Answered Interval 5	Of the contacts answered by an agent during the period, the proportion that were answered between the 'interval 4' and 'interval 5' thresholds. Interval	Of the contacts answered by an agent during the period, the proportion that were answered between the 'interval 4' and 'interval 5' thresholds. Interval	Avg, Max, Min, WeightedAvg	Float

Name	Description	Definition/Source	Totals	Units
	thresholds are configurable.	thresholds are configurable.		
% Answered Interval 6	Of the contacts answered by an agent during the period, the proportion that were answered between the 'interval 5' and 'interval 6' thresholds. Interval thresholds are configurable.	Of the contacts answered by an agent during the period, the proportion that were answered between the 'interval 5' and 'interval 6' thresholds. Interval thresholds are configurable.	Avg, Max, Min, WeightedAvg	Float
% Answered Interval 7	Of the contacts answered by an agent during the period, the proportion that were answered between the 'interval 6' and 'interval 7' thresholds. Interval thresholds are configurable.	Of the contacts answered by an agent during the period, the proportion that were answered between the 'interval 6' and 'interval 7' thresholds. Interval thresholds are configurable.	Avg, Max, Min, WeightedAvg	Float
% Answered Interval 8	Of the contacts answered by an agent during the period, the proportion that were answered between the 'interval 7' and 'interval 8' thresholds. Interval thresholds are configurable.	Of the contacts answered by an agent during the period, the proportion that were answered between the 'interval 7' and 'interval 8' thresholds. Interval thresholds are configurable.	Avg, Max, Min, WeightedAvg	Float
% Answered Interval 9	Of the contacts answered by an agent during the period, the proportion that were answered between the 'interval 8' and 'interval 9' thresholds. Interval thresholds are configurable.	Of the contacts answered by an agent during the period, the proportion that were answered between the 'interval 8' and 'interval 9' thresholds. Interval thresholds are configurable.	Avg, Max, Min, WeightedAvg	Float
Answered Intervals (Cumulative)				
Answered Interval 1..10	The number of contacts answered by an agent during the period that were answered within the 'interval 10' threshold. Interval thresholds are configurable.	The number of contacts answered by an agent during the period that were answered within the 'interval 10' threshold. Interval thresholds are configurable.	Avg, Max, Min, Sum	Integer
Answered Interval 1..2	The number of contacts answered by an agent during the period that were answered within the 'interval 2' threshold. Interval thresholds are	The number of contacts answered by an agent during the period that were answered within the 'interval 2' threshold. Interval thresholds are	Avg, Max, Min, Sum	Integer

Name	Description	Definition/Source	Totals	Units
	configurable.	configurable.		
Answered Interval 1..3	The number of contacts answered by an agent during the period that were answered within the 'interval 3' threshold. Interval thresholds are configurable.	The number of contacts answered by an agent during the period that were answered within the 'interval 3' threshold. Interval thresholds are configurable.	Avg, Max, Min, Sum	Integer
Answered Interval 1..4	The number of contacts answered by an agent during the period that were answered within the 'interval 4' threshold. Interval thresholds are configurable.	The number of contacts answered by an agent during the period that were answered within the 'interval 4' threshold. Interval thresholds are configurable.	Avg, Max, Min, Sum	Integer
Answered Interval 1..5	The number of contacts answered by an agent during the period that were answered within the 'interval 5' threshold. Interval thresholds are configurable.	The number of contacts answered by an agent during the period that were answered within the 'interval 5' threshold. Interval thresholds are configurable.	Avg, Max, Min, Sum	Integer
Answered Interval 1..6	The number of contacts answered by an agent during the period that were answered within the 'interval 6' threshold. Interval thresholds are configurable.	The number of contacts answered by an agent during the period that were answered within the 'interval 6' threshold. Interval thresholds are configurable.	Avg, Max, Min, Sum	Integer
Answered Interval 1..7	The number of contacts answered by an agent during the period that were answered within the 'interval 7' threshold. Interval thresholds are configurable.	The number of contacts answered by an agent during the period that were answered within the 'interval 7' threshold. Interval thresholds are configurable.	Avg, Max, Min, Sum	Integer
Answered Interval 1..8	The number of contacts answered by an agent during the period that were answered within the 'interval 8' threshold. Interval thresholds are configurable.	The number of contacts answered by an agent during the period that were answered within the 'interval 8' threshold. Interval thresholds are configurable.	Avg, Max, Min, Sum	Integer

Name	Description	Definition/Source	Totals	Units
Answered Interval 1..9	The number of contacts answered by an agent during the period that were answered within the 'interval 9' threshold. Interval thresholds are configurable.	The number of contacts answered by an agent during the period that were answered within the 'interval 9' threshold. Interval thresholds are configurable.	Avg, Max, Min, Sum	Integer
% Answered Interval 1..10	Of the contacts answered by an agent during the period, the proportion that were answered within the 'interval 10' threshold. Interval thresholds are configurable.	Of the contacts answered by an agent during the period, the proportion that were answered within the 'interval 10' threshold. Interval thresholds are configurable.	Avg, Max, Min, WeightedAvg	Float
% Answered Interval 1..2	Of the contacts answered by an agent during the period, the proportion that were answered within the 'interval 2' threshold. Interval thresholds are configurable.	Of the contacts answered by an agent during the period, the proportion that were answered within the 'interval 2' threshold. Interval thresholds are configurable.	Avg, Max, Min, WeightedAvg	Float
% Answered Interval 1..3	Of the contacts answered by an agent during the period, the proportion that were answered within the 'interval 3' threshold. Interval thresholds are configurable.	Of the contacts answered by an agent during the period, the proportion that were answered within the 'interval 3' threshold. Interval thresholds are configurable.	Avg, Max, Min, WeightedAvg	Float
% Answered Interval 1..4	Of the contacts answered by an agent during the period, the proportion that were answered within the 'interval 4' threshold. Interval thresholds are configurable.	Of the contacts answered by an agent during the period, the proportion that were answered within the 'interval 4' threshold. Interval thresholds are configurable.	Avg, Max, Min, WeightedAvg	Float
% Answered Interval 1..5	Of the contacts answered by an agent during the period, the proportion that were answered within the 'interval 5' threshold. Interval thresholds are configurable.	Of the contacts answered by an agent during the period, the proportion that were answered within the 'interval 5' threshold. Interval thresholds are configurable.	Max, Avg, Min, WeightedAvg	Float
% Answered Interval 1..6	Of the contacts answered by	Of the contacts answered by	Avg, Max, Min,	Float

Name	Description	Definition/Source	Totals	Units
	an agent during the period, the proportion that were answered within the 'interval 6' threshold. Interval thresholds are configurable.	an agent during the period, the proportion that were answered within the 'interval 6' threshold. Interval thresholds are configurable.	WeightedAvg	
% Answered Interval 1..7	Of the contacts answered by an agent during the period, the proportion that were answered within the 'interval 7' threshold. Interval thresholds are configurable.	Of the contacts answered by an agent during the period, the proportion that were answered within the 'interval 7' threshold. Interval thresholds are configurable.	Avg, Max, Min, WeightedAvg	Float
% Answered Interval 1..8	Of the contacts answered by an agent during the period, the proportion that were answered within the 'interval 8' threshold. Interval thresholds are configurable.	Of the contacts answered by an agent during the period, the proportion that were answered within the 'interval 8' threshold. Interval thresholds are configurable.	Avg, Max, Min, WeightedAvg	Float
% Answered Interval 1..9	Of the contacts answered by an agent during the period, the proportion that were answered within the 'interval 9' threshold. Interval thresholds are configurable.	Of the contacts answered by an agent during the period, the proportion that were answered within the 'interval 9' threshold. Interval thresholds are configurable.	Avg, Max, Min, WeightedAvg	Float
Answered Intervals (Cumulative % of Volume)				
Answered Interval 1 (% of volume)	Of the contacts answered, abandoned or overflowed during the period, the proportion that were answered by an agent within the 'interval 1' threshold. Interval thresholds are configurable.	Of the contacts answered, abandoned or overflowed during the period, the proportion that were answered by an agent within the 'interval 1' threshold. Interval thresholds are configurable.	Avg, Max, Min, WeightedAvg	Float
Answered Interval 1..10 (% of volume)	Of the contacts answered, abandoned or overflowed during the period, the proportion that were answered by an agent within the 'interval 10' threshold. Interval thresholds are configurable.	Of the contacts answered, abandoned or overflowed during the period, the proportion that were answered by an agent within the 'interval 10' threshold. Interval thresholds are configurable.	WeightedAvg, Avg, Max, Min	Float

Name	Description	Definition/Source	Totals	Units
Answered Interval 1..2 (% of volume)	Of the contacts answered, abandoned or overflowed during the period, the proportion that were answered by an agent within the 'interval 2' threshold. Interval thresholds are configurable.	Of the contacts answered, abandoned or overflowed during the period, the proportion that were answered by an agent within the 'interval 2' threshold. Interval thresholds are configurable.	Avg, Max, Min, WeightedAvg	Float
Answered Interval 1..3 (% of volume)	Of the contacts answered, abandoned or overflowed during the period, the proportion that were answered by an agent within the 'interval 3' threshold. Interval thresholds are configurable.	Of the contacts answered, abandoned or overflowed during the period, the proportion that were answered by an agent within the 'interval 3' threshold. Interval thresholds are configurable.	Avg, Max, Min, WeightedAvg	Float
Answered Interval 1..4 (% of volume)	Of the contacts answered, abandoned or overflowed during the period, the proportion that were answered by an agent within the 'interval 4' threshold. Interval thresholds are configurable.	Of the contacts answered, abandoned or overflowed during the period, the proportion that were answered by an agent within the 'interval 4' threshold. Interval thresholds are configurable.	Avg, Max, Min, WeightedAvg	Float
Answered Interval 1..5 (% of volume)	Of the contacts answered, abandoned or overflowed during the period, the proportion that were answered by an agent within the 'interval 5' threshold. Interval thresholds are configurable.	Of the contacts answered, abandoned or overflowed during the period, the proportion that were answered by an agent within the 'interval 5' threshold. Interval thresholds are configurable.	Avg, Max, Min, WeightedAvg	Float
Answered Interval 1..6 (% of volume)	Of the contacts answered, abandoned or overflowed during the period, the proportion that were answered by an agent within the 'interval 6' threshold. Interval thresholds are configurable.	Of the contacts answered, abandoned or overflowed during the period, the proportion that were answered by an agent within the 'interval 6' threshold. Interval thresholds are configurable.	Avg, Max, Min, WeightedAvg	Float
Answered Interval 1..7 (% of volume)	Of the contacts answered, abandoned or overflowed during the period, the proportion that were	Of the contacts answered, abandoned or overflowed during the period, the proportion that were	Avg, Max, Min, WeightedAvg	Float

Name	Description	Definition/Source	Totals	Units
	answered by an agent within the 'interval 7' threshold. Interval thresholds are configurable.	answered by an agent within the 'interval 7' threshold. Interval thresholds are configurable.		
Answered Interval 1..8 (% of volume)	Of the contacts answered, abandoned or overflowed during the period, the proportion that were answered by an agent within the 'interval 8' threshold. Interval thresholds are configurable.	Of the contacts answered, abandoned or overflowed during the period, the proportion that were answered by an agent within the 'interval 8' threshold. Interval thresholds are configurable.	Avg, Max, Min, WeightedAvg	Float
Answered Interval 1..9 (% of volume)	Of the contacts answered, abandoned or overflowed during the period, the proportion that were answered by an agent within the 'interval 9' threshold. Interval thresholds are configurable.	Of the contacts answered, abandoned or overflowed during the period, the proportion that were answered by an agent within the 'interval 9' threshold. Interval thresholds are configurable.	Avg, Max, Min, WeightedAvg	Float

Abandoned Intervals

Name	Description	Definition/Source	Totals	Units
Abandoned Interval 1	The number of contacts abandoned during the period where the customer left within the 'interval 1' threshold. Interval thresholds are configurable.	The number of contacts abandoned during the period where the customer left within the 'interval 1' threshold. Interval thresholds are configurable.	Avg, Max, Sum, Min	Integer
Abandoned Interval 10	The number of contacts abandoned during the period where the customer left between the 'interval 9' and 'interval 10' thresholds. Interval thresholds are configurable.	The number of contacts abandoned during the period where the customer left between the 'interval 9' and 'interval 10' thresholds. Interval thresholds are configurable.	Avg, Max, Min, Sum	Integer
Abandoned Interval 2	The number of contacts abandoned during the period where the customer left between the 'interval 1' and 'interval 2' thresholds. Interval thresholds are configurable.	The number of contacts abandoned during the period where the customer left between the 'interval 1' and 'interval 2' thresholds. Interval thresholds are configurable.	Avg, Max, Sum, Min	Integer
Abandoned Interval 3	The number of contacts abandoned during the period	The number of contacts abandoned during the period	Avg, Max, Min, Sum	Integer

Name	Description	Definition/Source	Totals	Units
	where the customer left between the 'interval 2' and 'interval 3' thresholds. Interval thresholds are configurable.	where the customer left between the 'interval 2' and 'interval 3' thresholds. Interval thresholds are configurable.		
Abandoned Interval 4	The number of contacts abandoned during the period where the customer left between the 'interval 3' and 'interval 4' thresholds. Interval thresholds are configurable.	The number of contacts abandoned during the period where the customer left between the 'interval 3' and 'interval 4' thresholds. Interval thresholds are configurable.	Avg, Min, Max, Sum	Integer
Abandoned Interval 5	The number of contacts abandoned during the period where the customer left between the 'interval 4' and 'interval 5' thresholds. Interval thresholds are configurable.	The number of contacts abandoned during the period where the customer left between the 'interval 4' and 'interval 5' thresholds. Interval thresholds are configurable.	Avg, Max, Min, Sum	Integer
Abandoned Interval 6	The number of contacts abandoned during the period where the customer left between the 'interval 5' and 'interval 6' thresholds. Interval thresholds are configurable.	The number of contacts abandoned during the period where the customer left between the 'interval 5' and 'interval 6' thresholds. Interval thresholds are configurable.	Avg, Max, Min, Sum	Integer
Abandoned Interval 7	The number of contacts abandoned during the period where the customer left between the 'interval 6' and 'interval 7' thresholds. Interval thresholds are configurable.	The number of contacts abandoned during the period where the customer left between the 'interval 6' and 'interval 7' thresholds. Interval thresholds are configurable.	Avg, Max, Min, Sum	Integer
Abandoned Interval 8	The number of contacts abandoned during the period where the customer left between the 'interval 7' and 'interval 8' thresholds. Interval thresholds are configurable.	The number of contacts abandoned during the period where the customer left between the 'interval 7' and 'interval 8' thresholds. Interval thresholds are configurable.	Avg, Max, Min, Sum	Integer
Abandoned Interval 9	The number of contacts abandoned during the period where the customer left between the 'interval 8' and	The number of contacts abandoned during the period where the customer left between the 'interval 8' and	Avg, Max, Min, Sum	Integer

Name	Description	Definition/Source	Totals	Units
	'interval 9' thresholds. Interval thresholds are configurable.	'interval 9' thresholds. Interval thresholds are configurable.		
% Abandoned Interval 1	Of the contacts abandoned during the period, the proportion where the customer left within the 'interval 1' threshold. Interval thresholds are configurable.	Of the contacts abandoned during the period, the proportion where the customer left within the 'interval 1' threshold. Interval thresholds are configurable.	Avg, Max, Min, WeightedAvg	Float
% Abandoned Interval 10	Of the contacts abandoned during the period, the proportion where the customer left between the 'interval 9' and 'interval 10' thresholds. Interval thresholds are configurable.	Of the contacts abandoned during the period, the proportion where the customer left between the 'interval 9' and 'interval 10' thresholds. Interval thresholds are configurable.	Avg, Max, Min, WeightedAvg	Float
% Abandoned Interval 2	Of the contacts abandoned during the period, the proportion where the customer left between the 'interval 1' and 'interval 2' thresholds. Interval thresholds are configurable.	Of the contacts abandoned during the period, the proportion where the customer left between the 'interval 1' and 'interval 2' thresholds. Interval thresholds are configurable.	Avg, Max, Min, WeightedAvg	Float
% Abandoned Interval 3	Of the contacts abandoned during the period, the proportion where the customer left between the 'interval 2' and 'interval 3' thresholds. Interval thresholds are configurable.	Of the contacts abandoned during the period, the proportion where the customer left between the 'interval 2' and 'interval 3' thresholds. Interval thresholds are configurable.	Avg, Max, Min, WeightedAvg	Float
% Abandoned Interval 4	Of the contacts abandoned during the period, the proportion where the customer left between the 'interval 3' and 'interval 4' thresholds. Interval thresholds are configurable.	Of the contacts abandoned during the period, the proportion where the customer left between the 'interval 3' and 'interval 4' thresholds. Interval thresholds are configurable.	Avg, Max, Min, WeightedAvg	Float
% Abandoned Interval 5	Of the contacts abandoned during the period, the proportion where the customer left between the 'interval 4' and 'interval 5' thresholds. Interval	Of the contacts abandoned during the period, the proportion where the customer left between the 'interval 4' and 'interval 5' thresholds. Interval	Avg, Max, Min, WeightedAvg	Float

Name	Description	Definition/Source	Totals	Units
	thresholds are configurable.	thresholds are configurable.		
% Abandoned Interval 6	Of the contacts abandoned during the period, the proportion where the customer left between the 'interval 5' and 'interval 6' thresholds. Interval thresholds are configurable.	Of the contacts abandoned during the period, the proportion where the customer left between the 'interval 5' and 'interval 6' thresholds. Interval thresholds are configurable.	Avg, Max, Min, WeightedAvg	Float
% Abandoned Interval 7	Of the contacts abandoned during the period, the proportion where the customer left between the 'interval 6' and 'interval 7' thresholds. Interval thresholds are configurable.	Of the contacts abandoned during the period, the proportion where the customer left between the 'interval 6' and 'interval 7' thresholds. Interval thresholds are configurable.	Avg, Max, Min, WeightedAvg	Float
% Abandoned Interval 8	Of the contacts abandoned during the period, the proportion where the customer left between the 'interval 7' and 'interval 8' thresholds. Interval thresholds are configurable.	Of the contacts abandoned during the period, the proportion where the customer left between the 'interval 7' and 'interval 8' thresholds. Interval thresholds are configurable.	Avg, Max, Min, WeightedAvg	Float
% Abandoned Interval 9	Of the contacts abandoned during the period, the proportion where the customer left between the 'interval 8' and 'interval 9' thresholds. Interval thresholds are configurable.	Of the contacts abandoned during the period, the proportion where the customer left between the 'interval 8' and 'interval 9' thresholds. Interval thresholds are configurable.	Avg, Max, Min, WeightedAvg	Float

Abandoned Intervals (Cumulative)

Name	Description	Definition/Source	Totals	Units
% Abandoned Interval 1..10	Of the contacts abandoned during the period, the proportion where the customer left within the 'interval 10' threshold. Interval thresholds are configurable.	Of the contacts abandoned during the period, the proportion where the customer left within the 'interval 10' threshold. Interval thresholds are configurable.	Avg, Max, Min, WeightedAvg	Float
% Abandoned Interval 1..2	Of the contacts abandoned during the period, the proportion where the customer left within the 'interval 2' threshold. Interval thresholds are	Of the contacts abandoned during the period, the proportion where the customer left within the 'interval 2' threshold. Interval thresholds are	Avg, Max, Min, WeightedAvg	Float

Name	Description	Definition/Source	Totals	Units
	configurable.	configurable.		
% Abandoned Interval 1..3	Of the contacts abandoned during the period, the proportion where the customer left within the 'interval 3' threshold. Interval thresholds are configurable.	Of the contacts abandoned during the period, the proportion where the customer left within the 'interval 3' threshold. Interval thresholds are configurable.	Avg, Max, Min, WeightedAvg	Float
% Abandoned Interval 1..4	Of the contacts abandoned during the period, the proportion where the customer left within the 'interval 4' threshold. Interval thresholds are configurable.	Of the contacts abandoned during the period, the proportion where the customer left within the 'interval 4' threshold. Interval thresholds are configurable.	Avg, Max, Min, WeightedAvg	Float
% Abandoned Interval 1..5	Of the contacts abandoned during the period, the proportion where the customer left within the 'interval 5' threshold. Interval thresholds are configurable.	Of the contacts abandoned during the period, the proportion where the customer left within the 'interval 5' threshold. Interval thresholds are configurable.	Avg, Max, Min, WeightedAvg	Float
% Abandoned Interval 1..6	Of the contacts abandoned during the period, the proportion where the customer left within the 'interval 6' threshold. Interval thresholds are configurable.	Of the contacts abandoned during the period, the proportion where the customer left within the 'interval 6' threshold. Interval thresholds are configurable.	Avg, Max, Min, WeightedAvg	Float
% Abandoned Interval 1..7	Of the contacts abandoned during the period, the proportion where the customer left within the 'interval 7' threshold. Interval thresholds are configurable.	Of the contacts abandoned during the period, the proportion where the customer left within the 'interval 7' threshold. Interval thresholds are configurable.	Avg, Max, Min, WeightedAvg	Float
% Abandoned Interval 1..8	Of the contacts abandoned during the period, the proportion where the customer left within the 'interval 8' threshold. Interval thresholds are configurable.	Of the contacts abandoned during the period, the proportion where the customer left within the 'interval 8' threshold. Interval thresholds are configurable.	Avg, Min, Max, WeightedAvg	Float

Name	Description	Definition/Source	Totals	Units
% Abandoned Interval 1..9	Of the contacts abandoned during the period, the proportion where the customer left within the 'interval 9' threshold. Interval thresholds are configurable.	Of the contacts abandoned during the period, the proportion where the customer left within the 'interval 9' threshold. Interval thresholds are configurable.	Avg, Max, Min, WeightedAvg	Float
Abandoned Interval 1..10	The number of contacts abandoned during the period where the customer left within the 'interval 10' threshold. Interval thresholds are configurable.	The number of contacts abandoned during the period where the customer left within the 'interval 10' threshold. Interval thresholds are configurable.	Avg, Max, Min, Sum	Integer
Abandoned Interval 1..2	The number of contacts abandoned during the period where the customer left within the 'interval 2' threshold. Interval thresholds are configurable.	The number of contacts abandoned during the period where the customer left within the 'interval 2' threshold. Interval thresholds are configurable.	Avg, Max, Min, Sum	Integer
Abandoned Interval 1..3	The number of contacts abandoned during the period where the customer left within the 'interval 3' threshold. Interval thresholds are configurable.	The number of contacts abandoned during the period where the customer left within the 'interval 3' threshold. Interval thresholds are configurable.	Avg, Max, Min, Sum	Integer
Abandoned Interval 1..4	The number of contacts abandoned during the period where the customer left within the 'interval 4' threshold. Interval thresholds are configurable.	The number of contacts abandoned during the period where the customer left within the 'interval 4' threshold. Interval thresholds are configurable.	Avg, Min, Max, Sum	Integer
Abandoned Interval 1..5	The number of contacts abandoned during the period where the customer left within the 'interval 5' threshold. Interval thresholds are configurable.	The number of contacts abandoned during the period where the customer left within the 'interval 5' threshold. Interval thresholds are configurable.	Avg, Min, Max, Sum	Integer
Abandoned Interval 1..6	The number of contacts abandoned during the period where the customer left within the 'interval 6' threshold. Interval thresholds are configurable.	The number of contacts abandoned during the period where the customer left within the 'interval 6' threshold. Interval thresholds are configurable.	Avg, Max, Min, Sum	Integer

Name	Description	Definition/Source	Totals	Units
Abandoned Interval 1..7	The number of contacts abandoned during the period where the customer left within the 'interval 7' threshold. Interval thresholds are configurable.	The number of contacts abandoned during the period where the customer left within the 'interval 7' threshold. Interval thresholds are configurable.	Avg, Max, Min, Sum	Integer
Abandoned Interval 1..8	The number of contacts abandoned during the period where the customer left within the 'interval 8' threshold. Interval thresholds are configurable.	The number of contacts abandoned during the period where the customer left within the 'interval 8' threshold. Interval thresholds are configurable.	Avg, Max, Min, Sum	Integer
Abandoned Interval 1..9	The number of contacts abandoned during the period where the customer left within the 'interval 9' threshold. Interval thresholds are configurable.	The number of contacts abandoned during the period where the customer left within the 'interval 9' threshold. Interval thresholds are configurable.	Avg, Max, Min, Sum	Integer

Hist - Call Detail End

Overview

This model provides historical call end data.

Selection Criteria

Referenced Table(s)	t_Call_Type, t_Route, t_Agent_Team, t_Agent, t_Skill_Group, t_Service, t_Termination_Call_Detail, t_Person
Parameter Type(s)	IT_DATE, IT_CALL_TYPE, IT_ROUTE, IT_AGENT_TEAM, IT_AGENT, IT_SKILLGROUP, IT_SERVICE, IT_WRAPUP_CODE
Time Period(s)	Historical (Unknown)
Grouping(s)	Call Type, Route, Agent Team, Agent, Source Agent, Skillgroup, Service, Wrapup Code, Duration Timeband, Network Queue Time Timeband, Ring Time Timeband, Delay Time Timeband, Abandon Time Timeband, Hold Time Timeband, Talk Time Timeband, Work Time Timeband, Local Queue Time Timeband, Conference Time Timeband, Segment Time Timeband
Timezone Enabled	Yes

Attribute Definitions

Name	Description	Definition/Source	Totals	Units
Parameters				
Call Type	The Call Type used to route the call.	t_Call_Type.EnterpriseName		String
Route	The Route where the call was sent.	t_Route.EnterpriseName		String
Agent Team	The Agent Team of the agent that handled the call.	t_Agent_Team.EnterpriseName		String
Agent	The Agent that handled the call.	t_Agent.EnterpriseName		String
Source Agent	The Agent that initiated the call.	t_Agent.EnterpriseName		String
Skillgroup	The Skill Group that handled the call.	t_Skill_Group.EnterpriseName		String
Service	The service that handled the call.	t_Service.EnterpriseName		String
Wrapup Code	The Wrapup Code associated to the call leg.	t_Termination_Call_Detail.WrapupData		String
Date/Time Values				
Termination Leg Date/time	The date/time that the call record is generated by the Peripheral Gateway (PG).	t_Termination_Call_Detail.DateTime		DateTime
Hds Write Date/time	The date and time stamp when the record was written to the HDS database.	t_Termination_Call_Detail.DBDateTime		DateTime
Timezone	The offset in minutes from UTC of the Termination Leg Date/time.	t_Termination_Call_Detail.TimeZone		Integer
Resource Types				
Call Type	The Call Type used to route the call.	t_Call_Type.EnterpriseName		String
Route	The Route where the call was sent.	t_Route.EnterpriseName		String
Agent Team	The Agent Team of the agent that handled the call.	t_Agent_Team.EnterpriseName		String
Agent	The Agent that handled the call.	t_Agent.EnterpriseName		String
Person	The last name and first name of the agent that handled the call.	t_Person.LastName t_Person.FirstName		String
Source	The Agent that initiated the call.	t_Agent.EnterpriseName		String

Name	Description	Definition/Source	Totals	Units
Agent				
Skillgroup	The Skill Group that handled the call.	t_Skill_Group.EnterpriseName		String
Service	The service that handled the call.	t_Service.EnterpriseName		String
Rating Period	Rating Period for the call such as Weekday Morning or Weekend Night.			String
Call Disposition	The final disposition of the call such as DISCONNECT_DROP_HANDLED_ PRIMARY_ROUTE or RING_NO_ ANSWER. The disposition describes how the call terminated. Please refer to the Cisco CCE database schema documentation for a full list of call disposition values.	Call Disposition as defined by eGain Analytics		String
Call Disposition Flag	The call disposition flag for the call such as HANDLED or ABANDONED. This provides detail on the Call Disposition. See the Cisco CCE database schema documentation for a full list of call disposition values.	Call Disposition Flagas defined by eGain Analytics		String
Route Information				
Peripheral Call Type	The type of call as reported by the Peripheral, such as ACD IN. For a complete list of possible values please refer to the Cisco CCE database schema documentation.	Peripheral Call Type as defined by eGain Analytics		String
Instrument Port Number	Instrument number or extension number of the device (e.g. phone) that handled the call at the peripheral.	t_Termination_Call_ Detail.InstrumentPortNumber		String
Agent ID	The peripheral number of the agent who handled the call.	t_Termination_Call_ Detail.AgentPeripheralNumber		String
Source Agent ID	The peripheral number of the agent who initiated the call.	t_Termination_Call_ Detail.SourceAgentPeripheralNumber		String
Bad Call	Indicates if the agent marked the call as a bad call.	t_Termination_Call_Detail.BadCallTag		String
Call Priority	The priority assigned to the call (applies only to the DEFINITY ECS peripheral).	t_Termination_Call_Detail.CallPriority		Integer

Name	Description	Definition/Source	Totals	Units
New Transaction	Indicates whether the call has been re-classified via transfer, overflow, or new transaction. If it is not a new transaction then there are likely to be previous records for the same call.	t_Termination_Call_ Detail.NewTransaction		String
Service Level Met	Indicates whether the call was answered within the service level for the service.	t_Termination_Call_ Detail.AnsweredWithinServiceLevel		String
Trunk	The number of the trunk on which the call arrived as it is known by the peripheral.	The trunk associated to the call leg.		Integer
Digits Dialed	The digits dialed by the calling party for the call. This field is set for Unified CCE but not for all ACD types. Please refer to the Cisco documentation for a full list of ACDs that support this field.	t_Termination_Call_Detail.DigitsDialed		String
Cli String	The ANI/CLI number for the call. When present, this identifies the number of the calling party.	t_Termination_Call_Detail.ANI		String
Dialed Number String	The DNIS value, provided by the ACD, that arrives with the call.	t_Termination_Call_Detail.DNIS		String
Wrapup Data	The wrap up data provided by the agent for the call.	t_Termination_Call_Detail.WrapupData		String
Ced	The caller entered digits for the call.	t_Termination_Call_Detail.CED		String
Recovery Key	An internal identifier assigned to the call by Unified CCE.	t_Termination_Call_ Detail.RecoveryKey		BigInteger
Router Call Key Day	Part of a composite key (along with RouterCallKey) assigned by Unifed CCE for the call record. Cisco documentation states that this field contains a value only if the call was translation-routed, post-routed to/from an ACD, or sent to an IPCC Enterprise agent.	t_Termination_Call_ Detail.RouterCallKeyDay		Integer
Router Call Key	Part of a composite key (along with RouterCallKeyDay) assigned by Unifed CCE for the call record. Cisco documentation states that this field	t_Termination_Call_ Detail.RouterCallKey		Integer

Name	Description	Definition/Source	Totals	Units
	contains a value only if the call was translation-routed, post-routed to/from an ACD, or sent to an IPCC Enterprise agent.			
Router Call Key Sequence Number	The RouterCallKey sequence number value for the call used to order records where there are multiple records for a single call. Cisco documentation describes this field as a best effort attempt to describe the order in which the call legs were created and not the order in which the records themselves were created.	t_Termination_Call_ Detail.RouterCallKeySequenceNumber		Integer
Bill Rate	The billing rate value for the call. This field is reserved by Cisco for future use.	t_Termination_Call_Detail.BillRate		Integer
Peripheral Call Key	The internal identifier assigned to the call by the peripheral.	t_Termination_Call_ Detail.PeripheralCallKey		Integer
User-to-user	For ISDN private network calls this field contains the User to User information.	t_Termination_Call_Detail.UserToUser		String
Icr Call Key	The unique number generated by the PG for the call.	t_Termination_Call_Detail.ICRlCallKey		Integer
Icr Call Key Parent	The parent key assigned by the peripheral for a transfer or conference call.	t_Termination_Call_ Detail.ICRlCallKeyParent		Integer
Icr Call Key Child	The child key assigned by the peripheral for a transfer or conference call.	t_Termination_Call_ Detail.ICRlCallKeyChild		Integer
Application Task Disposition	An application specific disposition used by some non-voice applications such as Email Interaction Manager.	t_Termination_Call_ Detail.ApplicationTaskDisposition		Integer
Application Data	Additional data passed in the End Task message for the task.	t_Termination_Call_ Detail.ApplicationData		String

Route Durations

Name	Description	Definition/Source	Totals	Units
Duration	The duration of the call which is comprised of: NetQTime + LocalQTime + DelayTime + RingTime + TalkTime + HoldTime + WorkTime.	t_Termination_Call_Detail.Duration	Sum, Min, Max, Avg	BigInteger

Name	Description	Definition/Source	Totals	Units
Network Time	The time between the PG receiving a pre-call message from the router for the task and an Offer Task (or Start Task, if an Offer Task is not sent) message for the task.	t_Termination_Call_ Detail.NetworkTime	Sum, Min, Max, Avg	BigInteger
Net Queue Time	The time the call spent in the Network Queue in the Call Router. See the Local Queue Time for local ACD queuing time.	t_Termination_Call_Detail.NetQTime	Sum, Min, Max, Avg	BigInteger
Ring Time	The time that the call spent ringing at the agent before it was answered.	t_Termination_Call_Detail.RingTime	Sum, Min, Max, Avg	BigInteger
Delay Time	The time that the call is active on the switch but not queued to a skill group or trunk resource. For example, if an announcement is played at the switch before the call is queued there, that time would be accrued in Delay Time.	t_Termination_Call_Detail.DelayTime	Sum, Min, Max, Avg	BigInteger
Abandon Time	For abandoned calls this is the amount of time before the call abandoned. This can include Delay Time, Local Queue Time, and Ring Time, depending on when the call was abandoned.	t_Termination_Call_ Detail.AbandonTime	Sum, Min, Max, Avg	BigInteger
Hold Time	The total hold time for the call.	t_Termination_Call_Detail.HoldTime	Sum, Min, Max, Avg	BigInteger
Talk Time	The total talk time for the call.	t_Termination_Call_Detail.TalkTime	Sum, Min, Max, Avg	BigInteger
Work Time	Total time the agent spent in an after call work state for the call.	t_Termination_Call_Detail.WorkTime	Sum, Min, Max, Avg	BigInteger
Local Queue Time	The time the call spent queueing at the local ACD. The definition of this field varies depending on the version of Unified CCE being used. Please	t_Termination_Call_Detail.LocalQTime	Sum, Min, Max, Avg	BigInteger

Name	Description	Definition/Source	Totals	Units
	refer to the Unified CCE Database Schema documentation for details.			
Conference Time	The time that the call was in a conference with two or more parties, not including the original calling party.	t_Termination_Call_ Detail.ConferenceTime	Sum, Min, Max, Avg	BigInteger
Segment Time	For private network calls, this is the time that the system took to segment the call e.g. via a menu.	t_Termination_Call_ Detail.SegmentTime	Sum, Min, Max, Avg	BigInteger
Call Variables				
Call Variable 1	The value of variable 1 for the call.	t_Termination_Call_Detail.Variable1		String
Call Variable 2	The value of variable 2 for the call.	t_Termination_Call_Detail.Variable2		String
Call Variable 3	The value of variable 3 for the call.	t_Termination_Call_Detail.Variable3		String
Call Variable 4	The value of variable 4 for the call.	t_Termination_Call_Detail.Variable4		String
Call Variable 5	The value of variable 5 for the call.	t_Termination_Call_Detail.Variable5		String
Call Variable 6	The value of variable 6 for the call.	t_Termination_Call_Detail.Variable6		String
Call Variable 7	The value of variable 7 for the call.	t_Termination_Call_Detail.Variable7		String
Call Variable 8	The value of variable 8 for the call.	t_Termination_Call_Detail.Variable8		String
Call Variable 9	The value of variable 9 for the call.	t_Termination_Call_Detail.Variable9		String
Call Variable 10	The value of variable 10 for the call.	t_Termination_Call_Detail.Variable10		String
Timebands				
Duration Timeband	The call duration time band bucket (such as 0 to 19 seconds) into which the call falls.	Duration Timeband as defined by eGain Analytics		String
Network	The Network Queue Time bucket	Network Time Timeband as defined by		String

Name	Description	Definition/Source	Totals	Units
Queue Time Timeband	(such as 0 to 19 seconds) into which the call falls.	eGain Analytics		
Ring Time Timeband	The Ring Time bucket (such as 0 to 19 seconds) into which the call falls.	Ring Time Timeband as defined by eGain Analytics		String
Delay Time Timeband	The Delay Time bucket (such as 0 to 19 seconds) into which the call falls.	Delay Time Timeband as defined by eGain Analytics		String
Abandon Time Timeband	The abandon time band bucket (such as 0 to 19 seconds) into which the call falls.	Abandon Time Timeband as defined by eGain Analytics		String
Hold Time Timeband	The hold time band bucket (such as 0 to 19 seconds) into which the call falls.	Hold Time Timeband as defined by eGain Analytics		String
Talk Time Timeband	The talk time band bucket (such as 0 to 19 seconds) into which the call falls.	Talk Time Timeband as defined by eGain Analytics		String
Work Time Timeband	The work time band bucket (such as 0 to 19 seconds) into which the call falls.	Work Time Timeband as defined by eGain Analytics		String
Local Queue Time Timeband	The local queue time band bucket (such as 0 to 19 seconds) into which the call falls.	Local Queue Time Timeband as defined by eGain Analytics		String
Conference Time Timeband	The conference time band bucket (such as 0 to 19 seconds) into which the call falls.	Conference Time Timeband as defined by eGain Analytics		String
Segment Time Timeband	The segment time band bucket (such as 0 to 19 seconds) into which the call falls.	Segment Time Timeband as defined by eGain Analytics		String

Hist - Call Detail Leg

Overview

This model provides historical call leg data.

Selection Criteria

Referenced Table(s)	t_Call_Type, t_Dialed_Number, t_Route, t_Label, t_Script, t_Routing_Client, t_Media_ Routing_Domain, t_Route_Call_Detail
Parameter Type(s)	IT_DATE, IT_CALL_TYPE, IT_DIALED_NUMBER, IT_ROUTE, IT_LABEL, IT_SCRIPT, IT_ROUTING_ CLIENT, IT_MEDIA_ROUTING_DOMAIN
Time Period (s)	Historical (Unknown)
Grouping(s)	Call Type, Dialed Number, Route, Originating Label, Final Label, Script, Routing Client, Media Routing Domain
Timezone Enabled	Yes

Attribute Definitions

Name	Description	Definition/Source	Totals	Units
Parameters				
Call Type	The Call Type used to route the call.	t_Call_Type.EnterpriseName		String
Dialed Number	The Enterprise Name of the Dialed Number for the call.	t_Dialed_Number.EnterpriseName		String
Route	The Route where the call was sent.	t_Route.EnterpriseName		String
Originating Label	The Label that was passed to the Routing Client. For translation routed calls this is the label for the translation route.	t_Label.EnterpriseName		String
Final Label	The label associated with the final target at the switch. For translation routed calls, this is the label of the final destination and not the translation route.	t_Label.EnterpriseName		String
Script	The script used to route the call.	t_Script.EnterpriseName		String
Routing Client	The routing client that made the route request.	t_Routing_Client.EnterpriseName		String
Media Routing Domain	The Media Routing Domain for the call such as Cisco Voice.	t_Media_Routing_ Domain.EnterpriseName		String

Name	Description	Definition/Source	Totals	Units
Date/Time Values				
Route End Date/time	The Date/Time the call was routed.	t_Route_Call_Detail.DateTime		DateTime
Route Start Date/time	The Date/Time the first route request was recieved for the call.	t_Route_Call_Detail.BeganRoutingDateTime		DateTime
Call Type Start Date/time	The Date/Time the call was assigned the current call type.	t_Route_Call_Detail.BeganCallTypeDateTime		DateTime
Hds Write Date/time	The Date/Time the record was written to the HDS.	t_Route_Call_Detail.DBDateTime		DateTime
Timezone	The timezone of the central controller used for the DateTime field.	t_Route_Call_Detail.TimeZone		Integer
Rating Period	Rating Period for the call such as Weekday Morning or Weekend Night.	Rating Period as defined by eGain Analytics		String
Resource Types				
Call Type	The Call Type used to route the call.	t_Call_Type.EnterpriseName		String
Dialed Number	The Enterprise Name of the Dialed Number for the call.	t_Dialed_Number.EnterpriseName		String
Route	The Route where the call was sent.	t_Route.EnterpriseName		String
Originating Label	The Label that was passed to the Routing Client. For translation routed calls this is the label for the translation route.	t_Label.EnterpriseName		String
Final Label	The label associated with the final target at the switch. For translation routed calls, this is the label of the final destination and not the translation route.	t_Label.EnterpriseName		String
Script	The script used to route the call.	t_Script.EnterpriseName		String
Routing Client	The routing client that made the route request.	t_Routing_Client.EnterpriseName		String
Media Routing Domain	The Media Routing Domain for the call such as Cisco Voice.	t_Media_Routing_Domain.EnterpriseName		String

Name	Description	Definition/Source	Totals	Units
Route Information				
Cli String	The ANI/CLI number for the call. When present, this identifies the number of the calling party.	t_Route_Call_Detail.ANI		String
Dialed Number String	If the dialed number for the call is configured, this will be the same as the DialedNumberString of the dialed number specified stored in ICM. If the dialed number for the call is not configured, this is the dialed number string as provided by the switch.	t_Route_Call_Detail.DialedNumberString		String
Ced	The caller entered digits for the call.	t_Route_Call_Detail.CED		String
Router Error Code	Error code from the CallRouter process. Refer to the Cisco online documentation for a list of possible error codes (http://docwiki.cisco.com/wiki/Router_Error_Codes).	t_Route_Call_Detail.RouterErrorCode		Integer
Recovery Key	An internal identifier assigned to the call by Unified CCE.	t_Route_Call_Detail.RecoveryKey		BigInteger
Originator	The origin of the route request.	t_Route_Call_Detail.Originator		String
Router Call Key Day	Part of a composite key (along with RouterCallKey) assigned by Unifed CCE for the call record.	t_Route_Call_Detail.RouterCallKeyDay		Integer
Router Call Key	Part of a composite key (along with RouterCallKeyDay) assigned by Unifed CCE for the call record.	t_Route_Call_Detail.RouterCallKey		Integer
Router Call Key Sequence Number	The RouterCallKey sequence number value for the call used to order records where there are multiple records for a single call. Cisco documentation describes this field as a best effort attempt to describe the order in which the call legs were created and not the order in which the records themselves were created.	t_Route_Call_Detail.RouterCallKeySequenceNumber		Integer
User-to-user	The ISDN private network User-to-User information associated with the call.	t_Route_Call_Detail.UserToUser		String
Priority	For Lucent ASAI, this is the priority assigned to the call.	t_Route_Call_Detail.Priority		Integer

Name	Description	Definition/Source	Totals	Units
Routing Client Call Key	The identifier generated by the routing client in a private network.	t_Route_Call_ Detail.RoutingClientCallKey		Integer
Cdpd	Customer Database Provided Digits which can be used to track the call from the public network to the peripheral.	t_Route_Call_Detail.CDPD		String
Target Label	The label associated with the final target at the switch. For translation routed calls, this is the label of the final destination and not the translation route.	t_Route_Call_Detail.TargetLabel		String
Requery Result	The result of the last requery operation.	t_Route_Call_Detail.Requery Result		Integer
Vru Progress	The value of the VRUProgress call variable.	t_Route_Call_Detail.VRUProgress		Integer
Route Measures				
Vru Script Count	The number of VRU Script Nodes encoutered during the call.	t_Route_Call_Detail.ScriptCount	Sum, Min, Max, Avg	Integer
Route Durations				
Duration	For future use.	t_Route_Call_Detail.Duration	Sum, Min, Max, Avg	BigInteger
Segment Time	For private network calls, this is the time that the system took to segment the call e.g. via a menu.	t_Route_Call_Detail.SegmentTime	Sum, Min, Max, Avg	BigInteger
Router Queue Time	The time the call spent in the Network Queue in the Call Router.	t_Route_Call_Detail.RouterQTime	Sum, Min, Max, Avg	BigInteger
Call Variables				
Call Variable 1	The value of variable 1 for the call.	t_Route_Call_Detail.Variable1		String
Call Variable 2	The value of variable 2 for the call.	t_Route_Call_Detail.Variable2		String

Name	Description	Definition/Source	Totals	Units
Call Variable 3	The value of variable 3 for the call.	t_Route_Call_Detail.Variable3		String
Call Variable 4	The value of variable 4 for the call.	t_Route_Call_Detail.Variable4		String
Call Variable 5	The value of variable 5 for the call.	t_Route_Call_Detail.Variable5		String
Call Variable 6	The value of variable 6 for the call.	t_Route_Call_Detail.Variable6		String
Call Variable 7	The value of variable 7 for the call.	t_Route_Call_Detail.Variable7		String
Call Variable 8	The value of variable 8 for the call.	t_Route_Call_Detail.Variable8		String
Call Variable 9	The value of variable 9 for the call.	t_Route_Call_Detail.Variable9		String
Call Variable 10	The value of variable 10 for the call.	t_Route_Call_Detail.Variable10		String
eGain Analytics Measures				
Request Type	The type of route request such as pre-route or post-route. Please refer to the Cisco CCE database schema documentation for a full list of possible values.	Request Type as defined by eGain Analytics		String
Originator Type	The type of originator of the route request. Possible values are Unknown, Trunk, Teleset, VRU or Trunk Group.	Originator Type as defined by eGain Analytics		String
Target Type	The execution result of the route request such as Route to Agent or Route to Skill Group. Please refer to the Cisco CCE database schema documentation for a full list of possible values.	Target Type as defined by eGain Analytics		String
Message Origin	The message origin of the call leg	Message Origin as defined by eGain Analytics		String
Timebands				
Duration Timeband	For future use.	Duration Timeband as defined by eGain Analytics		String

Name	Description	Definition/Source	Totals	Units
Segment Time Timeband	The segment time band bucket (such as 0 to 19 seconds) into which the call falls.	Segment Time Timeband as defined by eGain Analytics		String
Network Queue Time Timeband	The Network Queue Time bucket (such as 0 to 19 seconds) into which the call falls.	Network Queue Time Timeband as defined by eGain Analytics		String

Hist - Call Journey

Overview

This model allows end users to develop historical reports that provide information that shows event data defining all repeat and non-repeat (First Call Resolution or Abandon) interactions (voice, email, chat etc) in the system.

Selection Criteria

Referenced Table(s)	Person, t_Precision_Queue, Agent_Team, Category, Call_Type, Skill_Group, Agent, Precision_Queue, Wrapup_Code, Channel_Address, Contact
Parameter Type(s)	IT_AGENT, IT_PRECISION_QUEUE, IT_AGENT_TEAM, IT_CATEGORY, IT_CALL_TYPE, IT_SKILLGROUP, IT_DATE
Time Period(s)	Historical (Unknown)
Grouping(s)	Agent, Precision Queue, Agent Team, Call Driver, Call Type, Skill Group, Quarter Hour, Half Hour, Hour, Date, Month, Year, Wrap Code, ANI, Contact Name
Timezone Enabled	Yes

Attribute Definitions

Name	Description	Definition/Source	Totals	Units
Parameters				
Agent	The Agent name from the Person Table.	Person.LastName Person.FirstName		String

Name	Description	Definition/Source	Totals	Units
Precision Queue	The Enterprise Name of the Precision Queue.	t_Precision_ Queue.EnterpriseName		String
Agent Team	The Enterprise Name of the Agent Team.	Agent_Team.EnterpriseName		String
Call Driver	The Enterprise Name of the Call Driver.	Category.EnterpriseName		String
Call Type	The Enterprise Name of the Call Type.	Call_Type.EnterpriseName		String
Skill Group	The Enterprise Name of the Skill Group.	Skill_Group.EnterpriseName		String

Time Periods

Name	Description	Definition/Source	Totals	Units
Quarter Hour	Quarter Hour			DateTime
Half Hour	Half Hour			DateTime
Hour	Hour			DateTime
Date	Date			DateTime
Month	Month			DateTime
Year	Year			DateTime

Attributes

Name	Description	Definition/Source	Totals	Units
Call Driver Name	The display name for the Call Driver.	Category.Name		String
Skill Group Enterprise Name	The Enterprise Name of the Skill Group.	Skill_Group.EnterpriseName		String
Skill Group Name	The fisplay name of the Skill Group.	Skill_Group.Name		String
Agent ID	The Agent's login ID at the switch.	Agent.PeripheralNumber		String
Agent Enterprise Name	The Enterprise Name of the Agent.	Agent.EnterpriseName		String
Precision Queue Enterprise Name	The Enterprise Name of the Precision Queue.	Precision_Queue.EnterpriseName		String

Name	Description	Definition/Source	Totals	Units
Precision Queue Name	The display name of the Precision Queue.	Precision_Queue.Name		String
Agent Name	The display name of the Agent.	Agent.Name		String
Agent Team Enterprise Name	The Enterprise Name of the Agent Team.	Agent_Team.EnterpriseName		String
Agent Team Name	The display name of the Agent Team.	Agent_Team.Name		String
Call Type Enterprise Name	The Enterprise Name of the Call Type.	Call_Type.EnterpriseName		String
Call Type Name	The display name of the Call Type.	Call_Type.Name		String
Wrap Code	The display name of the Wrap Code.	Wrapup_Code.Name		String
ANI	The ANI of the caller.	Channel_Address.Address		String
Contact Name	The name identifying the Contact.	Contact.LastName, Contact.FirstName. If Last Name is not available then the First Name will be displayed. If First Name is not available then the Last Name will be displayed.		String
Call Counts				
Offered	The total number of calls eligible for repeat call analysis that were offered during the interval. This field is derived from the sum of Offered (New) and Offered (Rpt).	The total number of calls eligible for repeat call analysis that were offered during the interval. This field is derived from the sum of Offered (New) and Offered (Rpt).	Sum, Max, Min	BigInteger
Journeys	The number of calls that resulted in completion of a customer journey through the contact center. A journey is considered complete if the customer did not call back within the selected time window for repeat call definition.	The number of calls that resulted in completion of a customer journey through the contact center. A journey is considered complete if the customer did not call back within the selected time window for repeat call definition.	Max, Min, Sum	BigInteger

Name	Description	Definition/Source	Totals	Units
Offered (Rpt)	The total number of calls eligible for repeat call analysis that were offered during the interval where the customer had previously called within the selected time window for repeat call definition.	The total number of calls eligible for repeat call analysis that were offered during the interval where the customer had previously called within the selected time window for repeat call definition.	Sum, Max, Min	BigInteger
Rpt Generated	The total number of calls eligible for repeat call analysis that were offered during the interval which resulted in a subsequent call from the same customer within the selected time window for repeat call definition. This field is derived from the sum of Rpt Generated (New) and Rpt Generated (Rpt).	The total number of calls eligible for repeat call analysis that were offered during the interval which resulted in a subsequent call from the same customer within the selected time window for repeat call definition. This field is derived from the sum of Rpt Generated (New) and Rpt Generated (Rpt).	Sum, Max, Min	BigInteger
Rpt Generated (Rpt)	The total number of calls eligible for repeat call analysis that were offered during the interval for which both a previous call exists and a subsequent call occurred from the same customer within the selected time window for repeat call definition.	The total number of calls eligible for repeat call analysis that were offered during the interval for which both a previous call exists and a subsequent call occurred from the same customer within the selected time window for repeat call definition.	Max, Min, Sum	BigInteger
Rpt Generated (New)	The total number of calls eligible for repeat call analysis that were offered during the interval for which no previous call exists, but a subsequent call occurred from the same customer within the selected time window for repeat call definition.	The total number of calls eligible for repeat call analysis that were offered during the interval for which no previous call exists, but a subsequent call occurred from the same customer within the selected time window for repeat call definition.	Max, Min, Sum	BigInteger
Rpt Effective	The number of Effective calls that were offered as repeat in the selected time window and resulted in the completion of customer journey (Did not call back within the selected time window). An Effective call is a call that ends up at an agent and lasts more than 5 seconds.	The number of effective calls that resulted in completion of a customer journey through the contact center where the customer had previously called at least once within the selected time window for repeat call definition. A journey is considered complete if the customer did not call back within the selected time window for repeat call definition. A completed journey is considered effective if it reached an agent and the dialogue with the agent lasted	Max, Min, Sum	BigInteger

Name	Description	Definition/Source	Totals	Units
		for more than 5 seconds.		
Rpt Ineffective	The number of ineffective calls that resulted in completion of a customer journey through the contact center where the customer had previously called at least once within the selected time window for repeat call definition. A journey is considered complete if the customer did not call back within the selected time window for repeat call definition. A completed journey is considered ineffective if the final call did not reach an agent, for example if the customer abandoned in queue, or it reached an agent but the dialogue with the agent lasted for less than or equal to 5 seconds.	The number of ineffective calls that resulted in completion of a customer journey through the contact center where the customer had previously called at least once within the selected time window for repeat call definition. A journey is considered complete if the customer did not call back within the selected time window for repeat call definition. A completed journey is considered ineffective if the final call did not reach an agent, for example if the customer abandoned in queue, or it reached an agent but the dialogue with the agent lasted for less than or equal to 5 seconds.	Max, Min, Sum	BigInteger
Effective	The number of effective calls that resulted in completion of a customer journey through the contact center where the customer had not previously called within the selected time window for repeat call definition. A journey is considered complete if the customer did not call back within the selected time window for repeat call definition. A completed journey is considered effective if it reached an agent and the dialogue with the agent lasted for more than 5 seconds. This scenario is also known as Unique and Effective or First Call Resolution.	The number of effective calls that resulted in completion of a customer journey through the contact center where the customer had not previously called within the selected time window for repeat call definition. A journey is considered complete if the customer did not call back within the selected time window for repeat call definition. A completed journey is considered effective if it reached an agent and the dialogue with the agent lasted for more than 5 seconds. This scenario is also known as Unique and Effective or First Call Resolution.	Max, Min, Sum	BigInteger
Ineffective	The number of ineffective calls that resulted in completion of a customer journey through the contact center where the customer had not previously called within the selected time window for repeat call definition. A journey is considered complete	The number of ineffective calls that resulted in completion of a customer journey through the contact center where the customer had not previously called within the selected time window for repeat call definition. A journey is considered complete if the	Max, Min, Sum	BigInteger

Name	Description	Definition/Source	Totals	Units
	if the customer did not call back within the selected time window for repeat call definition. A completed journey is considered ineffective if the final call did not reach an agent, for example if the customer abandoned in queue, or it reached an agent but the dialogue with the agent lasted for less than 5 seconds. This scenario is also known as Unique and Ineffective.	customer did not call back within the selected time window for repeat call definition. A completed journey is considered ineffective if the final call did not reach an agent, for example if the customer abandoned in queue, or it reached an agent but the dialogue with the agent lasted for less than 5 seconds. This scenario is also known as Unique and Ineffective.		
Offered (New)	The total number of calls eligible for repeat call analysis that were offered during the interval where the customer had not previously called within the selected time window for repeat call definition.	The total number of calls eligible for repeat call analysis that were offered during the interval where the customer had not previously called within the selected time window for repeat call definition.	Sum, Max, Min	BigInteger
Percentages				
% Offered (Rpt)	The total number of calls eligible for repeat call analysis that were offered during the interval where the customer had previously called within the selected time window for repeat call definition expressed as a percentage of the Offered field.	The total number of calls eligible for repeat call analysis that were offered during the interval where the customer had previously called within the selected time window for repeat call definition expressed as a percentage of the Offered field.	WeightedAvg, Max, Min	Float
% Rpt Generated	The total number of calls eligible for repeat call analysis that were offered during the interval which resulted in a subsequent call from the same customer within the selected time window for repeat call definition expressed as a percentage of the Offered field.	The total number of calls eligible for repeat call analysis that were offered during the interval which resulted in a subsequent call from the same customer within the selected time window for repeat call definition expressed as a percentage of the Offered field.	WeightedAvg, Max, Min	Float
% Rpt Generated (Rpt)	The total number of calls eligible for repeat call analysis that were offered during the interval for which both a previous call exists and a subsequent call occurred from the same customer within the selected time window for repeat call definition, expressed as a percentage of the Rpt Generated field.	The total number of calls eligible for repeat call analysis that were offered during the interval for which both a previous call exists and a subsequent call occurred from the same customer within the selected time window for repeat call definition, expressed as a percentage of the Rpt Generated field.	Max, Min, WeightedAvg	Float

Name	Description	Definition/Source	Totals	Units
% Rpt Generated (New)	The total number of calls eligible for repeat call analysis that were offered during the interval for which no previous call exists, but a subsequent call occurred from the same customer within the selected time window for repeat call definition, expressed as a percentage of the Rpt Generated field.	The total number of calls eligible for repeat call analysis that were offered during the interval for which no previous call exists, but a subsequent call occurred from the same customer within the selected time window for repeat call definition, expressed as a percentage of the Rpt Generated field.	Max, Min, WeightedAvg	Float
% Rpt Effective	The number of effective calls that resulted in completion of a customer journey through the contact center where the customer had previously called at least once within the selected time window for repeat call definition expressed as a percentage of the Journeys field. A journey is considered complete if the customer did not call back within the selected time window for repeat call definition. A completed journey is considered effective if it reached an agent and the dialogue with the agent lasted for more than 5 seconds.	The number of effective calls that resulted in completion of a customer journey through the contact center where the customer had previously called at least once within the selected time window for repeat call definition expressed as a percentage of the Journeys field. A journey is considered complete if the customer did not call back within the selected time window for repeat call definition. A completed journey is considered effective if it reached an agent and the dialogue with the agent lasted for more than 5 seconds.	Max, Min, WeightedAvg	Float
% Rpt Ineffective	The number of ineffective calls that resulted in completion of a customer journey through the contact center where the customer had previously called at least once within the selected time window for repeat call definition expressed as a percentage of the Journeys field. A journey is considered complete if the customer did not call back within the selected time window for repeat call definition. A completed journey is considered ineffective if the final call did not reach an agent, for example if the customer abandoned in queue, or it reached an agent but the dialogue with the agent lasted for less than or equal to 5 seconds.	The number of ineffective calls that resulted in completion of a customer journey through the contact center where the customer had previously called at least once within the selected time window for repeat call definition expressed as a percentage of the Journeys field. A journey is considered complete if the customer did not call back within the selected time window for repeat call definition. A completed journey is considered ineffective if the final call did not reach an agent, for example if the customer abandoned in queue, or it reached an agent but the dialogue with the agent lasted for less than or equal to 5 seconds.	Max, Min, WeightedAvg	Float

Name	Description	Definition/Source	Totals	Units
% Effective	The number of effective calls that resulted in completion of a customer journey through the contact center where the customer had not previously called within the selected time window for repeat call definition expressed as a percentage of the Journeys field. A journey is considered complete if the customer did not call back within the selected time window for repeat call definition. A completed journey is considered effective if it reached an agent and the dialogue with the agent lasted for more than 5 seconds. This scenario is also known as Unique and Effective or First Call Resolution.	The number of effective calls that resulted in completion of a customer journey through the contact center where the customer had not previously called within the selected time window for repeat call definition expressed as a percentage of the Journeys field. A journey is considered complete if the customer did not call back within the selected time window for repeat call definition. A completed journey is considered effective if it reached an agent and the dialogue with the agent lasted for more than 5 seconds. This scenario is also known as Unique and Effective or First Call Resolution.	WeightedAvg, Max, Min	Float
% Ineffective	The number of ineffective calls that resulted in completion of a customer journey through the contact center where the customer had not previously called within the selected time window for repeat call definition expressed as a percentage of the Journeys field. A journey is considered complete if the customer did not call back within the selected time window for repeat call definition. A completed journey is considered ineffective if the final call did not reach an agent, for example if the customer abandoned in queue, or it reached an agent but the dialogue with the agent lasted for less than 5 seconds. This scenario is also known as Unique and Ineffective.	The number of ineffective calls that resulted in completion of a customer journey through the contact center where the customer had not previously called within the selected time window for repeat call definition expressed as a percentage of the Journeys field. A journey is considered complete if the customer did not call back within the selected time window for repeat call definition. A completed journey is considered ineffective if the final call did not reach an agent, for example if the customer abandoned in queue, or it reached an agent but the dialogue with the agent lasted for less than 5 seconds. This scenario is also known as Unique and Ineffective.	Max, Min, WeightedAvg	Float
% Offered (New)	The total number of calls eligible for repeat call analysis that were offered during the interval where the customer had not previously called within the selected time	The total number of calls eligible for repeat call analysis that were offered during the interval where the customer had not previously called within the selected time	Max, Min, WeightedAvg	Float

Name	Description	Definition/Source	Totals	Units
	window for repeat call definition expressed as a percentage of the Offered field.	window for repeat call definition expressed as a percentage of the Offered field.		
KPI				
Offered (Rpt) Trend	The total number of calls eligible for repeat call analysis that were offered during the interval where the customer had previously called within the selected time window for repeat call definition expressed as a trend against the previous interval.	The total number of calls eligible for repeat call analysis that were offered during the interval where the customer had previously called within the selected time window for repeat call definition expressed as a trend against the previous interval.		Integer
Rpt Generated Trend	The total number of calls eligible for repeat call analysis that were offered during the interval which resulted in a subsequent call from the same customer within the selected time window for repeat call definition expressed as a trend against the previous interval.	The total number of calls eligible for repeat call analysis that were offered during the interval which resulted in a subsequent call from the same customer within the selected time window for repeat call definition expressed as a trend against the previous interval.		Integer
Rpt Generated (Rpt) Trend	The total number of calls eligible for repeat call analysis that were offered during the interval for which both a previous call exists and a subsequent call occurred from the same customer within the selected time window for repeat call definition, expressed as a trend against the previous interval.	The total number of calls eligible for repeat call analysis that were offered during the interval for which both a previous call exists and a subsequent call occurred from the same customer within the selected time window for repeat call definition, expressed as a trend against the previous interval.		Integer
Rpt Generated (New) Trend	The total number of calls eligible for repeat call analysis that were offered during the interval for which no previous call exists, but a subsequent call occurred from the same customer within the selected time window for repeat call definition, expressed as a trend against the previous interval.	The total number of calls eligible for repeat call analysis that were offered during the interval for which no previous call exists, but a subsequent call occurred from the same customer within the selected time window for repeat call definition, expressed as a trend against the previous interval.		Integer
Rpt Effective Trend	The number of effective calls that resulted in completion of a	The number of effective calls that resulted in completion of a		Integer

Name	Description	Definition/Source	Totals	Units
	customer journey through the contact center where the customer had previously called at least once within the selected time window for repeat call definition expressed as a trend against the previous interval. A journey is considered complete if the customer did not call back within the selected time window for repeat call definition. A completed journey is considered effective if it reached an agent and the dialogue with the agent lasted for more than 5 seconds.	customer journey through the contact center where the customer had previously called at least once within the selected time window for repeat call definition expressed as a trend against the previous interval. A journey is considered complete if the customer did not call back within the selected time window for repeat call definition. A completed journey is considered effective if it reached an agent and the dialogue with the agent lasted for more than 5 seconds.		
Rpt Ineffective Trend	The number of ineffective calls that resulted in completion of a customer journey through the contact center where the customer had previously called at least once within the selected time window for repeat call definition expressed as a trend against the previous interval. A journey is considered complete if the customer did not call back within the selected time window for repeat call definition. A completed journey is considered ineffective if the final call did not reach an agent, for example if the customer abandoned in queue, or it reached an agent but the dialogue with the agent lasted for less than or equal to 5 seconds.	The number of ineffective calls that resulted in completion of a customer journey through the contact center where the customer had previously called at least once within the selected time window for repeat call definition expressed as a trend against the previous interval. A journey is considered complete if the customer did not call back within the selected time window for repeat call definition. A completed journey is considered ineffective if the final call did not reach an agent, for example if the customer abandoned in queue, or it reached an agent but the dialogue with the agent lasted for less than or equal to 5 seconds.		Integer
Effective Trend	The number of effective calls that resulted in completion of a customer journey through the contact center where the customer had not previously called within the selected time window for repeat call definition expressed as a trend against the previous interval. A journey is considered complete if the customer did not call back within	The number of effective calls that resulted in completion of a customer journey through the contact center where the customer had not previously called within the selected time window for repeat call definition expressed as a trend against the previous interval. A journey is considered complete if the customer did not call back within the selected time		Integer

Name	Description	Definition/Source	Totals	Units
	the selected time window for repeat call definition. A completed journey is considered effective if it reached an agent and the dialogue with the agent lasted for more than 5 seconds. This scenario is also known as Unique and Effective or First Call Resolution.	window for repeat call definition. A completed journey is considered effective if it reached an agent and the dialogue with the agent lasted for more than 5 seconds. This scenario is also known as Unique and Effective or First Call Resolution.		
Ineffective Trend	The number of ineffective calls that resulted in completion of a customer journey through the contact center where the customer had not previously called within the selected time window for repeat call definition expressed as a trend against the previous interval. A journey is considered complete if the customer did not call back within the selected time window for repeat call definition. A completed journey is considered ineffective if the final call did not reach an agent, for example if the customer abandoned in queue, or it reached an agent but the dialogue with the agent lasted for less than 5 seconds. This scenario is also known as Unique and Ineffective.	The number of ineffective calls that resulted in completion of a customer journey through the contact center where the customer had not previously called within the selected time window for repeat call definition expressed as a trend against the previous interval. A journey is considered complete if the customer did not call back within the selected time window for repeat call definition. A completed journey is considered ineffective if the final call did not reach an agent, for example if the customer abandoned in queue, or it reached an agent but the dialogue with the agent lasted for less than 5 seconds. This scenario is also known as Unique and Ineffective.		Integer
Offered (New) Trend	The total number of calls eligible for repeat call analysis that were offered during the interval where the customer had not previously called within the selected time window for repeat call definition expressed as a trend against the previous interval.	The total number of calls eligible for repeat call analysis that were offered during the interval where the customer had not previously called within the selected time window for repeat call definition expressed as a trend against the previous interval.		Integer

Hist - Call Type Skillgroup Times

Overview

This model provides historical data for Call Types and Skill Groups.

Selection Criteria

Referenced Table(s)	Call_Type, Skill_Group, Precision_Queue, CallType, SkillGroup, t_Call_Type, t_Skill_Group, t_Precision_Queue, Call_Type_Skill_Group_Interval, Attribute
Parameter Type(s)	IT_DATE, IT_CALL_TYPE, IT_SKILLGROUP, IT_PRECISION_QUEUE
Time Period(s)	Quarter Hour, Half Hour, Hour, Date, Week, Month, Year
Grouping(s)	Quarter Hour, Half Hour, Hour, Date, Week, Month, Year, Call Type, Skill Group, Precision Queue
Timezone Enabled	Yes

Attribute Definitions

Name	Description	Definition/Source	Totals	Units
Parameters				
Call Type	Enterprise Name for the Call Type.	Call_Type.EnterpriseName		String
Skill Group	Enterprise Name for the Skill Group.	Skill_Group.EnterpriseName		String
Precision Queue	The Enterprise Name of the Precision Queue.	Precision_Queue.EnterpriseName		String
Time Periods				
Quarter Hour	Quarter Hour			DateTime
Half Hour	Half Hour			DateTime
Hour	Hour			DateTime
Date	Date			DateTime
Week	Week			String
Month	Month			DateTime
Year	Year			DateTime
Call Type Attributes				
Call Type	CallType.EnterpriseNam	CallType.EnterpriseName		String

Name	Description	Definition/Source	Totals	Units
Enterprise Name	e			
Skill Group Enterprise Name	SkillGroup.EnterpriseName	SkillGroup.EnterpriseName		String
Call Type Name	Call_Type.Name	Call_Type.Name		String
Skill Group Name	SkillGroup.Name	SkillGroup.Name		String
Call Type ID	The Call Type ID at source AWDB database.	t_Call_Type.CallTypeID		String
Skill Group ID	The Skill Group ID at source AWDB database.	t_Skill_Group.SkillTargetID		String
Precision Queue Enterprise Name	The Enterprise Name of the Precision Queue that the Agent is related to.	Precision_Queue.EnterpriseName		String
Precision Queue ID	The Precision Queue ID at source AWDB database.	t_Precision_Queue.PrecisionQueueID		String
Service Level				
Service Level RONA	Calls for the Skill Group that redirected on no answer within the Service Level threshold during the interval.	Call_Type_Skill_Group_Interval.ServiceLevelRONA	Sum, Min, Max, Avg	Integer
Service Level (aban -ve)	The Service Level for the Call Type and Skill Group during the interval allowing for negative impact of abandoned calls.	(Call_Type_Skill_Group_Interval.ServiceLevelCalls / (Call_Type_Skill_Group_Interval.ServiceLevelCallsOffered - CallTypeSGInterval.RouterCallsDequeued - CallTypeSGInterval.RouterCallsAbandDequeued)) * 100	Min, Max, WeightedAvg	Float
Service Level (aban +ve)	The Service Level for the Call Type and Skill Group during the interval allowing for positive impact of abandoned calls.	((Call_Type_Skill_Group_Interval.ServiceLevelCalls + Call_Type_Skill_Group_Interval.ServiceLevelCallsAband) / (Call_Type_Skill_Group_Interval.ServiceLevelCallsOffered - CallTypeSGInterval.RouterCallsDequeued -	Min, Max, WeightedAvg	Float

Name	Description	Definition/Source	Totals	Units
		CallTypeSGInterval.RouterCallsAbandDequeued)) * 100		
Abandon within Service Level	The number of calls of this type for the Skill Group which abandoned within the service level threshold during the interval.	Call_Type_Skill_Group_ Interval.ServiceLevelAband	Sum, Min, Max, Avg	Integer
Service Level Calls Dequeued	The number of calls for the Skill Group that were de-queued within the Service Level threshold during the interval.	Call_Type_Skill_Group_ Interval.ServiceLevelCallsDequeue	Sum, Min, Max, Avg	Integer
Service Level Calls Offered	The total number of calls of this Call Type and Skill Group that had service level events during the interval.	Call_Type_Skill_Group_ Interval.ServiceLevelCallsOffered	Sum, Min, Max, Avg	Integer
Service Level Calls	The total number of calls for the Call Type and Skill Group answered within the service level threshold during the interval.	Call_Type_Skill_Group_ Interval.ServiceLevelCalls	Sum, Min, Max, Avg	Integer
Service Level Error	Calls for the Skill Group that ended in error within the Service Level threshold during the interval.	Call_Type_Skill_Group_ Interval.ServiceLevelError	Sum, Min, Max, Avg	Integer
Service Level (ignore aban)	The Service Level for the Call Type and Skill Group during the interval, ignoring abandoned calls.	(Call_Type_Skill_Group_ Interval.ServiceLevelCalls / (Call_Type_Skill_ Group_Interval.ServiceLevelCallsOffered - Call_Type_Skill_Group_ Interval.ServiceLevelCallsAband - CallTypeSGInterval.RouterCallsDequeued - CallTypeSGInterval.RouterCallsAbandDequeued)) * 100	WeightedAvg, Min, Max	Float
Service Level Type	This value determines the calculation currently used for Service Level. Depending on the value, abandoned calls	Call_Type_Skill_Group_ Interval.ServiceLevelType		String

Name	Description	Definition/Source	Totals	Units
	positively impact Service Level, negatively impact Service Level or are ignored. See the Cisco documentation for details. Note that if this value is changed it will not automatically force a recalculation of historical service levels.			
Service Level	The Service Level for the Call Type and Skill Group during the interval.	If Service Level type.Ignore abandoned calls: (CallTypeSGInterval.ServiceLevelCalls / (CallTypeSGInterval.ServiceLevelCallsOffered - CallTypeSGInterval.ServiceLevelCallsAband - CallTypeSGInterval.RouterCallsDequeued - CallTypeSGInterval.RouterCallsAbandDequeued)) * 100. Abandoned calls negatively impact: (CallTypeSGInterval.ServiceLevelCalls / (CallTypeSGInterval.ServiceLevelCallsOffered - CallTypeSGInterval.RouterCallsDequeued - CallTypeSGInterval.RouterCallsAbandDequeued)) * 100. Abandoned calls positively impact: ((CallTypeSGInterval.ServiceLevelCalls + CallTypeSGInterval.ServiceLevelCallsAband) / (CallTypeSGInterval.ServiceLevelCallsOffered - CallTypeSGInterval.RouterCallsDequeued - CallTypeSGInterval.RouterCallsAbandDequeued)) * 100	Min, Max, WeightedAvg	Float
Call Counts				
Agent Errors	Number of errors which occurred while the call was at the agent desktop during the interval. These calls will have a Call Disposition Flag value of 4 in the Termination Call Detail Record for the call.	Call_Type_Skill_Group_ Interval.AgentErrorCount	Sum, Min, Max, Avg	Integer
Calls Answered	The number of calls for the Call Type and Skill Group that were answered by agents during the interval.	Call_Type_Skill_Group_ Interval.CallsAnswered	Sum, Min, Max, Avg	Integer
Calls	Calls that were handled	Call_Type_Skill_Group_ Interval.CallsHandledNotRouted	Sum, Min, Max, Avg	Integer

Name	Description	Definition/Source	Totals	Units
Handled Not Routed	during the interval for which the Skill Group was not the originally routed Skill Group. The field Calls Reported Against Other is incremented for the original Skill Group.			
Calls Handled	Calls Handled by Agents for the Call Type during the interval. Cisco state that this field is not incremented if the call is answered by an agent on a standard ACD unless the call was translation routed.	Call_Type_Skill_Group_Interval.CallsHandled	Sum, Min, Max, Avg	Integer
Calls Offered Non Routed	Number of calls offered to the Skill Group that were not routed by the Router during the interval. A call is not routed by the Router in TDM and PG Gateway deployments when an ACD routes a call to a Skill Group which differs from the original Skill Group targetted by the Router.	Call_Type_Skill_Group_Interval.CallsOfferedNonRouted	Sum, Min, Max, Avg	Integer
Calls Offered Routed	Number of calls offered to the Skill Group that were routed by the UCCE Central Controller during the interval. Incremented when the call is routed or queued to the Skill Group.	Call_Type_Skill_Group_Interval.CallsOfferedRouted	Sum, Min, Max, Avg	Integer
Calls Held	The number of calls for the Call Type and Skill Group during the interval that were placed on hold at least once.	Call_Type_Skill_Group_Interval.CallsOnHold	Sum, Min, Max, Avg	Integer

Name	Description	Definition/Source	Totals	Units
Calls Q Handled	Number of calls for the Skill Group that were handled (completed wrap) during the interval that were queued in the Router at some time during the life of the call. Cisco state that the field is not incremented if the call is answered by an agent on a standard ACD unless the call was translation routed.	Call_Type_Skill_Group_ Interval.CallsQHandled	Sum, Min, Max, Avg	Integer
Calls Reported Against Other	Calls that were counted as Calls Offered Routed for the Skill Group but reported against another Skill Group.	Call_Type_Skill_Group_ Interval.CallsReportAgainstOther	Sum, Min, Max, Avg	Integer
Calls Requeried	The number of router requery events for the Call Type and Skill Group during the interval. A single call can be requeried more than once.	Call_Type_Skill_Group_ Interval.CallsRequeried	Sum, Min, Max, Avg	Integer
RONA	The number of calls for the Call Type and Skill Group that have been Redirected On No Answer during the interval. These calls will have a Call Disposition Flag value of 5 in the Termination Call Detail record. Cisco state that the field is not incremented if the call is answered by an agent on a standard ACD unless the call was translation routed and that this field does not include calls rerouted using the router requery feature.	Call_Type_Skill_Group_Interval.CallsRONA	Sum, Min, Max, Avg	Integer
Calls	Number of calls for the	Call_Type_Skill_Group_	Sum, Min,	Integer

Name	Description	Definition/Source	Totals	Units
Routed Non Agent	Skill Group that were routed during the interval in a TDM environment without translation routing. These calls will have no associated Call Type in the Termination Call Detail Record.	Interval.CallsRoutedNonAgent	Max, Avg	
Errors	Number of errors generated for calls for the Skill Group during the interval.	Call_Type_Skill_Group_Interval.ErrorCount	Sum, Min, Max, Avg	Integer
Incomplete Tasks	The number of calls for the Skill group that were routed to an Agent but did not to arrive during the interval. An Incomplete Call will have a Call Disposition Flag value of 7 in the Termination Call Detail record.	Call_Type_Skill_Group_Interval.IncompleteCalls	Sum, Min, Max, Avg	Integer
Max Calls Queued	The maximum number of calls in queue for the Call Type during the interval.	Call_Type_Skill_Group_Interval.MaxCallsQueued	Max	Integer
Overflow Out	Number of calls overflowed to another Call Type during the interval. This field is incremented when a Call Type is requalified.	Call_Type_Skill_Group_Interval.OverflowOut	Sum, Min, Max, Avg	Integer
% Handled	Number of calls of this Call Type associated with this Skill Group which were handled in the interval expressed as a percentage of calls offered.	(Call_Type_Skill_Group_Interval.CallsAnswered / (Call_Type_Skill_Group_Interval.CallsOfferedRouted + Call_Type_Skill_Group_Interval.CallsOfferedNonRouted)) * 100	Min, Max, WeightedAvg	Float
Reserve Calls	The number of times an outbound dialer reserved an Agent during the interval.	Call_Type_Skill_Group_Interval.ReservationCalls	Sum, Min, Max, Avg	Integer

Name	Description	Definition/Source	Totals	Units
Router Calls Aban Dequeued	The number of calls for the Skill Group that were abandoned and de-queued during the interval. If an abandoned call is queued to multiple Skill Groups, the Router Calls Aband Q field is incremented for one Skill Group and this field is incremented for the others. See the Cisco documentation for further information.	Call_Type_Skill_Group_Interval.RouterCallsAbandDequeued	Sum, Min, Max, Avg	Integer
Router Calls Aban %	Number of calls of this Call Type and Skill Group that abandoned in the Router queue or at the agent desktop during the interval expressed as a percentage of the number of calls handled. This does not include short calls or calls which abandoned in the VRU.	(Call_Type_Skill_Group_Interval.RouterCallsAbandQ + Call_Type_Skill_Group_Interval.RouterCallsAbandToAgent) / (Call_Type_Skill_Group_Interval.RouterCallsAbandQ + Call_Type_Skill_Group_Interval.RouterCallsAbandToAgent + Call_Type_Skill_Group_Interval.CallsHandled)	Min, Max, WeightedAvg	Float
Router Calls Aban Q	Number of calls of this Call Type and Skill Group that abandoned in the Router queue during the interval. This does not include short calls or calls which abandoned in the VRU.	Call_Type_Skill_Group_Interval.RouterCallsAbandQ	Sum, Min, Max, Avg	Integer
Router Calls Abandon to Agent	The number of calls for this Skill Group that abandoned at the agent desktop before being answered during the interval. Short calls are not included.	Call_Type_Skill_Group_Interval.RouterCallsAbandToAgent	Sum, Min, Max, Avg	Integer
Router Calls Dequeued	The number of calls for the Skill Group that were de-queued during the interval.	Call_Type_Skill_Group_Interval.RouterCallsDequeued	Sum, Min, Max, Avg	Integer

Name	Description	Definition/Source	Totals	Units
Router Queue Calls	Number of calls for the Call Type and Skill Group removed from queue to be routed during the interval.	Call_Type_Skill_Group_ Interval.RouterQueueCalls	Sum, Min, Max, Avg	Integer
Short Calls	The number of tasks of the Call Type that are Short have been routed to nonAgent targets and/or have been redirected during the interval.	Call_Type_Skill_Group_Interval.ShortCalls	Sum, Min, Max, Avg	Integer
Router Calls Aband Total	Number of calls of this Call Type and Skill Group that abandoned in the Router queue or at the agent desktop during the interval. This does not include short calls or calls which abandoned in the VRU.	(Call_Type_Skill_Group_ Interval.RouterCallsAbandQ + Call_Type_ Skill_Group_ Interval.RouterCallsAbandToAgent)	Sum, Min, Max, Avg	Integer
Call Durations				
Answer Wait Time	The sum of answer wait time for all calls for this Skill Group and Call Type that were answered during the interval.	Call_Type_Skill_Group_ Interval.AnswerWaitTime	Sum, Min, Max, Avg	BigInteger
Avg Delay in Router Queue	The average time spent in the Call Router queue by calls of this type for the Skill Group which left the queue during the interval.	Call_Type_Skill_Group_ Interval.RouterQueueWaitTime / Call_Type_ Skill_Group_Interval.RouterQueueCalls	Min, Max, WeightedAvg	BigInteger
Avg Handle Time	The average handle time for all calls of this Call Type and Skill Group ending during the interval.	Call_Type_Skill_Group_Interval.HandleTime / Call_Type_Skill_Group_Interval.CallsHandled	Min, Max, WeightedAvg	BigInteger
Avg Hold Time	The average hold time for calls to the Call Type and Skill Group during the interval.	Call_Type_Skill_Group_Interval.HoldTime / Call_Type_Skill_Group_Interval.CallsOnHold	Min, Max, WeightedAvg	BigInteger

Name	Description	Definition/Source	Totals	Units
Avg Phone Time	Avg Phone Time	(Call_Type_Skill_Group_Interval.HoldTime + Call_Type_Skill_Group_Interval.TalkTime) / Call_Type_Skill_Group_Interval.CallsHandled	Min, Max, WeightedAvg	BigInteger
Avg Speed To Answer	Average time taken to answer calls for the Call Type and Skill Group during the interval.	Call_Type_Skill_Group_ Interval.AnswerWaitTime / Call_Type_Skill_ Group_Interval.CallsAnswered	Min, Max, WeightedAvg	BigInteger
Avg Talk Time	The average talk time for calls to the Call Type during the interval.	Call_Type_Skill_Group_Interval.TalkTime / Call_Type_Skill_Group_Interval.CallsHandled	Min, Max, WeightedAvg	BigInteger
Abandon Call Time	The total duration of calls for this Call Type and Skill Group that abandoned during the interval. This time begins when the call reaches the Router and ends when the call disconnects. This time is not reset if the Call Type is re-qualified and does not include short calls.	Call_Type_Skill_Group_ Interval.CallDelayAbandTime	Sum, Min, Max, Avg	BigInteger
Agent Abandon Call Time	The total duration of calls for this Call Type and Skill Group that abandoned at the agent's desktop before being answered during the interval. This time does not include short calls and is not reset if the Call Type is re-qualified.	Call_Type_Skill_Group_ Interval.DelayAgentAbandTime	Sum, Min, Max, Avg	BigInteger
Router Q Abandoned Delay Time	The total delay time of abandoned calls in queue for this Call Type and Skill Group during the interval.	Call_Type_Skill_Group_ Interval.DelayQAbandTime	Sum, Min, Max, Avg	BigInteger
Handled Time	The total handle time for all calls for this Call Type and Skill Group which ended (completed wrap) during the interval.	Call_Type_Skill_Group_Interval.HandleTime	Sum, Min, Max, Avg	BigInteger
Hold Time	The total hold time for	Call_Type_Skill_Group_Interval.HoldTime	Sum, Min,	BigInteger

Name	Description	Definition/Source	Totals	Units
	calls of this Call Type and Skill Group ending during the interval.		Max, Avg	r
Max Wait Time	The longest time a call for the Call Type and Skill Group waited before it was answered or abandoned during the interval.	Call_Type_Skill_Group_ Interval.MaxCallWaitTime	Max	BigInteger
Max Hold Time	The maximum recorded hold time for calls for the Call Type and Skill Group during the interval.	Call_Type_Skill_Group_Interval.MaxHoldTime	Max	BigInteger
Phone Time	The total combined talk and hold time for calls for the Skill Group and Call Type which ended (completed wrap) during the period.	Call_Type_Skill_Group_Interval.TalkTime + Call_Type_Skill_Group_Interval.HoldTime	Sum, Min, Max, Avg	BigInteger
Router Queue Time	The total time calls of this type for the Skill Group which exited the Call Router queue during the interval spent in the queue.	Call_Type_Skill_Group_ Interval.RouterQueueWaitTime	Sum, Min, Max, Avg	BigInteger
Talk Time	The total talk time for calls of this Call Type ending during the interval.	Call_Type_Skill_Group_Interval.TalkTime	Sum, Min, Max, Avg	BigInteger
Wrap Time	The total wrap time for calls of this Call Type and Skill Group ending during the interval.	Call_Type_Skill_Group_Interval.HandleTime - (Call_Type_Skill_Group_Interval.HoldTime + Call_Type_Skill_Group_Interval.TalkTime)	Sum, Min, Max, Avg	BigInteger
Abandoned Interval Call Counts				
Abandon Interval 1	Number of calls abandoned within interval 1. Cisco state that the field is not incremented if the call abandons after it is routed to an ACD unless the call was translation	Call_Type_Skill_Group_ Interval.AbandInterval1	Sum, Min, Max, Avg	Integer

Name	Description	Definition/Source	Totals	Units
	routed.			
Abandon Interval 10	Number of calls abandoned within interval 10. Cisco state that the field is not incremented if the call abandons after it is routed to an ACD unless the call was translation routed.	Call_Type_Skill_Group_ Interval.AbandInterval10	Sum, Min, Max, Avg	Integer
Abandon Interval 2	Number of calls abandoned within interval 2. Cisco state that the field is not incremented if the call abandons after it is routed to an ACD unless the call was translation routed.	Call_Type_Skill_Group_ Interval.AbandInterval2	Sum, Min, Max, Avg	Integer
Abandon Interval 3	Number of calls abandoned within interval 3. Cisco state that the field is not incremented if the call abandons after it is routed to an ACD unless the call was translation routed.	Call_Type_Skill_Group_ Interval.AbandInterval3	Sum, Min, Max, Avg	Integer
Abandon Interval 4	Number of calls abandoned within interval 4. Cisco state that the field is not incremented if the call abandons after it is routed to an ACD unless the call was translation routed.	Call_Type_Skill_Group_ Interval.AbandInterval4	Sum, Min, Max, Avg	Integer
Abandon Interval 5	Number of calls abandoned within interval 5. Cisco state that the field is not incremented if the call abandons after it is routed to an ACD unless	Call_Type_Skill_Group_ Interval.AbandInterval5	Sum, Min, Max, Avg	Integer

Name	Description	Definition/Source	Totals	Units
	the call was translation routed.			
Abandon Interval 6	Number of calls abandoned within interval 6. Cisco state that the field is not incremented if the call abandons after it is routed to an ACD unless the call was translation routed.	Call_Type_Skill_Group_ Interval.AbandInterval6	Sum, Min, Max, Avg	Integer
Abandon Interval 7	Number of calls abandoned within interval 7. Cisco state that the field is not incremented if the call abandons after it is routed to an ACD unless the call was translation routed.	Call_Type_Skill_Group_ Interval.AbandInterval7	Sum, Min, Max, Avg	Integer
Abandon Interval 8	Number of calls abandoned within interval 8. Cisco state that the field is not incremented if the call abandons after it is routed to an ACD unless the call was translation routed.	Call_Type_Skill_Group_ Interval.AbandInterval8	Sum, Min, Max, Avg	Integer
Abandon Interval 9	Number of calls abandoned within interval 9. Cisco state that the field is not incremented if the call abandons after it is routed to an ACD unless the call was translation routed.	Call_Type_Skill_Group_ Interval.AbandInterval9	Sum, Min, Max, Avg	Integer
Abandon Total	The total number of calls abandoned within intervals 1 to 10.	Call_Type_Skill_Group_ Interval.AbandInterval1 + Call_Type_Skill_ Group_Interval.AbandInterval2 + Call_Type_ Skill_Group_Interval.AbandInterval3 + Call_ Type_Skill_Group_Interval.AbandInterval4 + Call_Type_Skill_Group_	Sum, Min, Max, Avg	Integer

Name	Description	Definition/Source	Totals	Units
		Interval.AbandInterval5 + Call_Type_Skill_ Group_Interval.AbandInterval6 + Call_Type_ Skill_Group_Interval.AbandInterval7 + Call_ Type_Skill_Group_Interval.AbandInterval8 + Call_Type_Skill_Group_ Interval.AbandInterval9 + Call_Type_Skill_ Group_Interval.AbandInterval10		

Answered Interval Call Counts

Name	Description	Definition/Source	Totals	Units
Answer Interval 1	Number of calls answered within interval 1. Cisco state that the field is not incremented if the call is answered by an agent on a standard ACD unless the call was translation routed.	Call_Type_Skill_Group_Interval.AnsInterval1	Sum, Min, Max, Avg	Integer
Answer Interval 10	Number of calls answered within interval 10. Cisco state that the field is not incremented if the call is answered by an agent on a standard ACD unless the call was translation routed.	Call_Type_Skill_Group_Interval.AnsInterval10	Sum, Min, Max, Avg	Integer
Answer Interval 2	Number of calls answered within interval 2. Cisco state that the field is not incremented if the call is answered by an agent on a standard ACD unless the call was translation routed.	Call_Type_Skill_Group_Interval.AnsInterval2	Sum, Min, Max, Avg	Integer
Answer Interval 3	Number of calls answered within interval 3. Cisco state that the field is not incremented if the call is answered by an agent on a standard ACD unless the call was translation routed.	Call_Type_Skill_Group_Interval.AnsInterval3	Sum, Min, Max, Avg	Integer
Answer Interval 4	Number of calls answered within interval 4. Cisco state that the field is not incremented	Call_Type_Skill_Group_Interval.AnsInterval4	Sum, Min, Max, Avg	Integer

Name	Description	Definition/Source	Totals	Units
	if the call is answered by an agent on a standard ACD unless the call was translation routed.			
Answer Interval 5	Number of calls answered within interval 5. Cisco state that the field is not incremented if the call is answered by an agent on a standard ACD unless the call was translation routed.	Call_Type_Skill_Group_Interval.AnsInterval5	Sum, Min, Max, Avg	Integer
Answer Interval 6	Number of calls answered within interval 6. Cisco state that the field is not incremented if the call is answered by an agent on a standard ACD unless the call was translation routed.	Call_Type_Skill_Group_Interval.AnsInterval6	Sum, Min, Max, Avg	Integer
Answer Interval 7	Number of calls answered within interval 7. Cisco state that the field is not incremented if the call is answered by an agent on a standard ACD unless the call was translation routed.	Call_Type_Skill_Group_Interval.AnsInterval7	Sum, Min, Max, Avg	Integer
Answer Interval 8	Number of calls answered within interval 8. Cisco state that the field is not incremented if the call is answered by an agent on a standard ACD unless the call was translation routed.	Call_Type_Skill_Group_Interval.AnsInterval8	Sum, Min, Max, Avg	Integer
Answer Interval 9	Number of calls answered within interval 9. Cisco state that the field is not incremented if the call is answered by an agent on a standard ACD unless the call was translation routed.	Call_Type_Skill_Group_Interval.AnsInterval9	Sum, Min, Max, Avg	Integer

Name	Description	Definition/Source	Totals	Units
Precision Queue Attributes				
Attribute 1	Attribute 1 associated with the precision queue.	Attribute.EnterpriseName		String
Attribute 2	Attribute 2 associated with the precision queue.	Attribute.EnterpriseName		String
Attribute 3	Attribute 3 associated with the precision queue.	Attribute.EnterpriseName		String
Attribute 4	Attribute 4 associated with the precision queue.	Attribute.EnterpriseName		String
Attribute 5	Attribute 5 associated with the precision queue.	Attribute.EnterpriseName		String

Hist - Calls By Call Type

Overview

This model allows end users to develop historical reports that detail call type performance (calls offered, calls abandoned, handle durations, service level, trends, etc.). End users can also analyze performance statistics related to call type data.

Selection Criteria

Referenced Table(s)	Call_Type, CallType, t_Call_Type, Call_Type_Interval
Parameter Type(s)	IT_CALL_TYPE, IT_DATE
Time Period(s)	Quarter Hour, Half Hour, Hour, Date, Week, Month, Year
Grouping(s)	Call Type, Quarter Hour, Half Hour, Hour, Date, Week, Month, Year
Timezone Enabled	Yes

Attribute Definitions

Name	Description	Definition/Source	Totals	Units
Parameters				
Call Type	Enterprise Name for the Call Type.	Call_Type.EnterpriseName		String
Time Periods				
Quarter Hour	Quarter Hour			DateTime
Half Hour	Half Hour			DateTime
Hour	Hour			DateTime
Date	Date			DateTime
Week	Week			String
Month	Month			DateTime
Year	Year			DateTime
Call Type Attributes				
Call Type Enterprise Name	The Enterprise Name of the Call Type.	CallType.EnterpriseName		String
Call Type ID	The Call Type ID at source AWDB database.	t_Call_Type.CallTypeID		String
Call Counts				
Calls Held	The number of calls for the Call Type handled during the interval that were placed on hold at least once.	Call_Type_Interval.CallsOnHold	Sum, Min, Max, Avg	Integer
Max Calls Queued	The maximum number of calls in queue for the Call Type during the interval.	Call_Type_Interval.MaxCallsQueued	Min, Max, Avg	Integer
Reservation Calls	The number of times agents were reserved for outbound dialer calls for the Call Type during the interval.	Call_Type_Interval.ReservationCalls	Sum, Min, Max, Avg	Integer
Router Queue Calls	Number of calls removed from queue to be routed	Call_Type_Interval.RouterQueueCalls	Sum, Min, Max, Avg	Integer

Name	Description	Definition/Source	Totals	Units
	during the period.			
Calls Routed	Number of calls of this type that have been routed during the period.	Call_Type_Interval.CallsRouted	Sum, Min, Max, Avg	Integer
Errors	Number of errors generated for calls of this type during the period.	Call_Type_Interval.ErrorCount	Sum, Min, Max, Avg	Integer
Default Routed	Number of calls of this type for which the ICM software used default routing during the period.	Call_Type_Interval.ICRDefaultRouted	Sum, Min, Max, Avg	Integer
Busy	Number of calls of this type that the Unified CCE software routed to the Busy target during the period.	Call_Type_Interval.ReturnBusy	Sum, Min, Max, Avg	Integer
Ring	Number of calls of this type that the Unified CCE software routed to the Ring target during the period.	Call_Type_Interval.ReturnRing	Sum, Min, Max, Avg	Integer
Calls Handled	Calls Handled by Agents for the Call Type during the period.	Call_Type_Interval.CallsHandled	Sum, Min, Max, Avg	Integer
Calls Offered	Calls offered to the Call Type during the period.	Call_Type_Interval.CallsOffered	Sum, Min, Max, Avg	Integer
Overflow Out	Number of calls overflowed to another Call Type during the period.	Call_Type_Interval.OverflowOut	Sum, Min, Max, Avg	Integer
Incomplete Tasks	The number of calls that were routed but did not arrive at the PG.	Call_Type_Interval.IncompleteCalls	Sum, Min, Max, Avg	Integer
Short Calls	The number of tasks of the Call Type that are Short have been routed to nonAgent targets and/or have been redirected during the period.	Call_Type_Interval.ShortCalls	Sum, Min, Max, Avg	Integer

Name	Description	Definition/Source	Totals	Units
% Abandoned in Router Queue	The number of calls that abandoned in the queue for the Call Type expressed as a percentage of the number of calls that were queued for the Call Type during the period.	(Call_Type_ Interval.RouterCallsAbandQ / (Call_ Type_Interval.RouterQueueCalls + Call_Type_ Interval.RouterCallsAbandQ)) * 100	Min, Max, WeightedAvg	Float
Calls Answered	The number of calls for the Call Type that were answered during the period.	Call_Type_Interval.CallsAnswered	Sum, Min, Max, Avg	Integer
% Handled	Number of calls for the Call Type handled in the period expressed as a percecntage of calls offered.	(Call_Type_Interval.CallsAnswered / (Call_Type_Interval.CallsOffered)) * 100	Min, Max, WeightedAvg	Float
Calls Abandoned (All)	The total number of calls abandoned while in VRU while queued to skill group at the Agent desktop for the Call Type during the period. This field does not include short calls.	Call_Type_Interval.TotalCallsAband	Sum, Min, Max, Avg	Integer
Router Calls Aband to Agent	The number of calls for this Call Type that abandoned at the agent desktop before being answered during the period.	Call_Type_ Interval.RouterCallsAbandToAgent	Sum, Min, Max, Avg	Integer
Router Calls Aband Q	Number of calls of this Call Type that abandoned in the Router queue during the period.	Call_Type_Interval.RouterCallsAbandQ	Sum, Min, Max, Avg	Integer
Router Queue Global Limit	The number of Router Queue attempts for that Call Type that failed because the global limit was reached.	Call_Type_ Interval.RouterQueueGlobalLimit	Sum, Min, Max, Avg	Integer
Router Queue Call Type Limit	The number of Router Queue attempts for that Call Type that failed	Call_Type_ Interval.RouterQueueCallTypeLimit	Sum, Min, Max, Avg	Integer

Name	Description	Definition/Source	Totals	Units
	because the limit for the Call Type was reached.			
Calls Routed Non Agent	The number of calls for the Call Type that executed a Label node or a Divert Label node during the period (IPCC Express). For Unified CCE, this includes calls that were routed to a standard ACD without using a translation route.	Call_Type_ Interval.CallsRoutedNonAgent	Sum, Min, Max, Avg	Integer
Calls Q Handled	Number of calls for the Call Type that were handled (completed wrap) during the period that were queued in the Router at some time during the life of the call.	Call_Type_Interval.CallsQHandled	Sum, Min, Max, Avg	Integer
Calls Requeried	The number of router requery events for the Call Type during the period. A single call can be requeried more than once.	Call_Type_Interval.CallsRequeried	Sum, Min, Max, Avg	Integer
RONA	The number of calls for the Call Type that have been Redirected On No Answer during the period.	Call_Type_Interval.CallsRONA	Sum, Min, Max, Avg	Integer
% Held	The number calls for the Call Type that were placed on hold at least once expressed as a percentage of total number of calls handled during the period.	(Call_Type_Interval.CallsonHold / Call_ Type_Interval.CallsHandled) * 100	Min, Max, WeightedAvg	Float
Announcements	Number of calls routed with an announcement node during the reporting period. This node returns a label to the network that specifies the announcement to be played.	Call_Type_ Interval.NetworkAnnouncement	Sum, Min, Max, Avg	Integer

Name	Description	Definition/Source	Totals	Units
Network Default Routed	Number of calls of this type that were routed to a Termination node that specifies use network default during the reporting interval. This node returns a label to the network that tells it to apply its default treatment to the call.	Call_Type_Interval.NetworkDefaultRouted	Sum, Min, Max, Avg	Integer
Agent Errors	During the reporting interval, calls that encounter are calls that receive a TCD with CallDispositionFlag value 4. Agent errors are counted in AgentErrorCount, and routing errors are counted in ErrorCount.	Call_Type_Interval.AgentErrorCount	Sum, Min, Max, Avg	Integer
Release	Count of calls that executed a Release node in their routing script in the reporting interval.	Call_Type_Interval.ReturnRelease	Sum, Min, Max, Avg	Integer
Call Durations				
Max Hold Time	The maximum hold time of all calls for the Call Type handled during the interval.	Call_Type_Interval.MaxHoldTime	Min, Max, Avg	BigInteger
Max Wait Time	The longest time a call waited before it was either answered or it abandoned during the interval.	Call_Type_Interval.MaxCallWaitTime	Min, Max, Avg	BigInteger
Router Queue Time	The total time calls of this type which exited the Call Router queue during the period spent in the queue.	Call_Type_Interval.RouterQueueWaitTime	Sum, Min, Max, Avg	BigInteger
Avg Delay In Router Queue	The average time spent in the Call Router queue by calls of this type which left the queue during the	Call_Type_Interval.RouterQueueWaitTime / Call_Type_Interval.RouterQueueCalls	Min, Max, WeightedAvg	BigInteger

Name	Description	Definition/Source	Totals	Units
	period.			
Answer Wait Time	The sum of answer wait time for all calls of this Call Type that were answered during the period.	Call_Type_Interval.AnswerWaitTime	Sum, Min, Max, Avg	BigInteger
Handle Time	The total handle time for all calls of this Call Type ending during the period.	Call_Type_Interval.HandleTime	Sum, Min, Max, Avg	BigInteger
Avg Handle Time	The average handle time for all calls of this Call Type ending during the period.	Call_Type_Interval.HandleTime / Call_Type_Interval.CallsHandled	Min, Max, WeightedAvg	BigInteger
Avg Talk Time	The average talk time for calls to the Call Type during the period.	Call_Type_Interval.TalkTime / Call_Type_Interval.CallsHandled	Min, Max, WeightedAvg	BigInteger
Talk Time	The total talk time for calls of this Call Type ending during the period.	Call_Type_Interval.TalkTime	Sum, Min, Max, Avg	BigInteger
Avg Hold Time	The average hold time for calls to the Call Type during the period.	Call_Type_Interval.HoldTime / Call_Type_Interval.CallsOnHold	Min, Max, WeightedAvg	BigInteger
Hold Time	The total hold time for calls of this Call Type ending during the period.	Call_Type_Interval.HoldTime	Sum, Min, Max, Avg	BigInteger
Wrap Time	The total wrap time for calls of this Call Type ending during the period.	Call_Type_Interval.HandleTime - (Call_Type_Interval.HoldTime + Call_Type_Interval.TalkTime)	Sum, Min, Max, Avg	BigInteger
Avg Wrap Time	The average wrap time for calls of this Call Type ending during the period.	(Call_Type_Interval.HandleTime - (Call_Type_Interval.HoldTime + Call_Type_Interval.TalkTime)) / Call_Type_Interval.CallsHandled	Min, Max, WeightedAvg	BigInteger
Avg Speed To Answer	Average time taken to answer calls for the Call Type during the period.	Call_Type_Interval.AnswerWaitTime / Call_Type_Interval.CallsAnswered	Min, Max, WeightedAvg	BigInteger
Avg Router Queue Aban Delay Time	Average delay in queue for calls removed from the queue during the period.	Call_Type_Interval.DelayQAbandTime / Call_Type_Interval.RouterCallsAbandQ	Min, Max, WeightedAvg	BigInteger

Name	Description	Definition/Source	Totals	Units
Router Queue Abandon Delay Time	The total delay time of abandoned calls in queue for this Call Type during the period.	Call_Type_Interval.DelayQAbandTime	Sum, Min, Max, Avg	BigInteger
VRU Time	The total time that all calls for the Call Type spent at the VRU during the period.	Call_Type_Interval.VRUTime	Sum, Min, Max, Avg	BigInteger
Agent Abandon Call Time	The total duration of calls for this Call Type that abandoned at the agent's desktop before being answered during the period. This time does not include short calls and is not reset if the Call Type is re-qualified.	Call_Type_Interval.DelayAgentAbandTime	Sum, Min, Max, Avg	BigInteger
Abandon Call Time	The total duration of calls of this Call Type that abandoned during the period. This time begins when the call reaches the Router or when the Call Type is re-qualified and ends when the call disconnects. This does not include short calls.	Call_Type_Interval.CTDelayAbandTime	Sum, Min, Max, Avg	BigInteger
CT VRU Time	The total time that Calls for the Call Type spent at the VRU during the period.	Call_Type_Interval.CTVRUTime	Sum, Min, Max, Avg	BigInteger
Phone Time	The total combined talk and hold time for calls for the Call Type which ended (completed wrap) during the period.	Call_Type_Interval.TalkTime + Call_Type_Interval.HoldTime	Sum, Min, Max, Avg	BigInteger
Avg Phone Time	The average combined talk and hold time for calls for the Call Type which ended (completed wrap) during the period.	(Call_Type_Interval.TalkTime + Call_Type_Interval.HoldTime) / Call_Type_Interval.CallsHandled	Min, Max, WeightedAvg	BigInteger

Name	Description	Definition/Source	Totals	Units
Service Level				
Abandoned Within Service Level	The number of calls of this type abandoned within the service level threshold during the period.	Call_Type_Interval.ServiceLevelAband	Sum, Min, Max, Avg	Integer
Service Level Calls	The total number of calls of this Call Type answered within the Unified CCE service level threshold during the period.	Call_Type_Interval.ServiceLevelCalls	Sum, Min, Max, Avg	Integer
Service Level Calls Offered	The total number of calls of this Call Type that had service level events during the period.	Call_Type_ Interval.ServiceLevelCallsOffered	Sum, Min, Max, Avg	Integer
Service Level	The Service Level for the Call Type during the interval.	If Service Level type... Ignore abandoned calls: (Call_Type_ Interval.ServiceLevelCalls / (Call_ Type_ Interval.ServiceLevelCallsOffered - Call_Type_ Interval.ServiceLevelCallsAband)) * 100 ...Abandoned calls negatively impact: (Call_Type_ Interval.ServiceLevelCalls / Call_ Type_ Interval.ServiceLevelCallsOffered) * 100 ...Abandoned calls positively impact: ((Call_Type_ Interval.ServiceLevelCalls + Call_ Type_Interval.ServiceLevelCallsAband) / Call_Type_ Interval.ServiceLevelCallsOffered) * 100	Min, Max, WeightedAvg	Float
Service Level Type	This value determines the calculation currently used for Service Level. Depending on the value, abandoned calls positively impact Service Level, negatively impact Service Level or are ignored. See the Cisco	Call_Type.ServiceLevelType		String

Name	Description	Definition/Source	Totals	Units
	documentation for details. Note that if this value is changed it will not automatically force a recalculation of historical service levels.			
Service Level (ignore aban)	The Service Level for the Call Type during the interval, ignoring abandoned calls.	(Call_Type_Interval.ServiceLevelCalls / (Call_Type_ Interval.ServiceLevelCallsOffered - Call_Type_ Interval.ServiceLevelCallsAband)) * 100	Min, Max, WeightedAvg	Float
Service Level (aban -ve)	The Service Level for the Call Type during the interval allowing for negative impact of abandoned calls.	(Call_Type_Interval.ServiceLevelCalls / Call_Type_ Interval.ServiceLevelCallsOffered) * 100	Max, Min, WeightedAvg	Float
Service Level (aban +ve)	The Service Level for the Call Type during the interval allowing for positive impact of abandoned calls.	((Call_Type_Interval.ServiceLevelCalls + Call_Type_ Interval.ServiceLevelCallsAband) / Call_Type_ Interval.ServiceLevelCallsOffered) * 100	Max, Min, WeightedAvg	Float
Service Level Error	Calls that redirected on no answer within the Service Level threshold since midnight central controller time.	Call_Type_Interval.ServiceLevelError	Sum, Min, Max, Avg	Integer
Service Level RONA	Calls that redirected on no answer within the Service Level threshold during the period.	Call_Type_Interval.ServiceLevelRONA	Sum, Min, Max, Avg	Integer

Abandoned Interval Call Counts

Name	Description	Definition/Source	Totals	Units
Abandon Interval 1	Number of calls abandoned within interval 1. Cisco state that the field is not incremented if the call abandons after it is routed to an ACD unless the call was translation routed.	Call_Type_Interval.AbandInterval1	Sum, Min, Max, Avg	Integer

Name	Description	Definition/Source	Totals	Units
Abandon Interval 2	Number of calls abandoned within interval 2.	Call_Type_Interval.AbandInterval2	Sum, Min, Max, Avg	Integer
Abandon Interval 3	Number of calls abandoned within interval 3.	Call_Type_Interval.AbandInterval3	Sum, Min, Max, Avg	Integer
Abandon Interval 4	Number of calls abandoned within interval 4.	Call_Type_Interval.AbandInterval4	Sum, Min, Max, Avg	Integer
Abandon Interval 5	Number of calls abandoned within interval 5.	Call_Type_Interval.AbandInterval5	Sum, Min, Max, Avg	Integer
Abandon Interval 6	Number of calls abandoned within interval 6.	Call_Type_Interval.AbandInterval6	Sum, Min, Max, Avg	Integer
Abandon Interval 7	Number of calls abandoned within interval 7.	Call_Type_Interval.AbandInterval7	Sum, Min, Max, Avg	Integer
Abandon Interval 8	Number of calls abandoned within interval 8.	Call_Type_Interval.AbandInterval8	Sum, Min, Max, Avg	Integer
Abandon Interval 9	Number of calls abandoned within interval 9.	Call_Type_Interval.AbandInterval9	Sum, Min, Max, Avg	Integer
Abandon Interval 10	Number of calls abandoned within interval 10.	Call_Type_Interval.AbandInterval10	Sum, Min, Max, Avg	Integer

Answered Interval Call Counts

Name	Description	Definition/Source	Totals	Units
Answer Interval 1	Number of calls answered within interval 1. Cisco state that the field is not incremented if the call is answered by an agent on a standard ACD unless the call was translation routed.	Call_Type_Interval.AnsInterval1	Sum, Min, Max, Avg	Integer
Answer Interval 2	Number of calls answered within interval 2.	Call_Type_Interval.AnsInterval2	Sum, Min, Max, Avg	Integer
Answer Interval	Number of calls answered	Call_Type_Interval.AnsInterval3	Sum, Min,	Integer

Name	Description	Definition/Source	Totals	Units
3	within interval 3.		Max, Avg	
Answer Interval 4	Number of calls answered within interval 4.	Call_Type_Interval.AnsInterval4	Sum, Min, Max, Avg	Integer
Answer Interval 5	Number of calls answered within interval 5.	Call_Type_Interval.AnsInterval5	Sum, Min, Max, Avg	Integer
Answer Interval 6	Number of calls answered within interval 6.	Call_Type_Interval.AnsInterval6	Sum, Min, Max, Avg	Integer
Answer Interval 7	Number of calls answered within interval 7.	Call_Type_Interval.AnsInterval7	Sum, Min, Max, Avg	Integer
Answer Interval 8	Number of calls answered within interval 8.	Call_Type_Interval.AnsInterval8	Sum, Min, Max, Avg	Integer
Answer Interval 9	Number of calls answered within interval 9.	Call_Type_Interval.AnsInterval9	Sum, Min, Max, Avg	Integer
Answer Interval 10	Number of calls answered within interval 10.	Call_Type_Interval.AnsInterval10	Sum, Min, Max, Avg	Integer
VRU Calls				
VRU Assisted Calls	The number of VRU handled calls for the Call Type which were routed to agents during the period. This field is populated if the routing script uses the VRUProgress variable to provide VRU call status during the call.	Call_Type_Interval.VruAssistedCalls	Sum, Min, Max, Avg	Integer
VRU Transfers (Forced)	The number of VRU handled calls for the Call Type which were routed to agents as a result of caller difficulty during the period. This field is populated if the routing script uses the VRUProgress variable to provide VRU call status during the call.	Call_Type_ Interval.VruForcedXferredCalls	Sum, Min, Max, Avg	Integer
VRU Handled	The number of VRU calls for the Call Type handled by VRU during the period.	Call_Type_Interval.VruHandledCalls	Sum, Min, Max, Avg	Integer

Name	Description	Definition/Source	Totals	Units
VRU Opt Out Calls	The number of VRU calls for the Call Type routed to agents by caller request during the period. This field is populated if the routing script uses the VRUProgress variable to provide VRU call status during the call.	Call_Type_ Interval.VruOptOutUnhandledCalls	Sum, Min, Max, Avg	Integer
VRU Other Calls	The number of VRU calls for the Call Type with which are not included in the other VRU calls categories. This field is populated if the routing script uses the VRUProgress variable to provide VRU call status during the call.	Call_Type_Interval.VruOtherCalls	Sum, Min, Max, Avg	Integer
VRU Transfers (Scripted)	The number of VRU calls for the Call Type routed to agents as a result of deliberate script behavior during the period. This field is populated if the routing script uses the VRUProgress variable to provide VRU call status during the call.	Call_Type_ Interval.VruScriptedXferredCalls	Sum, Min, Max, Avg	Integer
VRU Unhandled	The number of VRU calls for the Call Type offered but not handled by VRU during the period. This field is populated if the routing script uses the VRUProgress variable to provide VRU call status during the call.	Call_Type_Interval.VruUnhandledCalls	Sum, Min, Max, Avg	Integer
VRU Abandoned Calls	The total number of calls abandoned while in VRU. This includes calls that were abandoned while undergoing prompting or listening to voice menus	Call_Type_Interval.TotalCallsAband - (Call_Type_ Interval.RouterCallsAbandToAgent + Call_Type_ Interval.RouterCallsAbandQ)	Sum, Min, Max, Avg	Integer

Name	Description	Definition/Source	Totals	Units
	options.			
KPIs				
Calls Handled Trend	Calls Handled by Agents for the Call Type during the period expressed as a trend against the previous period.	Trend for Call_Type_ Interval.CallsHandled		Integer
Calls Offered Trend	Calls offered to the Call Type during the period expressed as a Trend against the previous period.	Trend for Call_Type_ Interval.CallsOffered		Integer
Calls Abandoned (All) Goal	The goal for the total number of calls, excluding short calls, which abandoned while in VRU, queued to skill group or at the Agent desktop for the Call Type during the period.	Goal for Call_Type_ Interval.TotalCallsAband	Min, Max, Avg	Integer
Calls Abandoned (All) Trend	The total number of calls, excluding short calls, which abandoned while in VRU, queued to skill group or at the Agent desktop for the Call Type during the period expressed as a trend against the previous period.	Trend for Call_Type_ Interval.TotalCallsAband		Integer
Calls Abandoned (All) Status	The status with respect to the goal for the total number of calls, excluding short calls, which abandoned while in VRU, queued to skill group or at the Agent desktop for the Call Type during the period.	Status for Call_Type_ Interval.TotalCallsAband		Integer
Calls Abandoned (All) Variance	The variance with respect to the goal for the total number of calls, excluding short calls,	Variance for Call_Type_ Interval.TotalCallsAband	Min, Max	Integer

Name	Description	Definition/Source	Totals	Units
	which abandoned while in VRU, queued to skill group or at the Agent desktop for the Call Type during the period.			
Avg Handle Time Goal	The goal for the average handle time for all calls of this Call Type ending during the period.	Goal for (Call_Type_Interval.HandleTime / Call_Type_Interval.CallsHandled)	Min, Max, WeightedAvg	BigInteger
Avg Handle Time Trend	The average handle time for all calls of this Call Type ending during the period expressed as a trend against the previous period.	Trend for (Call_Type_Interval.HandleTime / Call_Type_Interval.CallsHandled)		BigInteger
Avg Handle Time Status	The status with respect to the goal for the average handle time for all calls of this Call Type ending during the period.	Status for (Call_Type_Interval.HandleTime / Call_Type_Interval.CallsHandled)		BigInteger
Avg Handle Time Variance	The variance with respect to the goal for the average handle time for all calls of this Call Type ending during the period.	Variance for (Call_Type_Interval.HandleTime / Call_Type_Interval.CallsHandled)	Min, Max	BigInteger
Avg Speed To Answer Goal	The goal for the average time taken to answer calls for the Call Type during the period.	Goal for (Call_Type_Interval.AnswerWaitTime / Call_Type_Interval.CallsAnswered)	Min, Max, Avg	BigInteger
Avg Speed To Answer Trend	The Average time taken to answer calls for the Call Type during the period expressed as a trend against the previous period.	Trend for (Call_Type_Interval.AnswerWaitTime / Call_Type_Interval.CallsAnswered)		BigInteger
Avg Speed To Answer Status	The status with respect to the goal for the average time taken to answer calls for the Call Type during the period.	Status for (Call_Type_Interval.AnswerWaitTime / Call_Type_Interval.CallsAnswered)		BigInteger
Avg Speed To Answer	The variance with respect to the goal for the	Variance for (Call_Type_Interval.AnswerWaitTime / Call_Type_	Min, Max	BigInteger

Name	Description	Definition/Source	Totals	Units
Variance	average time taken to answer calls for the Call Type during the period.	Interval.CallsAnswered)		
Service Level Goal	The goal for the Unified CCE Service Level for the Call Type during the period.	Goal for (Call_Type_ Interval.ServiceLevelCalls / Call_ Type_ Interval.ServiceLevelCallsOffered) * 100	Min, Max, Avg	Float
Service Level Trend	The Unified CCE Service Level for the Call Type during the period expressed as a trend against the previous period.	Trend for (Call_Type_ Interval.ServiceLevelCalls / Call_ Type_ Interval.ServiceLevelCallsOffered) * 100		Float
Service Level Status	The status with respect to the goal for the Unified CCE Service Level for the Call Type during the period.	Status for (Call_Type_ Interval.ServiceLevelCalls / Call_ Type_ Interval.ServiceLevelCallsOffered) * 100		Float
Service Level Variance	The variance with respect to the goal for the Unified CCE Service Level for the Call Type during the period.	Variance for (Call_Type_ Interval.ServiceLevelCalls / Call_ Type_ Interval.ServiceLevelCallsOffered) * 100	Min, Max	Float

Hist - Calltrack Activity

Overview

Build reports to analyze the handling of CallTrack activities in the Advisor Desktop and workflow. This report provides summarized historical information.

Selection Criteria

Referenced Table(s)	
Parameter Type(s)	IT_DATE, IT_AGENT, IT_TENANT, IT_QUEUE
Time Period(s)	Quarter Hour, Half Hour, Hour, Date, Week, Month, Quarter, Year

Grouping(s)	Quarter Hour, Activity Subtype Name, Customer, Half Hour, Hour, Date, Week, Month, Quarter, Year, Agent, Department, Manager Agent Name, Agent Name, Queue Name, Department Name, Queue
Timezone Enabled	Yes

Attribute Definitions

Name	Description	Definition/Source	Totals	Units
Parameters				
Agent	The agent to which the CallTrack activity was assigned.	The agent to which the CallTrack activity was assigned.		String
Department	The department to which the CallTrack activity was assigned.	The department to which the CallTrack activity was assigned.		String
Queue	The queue to which the CallTrack activity was assigned.	The queue to which the CallTrack activity was assigned.		String
Time Periods				
Quarter Hour	Quarter Hour			DateTime
Half Hour	Half Hour			DateTime
Hour	Hour			String
Date	Date			DateTime
Week	Week			String
Month	Month			String
Quarter	Quarter			String
Year	Year			String
Filters				
Attributes				
Activity Subtype Name	The type of call that was logged. Different activity subtypes can be defined to differentiate call logs for which different processes should apply.	The type of call that was logged. Different activity subtypes can be defined to differentiate call logs for which different processes should apply.		String
Customer	The customer to which the CallTrack activity was associated.	The customer to which the CallTrack activity was associated.		String

Name	Description	Definition/Source	Totals	Units
	Will be unknown for anonymous calls or events that occurred before the customer was linked to the activity.	Will be unknown for anonymous calls or events that occurred before the customer was linked to the activity.		
Manager Agent Name	The manager of the agent to which the CallTrack activity was assigned.	The manager of the agent to which the CallTrack activity was assigned.		String
Agent Name	The agent to which the CallTrack activity was assigned.	The agent to which the CallTrack activity was assigned.		String
Queue Name	The queue to which the CallTrack activity was assigned.	The queue to which the CallTrack activity was assigned.		String
Department Name	The department to which the CallTrack activity was assigned.	The department to which the CallTrack activity was assigned.		String
Volumes				
% Calls (Existing)	The number of CallTrack activities created during the interval, and which continued an existing case. This is expressed as a percentage of the number of activities created during the interval.	The number of CallTrack activities created during the interval, and which continued an existing case. This is expressed as a percentage of the number of activities created during the interval.	Avg, Max, Min, WeightedAvg	Float
Assigned to User	The number of times that a CallTrack activity was assigned to an agent during the interval. This includes activities which the agent has pulled or picked, activities routed by the general workflow and activities which have been transferred from elsewhere. This does not include activities that the agent has created.	The number of times that a CallTrack activity was assigned to an agent during the interval. This includes activities which the agent has pulled or picked, activities routed by the general workflow and activities which have been transferred from elsewhere. This does not include activities that the agent has created.	Avg, Max, Min, Sum	Integer
Calls In (Existing)	The number of CallTrack activities created during the interval to log an inbound call, and which continued an existing case.	The number of CallTrack activities created during the interval to log an inbound call, and which continued an existing case.	Avg, Max, Min, Sum	Integer
Calls Out (Existing)	The number of CallTrack activities created during the interval to log an outbound call, and which continued an existing case.	The number of CallTrack activities created during the interval to log an outbound call, and which continued an existing case.	Avg, Max, Min, Sum	Integer
Calls In (New)	The number of CallTrack activities created during the interval to log an inbound call, and which began a	The number of CallTrack activities created during the interval to log an inbound call, and which began a	Avg, Max, Min, Sum	Integer

Name	Description	Definition/Source	Totals	Units
	new case.	new case.		
Calls Out (New)	The number of CallTrack activities created during the interval to log an outbound call, and which began a new case.	The number of CallTrack activities created during the interval to log an outbound call, and which began a new case.	Avg, Max, Min, Sum	Integer
Calls Out	The number of CallTrack activities created during the interval to log an outbound call.	The number of CallTrack activities created during the interval to log an outbound call.	Avg, Min, Sum, Max	Integer
Calls In	The number of CallTrack activities created during the interval to log an inbound call.	The number of CallTrack activities created during the interval to log an inbound call.	Avg, Max, Min, Sum	Integer
Calls (New)	The number of CallTrack activities created during the interval, and which began a new case.	The number of CallTrack activities created during the interval, and which began a new case.	Avg, Max, Min, Sum	Integer
Calls (Existing)	The number of CallTrack activities created during the interval, and which continued an existing case.	The number of CallTrack activities created during the interval, and which continued an existing case.	Avg, Max, Min, Sum	Integer
Calls	The number of CallTrack activities created during the interval.	The number of CallTrack activities created during the interval.	Avg, Max, Min, Sum	Integer
Assigned to Queue	The number of times that a CallTrack activity was assigned to a queue during the interval. This includes activities routed by the general workflow and activities which have been transferred. This metric is not populated in agent-level reporting. This does not include activities created in the queue.	The number of times that a CallTrack activity was assigned to a queue during the interval. This includes activities routed by the general workflow and activities which have been transferred. This metric is not populated in agent-level reporting. This does not include activities created in the queue.	Avg, Max, Min, Sum	Integer
% Calls Out	The number of CallTrack activities created during the interval to log an outbound call, expressed as a percentage of the number of activities created during the interval.	The number of CallTrack activities created during the interval to log an outbound call, expressed as a percentage of the number of activities created during the interval.	Avg, Max, Min, WeightedAvg	Float
% Calls In	The number of CallTrack activities created during the interval to log an inbound call, expressed as a percentage of the number of activities created during the interval.	The number of CallTrack activities created during the interval to log an inbound call, expressed as a percentage of the number of activities created during the interval.	Avg, Max, Min, WeightedAvg	Float

Name	Description	Definition/Source	Totals	Units
% Calls (New)	The number of CallTrack activities created during the interval, and which began a new case. This is expressed as a percentage of the number of activities created during the interval.	The number of CallTrack activities created during the interval, and which began a new case. This is expressed as a percentage of the number of activities created during the interval.	Avg, Max, Min, WeightedAvg	Float
Outcomes				
Completed	The number of CallTrack activities completed during the interval. An activity is typically completed by an agent but may be completed by the workflow.	The number of CallTrack activities completed during the interval. An activity is typically completed by an agent but may be completed by the workflow.	Avg, Max, Min, Sum	Integer
Transcripts Sent	The number of emails sent by an agent during the interval to confirm a call. If subsequent emails are sent for the same CallTrack activity (using the 'Send' rather than the 'Send and Complete' button), then each email is counted during the interval in which it is sent.	The number of emails sent by an agent during the interval to confirm a call. If subsequent emails are sent for the same CallTrack activity (using the 'Send' rather than the 'Send and Complete' button), then each email is counted during the interval in which it is sent.	Avg, Max, Min, Sum	Integer
Linked Customer	The number of CallTrack activities linked to a customer during the interval. This counts when the call began as anonymous and the agent subsequently clicked on the Link Customer button. It does not count when the customer was known from the start of the call.	The number of CallTrack activities linked to a customer during the interval. This counts when the call began as anonymous and the agent subsequently clicked on the Link Customer button. It does not count when the customer was known from the start of the call.	Avg, Max, Min, Sum	Integer
Handled	The number of CallTrack activities completed, assigned to system or manually transferred out from the agent during the interval. An activity is typically completed by an agent but may be completed by the workflow.	The number of CallTrack activities completed, assigned to system or manually transferred out from the agent during the interval. An activity is typically completed by an agent but may be completed by the workflow.	Avg, Max, Min, Sum	Integer
Unassigned From Queue	The number of times that a CallTrack activity was removed from a queue during the interval. This indicates activities which were assigned to system or transferred elsewhere. This does not include activities assigned to an agent while still remaining	The number of times that a CallTrack activity was removed from a queue during the interval. This indicates activities which were assigned to system or transferred elsewhere. This does not include activities assigned to an agent while still remaining	Avg, Max, Min, Sum	Integer

Name	Description	Definition/Source	Totals	Units
	associated to the queue. This metric is not populated in agent-level reporting.	associated to the queue. This metric is not populated in agent-level reporting.		
Unassigned From User	The number of times that a CallTrack activity was removed from an agent during the interval. This includes activities which were auto-pushed back to the queue, activities which were assigned to system and activities which were transferred elsewhere.	The number of times that a CallTrack activity was removed from an agent during the interval. This includes activities which were auto-pushed back to the queue, activities which were assigned to system and activities which were transferred elsewhere.	Avg, Max, Min, Sum	Integer
Transfers and Assignment				
Manual Xfer In	The number of times that CallTrack activities were manually transferred during the interval, counted against the destination agent/queue/department. If there was an agent but no queue then the queue will be shown as 'Unknown' and vice versa. Manual transfers are enacted by an agent.	The number of times that CallTrack activities were manually transferred during the interval, counted against the destination agent/queue/department. If there was an agent but no queue then the queue will be shown as 'Unknown' and vice versa. Manual transfers are enacted by an agent.	Avg, Max, Min, Sum	Integer
Manual Xfer Out	The number of times that CallTrack activities were manually transferred during the interval, counted against the source agent/queue/department. If there was an agent but no queue then the queue will be shown as 'Unknown' and vice versa. Manual transfers are enacted by an agent.	The number of times that CallTrack activities were manually transferred during the interval, counted against the source agent/queue/department. If there was an agent but no queue then the queue will be shown as 'Unknown' and vice versa. Manual transfers are enacted by an agent.	Avg, Max, Min, Sum	Integer
Workflow Xfer In	The number of times that CallTrack activities were automatically transferred during the interval, counted against the destination agent/queue/department. If there was an agent but no queue then the queue will be shown as 'Unknown' and vice versa. Automatic transfers are enacted by the workflow.	The number of times that CallTrack activities were automatically transferred during the interval, counted against the destination agent/queue/department. If there was an agent but no queue then the queue will be shown as 'Unknown' and vice versa. Automatic transfers are enacted by the workflow.	Avg, Max, Min, Sum	Integer
Workflow Xfer Out	The number of times that CallTrack activities were	The number of times that CallTrack activities were	Avg, Max, Min, Sum	Integer

Name	Description	Definition/Source	Totals	Units
	automatically transferred during the interval, counted against the source agent/queue/department. If there was an agent but no queue then the queue will be shown as 'Unknown' and vice versa. Automatic transfers are enacted by the workflow.	automatically transferred during the interval, counted against the source agent/queue/department. If there was an agent but no queue then the queue will be shown as 'Unknown' and vice versa. Automatic transfers are enacted by the workflow.		
Xfer In	The number of times that CallTrack activities were transferred during the interval, counted against the destination agent/queue/department. If there was an agent but no queue then the queue will be shown as 'Unknown' and vice versa.	The number of times that CallTrack activities were transferred during the interval, counted against the destination agent/queue/department. If there was an agent but no queue then the queue will be shown as 'Unknown' and vice versa.	Avg, Max, Min, Sum	Integer
Xfer Out	The number of times that CallTrack activities were transferred during the interval, counted against the source agent/queue/department. If there was an agent but no queue then the queue will be shown as 'Unknown' and vice versa.	The number of times that CallTrack activities were transferred during the interval, counted against the source agent/queue/department. If there was an agent but no queue then the queue will be shown as 'Unknown' and vice versa.	Avg, Max, Min, Sum	Integer
Pulled By User	The number of times that an agent pulled or picked a CallTrack activity from the queue or from another agent during the interval.	The number of times that an agent pulled or picked a CallTrack activity from the queue or from another agent during the interval.	Avg, Max, Min, Sum	Integer
Pushed To User	The number of times that a CallTrack activity was routed directly to the agent by the general workflow, during the interval.	The number of times that a CallTrack activity was routed directly to the agent by the general workflow, during the interval.	Avg, Max, Min, Sum	Integer
Auto-pushback	The number of times that a CallTrack activity was automatically pushed back from an agent to the originating queue during the interval. This happens while the agent is logged out.	The number of times that a CallTrack activity was automatically pushed back from an agent to the originating queue during the interval. This happens while the agent is logged out.	Avg, Max, Min, Sum	Integer
Productivity and Efficiency				
Handle Time	For CallTrack activities handled (i.e. completed, assigned to	For CallTrack activities handled (i.e. completed, assigned to	Avg, Max, Min, Sum	Integer

Name	Description	Definition/Source	Totals	Units
	system or manually transferred out from the agent) during the interval, the total time that the agent spent working on those activities. An agent is considered to be working on an activity while it is in focus in their inbox, whether or not they are physically typing or clicking. This may include time the agent spent working on the activity during previous intervals.	system or manually transferred out from the agent) during the interval, the total time that the agent spent working on those activities. An agent is considered to be working on an activity while it is in focus in their inbox, whether or not they are physically typing or clicking. This may include time the agent spent working on the activity during previous intervals.		
Work Time (State)	The total amount of time that an agent spent working on CallTrack activities during the interval. An agent is considered to be working on an activity while it is in focus in their inbox, whether or not they are physically typing or clicking.	The total amount of time that an agent spent working on CallTrack activities during the interval. An agent is considered to be working on an activity while it is in focus in their inbox, whether or not they are physically typing or clicking.	Avg, Max, Min, Sum	Integer
Handled Per Hour	The number of CallTrack activities which an agent can handle in an hour, based on their work rate during this interval. This is determined by the number of activities handled during the interval and the amount of work time during the same interval. Activities are considered handled when they are completed, assigned to system or manually transferred out from the agent. This metric will be most accurate for daily or greater intervals.	The number of CallTrack activities which an agent can handle in an hour, based on their work rate during this interval. This is determined by the number of activities handled during the interval and the amount of work time during the same interval. Activities are considered handled when they are completed, assigned to system or manually transferred out from the agent. This metric will be most accurate for daily or greater intervals.	Avg, Max, Min, WeightedAvg	Float
Completed Per Hour	The number of CallTrack activities which an agent can complete in an hour, based on their work rate during this interval. This is determined by the number of activities completed during the interval and the amount of work time during the same interval. This metric will be most accurate for daily or greater intervals.	The number of CallTrack activities which an agent can complete in an hour, based on their work rate during this interval. This is determined by the number of activities completed during the interval and the amount of work time during the same interval. This metric will be most accurate for daily or greater intervals.	Avg, Max, Min, WeightedAvg	Float
Avg Handle Time	For CallTrack activities handled (i.e. completed, assigned to	For CallTrack activities handled (i.e. completed, assigned to	Avg, Max, Min,	Integer

Name	Description	Definition/Source	Totals	Units
	system or manually transferred out from the agent) during the interval, the average time that the agent spent working on each activity. An agent is considered to be working on an activity while it is in focus in their inbox, whether or not they are physically typing or clicking. This may include time the agent spent working on the activity during previous intervals.	system or manually transferred out from the agent) during the interval, the average time that the agent spent working on each activity. An agent is considered to be working on an activity while it is in focus in their inbox, whether or not they are physically typing or clicking. This may include time the agent spent working on the activity during previous intervals.	WeightedAvg	

Durations

Name	Description	Definition/Source	Totals	Units
Activity Duration	For all CallTrack activities completed during the interval, the total time that elapsed between each activity being created and being completed.	For all CallTrack activities completed during the interval, the total time that elapsed between each activity being created and being completed.	Avg, Max, Min, Sum	Integer
Avg Activity Duration	For all CallTrack activities completed during the interval, the average time that elapsed between each activity being created and being completed.	For all CallTrack activities completed during the interval, the average time that elapsed between each activity being created and being completed.	Avg, Max, Min, WeightedAvg	Integer

Service Level Adherence

Name	Description	Definition/Source	Totals	Units
Completed Met SLA	The number of CallTrack activities completed during the interval, which were completed before their due date and time was reached. An activity is typically completed by an agent but may be completed by the workflow. Due date and time may be assigned by an agent or by the workflow. Activities without a due date and time are not counted.	The number of CallTrack activities completed during the interval, which were completed before their due date and time was reached. An activity is typically completed by an agent but may be completed by the workflow. Due date and time may be assigned by an agent or by the workflow. Activities without a due date and time are not counted.	Avg, Max, Min, Sum	Integer
Completed No SLA	The number of CallTrack activities completed during the interval, which had no due date and time. An activity is typically completed by an agent but may be completed by the workflow.	The number of CallTrack activities completed during the interval, which had no due date and time. An activity is typically completed by an agent but may be completed by the workflow.	Avg, Max, Min, Sum	Integer
Completed Not Met SLA	The number of CallTrack activities completed during the interval, which were completed after their	The number of CallTrack activities completed during the interval, which were completed after their	Avg, Max, Min, Sum	Integer

Name	Description	Definition/Source	Totals	Units
	due date and time had been reached. An activity is typically completed by an agent but may be completed by the workflow. Due date and time may be assigned by an agent or by the workflow. Activities without a due date and time are not counted.	due date and time had been reached. An activity is typically completed by an agent but may be completed by the workflow. Due date and time may be assigned by an agent or by the workflow. Activities without a due date and time are not counted.		
% Completed Not Met SLA	The number of CallTrack activities completed during the interval, which were completed before their due date and time was reached. This is expressed as a percentage of the number of activities created during the interval. An activity is typically completed by an agent but may be completed by the workflow. Due date and time may be assigned by an agent or by the workflow. Activities without a due date and time are not counted.	The number of CallTrack activities completed during the interval, which were completed before their due date and time was reached. This is expressed as a percentage of the number of activities created during the interval. An activity is typically completed by an agent but may be completed by the workflow. Due date and time may be assigned by an agent or by the workflow. Activities without a due date and time are not counted.	Avg, Max, Min, WeightedAvg	Float
% Completed Met SLA	The number of CallTrack activities completed during the interval, which were completed before their due date and time was reached. This is expressed as a percentage of the number of activities created during the interval. An activity is typically completed by an agent but may be completed by the workflow. Due date and time may be assigned by an agent or by the workflow. Activities without a due date and time are not counted.	The number of CallTrack activities completed during the interval, which were completed before their due date and time was reached. This is expressed as a percentage of the number of activities created during the interval. An activity is typically completed by an agent but may be completed by the workflow. Due date and time may be assigned by an agent or by the workflow. Activities without a due date and time are not counted.	Avg, Max, Min, WeightedAvg	Float

Hist - Campaign Query Rule

Overview

This model allows end users to develop historical reports that detail outbound campaign call dispositions. End users can also analyze performance statistics related to outbound dialer data dispositions.

Selection Criteria

Referenced Table(s)	Campaign, Query_Rule, QueryRule, Campaign_Query_Rule_Interval
Parameter Type(s)	IT_CAMPAIGN, IT_QUERY_RULE, IT_DATE
Time Period(s)	Quarter Hour, Half Hour, Hour, Date, Week, Month, Year
Grouping(s)	Campaign, Query Rule ID, Quarter Hour, Half Hour, Hour, Date, Week, Month, Year
Timezone Enabled	Yes

Attribute Definitions

Name	Description	Definition/Source	Totals	Units
Parameters				
Campaign	The name of the Campaign.	Campaign.CampaignName		String
Query Rule ID	A unique identifier for the Query Rule.	Query_Rule.QueryRuleName		String
Time Periods				
Quarter Hour	Quarter Hour			DateTime
Half Hour	Half Hour			DateTime
Hour	Hour			DateTime
Date	Date			DateTime
Week	Week			String
Month	Month			DateTime
Year	Year			DateTime
Campaign Attributes				
Campaign Enterprise Name	The Enterprise name of the Campaign.	Campaign.EnterpriseName		String
Query Rule Enterprise Name	The Enterprise Name of the Query Rule.	QueryRule.EnterpriseName		String
Campaign Name	The display name of the Campaign.	Campaign.Name		String

Name	Description	Definition/Source	Totals	Units
Query Rule Name	The display name of the Query Rule.	QueryRule.Name		String
Call Counts				
Voice Detect	The number of calls answered by a person (where voice was detected) during the period.	Campaign_Query_Rule_ Interval.VoiceDetect	Sum, Min, Max, Avg	Integer
Contacts Attempted	The calls attempted during the period.	Campaign_Query_Rule_ Interval.ContactsAttempted	Sum, Min, Max, Avg	Integer
Call Durations				
Talk Time	The total time Agents spent talking on calls during the period.	Campaign_Query_Rule_ Interval.TalkTime	Sum, Min, Max, Avg	BigInteger
Wrap Time	The total time Agents spent on Wrap up activity for calls during the period.	Campaign_Query_Rule_ Interval.WrapupTime	Sum, Min, Max, Avg	BigInteger
Call Outcomes				
Abandon Detect	The number of calls where the dialer abandoned the call during the period.	Campaign_Query_Rule_ Interval.AbandonDetect	Sum, Min, Max, Avg	Integer
Abandon To IVR	The number of calls that had to be abandoned which were transferred to an IVR which played a message to the called party during the period.	Campaign_Query_Rule_ Interval.AbandonToIVR	Sum, Min, Max, Avg	Integer
Agent Closed	The number of preview/callback calls that were closed by the agent and not called during the period.	Campaign_Query_Rule_ Interval.AgentClosedDetect	Sum, Min, Max, Avg	Integer
Busy Detect	The number of calls where a busy signal was detected during the period.	Campaign_Query_Rule_ Interval.BusyDetect	Sum, Min, Max, Avg	Integer
No Ringback	The number of calls that were disconnected by the carrier/network	Campaign_Query_Rule_ Interval.NoRingBackDetect	Sum, Min,	Integer

Name	Description	Definition/Source	Totals	Units
	while ringing or that were flagged with a data error or a no-value call during the period.		Max, Avg	
No Answer	The number of calls that were not answered during the period.	Campaign_Query_Rule_ Interval.NoAnswerDetect	Sum, Min, Max, Avg	Integer
Wrong Number	The number of wrong number calls during the period.	Campaign_Query_Rule_ Interval.WrongNumberCount	Sum, Min, Max, Avg	Integer
Agent Rejected	The number of preview/callback calls that were rejected by the Agent during the period.	Campaign_Query_Rule_ Interval.AgentRejectedDetect	Sum, Min, Max, Avg	Integer
Answering Machine Detect	The number of calls where an answering machine was detected during the period.	Campaign_Query_Rule_ Interval.AnsweringMachineDetect	Sum, Min, Max, Avg	Integer
Callback Count	The number of calls scheduled for call back during the period.	Campaign_Query_Rule_ Interval.CallbackCount	Sum, Min, Max, Avg	Integer
Cancelled Detect	The number calls where the dialer cancelled a ringing outbound call during the period.	Campaign_Query_Rule_ Interval.CancelledDetect	Sum, Min, Max, Avg	Integer
Customer Abandoned	The number of calls that were abandoned by the called party after answering during the period.	Campaign_Query_Rule_ Interval.CustomerAbandonDetect	Sum, Min, Max, Avg	Integer
Fax Detect	The number of calls where a fax machine was detected during the period.	Campaign_Query_Rule_ Interval.FaxDetect	Sum, Min, Max, Avg	Integer
Net Answering Machine Detect	The number of calls where a network answering machine was detected during the period.	Campaign_Query_Rule_ Interval.NetworkAnsMachineDetect	Sum, Min, Max, Avg	Integer
Personal Callback	The number of calls where the called party requested a personal callback	Campaign_Query_Rule_ Interval.PersonalCallbackCount	Sum, Min,	Integer

Name	Description	Definition/Source	Totals	Units
	during the period.		Max, Avg	
Customer Not Available	The number of calls where the called party was found to be not available after the call was answered during the period.	Campaign_Query_Rule_ Interval.CustomerNotHomeCount	Sum, Min, Max, Avg	Integer
No Dial Tone	The number of calls that did not obtain a dial tone during the period.	Campaign_Query_Rule_ Interval.NoDialToneDetect	Sum, Min, Max, Avg	Integer
SIT Detect	The number of calls where a network Special Information Tone was detected during the period.	Campaign_Query_Rule_ Interval.SITToneDetect	Sum, Min, Max, Avg	Integer

Hist - Case Activity

Overview

This model allows end users to develop historical reports that provide information about the assignment and closure of email, chat and other activities.

Selection Criteria

Referenced Table(s)	Tenant, Agent
Parameter Type(s)	IT_DATE, IT_TENANT, IT_AGENT, IT_AGENT_TEAM, IT_PERSON
Time Period(s)	Quarter Hour, Half Hour, Hour, Date, Week, Month, Quarter, Year
Grouping(s)	Quarter Hour, Department, Customer, Case ID, Activity Type, Half Hour, Hour, Date, Week, Month, Quarter, Year, Agent, Agent Team, Person, Manager Agent Name
Timezone Enabled	Yes

Attribute Definitions

Name	Description	Definition/Source	Totals	Units
Parameters				
Department	The display name of the Department.	Tenant.Name		String
Agent	Agent	Agent.Name		String
Agent Team	The team of the agent to which the chat was assigned. Agent teams are used to denote the organizational structure of Cisco Unified CCE agents. For deployments that are not integrated with Cisco UCCE, this field will not be populated.	The team of the agent to which the chat was assigned. Agent teams are used to denote the organizational structure of Cisco Unified CCE agents. For deployments that are not integrated with Cisco UCCE, this field will not be populated.		String
Person	The person to which the chat was assigned. The concept of a 'person' in Analytics is used to denote the identity of Cisco Unified CCE agents with more than one agent ID across peripherals. For deployments that are not integrated with Cisco UCCE, this field will not be populated.	The person to which the chat was assigned. The concept of a 'person' in Analytics is used to denote the identity of Cisco Unified CCE agents with more than one agent ID across peripherals. For deployments that are not integrated with Cisco UCCE, this field will not be populated.		String
Attributes				
User Name	The login name of the Agent.	The login name of the Agent.		String
Manager User Name	The login name of the Manager Agent.	The login name of the Manager Agent.		String
Customer	Customer	The customer associated with the case.		String
Case ID	This is the unique ID assigned to the case.			String
Activity Type	The display name of the Activity Type.	The type of activity (chat. email etc.)		String
Department Name	The display name of the Department.			String
Agent Name	The display name of the Agent.			String
Agent Team Name	The team of the agent to which	The team of the agent to which		String

Name	Description	Definition/Source	Totals	Units
	the chat was assigned. Agent teams are used to denote the organizational structure of Cisco Unified CCE agents. For deployments that are not integrated with Cisco UCCE, this field will not be populated.	the chat was assigned. Agent teams are used to denote the organizational structure of Cisco Unified CCE agents. For deployments that are not integrated with Cisco UCCE, this field will not be populated.		
Person Name	The person to which the chat was assigned. The concept of a 'person' in Analytics is used to denote the identity of Cisco Unified CCE agents with more than one agent ID across peripherals. For deployments that are not integrated with Cisco UCCE, this field will not be populated.	The person to which the chat was assigned. The concept of a 'person' in Analytics is used to denote the identity of Cisco Unified CCE agents with more than one agent ID across peripherals. For deployments that are not integrated with Cisco UCCE, this field will not be populated.		String
Manager Agent Name	The manager of the agent who was case owner. The first agent to work on the first activity of a case is considered to be the owner by default, although a case can be re-assigned manually or by workflow rules. Other agents may be assigned individual activities in the case without being case owner.			String
Time Periods (Choose one option only)				
Quarter Hour	Quarter Hour			DateTime
Half Hour	Half Hour			DateTime
Hour	Hour			DateTime
Date	Date			DateTime
Week	Week			String
Month	Month			DateTime
Quarter	Quarter			String
Year	Year			DateTime
Volumes and Outcomes				
New	Number of new cases created by the system.	Number of new cases created by the system.	Max, Min, Sum	Integer

Name	Description	Definition/Source	Totals	Units
Closed	Number of cases closed by the system.	Number of cases closed by the system.	Max, Min, Sum	Integer
Closed Not Met SLA	Number of closed cases that did not meet the required SLA. Determined by comparing the due date set for the case (in the workflow or manually) and the date on which the case was closed. This applies only to closed cases. Where no SLA is defined, the system considers the case as not having met SLA.	Number of closed cases that did not meet the required SLA. Determined by comparing the due date set for the case (in the workflow or manually) and the date on which the case was closed. This applies only to closed cases. Where no SLA is defined, the system considers the case as not having met SLA.	Max, Min, Sum	Integer
Closed Met SLA	Number of closed cases that met the required SLA. Determined by comparing the due date set for the case (in the workflow or manually) and the date on which the case was closed. This applies only to closed cases. Where no SLA is defined, the system considers the case as not having met SLA.	Number of closed cases that met the required SLA. Determined by comparing the due date set for the case (in the workflow or manually) and the date on which the case was closed. This applies only to closed cases. Where no SLA is defined, the system considers the case as not having met SLA.	Max, Min, Sum	Integer
Reopened	Number of cases reopened by the system.	Number of cases reopened by the system.	Max, Min, Sum	Integer
Assigned To User	The number of cases that were assigned to a user.	The number of cases that were assigned to a user.	Max, Min, Sum	Integer
Activities Assigned	The number of incoming activities or interactions assigned to a case. Activities created using the Compose option in the Agent Console are not included.	The number of incoming activities or interactions assigned to a case. Activities created using the Compose option in the Agent Console are not included.	Max, Min, Sum	Integer
Activities Unassigned	The number of incoming activities or interactions that were dissociated with a case and associated with another case. This number is based on events logged when a user changes the case of an incoming activity. Activities created using the Compose option in the Agent Console are not included.	The number of incoming activities or interactions that were dissociated with a case and associated with another case. This number is based on events logged when a user changes the case of an incoming activity. Activities created using the Compose option in the Agent Console are not included.	Max, Min, Sum	Integer
% Closed Outside SLA	The number of cases closed during the interval, which had a due date and time but were not closed	The number of cases closed during the interval, which had a due date and time but were not closed until	Min, Max, WeightedAvg	Float

Name	Description	Definition/Source	Totals	Units
	until after exceeding it. This is expressed as a percentage of all cases closed during the interval. Due date and time may be assigned by a user or by service level rules.	after exceeding it. This is expressed as a percentage of all cases closed during the interval. Due date and time may be assigned by a user or by service level rules.		
% Closed In SLA	The number of cases closed during the interval, which had a due date and time and were closed before reaching it. This is expressed as a percentage of all cases closed during the interval. Due date and time may be assigned by a user or by service level rules.	The number of cases closed during the interval, which had a due date and time and were closed before reaching it. This is expressed as a percentage of all cases closed during the interval. Due date and time may be assigned by a user or by service level rules.	Min, Max, WeightedAvg	Float
Agent Activity and Customer Experience				
Resolution Time	Total resolution time for closed cases. This is calculated as: Time when a case is closed – Time when a case was created	Total resolution time for closed cases. This is calculated as: Time when a case is closed – Time when a case was created	Max, Min, Sum	BigInteger
Avg Resolution Time	Average resolution time for closed cases. This is calculated as: Total resolution time for closed cases / Number of cases closed by the system	Average resolution time for closed cases. This is calculated as: Total resolution time for closed cases / Number of cases closed by the system	Max, Min, WeightedAvg	BigInteger

Hist - Case Resolution

Overview

Build reports to analyze case closure, reopens and first contact resolution rates. This report provides summarized historical information.

Selection Criteria

Referenced Table(s)	
Parameter Type(s)	IT_DATE, IT_AGENT, IT_QUEUE, IT_TENANT
Time Period(s)	Quarter Hour, Weekday, Half Hour, Hour, Date, Week, Month, Quarter, Year

Grouping(s)	Weekday, Date, Week, Month, Quarter, Year, Final Department, Department, Agent, Final Activity Type, Final Agent, Final Agent, Final Department, Queue, Agent, Activity Type, Final Queue, Category, Final Category, Final Resolution Code, Resolution Code, Final Queue, Queue, Department
Timezone Enabled	Yes

Attribute Definitions

Name	Description	Definition/Source	Totals	Units
Parameters				
Final Department	The department to which the last completed activity of the case was assigned at the time of its completion.	The department to which the last completed activity of the case was assigned at the time of its completion.		String
Agent	The agent to whom the first completed activity of the case was assigned at the time of its completion.	The agent to whom the first completed activity of the case was assigned at the time of its completion.		String
Final Agent	The agent to whom the last completed activity of the case was assigned at the time of its completion.	The agent to whom the last completed activity of the case was assigned at the time of its completion.		String
Final Queue	The queue to which the last completed activity of the case was assigned at the time of its completion.	The queue to which the last completed activity of the case was assigned at the time of its completion.		String
Queue	The queue to which the first completed activity of the case was assigned at the time of its completion.	The queue to which the first completed activity of the case was assigned at the time of its completion.		String
Department	The department to which the first completed activity of the case was assigned at the time of its completion.	The department to which the first completed activity of the case was assigned at the time of its completion.		String
Time Periods				
Weekday	Weekday			String
Date	Date			DateTime

Name	Description	Definition/Source	Totals	Units
Week	Week			String
Month	Month			DateTime
Quarter	Quarter			String
Year	Year			DateTime
Attributes				
Department	The department to which the first completed activity of the case was assigned at the time of its completion.	The department to which the first completed activity of the case was assigned at the time of its completion.		String
Final Activity Type	The type of activity which was the last in the case to be completed. In general, activity type represents channel (i.e. chat, email, call log, social).	The type of activity which was the last in the case to be completed. In general, activity type represents channel (i.e. chat, email, call log, social).		String
Final Agent	The agent to whom the last completed activity of the case was assigned at the time of its completion.	The agent to whom the last completed activity of the case was assigned at the time of its completion.		String
Final Department	The department to which the last completed activity of the case was assigned at the time of its completion.	The department to which the last completed activity of the case was assigned at the time of its completion.		String
Queue	The queue to which the first completed activity of the case was assigned at the time of its completion.	The queue to which the first completed activity of the case was assigned at the time of its completion.		String
Agent	The agent to whom the first completed activity of the case was assigned at the time of its completion.	The agent to whom the first completed activity of the case was assigned at the time of its completion.		String
Activity Type	The type of activity which was the first in the case to be completed. In general, activity type represents channel (i.e. chat, email, call log, social).	The type of activity which was the first in the case to be completed. In general, activity type represents channel (i.e. chat, email, call log, social).		String
Final Queue	The queue to which the last completed activity of the case was assigned at the time of its completion.	The queue to which the last completed activity of the case was assigned at the time of its completion.		String

Name	Description	Definition/Source	Totals	Units
Category	The category of the first activity in the case to be completed. If there was more than one category, only one will be shown (the earliest created category). Where categories are organized into a hierarchy, this will show up to 10 levels deep (categories below this are rolled up and counted against the 10th level).	The category of the first activity in the case to be completed. If there was more than one category, only one will be shown (the earliest created category). Where categories are organized into a hierarchy, this will show up to 10 levels deep (categories below this are rolled up and counted against the 10th level).		String
Final Category	The category of the last activity in the case to be completed. If there was more than one category, only one will be shown (the earliest created category). Where categories are organized into a hierarchy, this will show up to 10 levels deep (categories below this are rolled up and counted against the 10th level).	The category of the last activity in the case to be completed. If there was more than one category, only one will be shown (the earliest created category). Where categories are organized into a hierarchy, this will show up to 10 levels deep (categories below this are rolled up and counted against the 10th level).		String
Final Resolution Code	The resolution code of the last activity in the case to be completed. If there was more than one resolution code, only one will be shown (the earliest created code). Where codes are organized into a hierarchy, this will show up to 10 levels deep (codes below this are rolled up and counted against the 10th level).	The resolution code of the last activity in the case to be completed. If there was more than one resolution code, only one will be shown (the earliest created code). Where codes are organized into a hierarchy, this will show up to 10 levels deep (codes below this are rolled up and counted against the 10th level).		String
Resolution Code	The resolution code of the first activity in the case to be completed. If there was more than one resolution code, only one will be shown (the earliest created code). Where codes are organized into a hierarchy, this will show up to 10 levels deep (codes below this are rolled up and counted against the 10th level).	The resolution code of the first activity in the case to be completed. If there was more than one resolution code, only one will be shown (the earliest created code). Where codes are organized into a hierarchy, this will show up to 10 levels deep (codes below this are rolled up and counted against the 10th level).		String
First Contact Resolution				
% Non-FCR	First Contact Resolution Failure Rate. Of the cases that were closed for the first time during the	First Contact Resolution Failure Rate. Of the cases that were closed for the first time during the	Avg, Max, Min, WeightedAvg	Float

Name	Description	Definition/Source	Totals	Units
	interval, the percentage that included multiple inbound activities and/or have been reopened since (within 90 days). This percentage may increase if the report is re-run later due to cases being reopened in the meantime. Cases with no inbound activities are not included in the calculation.	interval, the percentage that included multiple inbound activities and/or have been reopened since (within 90 days). This percentage may increase if the report is re-run later due to cases being reopened in the meantime. Cases with no inbound activities are not included in the calculation.		
FCR	First Contact Resolution. The number of cases that were closed for the first time during the interval that only included one inbound activity, and have not been reopened since (within 90 days). This number may decrease if the report is re-run later due to cases being reopened in the meantime. Cases with no inbound activities are not counted.	First Contact Resolution. The number of cases that were closed for the first time during the interval that only included one inbound activity, and have not been reopened since (within 90 days). This number may decrease if the report is re-run later due to cases being reopened in the meantime. Cases with no inbound activities are not counted.	Avg, Max, Min, Sum	Integer
Non-FCR	First Contact Resolution Failure. The number of cases that were closed for the first time during the interval that included multiple inbound activities and/or have been reopened since (within 90 days). This number may increase if the report is re-run later due to cases being reopened in the meantime. Cases with no inbound activities are not counted.	First Contact Resolution Failure. The number of cases that were closed for the first time during the interval that included multiple inbound activities and/or have been reopened since (within 90 days). This number may increase if the report is re-run later due to cases being reopened in the meantime. Cases with no inbound activities are not counted.	Avg, Max, Sum, Min	Integer
% FCR	First Contact Resolution Rate. Of the cases that were closed for the first time during the interval, the percentage that only included one inbound activity, and have not been reopened since (within 90 days). This percentage may decrease if the report is re-run later due to cases being reopened in the meantime. Cases with no inbound activities are not included in the calculation.	First Contact Resolution Rate. Of the cases that were closed for the first time during the interval, the percentage that only included one inbound activity, and have not been reopened since (within 90 days). This percentage may decrease if the report is re-run later due to cases being reopened in the meantime. Cases with no inbound activities are not included in the calculation.	Avg, Max, Min, WeightedAvg	Float
FCR Eligible	Sum of FCR and Non-FCR. The	Sum of FCR and Non-FCR. The	Avg, Max,	Integer

Name	Description	Definition/Source	Totals	Units
	number of cases that were closed for the first time during the interval that included at least one inbound activity.	number of cases that were closed for the first time during the interval that included at least one inbound activity.	Min, Sum	

First Time Case Closures

Name	Description	Definition/Source	Totals	Units
% First Time Solve	Of the cases that were closed for the first time during the interval, the percentage that have not been reopened since (within 90 days). This percentage may decrease if the report is re-run later due to cases being reopened in the meantime.	Of the cases that were closed for the first time during the interval, the percentage that have not been reopened since (within 90 days). This percentage may decrease if the report is re-run later due to cases being reopened in the meantime.	Avg, Max, Min, WeightedAvg	Float
% Reopen Rate	Of the cases that were closed for the first time during the interval, the percentage that have been reopened since (within 90 days). This percentage may increase if the report is re-run later due to cases being reopened in the meantime.	Of the cases that were closed for the first time during the interval, the percentage that have been reopened since (within 90 days). This percentage may increase if the report is re-run later due to cases being reopened in the meantime.	Avg, Max, Min, WeightedAvg	Float
First Time Solve	The number of cases that were closed for the first time during the interval and have not been reopened since (within 90 days). This number may decrease if the report is re-run later due to cases being reopened in the meantime.	The number of cases that were closed for the first time during the interval and have not been reopened since (within 90 days). This number may decrease if the report is re-run later due to cases being reopened in the meantime.	Avg, Max, Min, Sum	Integer
First Time Unsolved	The number of cases that were closed for the first time during the interval but have been reopened since (within 90 days). This number may increase if the report is re-run later due to cases being reopened in the meantime.	The number of cases that were closed for the first time during the interval but have been reopened since (within 90 days). This number may increase if the report is re-run later due to cases being reopened in the meantime.	Avg, Max, Min, Sum	Integer
First Time Close	The number of cases that were closed for the first time during the interval. These cases may or may not have been reopened since.	The number of cases that were closed for the first time during the interval. These cases may or may not have been reopened since.	Avg, Max, Min, Sum	Integer

Repeat Case Closures

Name	Description	Definition/Source	Totals	Units
Repeat Close	The number of times that previously closed cases were	The number of times that previously closed cases were	Avg, Max, Min, Sum	Integer

Name	Description	Definition/Source	Totals	Units
	reclosed during the interval. These cases may or may not have been reopened again since.	reclosed during the interval. These cases may or may not have been reopened again since.		
Repeat Solve	The number of times that previously closed cases were reclosed during the interval and have not been reopened again since (within 90 days). This number may decrease if the report is re-run later due to cases being reopened in the meantime.	The number of times that previously closed cases were reclosed during the interval and have not been reopened again since (within 90 days). This number may decrease if the report is re-run later due to cases being reopened in the meantime.	Avg, Max, Min, Sum	Integer
Repeat Unsolved	The number of times that previously closed cases were reclosed during the interval but have been reopened again since (within 90 days). This number may increase if the report is re-run later due to cases being reopened in the meantime.	The number of times that previously closed cases were reclosed during the interval but have been reopened again since (within 90 days). This number may increase if the report is re-run later due to cases being reopened in the meantime.	Avg, Max, Min, Sum	Integer
Total Case Closures				
Closed	The total number of times that cases were closed during the interval. These cases may or may not have been closed for the first time, and they may or may not have been reopened since.	The total number of times that cases were closed during the interval. These cases may or may not have been closed for the first time, and they may or may not have been reopened since.	Avg, Max, Min, Sum	Integer
Solved	The number of times that cases were closed during the interval and have not been reopened since (within 90 days). These cases may or may not have been closed for the first time. This number may decrease if the report is re-run later due to cases being reopened in the meantime.	The number of times that cases were closed during the interval and have not been reopened since (within 90 days). These cases may or may not have been closed for the first time. This number may decrease if the report is re-run later due to cases being reopened in the meantime.	Avg, Max, Min, Sum	Integer
Unsolved	The number of times that cases were closed during the interval but have been reopened since (within 90 days). These cases may or may not have been closed for the first time. This number may increase if the report is re-run later due to cases being reopened in the meantime.	The number of times that cases were closed during the interval but have been reopened since (within 90 days). These cases may or may not have been closed for the first time. This number may increase if the report is re-run later due to cases being reopened in the meantime.	Avg, Max, Min, Sum	Integer

Hist - Chat Activity

Overview

This model allows end users to develop historical reports that provide information about the handling of chat activities.

Selection Criteria

Referenced Table(s)	Queue, Agent, Agent_Team, Person, Tenant, Entry_Point
Parameter Type(s)	IT_DATE, IT_QUEUE, IT_AGENT, IT_AGENT_TEAM, IT_PERSON, IT_TENANT, IT_ENTRY_POINT
Time Period(s)	Quarter Hour, Half Hour, Hour, Date, Week, Month, Quarter, Year
Grouping(s)	Quarter Hour, Half Hour, Hour, Date, Week, Month, Quarter, Year, Queue, Agent, Agent Team, Person, Department, Entry Point, Customer, Channel Origin, Activity Subtype, Manager Agent Name
Timezone Enabled	Yes

Attribute Definitions

Name	Description	Definition/Source	Totals	Units
Parameters				
Queue	The queue to which the chat was assigned.	Queue.Name		String
Agent	The agent to which the chat was assigned.	Agent.Name		String
Agent Team	The team of the agent to which the chat was assigned. Agent teams are used to denote the organizational structure of Cisco Unified CCE agents. For deployments that are not integrated with Cisco UCCE, this field will not be populated.	Agent_Team.Name		String

Name	Description	Definition/Source	Totals	Units
Person	The person to which the chat was assigned. The concept of a 'person' in Analytics is used to denote the identity of Cisco Unified CCE agents with more than one agent ID across peripherals. For deployments that are not integrated with Cisco UCCE, this field will not be populated.	Person.Name		String
Department	The department to which the chat was assigned.	Tenant.Name		String
Entry Point	The entry point via which the chat was initiated. This may vary by website or page that the customer was on. For proactive chat, it may vary from one offer to another.	Entry_Point.Name		String
Time Periods (Choose one option only)				
Quarter Hour	Quarter Hour			DateTime
Half Hour	Half Hour			DateTime
Hour	Hour			DateTime
Date	Date			DateTime
Week	Week			String
Month	Month			DateTime
Quarter	Quarter			String
Year	Year			DateTime
Filters				
Channel Origin	Indicates whether the chat was reactive (e.g. the customer initiated chat from the Contact Us page) or proactive (i.e. a chat offer was made and accepted).	The channel origin, Proactive or Reactive.		String
Activity Subtype	The type of chat - general (i.e. text) or video. Chat types are defined in eGain as activity subtypes. If a chat switches to video (or audio only) at any point then the whole chat is considered	Activity Subtype		String

Name	Description	Definition/Source	Totals	Units
	to be video.			
Attributes				
User Name	The login name of the Agent.	The login name of the Agent.		String
Manager User Name	The login name of the Manager Agent.	The login name of the Manager Agent.		String
Customer	The customer associated with the chat.	The customer assciated with the activity.		String
Agent Name	The agent to which the chat was assigned.			String
Department Name	The department to which the chat was assigned.			String
Queue Name	The queue to which the chat was assigned.			String
Entry Point Name	The entry point via which the chat was initiated. This may vary by website or page that the customer was on. For proactive chat, it may vary from one offer to another.			String
Agent Team Name	The team of the agent to which the chat was assigned. Agent teams are used to denote the organizational structure of Cisco Unified CCE agents. For deployments that are not integrated with Cisco UCCE, this field will not be populated.			String
Person Name	The person to which the chat was assigned. The concept of a 'person' in Analytics is used to denote the identity of Cisco Unified CCE agents with more than one agent ID across peripherals. For deployments that are not integrated with Cisco UCCE, this field will not be populated.			String
Channel Origin Name	Channel Origin Name			String
Activity Subtype	The type of email activity such as Text or Video.	The type of email activity such as Text or Video.		String

Name	Description	Definition/Source	Totals	Units
Name				
Manager Agent Name	The manager of the agent to which the activity was assigned.			String
Volumes				
New Cases	The number of new cases which were opened for chats during the interval. A case is opened for each incoming chat.	The number of new cases which were opened for chats during the interval. A case is opened for each incoming chat.	Max, Min, Sum	Integer
Assigned To User	The number of times that a chat was assigned to an agent during the interval. This includes chats which have been pushed from the queue, chats pulled by the agent and chats which have been transferred from elsewhere.	The number of times that a chat was assigned to an agent during the interval. This includes chats which have been pushed from the queue, chats pulled by the agent and chats which have been transferred from elsewhere.	Max, Min, Sum	Integer
Incoming To Queue	The number of incoming chats received by the queue during the interval. Only includes chats routed directly from the entry point, not transfers, so each unique chat will only be counted once. This column is not populated in agent-level reports.		Sum, Min, Max, Avg	Integer
Assigned To Queue	The number of times that a chat was assigned to a queue during the interval. This includes incoming chats and chats which have been transferred from elsewhere. This column is not populated in agent-level reports.		Sum, Min, Max, Avg	Integer
Serviced and Abandons				
Total Chats	The total number of chats serviced or abandoned during the interval. A chat is serviced when an agent begins work on it, providing the customer has not abandoned. Includes chats routed directly from the entry point as well as chats transferred from elsewhere - transferred chats may be counted multiple times across agents, queues and/or	The total number of chats serviced or abandoned during the interval. A chat is serviced when an agent begins work on it, providing the customer has not abandoned. Includes chats routed directly from the entry point as well as chats transferred from elsewhere - transferred chats may be counted multiple times across agents, queues and/or	Max, Min, Sum	Integer

Name	Description	Definition/Source	Totals	Units
	departments.	departments.		
Total Chats (Incoming)	The total number of incoming chats serviced or abandoned during the interval. A chat is serviced when an agent begins work on it, providing the customer has not abandoned. Only includes chats routed directly from the entry point, not transfers, so each unique chat will only be counted once.		Sum, Min, Max, Avg	Integer
Serviced	The number of chats serviced during the interval. A chat is serviced when an agent begins work on it, providing the customer has not abandoned. Includes chats routed directly from the entry point as well as chats transferred from elsewhere - transferred chats may be counted multiple times across agents, queues and/or departments.	The number of chats serviced during the interval. A chat is serviced when an agent begins work on it, providing the customer has not abandoned. Includes chats routed directly from the entry point as well as chats transferred from elsewhere - transferred chats may be counted multiple times across agents, queues and/or departments.	Max, Min, Sum	Integer
Serviced (Incoming)	The number of chats serviced during the interval. A chat is serviced when an agent begins work on it, providing the customer has not abandoned. Only includes chats routed directly from the entry point, not transfers, so each unique chat will only be counted once.		Sum, Min, Max, Avg	Integer
Abandoned	The number of chats abandoned during the interval. A chat is abandoned if the customer leaves before any agent begins work on the activity.	The number of chats abandoned during the interval. A chat is abandoned if the customer leaves before any agent begins work on the activity.	Max, Min, Sum	Integer
% Serviced	The number of chats serviced during the interval, expressed as a percentage of the total number of chats serviced or abandoned during the interval. A chat is serviced when an agent begins work on it, providing the customer has not abandoned. Includes chats	The number of chats serviced during the interval, expressed as a percentage of the total number of chats serviced or abandoned during the interval. A chat is serviced when an agent begins work on it, providing the customer has not abandoned. Includes	Max, Min, WeightedAvg	Float

Name	Description	Definition/Source	Totals	Units
	routed directly from the entry point as well as chats transferred from elsewhere - transferred chats may be counted multiple times across agents, queues and/or departments.	chats routed directly from the entry point as well as chats transferred from elsewhere - transferred chats may be counted multiple times across agents, queues and/or departments.		
% Abandoned	The number of chats abandoned during the interval, expressed as a percentage of the total number of chats serviced or abandoned during the interval. A chat is abandoned if the customer leaves before any agent begins work on the activity.	The number of chats abandoned during the interval, expressed as a percentage of the total number of chats serviced or abandoned during the interval. A chat is abandoned if the customer leaves before any agent begins work on the activity.	Max, Min, WeightedAvg	Float
% Abandoned (Incoming)	The number of incoming chats abandoned during the interval, expressed as a percentage of the number of incoming chats serviced or abandoned during the interval. A chat is abandoned if the customer leaves before any agent begins work on the activity. Only includes chats routed directly from the entry point, not transfers, so each unique chat will only be counted once.		Min, Max, WeightedAvg	Float
% Serviced (Incoming)	The number of incoming chats serviced during the interval, expressed as a percentage of the number of incoming chats serviced or abandoned during the interval. A chat is serviced when an agent begins work on it, providing the customer has not abandoned. Only includes chats routed directly from the entry point, not transfers, so each unique chat will only be counted once.		Min, Max, WeightedAvg	Float
Outcomes				
Unassigned From User	The number of times that a chat was removed from an agent during the interval. This includes chats which were auto-pushed back to the queue and chats which were transferred elsewhere.	The number of times that a chat was removed from an agent during the interval. This includes chats which were auto-pushed back to the queue and chats which were transferred	Max, Min, Sum	Integer

Name	Description	Definition/Source	Totals	Units
		elsewhere.		
Transcript Emails	The number of chats completed/abandoned during the interval where a transcript email was sent to the customer. This happens automatically if configured on the entry point. Emails composed manually by agents are not counted here.	The number of chats completed/abandoned during the interval where a transcript email was sent to the customer. This happens automatically if configured on the entry point. Emails composed manually by agents are not counted here.	Max, Min, Sum	Integer
Handled	The number of chats completed or manually transferred out from the agent during the interval. Chats are typically completed by the agent but they may be completed automatically in certain circumstances (e.g. if the agent was disconnected).		Sum, Min, Max, Avg	Integer
Completed	The number of chats completed during the interval. Chats are typically completed by the agent but they may be completed automatically in certain circumstances (e.g. if the agent was disconnected).	The number of chats completed during the interval. Chats are typically completed by the agent but they may be completed automatically in certain circumstances (e.g. if the agent was disconnected).	Max, Min, Sum	Integer
Transfers and Assignment				
Xfer Out	The number of times that chats were transferred during the interval, counted against the source agent/queue/department.		Sum, Min, Max, Avg	Integer
Xfer In	The number of times that chats were transferred during the interval, counted against the destination agent/queue/department. If there was a queue but no agent then the agent will be shown as 'Unknown'.		Sum, Min, Max, Avg	Integer
Auto-pushback	The number of times that a chat was automatically pushed back from an agent to the originating queue during the interval. This happens when the agent does not respond quickly enough.		Sum, Min, Max, Avg	Integer

Name	Description	Definition/Source	Totals	Units
Pushed To User	The number of times that a chat was automatically pushed to an agent from the queue during the interval.		Sum, Min, Max, Avg	Integer
Pulled By User	The number of times that an agent pulled a chat from the queue during the interval.	The number of times that an agent pulled a chat from the queue during the interval.	Max, Min, Sum	Integer
Efficiency				
% Work Time	For chats handled (i.e. completed or transferred out) during the interval, the percentage of those chat's handle time that was spent with the customer present. This may include time the agent spent working on the chat during previous intervals.	For chats handled (i.e. completed or transferred out) during the interval, the percentage of those chat's handle time that was spent with the customer present. This may include time the agent spent working on the chat during previous intervals.	Min, Max, WeightedAvg	Float
% Wrap Time	For chats handled (i.e. completed or transferred out) during the interval, the percentage of those chat's handle time that took place after the customer had left. This may include time the agent spent working on the chat during previous intervals.	For chats handled (i.e. completed or transferred out) during the interval, the percentage of those chat's handle time that took place after the customer had left. This may include time the agent spent working on the chat during previous intervals.	Min, Max, WeightedAvg	Float
Work Time	For chats handled (i.e. completed or transferred out) during the interval, the total time that the agent spent working on those chats with the customer present. An agent is considered to be working on a chat while it is in focus in their inbox, whether or not they are physically typing or clicking. This may include time the agent spent working on the chat during previous intervals.	For chats handled (i.e. completed or transferred out) during the interval, the total time that the agent spent working on those chats with the customer present. An agent is considered to be working on a chat while it is in focus in their inbox, whether or not they are physically typing or clicking. This may include time the agent spent working on the chat during previous intervals.	Max, Min, Sum	BigInteger
Wrap Time	For chats handled (i.e. completed or transferred out) during the interval, the total time that the agent spent working on those chats after the customer had left. An agent is considered to be working on a chat while it is in focus in their inbox, whether or	For chats handled (i.e. completed or transferred out) during the interval, the total time that the agent spent working on those chats after the customer had left. An agent is considered to be working on a chat while it is in focus in their inbox, whether or	Max, Min, Sum, Avg	BigInteger

Name	Description	Definition/Source	Totals	Units
	not they are physically typing or clicking. This may include time the agent spent working on the chat during previous intervals.	not they are physically typing or clicking. This may include time the agent spent working on the chat during previous intervals.		
Handle Time	For chats handled (i.e. completed or transferred out) during the interval, the total time that the agent spent working on those chats. An agent is considered to be working on a chat while it is in focus in their inbox, whether or not they are physically typing or clicking. This may include time the agent spent working on the chat during previous intervals.	For chats handled (i.e. completed or transferred out) during the interval, the total time that the agent spent working on those chats. An agent is considered to be working on a chat while it is in focus in their inbox, whether or not they are physically typing or clicking. This may include time the agent spent working on the chat during previous intervals.	Max, Min, Sum	BigInteger
Avg Work Time	For chats handled (i.e. completed or transferred out) during the interval, the average time that the agent spent working on each chat with the customer present. An agent is considered to be working on a chat while it is in focus in their inbox, whether or not they are physically typing or clicking. This may include time the agent spent working on the chat during previous intervals.	For chats handled (i.e. completed or transferred out) during the interval, the average time that the agent spent working on each chat with the customer present. An agent is considered to be working on a chat while it is in focus in their inbox, whether or not they are physically typing or clicking. This may include time the agent spent working on the chat during previous intervals.	Max, Min, WeightedAvg	BigInteger
Avg Wrap Time	For chats handled (i.e. completed or transferred out) during the interval, the average time that the agent spent working on each chat after the customer had left. An agent is considered to be working on a chat while it is in focus in their inbox, whether or not they are physically typing or clicking. This may include time the agent spent working on the chat during previous intervals.	For chats handled (i.e. completed or transferred out) during the interval, the average time that the agent spent working on each chat after the customer had left. An agent is considered to be working on a chat while it is in focus in their inbox, whether or not they are physically typing or clicking. This may include time the agent spent working on the chat during previous intervals.	Max, Min, WeightedAvg	BigInteger
Avg Handle Time	For chats handled (i.e. completed or transferred out) during the interval, the average time that the agent spent working on each chat. An agent is considered to be working on a chat while it is in	For chats handled (i.e. completed or transferred out) during the interval, the average time that the agent spent working on each chat. An agent is considered to be working on a chat while it is in	Max, Min, WeightedAvg	BigInteger

Name	Description	Definition/Source	Totals	Units
	focus in their inbox, whether or not they are physically typing or clicking. This may include time the agent spent working on the chat during previous intervals.	focus in their inbox, whether or not they are physically typing or clicking. This may include time the agent spent working on the chat during previous intervals.		
Avg Concurrent Chats	The average number of chats that an agent serviced concurrently at any point during the interval. This is determined by the total duration of chats handled, divided by the actual time spent working on or wrapping up those chats. This metric is best used with daily or longer report intervals - when used with intra-day intervals (e.g. hourly) it can be skewed by chats started during one interval and completed during another.	The average number of concurrent chats the agent was servicing at any point during the interval. This is determined by the total duration of chats handled divided by the actual time spent working on or wrapping up those chats. This metric is best used in daily or monthly reports. When used in reports for shorter intervals the average can be skewed as the duration part of the calculation can be allotted to a different interval than the associated working time for chats that occur across interval boundaries.	Min, Max, WeightedAvg	Float

Productivity

Name	Description	Definition/Source	Totals	Units
Chats Per Hour (Active Time)	The number of chats which an agent can handle in an hour, based on their work rate during this interval. This is determined by the number of chats handled during the interval and the amount of time spent working on chats during the same interval. An agent is considered to be working on a chat while it is in focus in their inbox, whether or not they are physically typing or clicking. Chats are considered handled when they are completed or transferred out from the agent. This metric will be most accurate for daily or greater intervals.	The number of chats which an agent can handle in an hour, based on their work rate during this interval. This is determined by the number of chats handled during the interval and the amount of time spent working on chats during the same interval. An agent is considered to be working on a chat while it is in focus in their inbox, whether or not they are physically typing or clicking. Chats are considered handled when they are completed or transferred out from the agent. This metric will be most accurate for daily or greater intervals.	Min, Max	Float
Active Time	The amount of time that an agent spent working on chats during the interval. An agent is considered to be working on a chat while it is in		Sum, Min, Max, Avg	BigInteger

Name	Description	Definition/Source	Totals	Units
	focus in their inbox, whether or not they are physically typing or clicking. This includes work time and wrap time.			
Wrap Time (State)	The amount of time that an agent spent working on chats during the interval after the customer had left. An agent is considered to be working on a chat while it is in focus in their inbox, whether or not they are physically typing or clicking.		Sum, Min, Max, Avg	BigInteger
Work Time (State)	The amount of time that an agent spent working on chats during the interval with the customer present. An agent is considered to be working on a chat while it is in focus in their inbox, whether or not they are physically typing or clicking.		Sum, Min, Max, Avg	BigInteger

Durations and Wait Times

Name	Description	Definition/Source	Totals	Units
Avg Duration With Agent	For all chats handled (i.e. completed or transferred out) during the interval, the average time that elapsed between each chat being assigned to the agent and being handled.		WeightedAvg, Min, Max	BigInteger
Avg Chat Duration	For all chats completed during the interval, the average time that elapsed between each chat being initiated and being completed. Chats are typically completed by the agent but they may be completed automatically in certain circumstances (e.g. if the agent was disconnected).		Min, Max, WeightedAvg	BigInteger
Avg Wait Serviced Time (Incoming)	For all incoming chats serviced during the interval, the average time which elapsed from each chat being assigned to the queue to being serviced. A chat is serviced when an agent begins work on it, providing the customer has not abandoned. Only includes		WeightedAvg, Min, Max	BigInteger

Name	Description	Definition/Source	Totals	Units
	chats routed directly from the entry point, not transfers, so each unique chat will only be counted once.			
Duration With Agent	For all chats handled (i.e. completed or transferred out) during the interval, the total time that elapsed between each chat being assigned to the agent and being handled.		Avg, Max, Min, Sum	BigInteger
Chat Duration	For all chats completed during the interval, the total time that elapsed between each chat being initiated and being completed. Chats are typically completed by the agent but they may be completed automatically in certain circumstances (e.g. if the agent was disconnected).	For all chats completed during the interval, the total time that elapsed between each chat being initiated and being completed. Chats are typically completed by the agent but they may be completed automatically in certain circumstances (e.g. if the agent was disconnected).	Max, Min, Sum	BigInteger
Wait Serviced Time	For all chats serviced during the interval, the total time which elapsed from each chat being assigned to the queue to being serviced. A chat is serviced when an agent begins work on it, providing the customer has not abandoned.	For all chats serviced during the interval, the total time which elapsed from each chat being assigned to the queue to being serviced. A chat is serviced when an agent begins work on it, providing the customer has not abandoned.	Max, Min, Sum	BigInteger
Wait Abandoned Time	For all chats abandoned during the interval, the total time which elapsed from each chat being assigned to the queue to the customer leaving. A chat is abandoned if the customer leaves before any agent begins work on the activity.	For all chats abandoned during the interval, the total time which elapsed from each chat being assigned to the queue to the customer leaving. A chat is abandoned if the customer leaves before any agent begins work on the activity.	Max, Min, Sum	BigInteger
Avg Wait Serviced Time	For all chats serviced during the interval, the average time which elapsed from each chat being assigned to the queue to being serviced. A chat is serviced when an agent begins work on it, providing the customer has not abandoned.	For all chats serviced during the interval, the average time which elapsed from each chat being assigned to the queue to being serviced. A chat is serviced when an agent begins work on it, providing the customer has not abandoned.	Max, Min, WeightedAvg	BigInteger

Name	Description	Definition/Source	Totals	Units
Avg Wait Abandoned Time	For all chats abandoned during the interval, the average time which elapsed from each chat being assigned to the queue to the customer leaving. A chat is abandoned if the customer leaves before any agent begins work on the activity.	For all chats abandoned during the interval, the average time which elapsed from each chat being assigned to the queue to the customer leaving. A chat is abandoned if the customer leaves before any agent begins work on the activity.	Max, Min, WeightedAvg	BigInteger
Avg Agent Response Time	For all chats handled during the interval, the average time which elapsed from each customer message to each agent response. If the customer sends multiple messages before the agent responds, then the time is counted from the first of these messages.	The average time taken by the agent to respond to a customer chat message for chat sessions that completed during the interval. In the event that consecutive customer messages precede an agent response, the time of the first message is used to measure the response time.	Max, Min, WeightedAvg	BigInteger
Wait Serviced Time (Incoming)	For all incoming chats serviced during the interval, the total time which elapsed from each chat being assigned to the queue to being serviced. A chat is serviced when an agent begins work on it, providing the customer has not abandoned. Only includes chats routed directly from the entry point, not transfers, so each unique chat will only be counted once.		Sum, Min, Max, Avg	BigInteger
Avg Customer Response Time	The average time taken by customers to respond to an agent chat message for chat sessions that completed during the interval. In the event that consecutive agent messages precede a customer response, the time of the first message is used to measure the response time.	The average time taken by customers to respond to an agent chat message for chat sessions that completed during the interval. In the event that consecutive agent messages precede a customer response, the time of the first message is used to measure the response time.	Max, Min, WeightedAvg	BigInteger

Post Chat Survey

Name	Description	Definition/Source	Totals	Units
% Surveyed	The number of chats completed during the interval where the customer submitted a survey at the end of the chat, expressed as	The number of chats completed during the interval where the customer submitted a survey at the end of the chat, expressed as	Max, Min, WeightedAvg	Float

Name	Description	Definition/Source	Totals	Units
	a percentage of the number of chats completed during the interval.	a percentage of the number of chats completed during the interval.		
Surveys	The number of chats completed during the interval where the customer submitted a survey at the end of the chat.	The number of chats completed during the interval where the customer submitted a survey at the end of the chat.	Max, Min, Sum	Integer
Score	The total survey score for chats completed during the interval where the customer submitted a survey at the end of the chat. Each survey score is the sum of its question scores (e.g. three 5-star ratings will produce a survey score of 15). Text based answers are ignored.	The total survey score for chats completed during the interval where the customer submitted a survey at the end of the chat. Each survey score is the sum of its question scores (e.g. three 5-star ratings will produce a survey score of 15). Text based answers are ignored.	Max, Min, Sum	Integer
Avg Score	The average survey score for chats completed during the interval where the customer submitted a survey at the end of the chat. Each survey score is the sum of its question scores (e.g. three 5-star ratings will produce a survey score of 15). Text based answers are ignored.	The average survey score for chats completed during the interval where the customer submitted a survey at the end of the chat. Each survey score is the sum of its question scores (e.g. three 5-star ratings will produce a survey score of 15). Text based answers are ignored.	Max, Min, WeightedAvg	Float
KPIs				
Score Trend	The average survey score for chats completed during the interval where the customer submitted a survey at the end of the chat. This is expressed as a trend against the previous interval.	The average survey score for chats completed during the interval where the customer submitted a survey at the end of the chat. This is expressed as a trend against the previous interval.		Integer

Hist - Chat Serviced and Abandon Intervals

Overview

This model allows end users to develop historical reports that provide information about chats serviced or abandoned in service level.

Selection Criteria

Referenced Table (s)	Queue, Tenant
Parameter Type(s)	IT_DATE, IT_QUEUE, IT_TENANT
Time Period(s)	Quarter Hour, Half Hour, Hour, Date, Week, Month, Quarter, Year
Grouping(s)	Quarter Hour, Half Hour, Hour, Date, Week, Month, Quarter, Year, Queue, Department
Timezone Enabled	Yes

Attribute Definitions

Name	Description	Definition/Source	Totals	Units
Parameters				
Queue	The queue to which the chat was assigned.	Queue.Name		String
Department	The department to which the chat was assigned.	Tenant.Name		String
Time Periods (Choose one option only)				
Quarter Hour	Quarter Hour			DateTime
Half Hour	Half Hour			DateTime
Hour	Hour			DateTime
Date	Date			DateTime
Week	Week			String
Month	Month			DateTime
Quarter	Quarter			String
Year	Year			DateTime
Attributes				
Department Name	The department to which the chat was assigned.			String
Queue Name	The queue to which the chat was assigned.			String

Name	Description	Definition/Source	Totals	Units
Chat Volumes				
Total Chats (Incoming)	The total number of incoming chats serviced or abandoned during the interval. A chat is serviced when an agent begins work on it, providing the customer has not abandoned. Only includes chats routed directly from the entry point, not transfers, so each unique chat will only be counted once.	This is the sum of serviced chats and abandoned chats.	Sum, Min, Max, Avg	Integer
Serviced (Incoming)	The number of chats serviced during the interval. A chat is serviced when an agent begins work on it, providing the customer has not abandoned. Only includes chats routed directly from the entry point, not transfers, so each unique chat will only be counted once.		Avg, Sum, Min, Max	Integer
Abandoned	The number of chats abandoned during the interval. A chat is abandoned if the customer leaves before any agent begins work on the activity.	This is the total number of chats abandoned.	Sum, Min, Max, Avg	Integer
Serviced Intervals				
Serviced Interval 1	The number of incoming chats serviced during the time period where the wait time was within the 1st interval (default: 0-20s). Wait time is the time which elapsed from each chat being assigned to the queue to being serviced.	This is the total number of chats that were serviced in - Interval 1.	Sum, Min, Max, Avg	Integer
Serviced Interval 2	The number of incoming chats serviced during the time period where the wait time was within the 2nd interval (default: 21-30s). Wait time is the time which elapsed from each chat being assigned to the queue to being serviced.	This is the total number of chats that were serviced in - Interval 2.	Sum, Min, Max, Avg	Integer
Serviced Interval 3	The number of incoming chats serviced during the time period where the wait time was within the 3rd interval (default: 31-40s). Wait time is the time which elapsed from each chat being assigned to the queue to being serviced.	This is the total number of chats that were serviced in - Interval 3.	Sum, Min, Max, Avg	Integer
Serviced Interval 4	The number of incoming chats serviced during the time period where the wait time was within the 4th interval (default: 41-60s). Wait time is the time which elapsed from each chat being assigned to the queue to being serviced.	This is the total number of chats that were serviced in - Interval 4.	Sum, Min, Max, Avg	Integer
Serviced Interval 5	The number of incoming chats serviced during the time period where the wait time was within	This is the total number of chats that were serviced in -	Sum, Min, Max, Avg	Integer

Name	Description	Definition/Source	Totals	Units
	the 5th interval (default: 61-80s). Wait time is the time which elapsed from each chat being assigned to the queue to being serviced.	Interval 5.		
Serviced Interval 6	The number of incoming chats serviced during the time period where the wait time was within the 6th interval (default: 81-90s). Wait time is the time which elapsed from each chat being assigned to the queue to being serviced.	This is the total number of chats that were serviced in - Interval 6.	Sum, Min, Max, Avg	Integer
Serviced Interval 7	The number of incoming chats serviced during the time period where the wait time was within the 7th interval (default: 91-120s). Wait time is the time which elapsed from each chat being assigned to the queue to being serviced.	This is the total number of chats that were serviced in - Interval 7.	Sum, Min, Max, Avg	Integer
Serviced Interval 8	The number of incoming chats serviced during the time period where the wait time was within the 8th interval (default: 121-150s). Wait time is the time which elapsed from each chat being assigned to the queue to being serviced.	This is the total number of chats that were serviced in - Interval 8.	Sum, Min, Max, Avg	Integer
Serviced Interval 9	The number of incoming chats serviced during the time period where the wait time was within the 9th interval (default: 151-180s). Wait time is the time which elapsed from each chat being assigned to the queue to being serviced.	This is the total number of chats that were serviced in - Interval 9.	Sum, Min, Max, Avg	Integer
Serviced Interval 10	The number of incoming chats serviced during the time period where the wait time was within the 10th interval (default: >180s). Wait time is the time which elapsed from each chat being assigned to the queue to being serviced.	This is the total number of chats that were serviced in - Interval 10.	Sum, Min, Max, Avg	Integer
% Serviced Interval 1	The number of incoming chats serviced during the time period where the wait time was within the 1st interval (default: 0-20s). This is expressed as a percentage of the total number of incoming chats serviced during the period. Wait time is the time which elapsed from each chat being assigned to the queue to being serviced.	This is the total number of chats that were serviced in Interval 1 expressed as a percentage of the total number of chats serviced.	Min, Max, WeightedAvg	Float
% Serviced Interval 2	The number of incoming chats serviced during the time period where the wait time was within the 2nd interval (default: 21-30s). This is expressed as a percentage of the total number of incoming chats serviced during the period. Wait time is the time which elapsed from each chat being assigned to the queue to being	This is the total number of chats that were serviced in Interval 2 expressed as a percentage of the total number of chats serviced.	Min, Max, WeightedAvg	Float

Name	Description	Definition/Source	Totals	Units
	serviced.			
% Serviced Interval 3	The number of incoming chats serviced during the time period where the wait time was within the 3rd interval (default: 31-40s). This is expressed as a percentage of the total number of incoming chats serviced during the period. Wait time is the time which elapsed from each chat being assigned to the queue to being serviced.	This is the total number of chats that were serviced in Interval 3 expressed as a percentage of the total number of chats serviced.	Min, Max, WeightedAvg	Float
% Serviced Interval 4	The number of incoming chats serviced during the time period where the wait time was within the 4th interval (default: 41-60s). This is expressed as a percentage of the total number of incoming chats serviced during the period. Wait time is the time which elapsed from each chat being assigned to the queue to being serviced.	This is the total number of chats that were serviced in Interval 4 expressed as a percentage of the total number of chats serviced.	Min, Max, WeightedAvg	Float
% Serviced Interval 5	The number of incoming chats serviced during the time period where the wait time was within the 5th interval (default: 61-80s). This is expressed as a percentage of the total number of incoming chats serviced during the period. Wait time is the time which elapsed from each chat being assigned to the queue to being serviced.	This is the total number of chats that were serviced in Interval 5 expressed as a percentage of the total number of chats serviced.	Min, Max, WeightedAvg	Float
% Serviced Interval 6	The number of incoming chats serviced during the time period where the wait time was within the 6th interval (default: 81-90s). This is expressed as a percentage of the total number of incoming chats serviced during the period. Wait time is the time which elapsed from each chat being assigned to the queue to being serviced.	This is the total number of chats that were serviced in Interval 6 expressed as a percentage of the total number of chats serviced.	Min, Max, WeightedAvg	Float
% Serviced Interval 7	The number of incoming chats serviced during the time period where the wait time was within the 7th interval (default: 91-120s). This is expressed as a percentage of the total number of incoming chats serviced during the period. Wait time is the time which elapsed from each chat being assigned to the queue to being serviced.	This is the total number of chats that were serviced in Interval 7 expressed as a percentage of the total number of chats serviced.	Min, Max, WeightedAvg	Float
% Serviced Interval 8	The number of incoming chats serviced during the time period where the wait time was within	This is the total number of chats that were serviced in	Min, Max, WeightedAvg	Float

Name	Description	Definition/Source	Totals	Units
	the 8th interval (default: 121-150s). This is expressed as a percentage of the total number of incoming chats serviced during the period. Wait time is the time which elapsed from each chat being assigned to the queue to being serviced.	Interval 8 expressed as a percentage of the total number of chats serviced.		
% Serviced Interval 9	The number of incoming chats serviced during the time period where the wait time was within the 9th interval (default: 151-180s). This is expressed as a percentage of the total number of incoming chats serviced during the period. Wait time is the time which elapsed from each chat being assigned to the queue to being serviced.	This is the total number of chats that were serviced in Interval 9 expressed as a percentage of the total number of chats serviced.	Min, Max, WeightedAvg	Float
% Serviced Interval 10	The number of incoming chats serviced during the time period where the wait time was within the 10th interval (default: >180s). This is expressed as a percentage of the total number of incoming chats serviced during the period. Wait time is the time which elapsed from each chat being assigned to the queue to being serviced.	This is the total number of chats that were serviced in Interval 10 expressed as a percentage of the total number of chats serviced.	Min, Max, WeightedAvg	Float

Serviced Intervals (Cumulative)

Name	Description	Definition/Source	Totals	Units
Serviced Interval 1…2	The number of incoming chats serviced during the time period where the wait time was within the 1st-2nd intervals (default: 0-30s). Wait time is the time which elapsed from each chat being assigned to the queue to being serviced.	This is the total number of chats that were serviced in Intervals 1..2 inclusive.	Sum, Min, Max, Avg	Integer
Serviced Interval 1…3	The number of incoming chats serviced during the time period where the wait time was within the 1st-3rd intervals (default: 0-40s). Wait time is the time which elapsed from each chat being assigned to the queue to being serviced.	This is the total number of chats that were serviced in Intervals 1..3 inclusive.	Sum, Min, Max, Avg	Integer
Serviced Interval 1…4	The number of incoming chats serviced during the time period where the wait time was within the 1st-4th intervals (default: 0-60s). Wait time is the time which elapsed from each chat being assigned to the queue to being serviced.	This is the total number of chats that were serviced in Intervals 1..4 inclusive.	Sum, Min, Max, Avg	Integer
Serviced Interval 1…5	The number of incoming chats serviced during the time period where the wait time was within the 1st-5th intervals (default: 0-80s). Wait time is the time which elapsed from each chat being assigned to the queue to being serviced.	This is the total number of chats that were serviced in Intervals 1..5 inclusive.	Sum, Min, Max, Avg	Integer

Name	Description	Definition/Source	Totals	Units
Serviced Interval 1...6	The number of incoming chats serviced during the time period where the wait time was within the 1st-6th intervals (default: 0-90s). Wait time is the time which elapsed from each chat being assigned to the queue to being serviced.	This is the total number of chats that were serviced in Intervals 1..6 inclusive.	Sum, Min, Max, Avg	Integer
Serviced Interval 1...7	The number of incoming chats serviced during the time period where the wait time was within the 1st-7th intervals (default: 0-120s). Wait time is the time which elapsed from each chat being assigned to the queue to being serviced.	This is the total number of chats that were serviced in Intervals 1..7 inclusive.	Sum, Min, Max, Avg	Integer
Serviced Interval 1...8	The number of incoming chats serviced during the time period where the wait time was within the 1st-8th intervals (default: 0-150s). Wait time is the time which elapsed from each chat being assigned to the queue to being serviced.	This is the total number of chats that were serviced in Intervals 1..8 inclusive.	Sum, Min, Max, Avg	Integer
Serviced Interval 1...9	The number of incoming chats serviced during the time period where the wait time was within the 1st-9th intervals (default: 0-180s). Wait time is the time which elapsed from each chat being assigned to the queue to being serviced.	This is the total number of chats that were serviced in Intervals 1..9 inclusive.	Sum, Min, Max, Avg	Integer
Serviced Interval 1...10	The number of incoming chats serviced during the time period where the wait time was within the 1st-10th intervals (default: >0s). Wait time is the time which elapsed from each chat being assigned to the queue to being serviced.	This is the total number of chats that were serviced in Intervals 1..10 inclusive.	Sum, Min, Max, Avg	Integer
% Serviced Interval 1...2	The number of incoming chats serviced during the time period where the wait time was within the 1st-2nd intervals (default: 0-30s). This is expressed as a percentage of the total number of incoming chats serviced during the period. Wait time is the time which elapsed from each chat being assigned to the queue to being serviced.	This is the total number of chats that were serviced in Intervals 1..2 inclusive expressed as a percentage of the total number of chats serviced.	Min, Max, WeightedAvg	Float
% Serviced Interval 1...3	The number of incoming chats serviced during the time period where the wait time was within the 1st-3rd intervals (default: 0-40s). This is expressed as a percentage of the total number of incoming chats serviced during the period. Wait time is the time which elapsed from each chat being assigned to the queue to being serviced.	This is the total number of chats that were serviced in Intervals 1..3 inclusive expressed as a percentage of the total number of chats serviced.	Min, Max, WeightedAvg	Float
% Serviced Interval	The number of incoming chats serviced during the time period where the wait time was within	This is the total number of chats that	Min, Max, WeightedAvg	Float

Name	Description	Definition/Source	Totals	Units
1…4	the 1st-4th intervals (default: 0-60s). This is expressed as a percentage of the total number of incoming chats serviced during the period. Wait time is the time which elapsed from each chat being assigned to the queue to being serviced.	were serviced in Intervals 1..4 inclusive expressed as a percentage of the total number of chats serviced.		
% Serviced Interval 1…5	The number of incoming chats serviced during the time period where the wait time was within the 1st-5th intervals (default: 0-80s). This is expressed as a percentage of the total number of incoming chats serviced during the period. Wait time is the time which elapsed from each chat being assigned to the queue to being serviced.	This is the total number of chats that were serviced in Intervals 1..5 inclusive expressed as a percentage of the total number of chats serviced.	Min, Max, WeightedAvg	Float
% Serviced Interval 1…6	The number of incoming chats serviced during the time period where the wait time was within the 1st-6th intervals (default: 0-90s). This is expressed as a percentage of the total number of incoming chats serviced during the period. Wait time is the time which elapsed from each chat being assigned to the queue to being serviced.	This is the total number of chats that were serviced in Intervals 1..6 inclusive expressed as a percentage of the total number of chats serviced.	Min, Max, WeightedAvg	Float
% Serviced Interval 1…7	The number of incoming chats serviced during the time period where the wait time was within the 1st-7th intervals (default: 0-120s). This is expressed as a percentage of the total number of incoming chats serviced during the period. Wait time is the time which elapsed from each chat being assigned to the queue to being serviced.	This is the total number of chats that were serviced in Intervals 1..7 inclusive expressed as a percentage of the total number of chats serviced.	Min, Max, WeightedAvg	Float
% Serviced Interval 1…8	The number of incoming chats serviced during the time period where the wait time was within the 1st-8th intervals (default: 0-150s). This is expressed as a percentage of the total number of incoming chats serviced during the period. Wait time is the time which elapsed from each chat being assigned to the queue to being serviced.	This is the total number of chats that were serviced in Intervals 1..8 inclusive expressed as a percentage of the total number of chats serviced.	Min, Max, WeightedAvg	Float
% Serviced Interval 1…9	The number of incoming chats serviced during the time period where the wait time was within the 1st-9th intervals (default: 0-180s). This is expressed as a percentage of the total number of incoming chats serviced during the period. Wait time is the time which elapsed from each	This is the total number of chats that were serviced in Intervals 1..9 inclusive expressed as a percentage of the	Min, Max, WeightedAvg	Float

Name	Description	Definition/Source	Totals	Units
	chat being assigned to the queue to being serviced.	total number of chats serviced.		
% Serviced Interval 1...10	The number of incoming chats serviced during the time period where the wait time was within the 1st-10th intervals (default: >0s). This is expressed as a percentage of the total number of incoming chats serviced during the period. Wait time is the time which elapsed from each chat being assigned to the queue to being serviced.	This is the total number of chats that were serviced in Intervals 1..10 inclusive expressed as a percentage of the total number of chats serviced.	Min, Max, WeightedAvg	Float
Serviced Intervals (Cumulative % of Total)				
Serviced Interval 1 (% of Total)	The number of incoming chats serviced during the time period where the wait time was within the 1st interval (default: 0-20s). This is expressed as a percentage of the total number of incoming chats serviced or abandoned during the period. Wait time is the time which elapsed from each chat being assigned to the queue to being serviced.	This is the total number of chats that were serviced in Interval 1 expressed as a percentage of the total number of chats serviced and abandoned.	Min, Max, WeightedAvg	Float
Serviced Interval 1...2 (% of Total)	The number of incoming chats serviced during the time period where the wait time was within the 1st-2nd intervals (default: 0-30s). This is expressed as a percentage of the total number of incoming chats serviced or abandoned during the period. Wait time is the time which elapsed from each chat being assigned to the queue to being serviced.	This is the total number of chats that were serviced in Intervals 1..2 inclusive expressed as a percentage of the total number of chats serviced and abandoned.	Min, Max, WeightedAvg	Float
Serviced Interval 1...3 (% of Total)	The number of incoming chats serviced during the time period where the wait time was within the 1st-3rd intervals (default: 0-40s). This is expressed as a percentage of the total number of incoming chats serviced or abandoned during the period. Wait time is the time which elapsed from each chat being assigned to the queue to being serviced.	This is the total number of chats that were serviced in Intervals 1..3 inclusive expressed as a percentage of the total number of chats serviced and abandoned.	Min, Max, WeightedAvg	Float
Serviced Interval 1...4 (% of Total)	The number of incoming chats serviced during the time period where the wait time was within the 1st-4th intervals (default: 0-60s). This is expressed as a percentage of the total number of incoming chats serviced or abandoned during the period. Wait time is the time which elapsed from each chat being assigned to the queue to	This is the total number of chats that were serviced in Intervals 1..4 inclusive expressed as a percentage of the total number of chats	Min, Max, WeightedAvg	Float

Name	Description	Definition/Source	Totals	Units
	being serviced.	serviced and abandoned.		
Serviced Interval 1...5 (% of Total)	The number of incoming chats serviced during the time period where the wait time was within the 1st-5th intervals (default: 0-80s). This is expressed as a percentage of the total number of incoming chats serviced or abandoned during the period. Wait time is the time which elapsed from each chat being assigned to the queue to being serviced.	This is the total number of chats that were serviced in Intervals 1..5 inclusive expressed as a percentage of the total number of chats serviced and abandoned.	Min, Max, WeightedAvg	Float
Serviced Interval 1...6 (% of Total)	The number of incoming chats serviced during the time period where the wait time was within the 1st-6th intervals (default: 0-90s). This is expressed as a percentage of the total number of incoming chats serviced or abandoned during the period. Wait time is the time which elapsed from each chat being assigned to the queue to being serviced.	This is the total number of chats that were serviced in Intervals 1..6 inclusive expressed as a percentage of the total number of chats serviced and abandoned.	Min, Max, WeightedAvg	Float
Serviced Interval 1...7 (% of Total)	The number of incoming chats serviced during the time period where the wait time was within the 1st-7th intervals (default: 0-120s). This is expressed as a percentage of the total number of incoming chats serviced or abandoned during the period. Wait time is the time which elapsed from each chat being assigned to the queue to being serviced.	This is the total number of chats that were serviced in Intervals 1..7 inclusive expressed as a percentage of the total number of chats serviced and abandoned.	Min, Max, WeightedAvg	Float
Serviced Interval 1...8 (% of Total)	The number of incoming chats serviced during the time period where the wait time was within the 1st-8th intervals (default: 0-150s). This is expressed as a percentage of the total number of incoming chats serviced or abandoned during the period. Wait time is the time which elapsed from each chat being assigned to the queue to being serviced.	This is the total number of chats that were serviced in Intervals 1..8 inclusive expressed as a percentage of the total number of chats serviced and abandoned.	Min, Max, WeightedAvg	Float
Serviced Interval 1...9 (% of Total)	The number of incoming chats serviced during the time period where the wait time was within the 1st-9th intervals (default: 0-180s). This is expressed as a percentage of the total number of incoming chats serviced or abandoned during the period. Wait time is the time which elapsed	This is the total number of chats that were serviced in Intervals 1..9 inclusive expressed as a percentage of the	Min, Max, WeightedAvg	Float

Name	Description	Definition/Source	Totals	Units
	from each chat being assigned to the queue to being serviced.	total number of chats serviced and abandoned.		
Serviced Interval 1...10 (% of Total)	The number of incoming chats serviced during the time period where the wait time was within the 1st-10th intervals (default: >0s). This is expressed as a percentage of the total number of incoming chats serviced or abandoned during the period. Wait time is the time which elapsed from each chat being assigned to the queue to being serviced.	This is the total number of chats that were serviced in Intervals 1..10 inclusive expressed as a percentage of the total number of chats serviced and abandoned.	Min, Max, WeightedAvg	Float

Abandon Intervals

Name	Description	Definition/Source	Totals	Units
Abandon Interval 1	The number of chats abandoned during the time period where the wait time was within the 1st interval (default: 0-20s). Wait time is the time which elapsed from each chat being assigned to the queue to the customer leaving.	This is the total number of chats that were abandoned in - Interval 1.	Sum, Min, Max, Avg	Integer
Abandon Interval 2	The number of chats abandoned during the time period where the wait time was within the 2nd interval (default: 21-30s). Wait time is the time which elapsed from each chat being assigned to the queue to the customer leaving.	This is the total number of chats that were abandoned in - Interval 2.	Sum, Min, Max, Avg	Integer
Abandon Interval 3	The number of chats abandoned during the time period where the wait time was within the 3rd interval (default: 31-40s). Wait time is the time which elapsed from each chat being assigned to the queue to the customer leaving.	This is the total number of chats that were abandoned in - Interval 3.	Sum, Min, Max, Avg	Integer
Abandon Interval 4	The number of chats abandoned during the time period where the wait time was within the 4th interval (default: 41-60s). Wait time is the time which elapsed from each chat being assigned to the queue to the customer leaving.	This is the total number of chats that were abandoned in - Interval 4.	Sum, Min, Max, Avg	Integer
Abandon Interval 5	The number of chats abandoned during the time period where the wait time was within the 5th interval (default: 61-80s). Wait time is the time which elapsed from each chat being assigned to the queue to the customer leaving.	This is the total number of chats that were abandoned in - Interval 5.	Sum, Min, Max, Avg	Integer
Abandon Interval 6	The number of chats abandoned during the time period where the wait time was within the 6th interval (default: 81-90s). Wait time is the time which elapsed from each chat being	This is the total number of chats that were abandoned in - Interval 6.	Sum, Min, Max, Avg	Integer

Name	Description	Definition/Source	Totals	Units
	assigned to the queue to the customer leaving.			
Abandon Interval 7	The number of chats abandoned during the time period where the wait time was within the 7th interval (default: 91-120s). Wait time is the time which elapsed from each chat being assigned to the queue to the customer leaving.	This is the total number of chats that were abandoned in - Interval 7.	Sum, Min, Max, Avg	Integer
Abandon Interval 8	The number of chats abandoned during the time period where the wait time was within the 8th interval (default: 121-150s). Wait time is the time which elapsed from each chat being assigned to the queue to the customer leaving.	This is the total number of chats that were abandoned in - Interval 8.	Sum, Min, Max, Avg	Integer
Abandon Interval 9	The number of chats abandoned during the time period where the wait time was within the 9th interval (default: 151-180s). Wait time is the time which elapsed from each chat being assigned to the queue to the customer leaving.	This is the total number of chats that were abandoned in - Interval 9.	Sum, Min, Max, Avg	Integer
Abandon Interval 10	The number of chats abandoned during the time period where the wait time was within the 10th interval (default: >180s). Wait time is the time which elapsed from each chat being assigned to the queue to the customer leaving.	This is the total number of chats that were abandoned in - Interval 10.	Sum, Min, Max, Avg	Integer
% Abandon Interval 1	The number of chats abandoned during the time period where the wait time was within the 1st interval (default: 0-20s). This is expressed as a percentage of the total number of chats abandoned during the period. Wait time is the time which elapsed from each chat being assigned to the queue to the customer leaving.	This is the total number of chats that were abandoned in Interval 1 expressed as a percentage of the total number of chats abandoned.	Min, Max, WeightedAvg	Float
% Abandon Interval 2	The number of chats abandoned during the time period where the wait time was within the 2nd interval (default: 21-30s). This is expressed as a percentage of the total number of chats abandoned during the period. Wait time is the time which elapsed from each chat being assigned to the queue to the customer leaving.	This is the total number of chats that were abandoned in Interval 2 expressed as a percentage of the total number of chats abandoned.	Min, Max, WeightedAvg	Float
% Abandon Interval 3	The number of chats abandoned during the time period where the wait time was within the 3rd interval (default: 31-40s). This is expressed as a percentage of the total number of chats abandoned during the period. Wait time is the time which elapsed from each chat being assigned to the queue to the customer leaving.	This is the total number of chats that were abandoned in Interval 3 expressed as a percentage of the total number of chats abandoned.	Min, Max, WeightedAvg	Float

Name	Description	Definition/Source	Totals	Units
% Abandon Interval 4	The number of chats abandoned during the time period where the wait time was within the 4th interval (default: 41-60s). This is expressed as a percentage of the total number of chats abandoned during the period. Wait time is the time which elapsed from each chat being assigned to the queue to the customer leaving.	This is the total number of chats that were abandoned in Interval 4 expressed as a percentage of the total number of chats abandoned.	Min, Max, WeightedAvg	Float
% Abandon Interval 5	The number of chats abandoned during the time period where the wait time was within the 5th interval (default: 61-80s). This is expressed as a percentage of the total number of chats abandoned during the period. Wait time is the time which elapsed from each chat being assigned to the queue to the customer leaving.	This is the total number of chats that were abandoned in Interval 5 expressed as a percentage of the total number of chats abandoned.	Min, Max, WeightedAvg	Float
% Abandon Interval 6	The number of chats abandoned during the time period where the wait time was within the 6th interval (default: 81-90s). This is expressed as a percentage of the total number of chats abandoned during the period. Wait time is the time which elapsed from each chat being assigned to the queue to the customer leaving.	This is the total number of chats that were abandoned in Interval 6 expressed as a percentage of the total number of chats abandoned.	Min, Max, WeightedAvg	Float
% Abandon Interval 7	The number of chats abandoned during the time period where the wait time was within the 7th interval (default: 91-120s). This is expressed as a percentage of the total number of chats abandoned during the period. Wait time is the time which elapsed from each chat being assigned to the queue to the customer leaving.	This is the total number of chats that were abandoned in Interval 7 expressed as a percentage of the total number of chats abandoned.	Min, Max, WeightedAvg	Float
% Abandon Interval 8	The number of chats abandoned during the time period where the wait time was within the 8th interval (default: 121-150s). This is expressed as a percentage of the total number of chats abandoned during the period. Wait time is the time which elapsed from each chat being assigned to the queue to the customer leaving.	This is the total number of chats that were abandoned in Interval 8 expressed as a percentage of the total number of chats abandoned.	Min, Max, WeightedAvg	Float
% Abandon Interval 9	The number of chats abandoned during the time period where the wait time was within the 9th interval (default: 151-180s). This is expressed as a percentage of the total number of chats abandoned during the period. Wait time is the time which elapsed from each chat being assigned to the queue to the customer leaving.	This is the total number of chats that were abandoned in Interval 9 expressed as a percentage of the total number of chats abandoned.	Min, Max, WeightedAvg	Float

Name	Description	Definition/Source	Totals	Units
% Abandon Interval 10	The number of chats abandoned during the time period where the wait time was within the 10th interval (default: >180s). This is expressed as a percentage of the total number of chats abandoned during the period. Wait time is the time which elapsed from each chat being assigned to the queue to the customer leaving.	This is the total number of chats that were abandoned in Interval 10 expressed as a percentage of the total number of chats abandoned.	Min, Max, WeightedAvg	Float
Abandon Intervals (Cumulative)				
Abandon Interval 1…2	The number of chats abandoned during the time period where the wait time was within the 1st-2nd intervals (default: 0-30s). Wait time is the time which elapsed from each chat being assigned to the queue to the customer leaving.	This is the total number of chats that were abandoned in Intervals 1..2 inclusive.	Sum, Min, Max, Avg	Integer
Abandon Interval 1…3	The number of chats abandoned during the time period where the wait time was within the 1st-3rd intervals (default: 0-40s). Wait time is the time which elapsed from each chat being assigned to the queue to the customer leaving.	This is the total number of chats that were abandoned in Intervals 1..3 inclusive.	Sum, Min, Max, Avg	Integer
Abandon Interval 1…4	The number of chats abandoned during the time period where the wait time was within the 1st-4th intervals (default: 0-60s). Wait time is the time which elapsed from each chat being assigned to the queue to the customer leaving.	This is the total number of chats that were abandoned in Intervals 1..4 inclusive.	Sum, Min, Max, Avg	Integer
Abandon Interval 1…5	The number of chats abandoned during the time period where the wait time was within the 1st-5th intervals (default: 0-80s). Wait time is the time which elapsed from each chat being assigned to the queue to the customer leaving.	This is the total number of chats that were abandoned in Intervals 1..5 inclusive.	Sum, Min, Max, Avg	Integer
Abandon Interval 1…6	The number of chats abandoned during the time period where the wait time was within the 1st-6th intervals (default: 0-90s). Wait time is the time which elapsed from each chat being assigned to the queue to the customer leaving.	This is the total number of chats that were abandoned in Intervals 1..6 inclusive.	Sum, Min, Max, Avg	Integer
Abandon Interval 1…7	The number of chats abandoned during the time period where the wait time was within the 1st-7th intervals (default: 0-120s). Wait time is the time which elapsed from each chat being assigned to the queue to the customer leaving.	This is the total number of chats that were abandoned in Intervals 1..7 inclusive.	Sum, Min, Max, Avg	Integer
Abandon Interval 1…8	The number of chats abandoned during the time period where the wait time was within the 1st-8th intervals (default: 0-150s). Wait time is the time which elapsed from each chat being	This is the total number of chats that were abandoned in Intervals 1..8	Sum, Min, Max, Avg	Integer

Name	Description	Definition/Source	Totals	Units
	assigned to the queue to the customer leaving.	inclusive.		
Abandon Interval 1…9	The number of chats abandoned during the time period where the wait time was within the 1st-9th intervals (default: 0-180s). Wait time is the time which elapsed from each chat being assigned to the queue to the customer leaving.	This is the total number of chats that were abandoned in Intervals 1..9 inclusive.	Sum, Min, Max, Avg	Integer
Abandon Interval 1…10	The number of chats abandoned during the time period where the wait time was within the 1st-10th intervals (default: >0s). Wait time is the time which elapsed from each chat being assigned to the queue to the customer leaving.	This is the total number of chats that were abandoned in Intervals 1..10 inclusive.	Sum, Min, Max, Avg	Integer
% Abandon Interval 1…2	The number of chats abandoned during the time period where the wait time was within the 1st-2nd intervals (default: 0-30s). This is expressed as a percentage of the total number of chats abandoned during the period. Wait time is the time which elapsed from each chat being assigned to the queue to the customer leaving.	This is the total number of chats that were abandoned in Intervals 1..2 inclusive expressed as a percentage of the total number of chats abandoned.	Min, Max, WeightedAvg	Float
% Abandon Interval 1…3	The number of chats abandoned during the time period where the wait time was within the 1st-3rd intervals (default: 0-40s). This is expressed as a percentage of the total number of chats abandoned during the period. Wait time is the time which elapsed from each chat being assigned to the queue to the customer leaving.	This is the total number of chats that were abandoned in Intervals 1..3 inclusive expressed as a percentage of the total number of chats abandoned.	Min, Max, WeightedAvg	Float
% Abandon Interval 1…4	The number of chats abandoned during the time period where the wait time was within the 1st-4th intervals (default: 0-60s). This is expressed as a percentage of the total number of chats abandoned during the period. Wait time is the time which elapsed from each chat being assigned to the queue to the customer leaving.	This is the total number of chats that were abandoned in Intervals 1..4 inclusive expressed as a percentage of the total number of chats abandoned.	Min, Max, WeightedAvg	Float
% Abandon Interval 1…5	The number of chats abandoned during the time period where the wait time was within the 1st-5th intervals (default: 0-80s). This is expressed as a percentage of the total number of chats abandoned during the period. Wait time is the time which elapsed from each chat being assigned to the queue to the customer leaving.	This is the total number of chats that were abandoned in Intervals 1..5 inclusive expressed as a percentage of the total number of chats abandoned.	Min, Max, WeightedAvg	Float

Name	Description	Definition/Source	Totals	Units
% Abandon Interval 1...6	The number of chats abandoned during the time period where the wait time was within the 1st-6th intervals (default: 0-90s). This is expressed as a percentage of the total number of chats abandoned during the period. Wait time is the time which elapsed from each chat being assigned to the queue to the customer leaving.	This is the total number of chats that were abandoned in Intervals 1..6 inclusive expressed as a percentage of the total number of chats abandoned.	Min, Max, WeightedAvg	Float
% Abandon Interval 1...7	The number of chats abandoned during the time period where the wait time was within the 1st-7th intervals (default: 0-120s). This is expressed as a percentage of the total number of chats abandoned during the period. Wait time is the time which elapsed from each chat being assigned to the queue to the customer leaving.	This is the total number of chats that were abandoned in Intervals 1..7 inclusive expressed as a percentage of the total number of chats abandoned.	Min, Max, WeightedAvg	Float
% Abandon Interval 1...8	The number of chats abandoned during the time period where the wait time was within the 1st-8th intervals (default: 0-150s). This is expressed as a percentage of the total number of chats abandoned during the period. Wait time is the time which elapsed from each chat being assigned to the queue to the customer leaving.	This is the total number of chats that were abandoned in Intervals 1..8 inclusive expressed as a percentage of the total number of chats abandoned.	Min, Max, WeightedAvg	Float
% Abandon Interval 1...9	The number of chats abandoned during the time period where the wait time was within the 1st-9th intervals (default: 0-180s). This is expressed as a percentage of the total number of chats abandoned during the period. Wait time is the time which elapsed from each chat being assigned to the queue to the customer leaving.	This is the total number of chats that were abandoned in Intervals 1..9 inclusive expressed as a percentage of the total number of chats abandoned.	Min, Max, WeightedAvg	Float
% Abandon Interval 1...10	The number of chats abandoned during the time period where the wait time was within the 1st-10th intervals (default: >0s). This is expressed as a percentage of the total number of chats abandoned during the period. Wait time is the time which elapsed from each chat being assigned to the queue to the customer leaving.	This is the total number of chats that were abandoned in Intervals 1..10 inclusive expressed as a percentage of the total number of chats abandoned.	Min, Max, WeightedAvg	Float

Hist - Cobrowse Session Detail

Overview

This model allows end users to develop historical reports that provide per session information on cobrowse sessions.

Selection Criteria

Referenced Table(s)	
Parameter Type(s)	IT_AGENT, IT_TENANT, IT_DATE
Time Period(s)	Historical (Unknown)
Grouping(s)	
Timezone Enabled	Yes

Attribute Definitions

Name	Description	Definition/Source	Totals	Units
Parameters				
Agent	The name of the agent.			String
Department	The name of the department to which the agent belongs.			String
Attributes				
Agent ID	The login user name of the agent.			String
Agent Name	The name of the agent.			String
Manager Agent ID	The ID of manager of the agent who participated in a cobrowse session.			String
Manager Agent Name	The manager of the agent who participated in a cobrowse session.			String
Department Name	The name of the department to which the agent belongs.			String
Time Period				
Session End	The end date time for the cobrowse session.			DateTime

Name	Description	Definition/Source	Totals	Units
Cobrowse Session				
Session ID	The unique identifier for the session.			String
Session UID	The unique identifier for the session.			String
Session Start	The start date time for the cobrowse session.			DateTime
Duration	The duration of the Cobrowse Session.			BigInteger
Successful	Indicates whether the cobrowse session was successful or not. 'Y' if the session was successful, 'N' if the session was not successful.			String
Agent Initiated	Indicates whether the session was initiated by the agent or not. 'Y' if the agent initiated the session, 'N' if the customer initiated the session.			String
Page Count	The total number of pages cobrowsed by the agent or customer for the session.			Integer
Max Page Duration	The maximum amount of time spent on a page during cobrowse the session.			BigInteger
Min Page Duration	The minimum amount of time spent on a page during the session.			BigInteger

Hist - Cobrowse Summary

Overview

This model allows reports to be built that show summarized information on cobrowse sessions, agent engagement and pages navigated during the cobrowse sessions. This model also contains KPIs to indicate success and failure of cobrowse sessions.

Selection Criteria

Referenced Table(s)	
Parameter Type (s)	IT_DATE, IT_AGENT, IT_TENANT
Time Period(s)	Quarter Hour, Half Hour, Hour, Date, Week, Month, Quarter, Year
Grouping(s)	Quarter Hour, Half Hour, Hour, Date, Week, Month, Quarter, Year, Agent, Department,

	Manager Agent Name
Timezone Enabled	Yes

Attribute Definitions

Name	Description	Definition/Source	Totals	Units
Parameters				
Agent	The name of the agent.	The name of the agent.		String
Department	Name of the department to which the agent belongs.	Name of the department to which the agent belongs.		String
Time Periods (Choose one option only)				
Quarter Hour	Quarter Hour			DateTime
Half Hour	Half Hour			DateTime
Hour	Hour			DateTime
Date	Date			DateTime
Week	Week			String
Month	Month			DateTime
Quarter	Quarter			String
Year	Year			DateTime
Attributes				
User Name	The login name of the Agent.	The login name of the Agent.		String
Manager User Name	The login name of the Manager Agent.	The login name of the Manager Agent.		String
Agent Name	The name of the agent.	The name of the agent.		String
Department Name	Name of the department to which the agent belongs.	Name of the department to which the agent belongs.		String
Manager Agent Name	The manager of the agent who participated in a cobrowse session.			String

Name	Description	Definition/Source	Totals	Units
Cobrowse Sessions				
Total Sessions	The total number of cobrowse sessions that ended during the interval.	The total number of cobrowse sessions that ended during the interval.	Sum, Min, Max, Avg	Integer
Successful Sessions	The number of successful cobrowse sessions that ended during the interval. A session is considered successful when both the agent and the customer joined the session and the customer ended the session at the end of the interaction.	The number of successful cobrowse sessions that ended during the interval. A session is considered successful when both the agent and the customer joined the session and the customer ended the session at the end of the interaction.	Sum, Min, Max, Avg	Integer
Failed Sessions	Total number of cobrowse sessions that ended during the interval without the agent or customer joining the session.	Total number of cobrowse sessions that ended during the interval without the agent or customer joining the session.	Sum, Min, Max, Avg	Integer
% Successful	The number of successful cobrowse sessions that ended during the interval expressed as a percentage of the total cobrowse sessions.	The number of successful cobrowse sessions that ended during the interval expressed as a percentage of the total cobrowse sessions.	Min, Max, WeightedAvg	Float
% Failed	he number of failed cobrowse sessions that ended during the interval expressed as a percentage of the total cobrowse sessions.	The number of failed cobrowse sessions that ended during the interval expressed as a percentage of the total cobrowse sessions.	Min, Max, WeightedAvg	Float
Duration	The total duration of cobrowse sessions that ended during the interval.	The total duration of cobrowse sessions that ended during the interval.	Sum, Min, Max, Avg	BigInteger
Successful Duration	The total duration of successful cobrowse sessions that ended during the interval.	The total duration of successful cobrowse sessions that ended during the interval.	Sum, Min, Max, Avg	BigInteger
Failed Duration	The total duration of failed cobrowse sessions that ended during the interval.	The total duration of failed cobrowse sessions that ended during the interval.	Sum, Min, Max, Avg	BigInteger
Avg Duration	The average duration of cobrowse sessions that ended during the interval. This includes both successful and failed sessions.	The average duration of cobrowse sessions that ended during the interval. This includes both successful and failed sessions.	Min, Max, WeightedAvg	BigInteger
Avg Successful	The average duration of successful cobrowse sessions that	The average duration of successful cobrowse sessions that ended	Min, Max, WeightedAvg	BigInteger

Name	Description	Definition/Source	Totals	Units
Duration	ended during the interval.	during the interval.		
Avg Failed Duration	The average duration of failed cobrowse sessions that ended during the interval.	The average duration of failed cobrowse sessions that ended during the interval.	WeightedAvg, Min, Max	BigInteger
Agent Initiated	Total number of agent initiated cobrowse sessions that ended during the interval.	Total number of agent initiated cobrowse sessions that ended during the interval.	Sum, Min, Max, Avg	Integer
Customer Initiated	Total number of customer initiated cobrowse sessions that ended during the interval.	Total number of customer initiated cobrowse sessions that ended during the interval.	Sum, Min, Max, Avg	Integer
% Agent Initiated	The number of agent initiated cobrowse sessions that ended during the interval expressed as a percentage of the total sessions.	The number of agent initiated cobrowse sessions that ended during the interval expressed as a percentage of the total sessions.	Max, Min, WeightedAvg	Float
% Customer Initiated	The number of customer initiated cobrowse sessions that ended during the interval expressed as a percentage of the total sessions.	The number of customer initiated cobrowse sessions that ended during the interval expressed as a percentage of the total sessions.	Min, Max, WeightedAvg	Float
Page Count	The total number of pages cobrowsed by the agent or customer for sessions that ended during the interval.	The total number of pages cobrowsed by the agent or customer for sessions that ended during the interval.	Min, Max, Sum, Avg	Integer
Avg Pages	The average number of pages cobrowsed by the agent or customer for sessions that ended during the interval.	The average number of pages cobrowsed by the agent or customer for sessions that ended during the interval.	Min, Max, WeightedAvg	Integer
Min Page Duration	The minimum amount of time spent on a page during cobrowse sessions that ended during the interval.	The minimum amount of time spent on a page during cobrowse sessions that ended during the interval.	Min, Max	Float
Max Page Duration	The maximum amount of time spent on a page during cobrowse sessions that ended during the interval.	The maximum amount of time spent on a page during cobrowse sessions that ended during the interval.	Min, Max	Float

Name	Description	Definition/Source	Totals	Units
KPIs				
% Successful Trend	The percentage of successful sessions that ended during the interval expressed as a trend against the previous interval.	The percentage of successful sessions that ended during the interval expressed as a trend against the previous interval.		Float
% Failed Trend	The percentage of failed sessions that ended during the interval expressed as a trend against the previous interval.	The percentage of failed sessions that ended during the interval expressed as a trend against the previous interval.		Float

Hist - Concurrent Channel Usage

Overview

This model allows end users to develop historical reports that provide information on concurrent channel usage.

Selection Criteria

Referenced Table(s)	
Parameter Type(s)	IT_CATEGORY, IT_DATE
Time Period(s)	Quarter Hour, Half Hour, Hour, Date, Week, Month, Quarter, Year
Grouping(s)	Category, Date, Week, Month, Quarter, Year, Channel Type
Timezone Enabled	Yes

Attribute Definitions

Name	Description	Definition/Source	Totals	Units
Parameters				
Category	Category			String
Time Periods (Choose one option only)				
Date	Date			DateTime

Name	Description	Definition/Source	Totals	Units
Week	Week			String
Month	Month			DateTime
Quarter	Quarter			String
Year	Year			DateTime
Filters				
Channel Type	Channel Type	Channel Type		String
Measures				
Max Concurrent Agents	Maximum concurrent agent sessions.		Max, Sum	Integer

Hist - CVP Usage

Overview

This model provides historical data for Unified CVP usage.

Selection Criteria

Referenced Table(s)	Device, Resource, Usage
Parameter Type(s)	IT_DATE, IT_MACHINE
Time Period(s)	Historical (Unknown)
Grouping(s)	Quarter Hour, Half Hour, Hour, Date, Week, Month, Year
Timezone Enabled	Yes

Attribute Definitions

Name	Description	Definition/Source	Totals	Units
Parameters				
Device	The IP address of the device.	Device.Device		String

Name	Description	Definition/Source	Totals	Units
Time Periods				
Quarter Hour	Quarter Hour			DateTime
Half Hour	Half Hour			DateTime
Hour	Hour			DateTime
Date	Date			DateTime
Week	Week			String
Month	Month			DateTime
Year	Year			DateTime
Usage Data				
Resource	The unique identifier of the resource being measured.	Resource.Resource		String
Threshold Reached	Indicates whether the threshold for the resource was reached.	Usage.ThresholdReached		String
Avg Used	The average amount of resource used.	Usage.ResourceUsed	Avg	Integer
Max Used	The maximum amount of the resource used.	Usage.ResourceMax	Max	Integer

Hist - Dialer Details

Overview

This model provides historical data for outbound dialers.

Selection Criteria

Referenced Table(s)	t_Dialer_Detail
Parameter Type(s)	IT_DATE, IT_SKILLGROUP, IT_AGENT_TEAM, IT_AGENT, IT_CAMPAIGN, IT_QUERY_RULE
Time Period(s)	Historical (Unknown)
Grouping(s)	Skillgroup, Agent Team, Agent, Campaign, Query Rule
Timezone Enabled	No

Attribute Definitions

Name	Description	Definition/Source	Totals	Units
Parameters				
Skillgroup	Skill Group ID of the agent who handled the call	t_Dialer_Detail.SkillgroupSkillTargetID		String
Agent Team	The Agent Team of the Agent that handled the call.	t_Dialer_Detail.AgentPeripheralNumber		String
Agent	The Agent that handled the call.	t_Dialer_Detail.AgentPeripheralNumber		String
Campaign	The campaign that the call was placed for	t_Dialer_Detail.CampaignID		String
Query Rule	The query rule that the call was placed for	t_Dialer_Detail.QueryRuleID		String
Date/Time Values				
Call Date Time	The UTC date and time at the start of the interval when the row was generated.	t_Dialer_Detail.DateTime		DateTime
Hds Write Date/time	The current date and time stamp when the records are written to the HDS database. The logger database has NULL for this column.	t_Dialer_Detail..DBDatetime		DateTime
Resource Type				
Agent	The Agent that handled the call.	t_Dialer_Detail.AgentPeripheralNumber		String
Agent Team	The Agent Team of the Agent that handled the call.	t_Dialer_Detail.AgentPeripheralNumber		String
Dialer	Dialer where the outbound call was initiated.	Dialer		String
Caller First Name	First Name of the Caller	Caller First Name		String
Caller Last Name	Last Name of the Caller	Caller Last Name		String
Campaign	The campaign that the call was placed for	t_Dialer_Detail.CampaignID		String
Query Rule	The query rule that the call was placed for	t_Dialer_Detail.QueryRuleID		String
Skillgroup	Skill Group ID of the agent who	t_Dialer_Detail.SkillgroupSkillTargetID		String

Name	Description	Definition/Source	Totals	Units
	handled the call			
Route Information				
Account Number	Account Number	t_Dialer_Detail.AccountNumber		String
Dialing List ID	Dialing List ID	t_Dialer_Detail.DialingListID		String
Call Result	Telephony call result (busy - no answer and so forth) or agent reservation attempt result (Agent Rejected Call Unable to reserve CallResult and so forth)	t_Dialer_Detail.CallResult		String
Agent Peripheral Number	PeripheralNumber / AgentID of the Agent that handled the call.	t_Dialer_Detail.AgentPeripheralNumber		String
Dialed Number String	Dialed Number String	t_Dialer_Detail.DialedNumberString		String
Call Back Phone String	The phone number at which the customer requested to be called back. This field remains populated with customer-requested CallbackPhone callback numbers for all personal callback calls or regular callback calls.	t_Dialer_Detail.CallBackPhoneString		String
Recovery Key	A unique ID assigned to each record and used internally by the Unified CCE software to track the record.	t_Dialer_Detail.RecoveryKey	Count	BigInteger
Router Call Key Day	The day that the call was taken and the Dialer_Detail record was created. This field contains a value only for calls that were translation-routed or post-routed to or from an ACD.	t_Dialer_Detail.RouterCallKeyDay		Integer
Router Call Key	A call key counter created and set by the system software. This value forms the unique portion of the 64-bit key for the call. The system software resets this counter at midnight.	t_Dialer_Detail.RouterCallKey		Integer
Campaign	The campaign that the call was	t_Dialer_Detail.CampaignID		String

Name	Description	Definition/Source	Totals	Units
Description	placed for			
Call Status Zone 1	Current status of the customer record for Zone1	t_Dialer_Detail.CallStatusZone1		String
Call Status Zone 2	Current status of the customer record for Zone2	t_Dialer_Detail.CallStatusZone2		String
Call Back Date/time	Call Back Date/time - Reserved for future use			DateTime
Dialing Mode	Campaign mode the call was called	t_Dialer_Detail.DialingMode		String
Protocol	Internal reference ID used to identify the component class (PBX/VRU/ACD).	t_Dialer_Detail.ProtocolID		String
Route Durations				
Call Duration	Call Duration - Reserved for future use	t_Dialer_Detail.CallDuration	Avg, Max, Min, Sum	BigInteger
Wrapup Data	Wrap up data that was entered by the outbound agent	t_Dialer_Detail.WrapupData		String
Reservation Call Duration	The call duration (in milliseconds) that agent was reserved. In preview mode this value includes the time of the last preview and the time the Dialer spends dialing performing CPA and transferring the customer call to the agent.	t_Dialer_Detail.ReservationCallDuration	Avg, Max, Min, Sum	BigInteger
Active Threshold	The actually calculated active threshold during the period for computing the noise floor.	t_Dialer_Detail.ActiveThreshold	Max, Min, Sum	Integer
Max Active Glitch Time	Maximum amount of time that signal is detected as active glitch (in mS).	t_Dialer_Detail.MaxActiveGlitchTime	Max, Min, Sum	BigInteger
Maximum Zcr Standard Deviation	Maximum ZCR standard deviation during the tone determination	t_Dialer_Detail.MaxZCRstdev	Max, Min, Sum	BigInteger
Noise Threshold	The actually calculated noise threshold during the period for computing the noise floor.	t_Dialer_Detail.NoiseThreshold	Sum	Integer

Name	Description	Definition/Source	Totals	Units
Pickup Time	The time period the first active voice energy is detected after the customer answered the call (in millseconds).	t_Dialer_Detail.PickupTime	Avg, Max, Min, Sum	BigInteger
Preview Time	The time that the agent took to accept or skip or reject a customer call when the skill group is in preview mode and direct preview mode.	t_Dialer_Detail.PreviewTime	Avg, Max, Min, Sum	BigInteger
Silence Period	Amount of time that the signal is silent after speech detection to declare a live speech (in mS).	t_Dialer_Detail.SilencePeriod	Avg, Max, Min, Sum	Integer
Term Tone Detection Time	Amount of time that the answering machine terminating tone is detected after declaring answering machine detection (in mS).	t_Dialer_Detail.TermToneDetectionTime		BigInteger
Valid Speech Time	Amount of time that energy is active for declaring speech energy	t_Dialer_Detail.ValidSpeechTime		BigInteger
Max Post Speech Silence Glitch Time	Maximum amount of time that signal is detected as post speech silence glitch (in mS).	t_Dialer_Detail.MaxPostSpeechSilenceGlitchTime	Max, Min, Sum	BigInteger
Call Counts				
No. Active Glitches	The total numbers of active glitches before a speech energy is detected or during the CPAMaxTermToneAnalysis period.	t_Dialer_Detail.NumOfActiveGlitches	Sum	Integer
No. Post Speech Silence Glitches	The total numbers of post speech silence glitches	t_Dialer_Detail..NumOfPostSpeechSilenceGlitches	Sum	Integer

Hist - Email Activity

Overview

This model allows end users to develop historical reports that provide information about the handling of email activities.

Selection Criteria

Referenced Table(s)	Agent_Team, Queue, Agent, Person, Tenant, Alias
Parameter Type(s)	IT_DATE, IT_AGENT_TEAM, IT_QUEUE, IT_AGENT, IT_PERSON, IT_TENANT, IT_ALIAS
Time Period(s)	Quarter Hour, Half Hour, Hour, Date, Week, Month, Quarter, Year
Grouping(s)	Quarter Hour, Half Hour, Hour, Date, Week, Month, Quarter, Year, Activity Subtype, Agent Team, Queue, Agent, Person, Department, Alias, Customer, Manager Agent Name
Timezone Enabled	Yes

Attribute Definitions

Name	Description	Definition/Source	Totals	Units
Parameters				
Agent Team	The team of the agent to which the email was assigned. Agent teams are used to denote the organizational structure of Cisco Unified CCE agents. For deployments that are not integrated with Cisco UCCE, this field will not be populated.	Agent_Team.Name		String
Queue	The queue to which the email was assigned.	Queue.Name		String
Agent	The agent to which the email was assigned.	Agent.Name		String
Person	The person to which the email	Person.Name		String

Name	Description	Definition/Source	Totals	Units
	was assigned. The concept of a 'person' in Analytics is used to denote the identity of Cisco Unified CCE agents with more than one agent ID across peripherals. For deployments that are not integrated with Cisco UCCE, this field will not be populated.			
Department	The department to which the email was assigned.	Tenant.Name		String
Alias	The alias to which the email was associated. For inbound emails, this will be the corporate email address that the email was sent to. For outbound emails, it is the address that the email was to be sent from.	Alias.Name		String
Time Periods (Choose one option only)				
Quarter Hour	Quarter Hour			DateTime
Half Hour	Half Hour			DateTime
Hour	Hour			DateTime
Date	Date			DateTime
Week	Week			String
Month	Month			DateTime
Quarter	Quarter			String
Year	Year			DateTime
Filters				
Activity Subtype	The type of email - e.g. standard email or secure message. Email types are defined in eGain as activity subtypes.	Activity Subtype		String
Attributes				
User Name	The login name of the Agent.	The login name of the Agent.		String
Manager User Name	The login name of the Manager Agent.	The login name of the Manager Agent.		String

Name	Description	Definition/Source	Totals	Units
Customer	The customer to which the email was associated.	The customer associated with the activity.		String
Agent Name	The agent to which the email was assigned.			String
Person Name	The person to which the email was assigned. The concept of a 'person' in Analytics is used to denote the identity of Cisco Unified CCE agents with more than one agent ID across peripherals. For deployments that are not integrated with Cisco UCCE, this field will not be populated.			String
Department Name	The department to which the email was assigned.			String
Alias Name	The alias to which the email was associated. For inbound emails, this will be the corporate email address that the email was sent to. For outbound emails, it is the address that the email was to be sent from.			String
Queue Name	The queue to which the email was assigned.			String
Agent Team Name	The team of the agent to which the email was assigned. Agent teams are used to denote the organizational structure of Cisco Unified CCE agents. For deployments that are not integrated with Cisco UCCE, this field will not be populated.			String
Manager Agent Name	The manager of the agent to which the activity was assigned.			String
Volumes				
Incoming (New)	The number of new emails which the inbound workflow routed to a queue during the interval, and which began a new case. This metric is not populated in agent-level reporting.	The number of new emails which the inbound workflow routed to a queue during the interval, and which began a new case. This metric is not populated in agent-level reporting.	Max, Min, Sum	Integer

Name	Description	Definition/Source	Totals	Units
Incoming (Existing)	The number of new emails which the inbound workflow routed to a queue during the interval, and which continued an existing case. The existing case is identified by a case ID in the subject. This metric is not populated in agent-level reporting.	The number of new emails which the inbound workflow routed to a queue during the interval, and which continued an existing case. The existing case is identified by a case ID in the subject. This metric is not populated in agent-level reporting.	Max, Min, Sum	Integer
Assigned To Queue	The number of times that an email was assigned to a queue during the interval. This includes incoming/undeliverable emails routed by the inbound workflow and emails which have been transferred from elsewhere. This metric is not populated in agent-level reporting.	The number of times that an email was assigned to a queue during the interval. This includes incoming/undeliverable emails routed by the inbound workflow and emails which have been transferred from elsewhere. This metric is not populated in agent-level reporting.	Max, Min, Sum	Integer
Assigned To User	The number of times that an email was assigned to an agent during the interval. This includes emails which the agent has pulled or picked, emails which have been pushed from the queue, incoming emails routed directly to the agent by the inbound workflow, and emails which have been transferred from elsewhere. This does not include outbound emails that the agent has composed.	The number of times that an email was assigned to an agent during the interval. This includes emails which the agent has pulled or picked, emails which have been pushed from the queue, incoming emails routed directly to the agent by the inbound workflow, and emails which have been transferred from elsewhere. This does not include outbound emails that the agent has composed.	Max, Min, Sum	Integer
Composed	The number of times that an agent composed a new outbound email which was not a direct reply to an inbound email during the interval. Agents may do this to be proactive or to switch channels.	The number of times that an agent composed a new outbound email which was not a direct reply to an inbound email during the interval. Agents may do this to be proactive or to switch channels.	Max, Min, Sum	Integer
Undeliverable (Existing)	The number of bounce-back emails which the inbound workflow routed to a queue during the interval, for which the existing case could be	The number of bounce-back emails which the inbound workflow routed to a queue during the interval, for which the existing case could be	Max, Min, Sum	Integer

Name	Description	Definition/Source	Totals	Units
	identified (e.g. by a case ID in the subject). These are notifications that sent emails could not be delivered, out-of-office messages, etc. This metric is not populated in agent-level reporting.	identified (e.g. by a case ID in the subject). These are notifications that sent emails could not be delivered, out-of-office messages, etc. This metric is not populated in agent-level reporting.		
Undeliverable (New)	The number of bounce-back emails which the inbound workflow routed to a queue during the interval, for which an existing case could not be identified. These are notifications that sent emails could not be delivered, out-of-office messages, etc. This metric is not populated in agent-level reporting.	The number of bounce-back emails which the inbound workflow routed to a queue during the interval, for which an existing case could not be identified. These are notifications that sent emails could not be delivered, out-of-office messages, etc. This metric is not populated in agent-level reporting.	Min, Max, Sum	Integer
Incoming	The number of new emails which the inbound workflow routed to a queue during the interval. These emails may have begun a new case or continued an existing case. This metric is not populated in agent-level reporting.	The number of new emails which the inbound workflow routed to a queue during the interval. These emails may have begun a new case or continued an existing case. This metric is not populated in agent-level reporting.	Max, Min, Sum	Integer
Undeliverable	The number of bounce-back emails which the inbound workflow routed to a queue during the interval. The case may or may not have been identified. These are notifications that sent emails could not be delivered, out-of-office messages, etc. This metric is not populated in agent-level reporting.	The number of bounce-back emails which the inbound workflow routed to a queue during the interval. The case may or may not have been identified. These are notifications that sent emails could not be delivered, out-of-office messages, etc. This metric is not populated in agent-level reporting.	Max, Min, Sum	Integer
Emails Sent				
Auto Replies	The number of reply emails sent automatically by the workflow during the interval.	The number of reply emails sent automatically by the workflow during the interval.	Max, Min, Sum	Integer
Manual Replies	The number of replies sent by an agent during the interval.	The number of replies sent by an agent during the interval.	Max, Min, Sum	Integer

Name	Description	Definition/Source	Totals	Units
	Auto-replies and composed emails are not counted. If subsequent replies are sent for the same email (using the 'Send' rather than the 'Send and Complete' button), then each reply is counted during the interval in which it is sent.	Auto-replies and composed emails are not counted. If subsequent replies are sent for the same email (using the 'Send' rather than the 'Send and Complete' button), then each reply is counted during the interval in which it is sent.		
Compose Sent	The number of composed outbound emails (i.e. not direct replies to inbound emails) which were sent during the interval. If subsequent emails are sent from the same activity (using the 'Send' rather than the 'Send and Complete' button), then each email is counted during the interval in which it is sent.	The number of composed outbound emails (i.e. not direct replies to inbound emails) which were sent during the interval. If subsequent emails are sent from the same activity (using the 'Send' rather than the 'Send and Complete' button), then each email is counted during the interval in which it is sent.	Max, Sum, Min	Integer
Auto Acks	The number of acknowledgement emails sent automatically by the workflow during the interval.	The number of acknowledgement emails sent automatically by the workflow during the interval.	Max, Min, Sum	Integer
First Manual Replies	The number of replies sent by an agent during the interval, for emails which no agent has ever replied to previously. This may be considered a measure of the number of inbound emails responded to. Auto-replies and composed emails are not counted. Total First Manual Replies need not be equal to total of all First Manual Replies emails that have SLA. This is because not all emails are subject to SLA measurement.	The number of replies sent by an agent during the interval, for emails which no agent has ever replied to previously. This may be considered a measure of the number of inbound emails responded to. Auto-replies and composed emails are not counted. Total First Manual Replies need not be equal to total of all First Manual Replies emails that have SLA. This is because not all emails are subject to SLA measurement.	Max, Min, Sum	Integer
Undispatchable Manual Replies	The number of replies which an agent attempted to send during the interval that could not be dispatched by the system. This is typically due to issues with the SMTP server connection or incorrectly configured alias credentials.	The number of replies which an agent attempted to send during the interval that could not be dispatched by the system. This is typically due to issues with the SMTP server connection or incorrectly configured alias credentials.	Max, Min, Sum	Integer

Name	Description	Definition/Source	Totals	Units
Outcomes				
Unassigned From Queue	The number of times that an email was removed from a queue during the interval. This indicates emails which were transferred elsewhere. This does not include emails assigned to an agent while still remaining associated to the queue. This metric is not populated in agent-level reporting.	The number of times that an email was removed from a queue during the interval. This indicates emails which were transferred elsewhere. This does not include emails assigned to an agent while still remaining associated to the queue. This metric is not populated in agent-level reporting.	Max, Min, Sum, Avg	Integer
Unassigned From User	The number of times that an email was removed from an agent during the interval. This includes emails which were auto-pushed back to the queue, emails which were manually pulled or picked away from the agent by another user and emails which were transferred elsewhere.	The number of times that an email was removed from an agent during the interval. This includes emails which were auto-pushed back to the queue, emails which were manually pulled or picked away from the agent by another user and emails which were transferred elsewhere.	Max, Min, Sum, Avg	Integer
Handled	The number of emails completed or manually transferred out from the agent during the interval. An email is typically completed by an agent but may be completed by the workflow. This includes composed emails.	The number of emails completed or manually transferred out from the agent during the interval. An email is typically completed by an agent but may be completed by the workflow. This includes composed emails.	Sum, Min, Max, Avg	Integer
Completed	The number of emails completed during the interval. An email is typically completed by an agent but may be completed by the workflow. This includes composed emails.	The number of emails completed during the interval. An email is typically completed by an agent but may be completed by the workflow. This includes composed emails.	Max, Min, Sum	Integer
Turned Around	The number of emails turned around during the interval. An email is considered to have been turned around when a first manual reply is sent or the email is completed or manually transferred out from the agent (whichever happens first after it is assigned to the agent). If the	The number of emails turned around during the interval. An email is considered to have been turned around when a first manual reply is sent or the email is completed or manually transferred out from the agent (whichever happens first after it is assigned to the agent). If the	Sum, Min, Max, Avg	Integer

Name	Description	Definition/Source	Totals	Units
	same email is assigned to the same agent more than once then they can turn it around each time it is assigned to them and each time will be counted. An email is typically completed by an agent but may be completed by the workflow. This includes composed emails.	same email is assigned to the same agent more than once then they can turn it around each time it is assigned to them and each time will be counted. An email is typically completed by an agent but may be completed by the workflow. This includes composed emails.		

Secure Message Center

Transfers and Assignment

Name	Description	Definition/Source	Totals	Units
Pushed To User	The number of times that an email was automatically pushed to an agent from the queue, or routed directly to the agent by the inbound workflow, during the interval.	The number of times that an email was automatically pushed to an agent from the queue, or routed directly to the agent by the inbound workflow, during the interval.	Sum, Min, Max, Avg	Integer
Pulled By User	The number of times that an agent pulled or picked an email from the queue or from another agent during the interval.	The number of times that an agent pulled or picked an email from the queue or from another agent during the interval.	Max, Min, Sum, Avg	Integer
Auto-pushback	The number of times that an email was automatically pushed back from an agent to the originating queue during the interval. This happens while the agent is logged out.	The number of times that an email was automatically pushed back from an agent to the originating queue during the interval. This happens while the agent is logged out.	Max, Min, Sum, Avg	Integer
Manual Xfer In	The number of times that emails were manually transferred during the interval, counted against the destination agent/queue/department. If there was an agent but no queue then the queue will be shown as 'Unknown' and vice versa. Manual transfers are enacted by an agent.	The number of times that emails were manually transferred during the interval, counted against the destination agent/queue/department. If there was an agent but no queue then the queue will be shown as 'Unknown' and vice versa. Manual transfers are enacted by an agent.	Max, Min, Sum, Avg	Integer
Manual Xfer Out	The number of times that emails were manually transferred during the interval, counted against the source agent/queue/department. If there was an agent but no	The number of times that emails were manually transferred during the interval, counted against the source agent/queue/department. If there was an agent but no	Min, Sum, Max, Avg	Integer

Name	Description	Definition/Source	Totals	Units
	queue then the queue will be shown as 'Unknown' and vice versa. Manual transfers are enacted by an agent.	queue then the queue will be shown as 'Unknown' and vice versa. Manual transfers are enacted by an agent.		
Workflow Xfer In	The number of times that emails were automatically transferred during the interval, counted against the destination agent/queue/department. If there was an agent but no queue then the queue will be shown as 'Unknown' and vice versa. Automatic transfers are enacted by the workflow.	The number of times that emails were automatically transferred during the interval, counted against the destination agent/queue/department. If there was an agent but no queue then the queue will be shown as 'Unknown' and vice versa. Automatic transfers are enacted by the workflow.	Max, Min, Sum, Avg	Integer
Workflow Xfer Out	The number of times that emails were automatically transferred during the interval, counted against the source agent/queue/department. If there was an agent but no queue then the queue will be shown as 'Unknown' and vice versa. Automatic transfers are enacted by the workflow.	The number of times that emails were automatically transferred during the interval, counted against the source agent/queue/department. If there was an agent but no queue then the queue will be shown as 'Unknown' and vice versa. Automatic transfers are enacted by the workflow.	Sum, Min, Max, Avg	Integer
Xfer In	The number of times that emails were transferred during the interval, counted against the destination agent/queue/department. If there was an agent but no queue then the queue will be shown as 'Unknown' and vice versa.	The number of times that emails were transferred during the interval, counted against the destination agent/queue/department. If there was an agent but no queue then the queue will be shown as 'Unknown' and vice versa.	Max, Min, Sum, Avg	Integer
Xfer Out	The number of times that emails were transferred during the interval, counted against the source agent/queue/department. If there was an agent but no queue then the queue will be shown as 'Unknown' and vice versa.	The number of times that emails were transferred during the interval, counted against the source agent/queue/department. If there was an agent but no queue then the queue will be shown as 'Unknown' and vice versa.	Max, Min, Sum, Avg	Integer
Pulled From User	The number of times that an email was manually pulled or	The number of times that an email was manually pulled or	Max, Min, Sum, Avg	Integer

Name	Description	Definition/Source	Totals	Units
	picked away from an agent by another user during the interval.	picked away from an agent by another user during the interval.		
Productivity and Efficiency				
Completed Per Hour	The number of emails which an agent can complete in an hour, based on their work rate during this interval. This is determined by the number of emails completed during the interval and the amount of work time during the same interval. This includes composed emails. This metric will be most accurate for daily or greater intervals.	The number of emails which an agent can complete in an hour, based on their work rate during this interval. This is determined by the number of emails completed during the interval and the amount of work time during the same interval. This includes composed emails. This metric will be most accurate for daily or greater intervals.	Min, Max	Float
Handled Per Hour	The number of emails which an agent can handle in an hour, based on their work rate during this interval. This is determined by the number of emails handled during the interval and the amount of work time during the same interval. Emails are considered handled when they are completed or manually transferred out from the agent. This includes composed emails. This metric will be most accurate for daily or greater intervals.	The number of emails which an agent can handle in an hour, based on their work rate during this interval. This is determined by the number of emails handled during the interval and the amount of work time during the same interval. Emails are considered handled when they are completed or manually transferred out from the agent. This includes composed emails. This metric will be most accurate for daily or greater intervals.	Min, Max	Float
Manual Replies Per Hour	The number of manual replies which an agent can send in an hour, based on their work rate during this interval. This is determined by the number of manual replies sent during the interval and the amount of work time during the same interval. This does not include composed emails. If subsequent replies are sent for the same email (using the 'Send' rather than the 'Send and Complete' button), then each reply is counted during the interval in which it is sent. This	The number of manual replies which an agent can send in an hour, based on their work rate during this interval. This is determined by the number of manual replies sent during the interval and the amount of work time during the same interval. This does not include composed emails. If subsequent replies are sent for the same email (using the 'Send' rather than the 'Send and Complete' button), then each reply is counted during the interval in which it is sent. This	Min, Max	Float

Name	Description	Definition/Source	Totals	Units
	metric will be most accurate for daily or greater intervals.	metric will be most accurate for daily or greater intervals.		
Turned Around Per Hour	The number of emails which an agent can turn around in an hour, based on their work rate during this interval. This is determined by the number of emails turned during the interval and the amount of work time during the same interval. An email is considered to have been turned around when a first manual reply is sent or the email is completed or manually transferred out from the agent (whichever happens first after it is assigned to the agent). If the same email is assigned to the same agent more than once then they can turn it around each time it is assigned to them and each turnaround time will be counted. An email is typically completed by an agent but may be completed by the workflow. This includes composed emails. This metric will be most accurate for daily or greater intervals.	The number of emails which an agent can turn around in an hour, based on their work rate during this interval. This is determined by the number of emails turned during the interval and the amount of work time during the same interval. An email is considered to have been turned around when a first manual reply is sent or the email is completed or manually transferred out from the agent (whichever happens first after it is assigned to the agent). If the same email is assigned to the same agent more than once then they can turn it around each time it is assigned to them and each turnaround time will be counted. An email is typically completed by an agent but may be completed by the workflow. This includes composed emails. This metric will be most accurate for daily or greater intervals.	Min, Max	Float
Handle Time	For emails handled (i.e. completed or manually transferred out from the agent) during the interval, the total time that the agent spent working on those emails. An agent is considered to be working on an email while it is in focus in their inbox, whether or not they are physically typing or clicking. This may include time the agent spent working on the email during previous intervals.	For emails handled (i.e. completed or manually transferred out from the agent) during the interval, the total time that the agent spent working on those emails. An agent is considered to be working on an email while it is in focus in their inbox, whether or not they are physically typing or clicking. This may include time the agent spent working on the email during previous intervals.	Min, Sum, Max	BigInteger
Avg Handle Time	For emails handled (i.e. completed or manually transferred out from the agent)	For emails handled (i.e. completed or manually transferred out from the agent)	Min, Max, WeightedAvg	BigInteger

Name	Description	Definition/Source	Totals	Units
	during the interval, the average time that the agent spent working on each email. An agent is considered to be working on an email while it is in focus in their inbox, whether or not they are physically typing or clicking. This may include time the agent spent working on the email during previous intervals.	during the interval, the average time that the agent spent working on each email. An agent is considered to be working on an email while it is in focus in their inbox, whether or not they are physically typing or clicking. This may include time the agent spent working on the email during previous intervals.		
Work Time (State)	The total amount of time that an agent spent working on emails during the interval. An agent is considered to be working on an email while it is in focus in their inbox, whether or not they are physically typing or clicking.	The total amount of time that an agent spent working on emails during the interval. An agent is considered to be working on an email while it is in focus in their inbox, whether or not they are physically typing or clicking.	Max, Min, Sum	BigInteger
Avg Work Time (State)	The average amount of time that an agent spent working on each email that they worked on during the interval. An agent is considered to be working on an email while it is in focus in their inbox, whether or not they are physically typing or clicking. This measure should not be confused with Average Handle Time as the agent did not necessarily handle these emails during this time.	The average amount of time that an agent spent working on each email that they worked on during the interval. An agent is considered to be working on an email while it is in focus in their inbox, whether or not they are physically typing or clicking. This measure should not be confused with Average Handle Time as the agent did not necessarily handle these emails during this time.	Min, Max	BigInteger
Durations				
Avg Manual Reply Time	For all emails for which a manual reply was sent during the interval, the average time that elapsed between each email being retrieved and the manual reply being sent. Auto-replies and composed emails are not counted. If subsequent replies are sent for the same email (using the 'Send' rather than the 'Send and Complete' button), then the time for each reply is counted against the interval in which it is sent.	For all emails for which a manual reply was sent during the interval, the average time that elapsed between each email being retrieved and the manual reply being sent. Auto-replies and composed emails are not counted. If subsequent replies are sent for the same email (using the 'Send' rather than the 'Send and Complete' button), then the time for each reply is counted against the interval in which it is sent.	Min, Max, WeightedAvg	BigInteger

Name	Description	Definition/Source	Totals	Units
Manual Reply Time	For all emails for which a manual reply was sent during the interval, the total time that elapsed between each email being retrieved and the manual reply being sent. Auto-replies and composed emails are not counted. If subsequent replies are sent for the same email (using the 'Send' rather than the 'Send and Complete' button), then the time for each reply is counted against the interval in which it is sent.	For all emails for which a manual reply was sent during the interval, the total time that elapsed between each email being retrieved and the manual reply being sent. Auto-replies and composed emails are not counted. If subsequent replies are sent for the same email (using the 'Send' rather than the 'Send and Complete' button), then the time for each reply is counted against the interval in which it is sent.	Sum, Min, Max	BigInteger
Turnaround Time	For all emails turned around during the interval, the total time that elapsed between each email being assigned to the agent and being turned around. An email is considered to have been turned around when a first manual reply is sent or the email is completed or manually transferred out from the agent (whichever happens first after it is assigned to the agent). If the same email is assigned to the same agent more than once then they can turn it around each time it is assigned to them and each turnaround time will be counted. An email is typically completed by an agent but may be completed by the workflow. This includes composed emails.	For all emails turned around during the interval, the total time that elapsed between each email being assigned to the agent and being turned around. An email is considered to have been turned around when a first manual reply is sent or the email is completed or manually transferred out from the agent (whichever happens first after it is assigned to the agent). If the same email is assigned to the same agent more than once then they can turn it around each time it is assigned to them and each turnaround time will be counted. An email is typically completed by an agent but may be completed by the workflow. This includes composed emails.	Max, Min, Sum	BigInteger
First Manual Reply Time	For all emails for which a first manual reply was sent during the interval, the total time that elapsed between each email being retrieved and the first manual reply being sent. Auto-replies and composed emails are not counted.	For all emails for which a first manual reply was sent during the interval, the total time that elapsed between each email being retrieved and the first manual reply being sent. Auto-replies and composed emails are not counted.	Max, Min	BigInteger
Activity Duration	For all emails completed during the interval, the total time that elapsed between each email	For all emails completed during the interval, the total time that elapsed between each email	Max, Min, Sum	BigInteger

Name	Description	Definition/Source	Totals	Units
	being retrieved/created and being completed.	being retrieved/created and being completed.		
Avg First Manual Reply Time	For all emails for which a first manual reply was sent during the interval, the average time that elapsed between each email being retrieved and the first manual reply being sent. This may be considered a measure of average response time. Auto-replies and composed emails are not counted.	For all emails for which a first manual reply was sent during the interval, the average time that elapsed between each email being retrieved and the first manual reply being sent. This may be considered a measure of average response time. Auto-replies and composed emails are not counted.	Max, Min, WeightedAvg	BigInteger
Avg Turnaround Time	For all emails turned around during the interval, the average time that elapsed between each email being assigned to the agent and being turned around. An email is considered to have been turned around when a first manual reply is sent or the email is completed or manually transferred out from the agent (whichever happens first after it is assigned to the agent). If the same email is assigned to the same agent more than once then they can turn it around each time it is assigned to them and each turnaround time will be counted. An email is typically completed by an agent but may be completed by the workflow. This includes composed emails.	For all emails turned around during the interval, the average time that elapsed between each email being assigned to the agent and being turned around. An email is considered to have been turned around when a first manual reply is sent or the email is completed or manually transferred out from the agent (whichever happens first after it is assigned to the agent). If the same email is assigned to the same agent more than once then they can turn it around each time it is assigned to them and each turnaround time will be counted. An email is typically completed by an agent but may be completed by the workflow. This includes composed emails.	Min, Max, WeightedAvg	BigInteger
Avg Activity Duration	For all emails completed during the interval, the average time that elapsed between each email being retrieved/created and being completed.	For all emails completed during the interval, the average time that elapsed between each email being retrieved/created and being completed.	Min, Max, WeightedAvg	BigInteger

Service Level Adherence

Name	Description	Definition/Source	Totals	Units
Completed Met SLA	The number of emails completed during the interval, which were completed before their due date and time was reached. An email is typically	The number of emails completed during the interval, which were completed before their due date and time was reached. An email is typically	Max, Min, Sum	Integer

Name	Description	Definition/Source	Totals	Units
	completed by an agent but may be completed by the workflow. Due date and time may be assigned by an agent or by the workflow. This may include composed emails, but emails without a due date and time are not counted.	completed by an agent but may be completed by the workflow. Due date and time may be assigned by an agent or by the workflow. This may include composed emails, but emails without a due date and time are not counted.		
Completed Not Met SLA	The number of emails completed during the interval, which were completed after their due date and time had been reached. An email is typically completed by an agent but may be completed by the workflow. Due date and time may be assigned by an agent or by the workflow. This may include composed emails, but emails without a due date and time are not counted.	The number of emails completed during the interval, which were completed after their due date and time had been reached. An email is typically completed by an agent but may be completed by the workflow. Due date and time may be assigned by an agent or by the workflow. This may include composed emails, but emails without a due date and time are not counted.	Max, Min, Sum	Integer
FMR Met SLA	The number of first manual replies sent during the interval, which were sent before the email's due date and time was reached. Due date and time may be assigned by an agent or by the workflow. Auto-replies, composed emails and emails without a due date and time are not counted.	The number of first manual replies sent during the interval, which were sent before the email's due date and time was reached. Due date and time may be assigned by an agent or by the workflow. Auto-replies, composed emails and emails without a due date and time are not counted.	Max, Min, Sum	Integer
FMR Not Met SLA	The number of first manual replies sent during the interval, which were sent after the email's due date and time had been reached. Due date and time may be assigned by an agent or by the workflow. Auto-replies, composed emails and emails without a due date and time are not counted.	The number of first manual replies sent during the interval, which were sent after the email's due date and time had been reached. Due date and time may be assigned by an agent or by the workflow. Auto-replies, composed emails and emails without a due date and time are not counted.	Max, Min, Sum	Integer
% FMR Met SLA	The number of first manual replies sent during the interval, which were sent before the email's due date and time was	The number of first manual replies sent during the interval, which were sent before the email's due date and time was	Max, Min, WeightedAvg	Float

Name	Description	Definition/Source	Totals	Units
	reached. This is expressed as a percentage of the number of first manual replies sent during the interval for emails which had a due date and time. Due date and time may be assigned by an agent or by the workflow. Auto-replies, composed emails and emails without a due date and time are not counted.	reached. This is expressed as a percentage of the number of first manual replies sent during the interval for emails which had a due date and time. Due date and time may be assigned by an agent or by the workflow. Auto-replies, composed emails and emails without a due date and time are not counted.		
% FMR Not Met SLA	The number of first manual replies sent during the interval, which were sent after the email's due date and time had been reached. This is expressed as a percentage of the number of first manual replies sent during the interval for emails which had a due date and time. Due date and time may be assigned by an agent or by the workflow. Auto-replies, composed emails and emails without a due date and time are not counted.	The number of first manual replies sent during the interval, which were sent after the email's due date and time had been reached. This is expressed as a percentage of the number of first manual replies sent during the interval for emails which had a due date and time. Due date and time may be assigned by an agent or by the workflow. Auto-replies, composed emails and emails without a due date and time are not counted.	Max, Min, WeightedAvg	Float
FMR No SLA	The number of first manual replies sent during the interval, for emails which did not have a due date and time. Auto-replies and composed emails are not counted.	The number of first manual replies sent during the interval, for emails which did not have a due date and time. Auto-replies and composed emails are not counted.	Sum, Min, Max, Avg	Integer
Completed No SLA	The number of emails completed during the interval, which did not have a due date and time. An email is typically completed by an agent but may be completed by the workflow. This may include composed emails.	The number of emails completed during the interval, which did not have a due date and time. An email is typically completed by an agent but may be completed by the workflow. This may include composed emails.	Sum, Min, Max, Avg	Integer
% Completed Met SLA	The number of emails completed during the interval, which were completed before their due date and time was reached. This is expressed as a percentage of the number of	The number of emails completed during the interval, which were completed before their due date and time was reached. This is expressed as a percentage of the number of	Min, Max, WeightedAvg	Float

Name	Description	Definition/Source	Totals	Units
	emails completed during the interval which had a due date and time. An email is typically completed by an agent but may be completed by the workflow. Due date and time may be assigned by an agent or by the workflow. This may include composed emails, but emails without a due date and time are not counted.	emails completed during the interval which had a due date and time. An email is typically completed by an agent but may be completed by the workflow. Due date and time may be assigned by an agent or by the workflow. This may include composed emails, but emails without a due date and time are not counted.		
% Completed Not Met SLA	The number of emails completed during the interval, which were completed after their due date and time had been reached. This is expressed as a percentage of the number of emails completed during the interval which had a due date and time. An email is typically completed by an agent but may be completed by the workflow. Due date and time may be assigned by an agent or by the workflow. This may include composed emails, but emails without a due date and time are not counted.	The number of emails completed during the interval, which were completed after their due date and time had been reached. This is expressed as a percentage of the number of emails completed during the interval which had a due date and time. An email is typically completed by an agent but may be completed by the workflow. Due date and time may be assigned by an agent or by the workflow. This may include composed emails, but emails without a due date and time are not counted.	Min, Max, WeightedAvg	Float
Inventory				
Open (Alias)	The number of emails associated to the alias which were open at the end of the interval. This is determined by considering the emails open at the end of the previous interval, adding any incoming emails during the interval, and subtracting emails completed during the interval. Only applicable for alias reporting.	Previous Interval Value + Current Interval Value of (FCT_EMAIL_ACTIVITY_DETAIL.NEW_CASE_CNTR + FCT_EMAIL_ACTIVITY_DETAIL.EXISTING_CASE_CNTR - FCT_EMAIL_ACTIVITY_DETAIL.COMPLETED_CNTR)	Min, Max	Integer
Open (Queue)	The number of emails assigned to the queue which were open at the end of the interval. This is determined by considering the emails open at the end of the	Previous Interval Value + Current Interval Value of (FCT_EMAIL_ACTIVITY_DETAIL.ASSIGNED_TO_QUEUE_CNTR + FCT_EMAIL_ACTIVITY_	Min, Max	Integer

Name	Description	Definition/Source	Totals	Units
	previous interval, adding any emails assigned or composed during the interval, and subtracting emails completed or unassigned during the interval. Only applicable for queue or department reporting.	DETAIL.COMPOSE_CNTR - (FCT_EMAIL_ACTIVITY_DETAIL.COMPLETED_CNTR + FCT_ACTIVITY_ROUTING.MANUAL_XFER_TO_QUEUE_CNTR + FCT_ACTIVITY_ROUTING.WORKFLOW_XFER_TO_QUEUE_CNTR))		
Open (User)	The number of emails assigned to the agent which were open at the end of the interval. This is determined by considering the emails open at the end of the previous interval, adding any emails assigned or composed during the interval, and subtracting emails completed or unassigned during the interval. Only applicable for agent or department reporting.	Previous Interval Value + Current Interval Value of (FCT_EMAIL_ACTIVITY_DETAIL.ASSIGNED_TO_USER_CNTR + FCT_EMAIL_ACTIVITY_DETAIL.COMPOSE_CNTR - (FCT_EMAIL_ACTIVITY_DETAIL.COMPLETED_CNTR + FCT_ACTIVITY_ROUTING.MANUAL_XFER_TO_USER_CNTR + FCT_ACTIVITY_ROUTING.WORKFLOW_XFER_TO_USER_CNTR))	Min, Max	Integer

Agent Activity and Customer Experience

Hist - Email Inventory By Age

Overview

Selection Criteria

Referenced Table(s)	
Parameter Type (s)	IT_TENANT, IT_ALIAS, IT_QUEUE, IT_AGENT
Time Period(s)	Historical (Unknown)
Grouping(s)	Department, Alias, Queue, Agent, Department Name, Alias Name, Queue Name, Agent Name, Snapshot Time
Timezone Enabled	Yes

Attribute Definitions

Name	Description	Definition/Source	Totals	Units
Parameters				
Department	The department to which the email is assigned at the snapshot time.	The department to which the email is assigned at the snapshot time.		String
Alias	The alias to which the email is associated. For inbound emails, this will be the corporate email address that the email was sent to.	The alias to which the email is associated. For inbound emails, this will be the corporate email address that the email was sent to.		String
Queue	The queue to which the email is assigned at the snapshot time.	The queue to which the email is assigned at the snapshot time.		String
Agent	The agent to which the email is assigned at the snapshot time.	The agent to which the email is assigned at the snapshot time.		String
Time Period				
Snapshot Time	The date and time at which the inventory was last updated. The age of each email, as well as the department and queue that it belongs to, is correct as of this time.	The date and time at which the inventory was last updated. The age of each email, as well as the department and queue that it belongs to, is correct as of this time.		DateTime
Attributes				
Department Name	The department to which the email is assigned at the snapshot time.	The department to which the email is assigned at the snapshot time.		String
Alias Name	The alias to which the email is associated. For inbound emails, this will be the corporate email address that the email was sent to.	The alias to which the email is associated. For inbound emails, this will be the corporate email address that the email was sent to.		String
Queue Name	The queue to which the email is assigned at the snapshot time.	The queue to which the email is assigned at the snapshot time.		String
Agent Name	The agent to which the email is assigned at the snapshot time.	The agent to which the email is assigned at the snapshot time.		String
General				
Open Emails	The number of open inbound	The number of open inbound	Sum, Min, Max, Avg	BigInteger

Name	Description	Definition/Source	Totals	Units
	emails at the snapshot time. Emails older than 90 days are not counted.	emails at the snapshot time. Emails older than 90 days are not counted.		
Average Age	The average duration for all open inbound emails, counted from the time each email was retrieved to the snapshot time. Emails older than 90 days are not considered.	The average duration for all open inbound emails, counted from the time each email was retrieved to the snapshot time. Emails older than 90 days are not considered.	Min, Max, WeightedAvg	BigInteger
Oldest Age	The longest duration of any of the open inbound emails, counted from the time the email was retrieved to the snapshot time. Emails older than 90 days are not considered.	The longest duration of any of the open inbound emails, counted from the time the email was retrieved to the snapshot time. Emails older than 90 days are not considered.	Min, Max	BigInteger
4 Hour Intervals				
00-04 Hrs	The number of open inbound emails whose age is less than or equal to 4 hours (from the time the email was retrieved to the snapshot time).	The number of open inbound emails whose age is less than or equal to 4 hours (from the time the email was retrieved to the snapshot time).	Sum, Min, Max, Avg	BigInteger
04-08 Hrs	The number of open inbound emails whose age is greater than 4 hours, and less than or equal to 8 hours (from the time the email was retrieved to the snapshot time).	The number of open inbound emails whose age is greater than 4 hours, and less than or equal to 8 hours (from the time the email was retrieved to the snapshot time).	Sum, Min, Max, Avg	BigInteger
08-12 Hrs	The number of open inbound emails whose age is greater than 8 hours, and less than or equal to 12 hours (from the time the email was retrieved to the snapshot time).	The number of open inbound emails whose age is greater than 8 hours, and less than or equal to 12 hours (from the time the email was retrieved to the snapshot time).	Sum, Min, Max, Avg	BigInteger
12-16 Hrs	The number of open inbound emails whose age is greater than 12 hours, and less than or equal to 16 hours (from the time the email was retrieved to the snapshot time).	The number of open inbound emails whose age is greater than 12 hours, and less than or equal to 16 hours (from the time the email was retrieved to the snapshot time).	Sum, Min, Max, Avg	BigInteger
16-20 Hrs	The number of open inbound emails whose age is greater than 16 hours, and less than or equal to 20 hours (from the time the email	The number of open inbound emails whose age is greater than 16 hours, and less than or equal to 20 hours (from the time the email	Sum, Min, Max, Avg	BigInteger

Name	Description	Definition/Source	Totals	Units
	was retrieved to the snapshot time).	was retrieved to the snapshot time).		
20-24 Hrs	The number of open inbound emails whose age is greater than 20 hours, and less than or equal to 24 hours (from the time the email was retrieved to the snapshot time).	The number of open inbound emails whose age is greater than 20 hours, and less than or equal to 24 hours (from the time the email was retrieved to the snapshot time).	Sum, Min, Max, Avg	BigInteger

8 Hour Intervals

Name	Description	Definition/Source	Totals	Units
00-08 Hrs	The number of open inbound emails whose age is less than or equal to 8 hours (from the time the email was retrieved to the time the snapshot time).	The number of open inbound emails whose age is less than or equal to 8 hours (from the time the email was retrieved to the time the snapshot time).	Sum, Min, Max, Avg	BigInteger
08-16 Hrs	The number of open inbound emails whose age is greater than 8 hours, and less than or equal to 16 hours (from the time the email was retrieved to the snapshot time).	The number of open inbound emails whose age is greater than 8 hours, and less than or equal to 16 hours (from the time the email was retrieved to the snapshot time).	Sum, Min, Max, Avg	BigInteger
16-24 Hrs	The number of open inbound emails whose age is greater than 16 hours, and less than or equal to 24 hours (from the time the email was retrieved to the snapshot time).	The number of open inbound emails whose age is greater than 16 hours, and less than or equal to 24 hours (from the time the email was retrieved to the snapshot time).	Sum, Min, Max, Avg	BigInteger
24-32 Hrs	The number of open inbound emails whose age is greater than 24 hours, and less than or equal to 32 hours (from the time the email was retrieved to the snapshot time).	The number of open inbound emails whose age is greater than 24 hours, and less than or equal to 32 hours (from the time the email was retrieved to the snapshot time).	Sum, Min, Max, Avg	BigInteger
32-40 Hrs	The number of open inbound emails whose age is greater than 32 hours, and less than or equal to 40 hours (from the time the email was retrieved to the snapshot time).	The number of open inbound emails whose age is greater than 32 hours, and less than or equal to 40 hours (from the time the email was retrieved to the snapshot time).	Sum, Min, Max, Avg	BigInteger
40-48 Hrs	The number of open inbound emails whose age is greater than 40 hours, and less than or equal to 48 hours (from the time the email	The number of open inbound emails whose age is greater than 40 hours, and less than or equal to 48 hours (from the time the email	Sum, Min, Max, Avg	BigInteger

Name	Description	Definition/Source	Totals	Units
	was retrieved to the snapshot time).	was retrieved to the snapshot time).		
12 Hour Intervals				
00-12 Hrs	The number of open inbound emails whose age is less than or equal to 12 hours (from the time the email was retrieved to the time the snapshot time).	The number of open inbound emails whose age is less than or equal to 12 hours (from the time the email was retrieved to the time the snapshot time).	Sum, Min, Max, Avg	BigInteger
12-24 Hrs	The number of open inbound emails whose age is greater than 12 hours, and less than or equal to 24 hours (from the time the email was retrieved to the snapshot time).	The number of open inbound emails whose age is greater than 12 hours, and less than or equal to 24 hours (from the time the email was retrieved to the snapshot time).	Sum, Min, Max, Avg	BigInteger
24-36 Hrs	The number of open inbound emails whose age is greater than 24 hours, and less than or equal to 36 hours (from the time the email was retrieved to the snapshot time).	The number of open inbound emails whose age is greater than 24 hours, and less than or equal to 36 hours (from the time the email was retrieved to the snapshot time).	Sum, Min, Max, Avg	BigInteger
36-48 Hrs	The number of open inbound emails whose age is greater than 36 hours, and less than or equal to 48 hours (from the time the email was retrieved to the snapshot time).	The number of open inbound emails whose age is greater than 36 hours, and less than or equal to 48 hours (from the time the email was retrieved to the snapshot time).	Sum, Min, Max, Avg	BigInteger
48-60 Hrs	The number of open inbound emails whose age is greater than 48 hours, and less than or equal to 60 hours (from the time the email was retrieved to the snapshot time).	The number of open inbound emails whose age is greater than 48 hours, and less than or equal to 60 hours (from the time the email was retrieved to the snapshot time).	Sum, Min, Max, Avg	BigInteger
60-72 Hrs	The number of open inbound emails whose age is greater than 60 hours, and less than or equal to 72 hours (from the time the email was retrieved to the snapshot time).	The number of open inbound emails whose age is greater than 60 hours, and less than or equal to 72 hours (from the time the email was retrieved to the snapshot time).	Sum, Min, Max, Avg	BigInteger
Daily Intervals				
0-1 Day	The number of open inbound emails whose age is less than or	The number of open inbound emails whose age is less than or	Sum, Min, Max, Avg	BigInteger

Name	Description	Definition/Source	Totals	Units
	equal to 1 day (from the time the email was retrieved to the snapshot time).	equal to 1 day (from the time the email was retrieved to the snapshot time).		
1-2 Days	The number of open inbound emails whose age is greater than 1 day, and less than or equal to 2 days (from the time the email was retrieved to the snapshot time).	The number of open inbound emails whose age is greater than 1 day, and less than or equal to 2 days (from the time the email was retrieved to the snapshot time).	Sum, Min, Max, Avg	BigInteger
2-3 Days	The number of open inbound emails whose age is greater than 2 days, and less than or equal to 3 days (from the time the email was retrieved to the snapshot time).	The number of open inbound emails whose age is greater than 2 days, and less than or equal to 3 days (from the time the email was retrieved to the snapshot time).	Sum, Min, Max, Avg	BigInteger
3-4 Days	The number of open inbound emails whose age is greater than 3 days, and less than or equal to 4 days (from the time the email was retrieved to the snapshot time).	The number of open inbound emails whose age is greater than 3 days, and less than or equal to 4 days (from the time the email was retrieved to the snapshot time).	Sum, Min, Max, Avg	BigInteger
4-5 Days	The number of open inbound emails whose age is greater than 4 days, and less than or equal to 5 days (from the time the email was retrieved to the snapshot time).	The number of open inbound emails whose age is greater than 4 days, and less than or equal to 5 days (from the time the email was retrieved to the snapshot time).	Sum, Min, Max, Avg	BigInteger
5-6 Days	The number of open inbound emails whose age is greater than 5 days, and less than or equal to 6 days (from the time the email was retrieved to the snapshot time).	The number of open inbound emails whose age is greater than 5 days, and less than or equal to 6 days (from the time the email was retrieved to the snapshot time).	Sum, Min, Max, Avg	BigInteger
6-7 Days	The number of open inbound emails whose age is greater than 6 days, and less than or equal to 7 days (from the time the email was retrieved to the snapshot time).	The number of open inbound emails whose age is greater than 6 days, and less than or equal to 7 days (from the time the email was retrieved to the snapshot time).	Sum, Min, Max, Avg	BigInteger

Weekly Intervals

Name	Description	Definition/Source	Totals	Units
0-1 Week	The number of open inbound emails whose age is less than or equal to 1 week (from the time the email was retrieved to the snapshot time).	The number of open inbound emails whose age is less than or equal to 1 week (from the time the email was retrieved to the snapshot time).	Sum, Min, Max, Avg	BigInteger
1-2 Weeks	The number of open inbound emails whose age is greater than 1	The number of open inbound emails whose age is greater than 1	Sum, Min, Max, Avg	BigInteger

Name	Description	Definition/Source	Totals	Units
	week, and less than or equal to 2 weeks (from the time the email was retrieved to the snapshot time).	week, and less than or equal to 2 weeks (from the time the email was retrieved to the snapshot time).		
2-3 Weeks	The number of open inbound emails whose age is greater than 2 weeks, and less than or equal to 3 weeks (from the time the email was retrieved to the snapshot time).	The number of open inbound emails whose age is greater than 2 weeks, and less than or equal to 3 weeks (from the time the email was retrieved to the snapshot time).	Sum, Min, Max, Avg	BigInteger
3-4 Weeks	The number of open inbound emails whose age is greater than 3 weeks, and less than or equal to 4 weeks (from the time the email was retrieved to the snapshot time).	The number of open inbound emails whose age is greater than 3 weeks, and less than or equal to 4 weeks (from the time the email was retrieved to the snapshot time).	Sum, Min, Max, Avg	BigInteger

End Intervals (Daily)

Name	Description	Definition/Source	Totals	Units
>1 Day	The number of open inbound emails whose age is greater than 1 day, and less than or equal to 90 days (from the time the email was retrieved to the snapshot time).	The number of open inbound emails whose age is greater than 1 day, and less than or equal to 90 days (from the time the email was retrieved to the snapshot time).	Sum, Min, Max, Avg	BigInteger
>2 Days	The number of open inbound emails whose age is greater than 2 days, and less than or equal to 90 days (from the time the email was retrieved to the snapshot time).	The number of open inbound emails whose age is greater than 2 days, and less than or equal to 90 days (from the time the email was retrieved to the snapshot time).	Sum, Min, Max, Avg	BigInteger
>3 Days	The number of open inbound emails whose age is greater than 3 days, and less than or equal to 90 days (from the time the email was retrieved to the snapshot time).	The number of open inbound emails whose age is greater than 3 days, and less than or equal to 90 days (from the time the email was retrieved to the snapshot time).	Sum, Min, Max, Avg	BigInteger

End Intervals (Weekly)

Name	Description	Definition/Source	Totals	Units
>1 Week	The number of open inbound emails whose age is greater than 1 week, and less than or equal to 90 days (from the time the email was retrieved to the snapshot time).	The number of open inbound emails whose age is greater than 1 week, and less than or equal to 90 days (from the time the email was retrieved to the snapshot time).	Sum, Min, Max, Avg	BigInteger
>2 Weeks	The number of open inbound emails whose age is greater than 2 weeks, and less than or equal to	The number of open inbound emails whose age is greater than 2 weeks, and less than or equal to 90 days (from the time the email was	Sum, Min, Max, Avg	BigInteger

Name	Description	Definition/Source	Totals	Units
	90 days (from the time the email was retrieved to the snapshot time).	retrieved to the snapshot time).		
>3 Weeks	The number of open inbound emails whose age is greater than 3 weeks, and less than or equal to 90 days (from the time the email was retrieved to the snapshot time).	The number of open inbound emails whose age is greater than 3 weeks, and less than or equal to 90 days (from the time the email was retrieved to the snapshot time).	Sum, Min, Max, Avg	BigInteger
>4 Weeks	The number of open inbound emails whose age is greater than 4 weeks, and less than or equal to 90 days (from the time the email was retrieved to the snapshot time).	The number of open inbound emails whose age is greater than 4 weeks, and less than or equal to 90 days (from the time the email was retrieved to the snapshot time).	Sum, Min, Max, Avg	BigInteger

Hist - Guided Help Effectiveness

Overview

This model allows end users to develop historical reports that provide information that shows the effectiveness of guided help sessions.

Selection Criteria

Referenced Table(s)	CBR_RELEASE, EGSS_CONFIGURATION, EGPL_KB_ARTICLE_DATA, CBR_SESSION_STATISTICS, Avg
Parameter Type(s)	IT_AGENT, IT_CBR_RELEASE, IT_TENANT, IT_DATE, IT_KB_ARTICLE
Time Period (s)	Historical (Unknown)
Grouping(s)	Agent, Case Base, Department, Quarter Hour, Half Hour, Hour, Date, Week, Month, Quarter, Year, Article, Language, Manager Agent Name
Timezone Enabled	Yes

Attribute Definitions

Name	Description	Definition/Source	Totals	Units
Parameters				
Agent	The display name of the Agent.			String
Case Base	The name of the case base	CBR_RELEASE.RELEASE_NAME where IKS_RELEASE_STATUS=5		String
Department	The name of the department to which the case base belongs	EGSS_ CONFIGURATION.DEPARTMENT_ ID		String
Article	The name of the KB Article.	EGPL_KB_ARTICLE_ DATA.ARTICLE_NAME		String
Time Periods				
Quarter Hour	Quarter Hour			DateTime
Half Hour	Half Hour			DateTime
Hour	Hour			DateTime
Date	Date			DateTime
Week	Week			String
Month	Month			DateTime
Quarter	Quarter			String
Year	Year			DateTime
Attributes				
User Name	The login name of the Agent.	The login name of the Agent.		String
Manager User Name	The login name of the Manager Agent.	The login name of the Manager Agent.		String
Article Name	The name of the article	EGPL_KB_ARTICLE_ DATA.ARTICLE_NAME		String
Case Base	The name of the case base	CBR_RELEASE.RELEASE_NAME where IKS_RELEASE_STATUS=5		String
Department	The name of the department to which the case base belongs	EGSS_ CONFIGURATION.DEPARTMENT_ ID		String

Name	Description	Definition/Source	Totals	Units
Language	The language of the portal	EGSS_ CONFIGURATION.DEFAULT_ CONTENT_LANG_ID		String
Agent	The display name of the Agent.			String
Manager Agent Name	The manager of the agent who used Guided Help.			String
Session				
Accepted	The total number of guided help sessions where the suggested article was accepted during the interval.	CBR_SESSION_ STATISTICS.ACTION_TYPE=1	Sum, Min, Max, Avg	Integer
Rejected	The total number of guided help sessions where the suggested article was rejected during the interval.	CBR_SESSION_ STATISTICS.ACTION_TYPE=2	Sum, Min, Max, Avg	Integer
Cancelled	The total number of guided help sessions where the user cancelled the session or navigated away without accepting or rejecting an article during the interval.	CBR_SESSIONS where number of entries are not in CBR_ SESSION_STATISTICS	Sum, Min, Max, Avg	Integer
Total	The total number of guided help sessions that were accepted, rejected and cancelled during the interval.	count of CBR_SESSION	Sum, Min, Max, Avg	Integer
% Accepted	The number of guided help sessions where the suggested article was accepted expressed as a percentage of the total number of guided help sessions accepted, rejected and cancelled during the interval.	% Accepted	Min, Max, WeightedAvg	Float
% Rejected	The number of guided help sessions rejected expressed as a percentage of the total number of guided help sessions accepted, rejected and cancelled during the interval.	% Rejected	Min, Max, WeightedAvg	Float
% Cancelled	The number of guided help sessions where the user cancelled the session or navigated away without accepting or rejecting an article expressed as a percentage of the total number of guided help sessions accepted, rejected and cancelled during the interval.	% Cancelled	Min, Max, WeightedAvg	Float

Name	Description	Definition/Source	Totals	Units
Accepted Time	The total duration of all guided help sessions where the suggested article was accepted during the interval.	Accepted Time	Sum, Min, Max, Avg	BigInteger
Rejected Time	The total duration of all guided help sessions where the suggested article was rejected during the interval	Rejected Time	Sum, Min, Max, Avg	BigInteger
Cancelled Time	The total duration of all guided help sessions where where the user cancelled the session or navigated away without accepting or rejecting an article during the interval.	Cancelled Time	Sum, Min, Max, Avg	BigInteger
Total Time	The total duration of all guided help sessions that were accepted, rejected and cancelled during the interval.	Total Time	Sum, Min, Max, Avg	BigInteger
Avg. Accepted Time	The average duration of guided help sessions where the suggested article was accepted during the interval.	Avg. Accepted Time	Min, Max, WeightedAvg	BigInteger
Avg. Rejected Time	The average duration of guided help sessions where the suggested article was rejected during the interval.	Avg. Rejected Time	Min, Max, WeightedAvg	BigInteger
Avg. Cancelled Time	The average duration of guided help sessions where the user cancelled the session or navigated away without accepting or rejecting an article during the interval.	Avg. Cancelled Time	Min, Max, WeightedAvg	BigInteger
Avg. Time	The average duration of all guided help sessions during the interval.	Avg. Time	Min, Max, WeightedAvg	BigInteger
Articles				
Articles Accepted	The total number of suggested article that were accepted during the guided help sessions interval.	Articles Accepted	Sum, Min, Max, Avg	Integer
Articles Rejected	The total number of suggested article that were rejected during the guided help sessions interval.	Articles Rejected	Sum, Min, Max, Avg	Integer
KPIs				
% Accepted Trend	The percentage of guided help sessions that were accepted during the interval expressed as a trend against the previous interval.	% Accepted Trend		Float

Name	Description	Definition/Source	Totals	Units
% Rejected Trend	The percentage of guided help sessions that were rejected during the interval expressed as a trend against the previous interval.	% Rejected Trend		Float
% Cancelled Trend	The percentage of guided help sessions that were cancelled during the interval expressed as a trend against the previous interval.	% Cancelled Trend		Float

Hist - IVR Application Summary

Overview

This model provides historical summary data for IVR Applications.

Selection Criteria

Referenced Table(s)	VXMLSession
Parameter Type(s)	IT_IVR_SCRIPT, IT_DATE
Time Period(s)	Quarter Hour, Half Hour, Hour, Date, Month, Year
Grouping(s)	Application, Quarter Hour, Half Hour, Hour, Date, Month, Year
Timezone Enabled	Yes

Attribute Definitions

Name	Description	Definition/Source	Totals	Units
Parameters				
Application	The name of the VXML application.	VXMLSession.AppName		String
Time Periods				
Quarter Hour	Quarter Hour			DateTime
Half Hour	Half Hour			DateTime

Name	Description	Definition/Source	Totals	Units
Hour	Hour			DateTime
Date	Date			DateTime
Month	Month			DateTime
Year	Year			DateTime
VXML Session Data				
Source Application	The name of the application which transferred to the current application.	VXMLSession.SourceAppName		String
Call Counts and Durations				
Calls	Total number of times an application was visited. Note that more than one application may be visited during a single call if one appllcation transfers to another.	Count of VXMLSession records for the application.	Sum, Min, Max, Avg	Integer
Direct	The number of calls that came directly to the application and which were not transferred from another application within the same VXML server instance.	Count of VXMLSession records for the application with a Null value for SourceAppName.	Sum, Min, Max, Avg	Integer
Total Duration	The total amount of time spent in the application.	VXMLSession.EndDateTime - VXMLSession.StartDateTime	Sum, Min, Max, Avg	BigInteger
Transfer From App	The number of calls that were transferred from another application within the same VXML server instance.	Count of VXMLSession records for the application with a non-Null value for SourceAppName.	Sum, Min, Max, Avg	Integer
Direct %	The number of calls that came directly to the application and which were not transferred from another application within the same VXML server instance expressed as a percentage of the total application visits.	(Count of VXMLSession records for the application with a Null value for SourceAppName) / Count of VXMLSession records for the application.	Min, Max, WeightedAvg	Float
Transfer From App %	The number of calls that were transferred from another appllcation within the same VXML server instance expressed as a percentage of the total application visits.	(Count of VXMLSession records for the application with a non-Null value for SourceAppName) / Count of VXMLSession records for the application.	Min, Max, WeightedAvg	Float

Name	Description	Definition/Source	Totals	Units
Avg Duration	The average duration a call was in a particular application.	(VXMLSession.ExitDateTime - VXMLSession.EnterDateTime) / Number of times application was visited.	Min, Max, WeightedAvg	BigInteger
Call Outcomes				
Disconnects	Count of application visits that ended due to the call being disconnected by the System.	Count of VXMLSession records for the application that ended with a Disconnect event type.	Sum, Min, Max, Avg	Integer
Call Transfers	Count application visits that ended with the call being blind transferred (for example, to an Agent).	Count of VXMLSession records for the application that ended with a Call Transfer event.	Sum, Min, Max, Avg	Integer
Hang Ups	Count of application visits that ended due to the caller hanging up.	Count of VXMLSession records for the application that ended with Hang Up event.	Sum, Min, Max, Avg	Integer
App Session Complete %	Count application visits that ended with an event such as a Timeout or the call being transferred to a non-CVP IVR expressed as a percentage of the total application visits.	(Count of VXMLSession records for the application that ended with an App Session Complete event) / Count of VXMLSession records for the application.	Min, Max, WeightedAvg	Float
Call Transfers %	Count of VXMLSession records for the application that ended with a Call Transfer event expressed as a percentage of the total application visits.	(Count of VXMLSession records for the application that ended with a Call Transfer event) / Count of VXMLSession records for the application.	Min, Max, WeightedAvg	Float
Other %	Count of VXML Session records for the application that ended with an event other than an Abandon, Connect Failure, Disconnect, Hang Up, App Transfer, App Session Complete, Call Transfer, Blind Transfer or Bridge Transfer expressed as a percentage of the total application visits.	Count of VXML Session records for the application that ended with an event other than a Disconnect, Hang Up, App Transfer, App Session Complete, Call Transfer, Blind Transfer or Bridge Transfer) / Count of VXMLSession records for the application.	Min, Max, WeightedAvg	Float
Disconnects %	Count of application visits that ended due to the call being disconnected by the System expressed as a percentage of the total application visits.	(Count of VXMLSession records for the application that ended with a Disconnect event) / Count of VXMLSession records for the application.	Min, Max, WeightedAvg	Float
Transfer to App %	Count of application visits that ended by being transferred to	(Count of VXMLSession records for the application that ended	Min, Max, WeightedAvg	Float

Name	Description	Definition/Source	Totals	Units
	another application within the same VXML server instance expressed as a percentage of the total application visits.	with an App Transfer event) / Count of VXMLSession records for the application.		
App Session Complete	Count of application visits that ended with an event such as a Timeout or the call being transferred to a non-CVP IVR.	Count of VXMLSession records for the application that ended with an App Session Complete event.	Sum, Min, Max, Avg	Integer
Transfer to App	Count of application visits that ended by being transferred to another application within the same VXML server instance.	Count of VXMLSession records for the application that ended with an App Transfer event.	Sum, Min, Max, Avg	Integer
Hang Ups %	Count of application visits that ended due to the caller hanging up expressed as a percentage of the total application visits.	(Count of VXMLSession records for the application that ended with Hang Up event) / Count of VXMLSession records for the application.	Min, Max, WeightedAvg	Float
Other	Count of VXML Session records for the application that ended with an event other than a Disconnect, Hang Up, App Transfer, App Session Complete, Call Transfer, Blind Transfer or Bridge Transfer.	Count of VXML Session records for the application that ended with an event other than a Disconnect, Hang Up, App Transfer, App Session Complete, Call Transfer, Blind Transfer or Bridge Transfer.	Sum, Min, Max, Avg	Integer

Hist - IVR Application Times

Overview

This model provides historical data for IVR Applications.

Selection Criteria

Referenced Table(s)	VXMLSession, VXMLElement, ElementTypeRef, ResultRef
Parameter Type(s)	IT_IVR_SCRIPT, IT_DATE
Time Period(s)	Quarter Hour, Half Hour, Hour, Date, Month, Year
Grouping(s)	Application, Quarter Hour, Half Hour, Hour, Date, Month, Year
Timezone Enabled	Yes

Attribute Definitions

Name	Description	Definition/Source	Totals	Units
Parameters				
Application	The name of the VXML application.	VXMLSession.AppName		String
Time Periods				
Quarter Hour	Quarter Hour			DateTime
Half Hour	Half Hour			DateTime
Hour	Hour			DateTime
Date	Date			DateTime
Month	Month			DateTime
Year	Year			DateTime
VXML Session Data				
Source Application	The name of the application which transferred to the current application.	VXMLSession.SourceAppName		String
Element	The name of the VXML element.	VXMLElement.ElementName		String
Element Type	The type of VXML element such as a Start element or Decision element.	ElementTypeRef.ElementType		String
Exit State	The exit state of the VXML element.	VXMLElement.ExitState		String
Result	The VXML element result (how an element ended) such as Normal or Transfer.	ResultRef.Result		String
Count	Count of VXMLSession records for the application.	Count of VXMLSession records for the application.	Sum, Min, Max, Avg	Integer
Avg Duration	The average duration a call was in a particular application.	(VXMLSession.ExitDateTime - VXMLSession.EnterDateTime) / Number of times application was visited.	Min, Max, WeightedAvg	BigInteger

Hist - IVR Call Detail

Overview

This model provides detailed historical data for IVR Calls.

Selection Criteria

Referenced Table(s)	Call, VXMLSession, CallTypeRef, VXMLElement, SubsystemTypeRef, ResultRef, VxmlElement, ElementTypeRef, EventTypeRef, CallICMInfo
Parameter Type(s)	IT_DIALED_NUMBER, IT_IVR_SCRIPT
Time Period (s)	Historical (Unknown)
Grouping(s)	DNIS, Application
Timezone Enabled	Yes

Attribute Definitions

Name	Description	Definition/Source	Totals	Units
Parameters				
DNIS	DNIS associated with the call	Call.DNIS		String
Application	The name of the VXML application.	VXMLSession.AppName		String
Time Periods				
Call Start Date/time	The date and time that the call began.	Call.StartDateTime		DateTime
Call End Date/time	The date and time that the call completed.	Call.EndDateTime		DateTime
Call Data				
Call Duration	The duration of the call.	Call.EndDateTime - Call.StartDateTime	Sum, Min, Max, Avg	BigInteger

Name	Description	Definition/Source	Totals	Units
Call ID	Unique identifier for the call.	Call.CallGuid		String
Type of Call	The type of call such as SIP or VXML.	CallTypeRef.CallTypeID		String
ANI	The ANI of the calling party.	Call.ANI		String
IIDigits	The ANI II digits of the calling party.	Call.IIDigits		String
UID	The external User Identifier of the originating caller, sent by telephony provider	Call.UID		String
UUI	The user-to-user information (UUI) associated with the call.	Call.UUI		String
Apps Visited	The number of applications visited during the life of the call.	Call.NumAppVisited.	Sum, Min, Max, Avg	Integer
Interactions	The number of interactions while the caller visited this element	VXMLElement.NumberofInteractions	Sum, Min, Max, Avg	Integer
Errors	The number of error events that occurred during the call.	Call.NumError	Sum, Min, Max, Avg	Integer
Holds	The number of times a VXML call was placed in an on hold status due to unavailable ports.	Call.NumOnHold	Sum, Min, Max, Avg	Integer
Timeouts	The number of times the call timed out due to exceeding a permitted processing time.	Call.NumTimedOut	Sum, Min, Max, Avg	Integer
Transfers	The number of times the call was transferred out either to agents or to a VRU leg.	Call.TotalTransfer	Sum, Min, Max, Avg	Integer

VXML Element Data

Name	Description	Definition/Source	Totals	Units
Application	The name of the VXML application.	VXMLSession.AppName		String

Name	Description	Definition/Source	Totals	Units
Subsystem	The name of the CVP service type for the call such as SIP or VXML.	SubsystemTypeRef.Subsystem		String
Result	The VXML element result (how an element ended) such as Normal or Transfer.	ResultRef.Result		String
Entry Date/time	The date and time that the VXML element was entered.	VXMLElement.EnterDateTime		DateTime
Exit Date/time	The date and time that the VXML element was exited.	VXMLElement.ExitDateTime		DateTime
VXML Element Duration	Time spent on VXML Element.	VxmlElement.ExitDateTime - VxmlElement.EnterDateTime	Sum, Min, Max, Avg	BigInteger
Session Duration	The duration of the VXML session.	VXMLSession.Duration	Sum, Min, Max, Avg	BigInteger
Element	The name of the VXML element.	VXMLElement.ElementName		String
Element Type	The type of VXML element such as a Start element or Decision element.	ElementTypeRef.ElementType		String
Exit State	The exit state of the VXML element.	VXMLElement.ExitState		String
Session ID	The unique ID of a VXML application session.	VXMLSession.SessionID		String
Session	The name of the session assigned by VXML Server.	VXMLSession.SessionName		String
Source Application	The name of the application which transferred to the current application.	VXMLSession.SourceAppName		String
VXML Cause	The reason that the application visit ended.	VXMLSession.CauseID		String
VXML Start Date/time	Date and time when session began.	VXMLSession.StartDateTime		DateTime
VXML End Date/time	The end date and time of the session.	VXMLSession.EndDateTime		DateTime

Name	Description	Definition/Source	Totals	Units
VXML Event Type	The mechanism used to end the application visit.	EventTypeRef.Event		String
Unified CCE Data				
Router Call Key	The Unified CCE router call key.	CallICMInfo.RouterCallKey		String
Router Call Key Day	The Unified CCE router call key day.	CallICMInfo.RouterCallKeyDay		String
Router Call Key Sequence Number	The Unified ICM router call key sequence number.	CallICMInfo.RouterCallKeySequenceNumber		String

Hist - IVR Call Times

Overview

This model provides historical data for IVR Calls

Selection Criteria

Referenced Table(s)	Call, CallTypeRef, SubSystemTypeRef
Parameter Type(s)	IT_DATE, IT_DIALED_NUMBER
Time Period(s)	Historical (Unknown)
Grouping(s)	Quarter Hour, Half Hour, Hour, Date, Month, Year, DNIS
Timezone Enabled	Yes

Attribute Definitions

Name	Description	Definition/Source	Totals	Units
Parameters				
DNIS	The DNIS associated with the calls.	Call.DNIS		String

Name	Description	Definition/Source	Totals	Units
Time Periods				
Quarter Hour	Quarter Hour			DateTime
Half Hour	Half Hour			DateTime
Hour	Hour			DateTime
Date	Date			DateTime
Month	Month			DateTime
Year	Year			DateTime
Call Data				
Type of Call	The type of call such as SIP or VXML.	CallTypeRef.CallTypeID		String
Subsystem	The name of the CVP service type such as SIP or VXML.	SubSystemTypeRef.SubSystem		String
Avg Duration	The average duration of the calls.	(Call.EndDateTime - Call.StartDateTime) / Count of Call records	Min, Max, WeightedAvg	BigInteger
Apps Visited	The total number of applications visited during the life of the calls.	Call.NumAppVisited	Sum, Min, Max, Avg	Integer
Avg Apps Visited	The average number of applications visited per call.	Call.NumAppVisited / Count of Call Records	Min, Max, WeightedAvg	Float
Errors	The number of error events that occurred during the calls.	Call.NumError	Sum, Min, Max, Avg	Integer
Avg Errors	The average number of error events per call.	Call.NumError / Count of Call Records	Min, Max, WeightedAvg	Float
Holds	The number of times VXML calls were placed in an on hold status due to unavailable ports.	Call.NumOnHold	Sum, Min, Max, Avg	Integer
Avg Holds	The average number of times VXML calls were placed in an on hold status due to unavailable ports.	Call.NumOnHold / Count of Call Records	Min, Max, WeightedAvg	Float
Timeouts	The number of times the call timed out due to exceeding a permitted processing time.	Call.NumTimedOut	Sum, Min, Max, Avg	Integer
Avg Timeouts	The average number of times per call that the call timed out due to	Call.NumTimedOut / Count of Call Records	Min, Max, WeightedAvg	Float

Name	Description	Definition/Source	Totals	Units
	exceeding a permitted processing time.			
Transfers	The number of times the call was transferred out either to agents or to a VRU leg.	Call.TotalTransfer	Sum, Min, Max, Avg	Integer
Avg Transfers	The average number of times the call was transferred out either to agents or to a VRU leg.	Call.TotalTransfer / Count of Call Records	Min, Max, WeightedAvg	Float

Hist - IVR Call

Overview

This model provides historical data for IVR Calls.

Selection Criteria

Referenced Table(s)	Call, SubSystemTypeRef, CallTypeRef
Parameter Type(s)	IT_DIALED_NUMBER
Time Period(s)	Historical (Unknown)
Grouping(s)	DNIS, ANI
Timezone Enabled	Yes

Attribute Definitions

Name	Description	Definition/Source	Totals	Units
Parameters				
DNIS	The DNIS associated with the call.	Call.DNIS		String
Time Periods				
Start Date/time	The date and time that the call began.	Call.StartDateTime		DateTime
End Date/time	The date and time that the call completed.	Call.EndDateTime		DateTime

Name	Description	Definition/Source	Totals	Units
Call Information				
ANI	The ANI of the calling party.	Call.ANI		String
Sub System	The name of the CVP service type for the call such as SIP or VXML.	SubSystemTypeRef.SubSystem		String
Type of Call	The type of call such as SIP or VXML.	CallTypeRef.CallType		String
Duration	The duration of the call.	Call.EndDateTime - Call.StartDateTime	Sum, Min, Max, Avg	BigInteger
Network Information				
UUI	The user-to-user information (UUI) associated with the call.	Call.UUI		String
IIDigits	The ANI II digits of the calling party.	Call.IIdigits		String
UID	The external User Identifier (UID) of the calling party.	Call.UID		String
Call Events				
Timeouts	The number of times the call timed out due to exceeding a processing time.	Call.NumTimeOut	Sum, Min, Max, Avg	Integer
Errors	The number of interactions while the caller visited this element	Call.NumError	Sum, Min, Max, Avg	Integer
Holds	The number of times a vxml call was placed in an on hold status due to unavailable ports.	Call.NumOnHold	Sum, Min, Max, Avg	Integer
Apps Visited	The number of applications visited during the life of the call.	Call.NumAppVisited	Sum, Min, Max, Avg	Integer
Transfers	The number of times the call was transferred out either to agents or to a VRU leg.	Call.TotalTransfer	Sum, Min, Max, Avg	Integer

Hist - IVR Callback Detail

Overview

This model provides detailed historical data for IVR Callbacks.

Selection Criteria

Referenced Table(s)	Callback, CauseRef
Parameter Type(s)	
Time Period(s)	Historical (Unknown)
Grouping(s)	
Timezone Enabled	No

Attribute Definitions

Name	Description	Definition/Source	Totals	Units
Time Periods				
Date Time	The date and time of the callback.	Callback.dbdatetime		DateTime
Callback Data				
Outcome	The callback outcome.	CauseRef.Cause		String
Gateway	The gateway that handled the callback.	Callback.Gateway		String
Attempts	The number of attempts that were made to call back.	Callback.NbrAttempts	Sum, Min, Max, Avg	Integer
ANI	The ANI of the caller.	Callback.ANI		String

Hist - IVR Callback Summary

Overview

This model provides historical summary data for IVR Callbacks.

Selection Criteria

Referenced Table(s)	QueueRef, CauseRef, Callback, CountCauseRef
Parameter Type(s)	IT_DATE, IT_IVR_QUEUE
Time Period(s)	Historical (Unknown)
Grouping(s)	Quarter Hour, Half Hour, Hour, Date, Month, Year
Timezone Enabled	No

Attribute Definitions

Name	Description	Definition/Source	Totals	Units
Parameters				
IVR Queue	The IVR Queue Name.	QueueRef.IvrQueue		String
Time Periods				
Quarter Hour	Quarter Hour			DateTime
Half Hour	Half Hour			DateTime
Hour	Hour			DateTime
Date	Date			DateTime
Month	Month			DateTime
Year	Year			DateTime
Callback Data				
Cause	The callback outcome.	CauseRef.Cause		String
Attempts	The number of attempts that were made to call back.	Callback.NbrAttempts	Sum, Min, Max, Avg	Integer
Callback Outcomes				
Disconnects	The number of callbacks that ended with a called party disconnected during the interval.	Count(CauseRef.Cause = Called Party Disconnected)	Sum, Min, Max, Avg	Integer
Connected	The number of callbacks that	Count(CauseRef.Cause = Connected)	Sum,	Integer

Name	Description	Definition/Source	Totals	Units
	ended with a successful connect during the interval.		Min, Max, Avg	
No Response	The number of callbacks that ended with a no response during the interval.	Count(CauseRef.Cause = No Response)	Sum, Min, Max, Avg	Integer
Caller Cancelled	The number of callbacks that ended with a Caller Cancelled during the interval.	Count(CauseRef.Cause = Caller Canceled)	Sum, Min, Max, Avg	Integer
Other	The number of callbacks that ended with due to a cause that was not a called party disconnected, connect, no response or caller cancelled.	Count(CauseRef.Cause = All Causes) - (Count (CauseRef.Cause = Called Party Disconnected) + Count(CauseRef.Cause = Connected) + Count (CauseRef.Cause = No Response) + Count (CauseRef.Cause = Caller Canceled))	Sum, Min, Max, Avg	Integer

Hist - IVR Node

Overview

This model provides report data for IVR Node/Element interactions

Selection Criteria

Referenced Table(s)	Call, VXMLSession, ResultRef, VxmlElement, VXMLElement, ElementTypeRef
Parameter Type(s)	IT_DIALED_NUMBER, IT_IVR_SCRIPT
Time Period(s)	Historical (Unknown)
Grouping(s)	DNIS, Application
Timezone Enabled	Yes

Attribute Definitions

Name	Description	Definition/Source	Totals	Units
Parameters				
DNIS	DNIS associated with the call	Call.DNIS		String
Application	The name of the VXML application.	VXMLSession.AppName		String
Time Periods				
Call Start Date/time	The date and time that the call began.	Call.StartDateTime		DateTime
Call End Date/time	The date and time that the call completed.	Call.EndDateTime		DateTime
Element Data				
IVR Script Name	The name of the VXML application.	VXMLSession.AppName		String
Result	The VXML element result (how an element ended) such as Normal or Transfer.	ResultRef.Result		String
Element Duration	Time spent on Element.	VxmlElement.ExitDateTime - VxmlElement.EnterDateTime	Sum, Min, Max, Avg	BigInteger
Element	The name of the VXML element.	VXMLElement.ElementName		String
Element Type	The type of VXML element such as a Start element or Decision element.	ElementTypeRef.ElementType		String
Exit State	The exit state of the VXML element.	VXMLElement.ExitState		String
Total Interactions	Total Interactions		Sum, Min, Max, Avg	Integer
Application Name	Application Name			String
Session Key	Session Key			String
Element Key	Element Key			String
Dialed Number	Dialed Number			String

Name	Description	Definition/Source	Totals	Units
Unified CCE Data				
Call Key1	Call Key1			String
Call Key2	Call Key2			String

Hist - Knowledge Authoring Productivity

Overview

This model allows end users to develop historical reports that provide information that measures the amount and effectiveness of knowledge base authoring.

Selection Criteria

Referenced Table(s)	
Parameter Type(s)	IT_DATE, IT_TENANT, IT_AGENT, IT_KB_ARTICLE
Time Period(s)	Quarter Hour, Half Hour, Hour, Date, Week, Month, Quarter, Year
Grouping(s)	Quarter Hour, Half Hour, Hour, Date, Week, Month, Quarter, Year, Department, Agent, Article, Folder Name, Language Name, Manager Agent Name
Timezone Enabled	Yes

Attribute Definitions

Name	Description	Definition/Source	Totals	Units
Parameters				
Department	The display name the Department.	TB_DIM_TENANT.NAME		String
Agent	The name the Agent.	Agent Name		String
Article	The name of the article.	TB_DIM_KB_ARTICLE.NAME		String

Name	Description	Definition/Source	Totals	Units
Time Periods				
Quarter Hour	Quarter Hour			DateTime
Half Hour	Half Hour			DateTime
Hour	Hour			DateTime
Date	Date			DateTime
Week	Week			String
Month	Month			DateTime
Quarter	Quarter			String
Year	Year			DateTime
Attributes				
User Name	The login name of the Agent.	The login name of the Agent.		String
Manager User Name	The login name of the Manager Agent.	The login name of the Manager Agent.		String
Folder Name	The name of the the folder in which the article is located in the Knowledge Base.	The folder in which the article is located in the Knowledge Base.		String
Article Name	The name of the article.	TB_DIM_KB_ ARTICLE.NAME		String
Language Name	Then language of article.	VW_ADM_CULTURE_ LANGUAGE_ CUBE.CULTURE_ DISPLAY_NAME		String
Department Name	The name of the department.	TB_DIM_ TENANT.NAME		String
Agent Name	The name of the agent.	TB_DIM_AGENT.NAME		String
Manager Agent Name	The manager of the user who worked on an article or suggestion. This may be an agent who made the suggestion, or it may be an author, approver or contributor.			String
Volume				
Articles	The number of times articles were updated during the	TB_FCT_KNOWLEDGE_	Sum,	Integer

Name	Description	Definition/Source	Totals	Units
Edited	interval.	AC_DETAIL.ARTICLE_ UPDATED_CNTR	Min, Max	
Articles Created	The number of articles created during the interval.	TB_FCT_KNOWLEDGE_ AC_DETAIL.ARTICLE_ CREATED_CNTR	Sum, Min, Max	Integer
Articles Deleted	The number of articles that were deleted during the interval.	TB_FCT_KNOWLEDGE_ AC_DETAIL.ARTICLE_ DELETED_CNTR	Sum, Min, Max	Integer
Articles Published	The number of articles published during the interval.		Sum, Min, Max	Integer
Suggestions	The number of articles that were suggested during the interval.	TB_FCT_KNOWLEDGE_ AC_DETAIL.ARTICLE_ SUGGESTED_CNTR	Sum, Min, Max	Integer
Suggestions Approved	The number of times that article suggestions were approved during the interval.	TB_FCT_KNOWLEDGE_ AC_DETAIL.ARTICLE_ APPROVED_CNTR	Sum, Min, Max	Integer
Suggestions Rejected	The number of times that article suggestions were rejected during the interval.	TB_FCT_KNOWLEDGE_ AC_DETAIL.ARTICLE_ REJECTED_CNTR	Sum, Min, Max	Integer
Feedback Requests	The number of times that article feedback was requested during the interval.	TB_FCT_KNOWLEDGE_ AC_DETAIL.ARTICLE_ FEEDBACK_CNTR	Sum, Min, Max	Integer
Duration				

Hist – Knowledge Base Performance

Overview

This model allows end users to develop historical reports that provide information showing the volume of article usage relating to activities arising through different channels such as email or chat and the methods by which the knowledge article was accessed.

Selection Criteria

Referenced Table(s)	
Parameter Type(s)	IT_DATE, IT_AGENT, IT_ALIAS, IT_ENTRY_POINT, IT_QUEUE, IT_KB_ARTICLE, IT_TENANT, IT_KB_FOLDER
Time Period(s)	Quarter Hour, Half Hour, Hour, Date, Week, Month, Quarter, Year
Grouping(s)	Quarter Hour, Half Hour, Hour, Date, Week, Month, Quarter, Year, Agent, Alias, Entry Point, Queue, Article, Department, Knowledge Base, Activity Type, Language Name, Manager Agent Name
Timezone Enabled	Yes

Attribute Definitions

Name	Description	Definition/Source	Totals	Units
Parameters				
Agent	The name the Agent.			String
Alias	Email Alias at which the incoming email was received.	TB_DIM_ALIAS.NAME		String
Entry Point	Entry Point at which the incoming chat was received.	TB_DIM_ENTRY_POINT.NAME		String
Queue	The name of the queue from which the activity arrived.	TB_DIM_QUEUE.NAME		String
Article	The name of the knowledge base article.	TB_DIM_KB_ARTICLE.NAME		String
Department	The name of the department to which the activity belongs.	TB_DIM_TENANT.NAME		String
Knowledge Base	The location of the article within the Knowledge Base.	TB_DIM_KB_FOLDER.NAME		String

Name	Description	Definition/Source	Totals	Units
Time Periods				
Quarter Hour	Quarter Hour			DateTime
Half Hour	Half Hour			DateTime
Hour	Hour			DateTime
Date	Date			DateTime
Week	Week			String
Month	Month			DateTime
Quarter	Quarter			String
Year	Year			DateTime
Attributes				
User Name	The login name of the Agent.	The login name of the Agent.		String
Manager User Name	The login name of the Manager Agent.	The login name of the Manager Agent.		String
Activity Type	The type of activity, such as Email, Chat, Voice, Task or Other.			String
Agent Name	The name the Agent.	TB_DIM_AGENT.NAME		String
Alias Name	Email Alias at which the incoming email was received.	TB_DIM_ALIAS.NAME		String
Article Name	The articles that were accessed in the activity.	TB_DIM_KB_ARTICLE.NAME		String
Entry Point Name	Entry Point at which the incoming chat was received.	TB_DIM_ENTRY_POINT.NAME		String
Department Name	The name of the department to which the activity belongs.	TB_DIM_TENANT.NAME		String
Knowledge Base Name	The location of the article within the Knowledge Base.	TB_DIM_KB_FOLDER.NAME		String

Name	Description	Definition/Source	Totals	Units
Language Name	Language of the article content.	VW_ADM_CULTURE_LANGUAGE_CUBE.CULTURE_DISPLAY_NAME		String
Queue Name	Entry Point at which the incoming chat was received.	TB_DIM_QUEUE.NAME		String
Manager Agent Name	The manager of the agent who used an article with an activity.			String
Article Usage				
Articles Used	Total number of times articles were used during the interval.	Total number of times articles were used during the interval.	Sum, Min, Max	Integer
Agents	The total number of times articles were used by agents in emails, chats, phone calls and tasks during the interval.	(TB_FCT_KNOWLEDGE_AC_DETAIL.ARTICLE_ACCESS_EMAIL_CNTR + TB_FCT_KNOWLEDGE_AC_DETAIL.ARTICLE_ACCESS_CHAT_CNTR + TB_FCT_KNOWLEDGE_AC_DETAIL.ARTICLE_ACCESS_TASK_CNTR + TB_FCT_KNOWLEDGE_AC_DETAIL.ARTICLE_ACCESS_PHONE_CNTR + TB_FCT_KNOWLEDGE_AC_DETAIL.ARTICLE_ACCESS_OTHER_CNTR)	Sum, Min, Max	Integer
Rules	The number of times articles were used by rules in auto replies.	TB_FCT_KNOWLEDGE_AC_DETAIL.ARTICLE_ACCESS_RULES_CNTR	Sum, Min, Max	Integer
Chat	The number of times articles were used by agents in chats during the interval.	TB_FCT_KNOWLEDGE_AC_DETAIL.ARTICLE_ACCESS_CHAT_CNTR	Sum, Min, Max	Integer
Email	The number of times articles were used by agents in emails during the interval.	TB_FCT_KNOWLEDGE_AC_DETAIL.ARTICLE_ACCESS_EMAIL_CNTR	Sum, Min, Max	Integer
Call Track	The number of times articles were used by agents in call track activities during the interval.	TB_FCT_KNOWLEDGE_AC_DETAIL.ARTICLE_ACCESS_PHONE_CNTR	Sum, Min, Max	Integer
Tasks	The number of times articles were used by agents in tasks during the interval.	TB_FCT_KNOWLEDGE_AC_DETAIL.ARTICLE_ACCESS_TASK_CNTR	Sum, Min, Max	Integer

Name	Description	Definition/Source	Totals	Units
Other	The number of times articles were used by agents in other activities during the interval.	TB_FCT_KNOWLEDGE_AC_DETAIL.ARTICLE_ ACCESS_OTHER_CNTR	Sum, Min, Max	Integer
Auto Suggested	The number of times articles were auto suggested from within workflows during the interval.	TB_FCT_KNOWLEDGE_AC_DETAIL.ARTICLE_ AUTO_SUGGESTED_CNTR	Sum, Min, Max	Integer
Quick Links	The number of times artilces were used via quick links during the interval.	TB_FCT_KNOWLEDGE_AC_DETAIL.ARTICLE_ ACCESS_QL_CNTR	Sum, Min, Max	Integer
Quick Responses	The number of times articles were used from the quick responses list during the interval.	TB_FCT_KNOWLEDGE_AC_DETAIL.ARTICLE_ ACCESS_QR_CNTR	Sum, Min, Max	Integer
% Agents	The number of times articles were used by agents in emails, chats phone calls and tasks during the interval expressed as a percentage of the total number of times articles were used.	((TB_FCT_KNOWLEDGE_DETAIL.ARTICLE_ ACCESS_EMAIL_CNTR+TB_FCT_KNOWLEDGE_ DETAIL.ARTICLE_ACCESS_CHAT_CNTR+TB_FCT_ KNOWLEDGE_DETAIL.ARTICLE_ACCESS_TASK_ CNTR+TB_FCT_KNOWLEDGE_DETAIL.ARTICLE_ ACCESS_PHONE_CNTR+TB_FCT_KNOWLEDGE_ DETAIL.ARTICLE_ACCESS_OTHER_CNTR) / TB_ FCT_KNOWLEDGE_DETAIL.ARTICLE_ACCESS_ CNTR) * 100	Min, Max, WeightedAvg	Float
% Rules	The number of times articles were used by rules in auto-replies during the interval expressed as a percentage of the total number of times articles were used.	(TB_FCT_KNOWLEDGE_AC_DETAIL.ARTICLE_ ACCESS_RULES_CNTR / TB_FCT_KNOWLEDGE_ AC_DETAIL.ARTICLE_ACCESS_CNTR) * 100	Min, Max, WeightedAvg	Float
% Chat	The number of times articles were used by agents in chats during the interval expressed as a percentage of the total number of times articles were used.	(TB_FCT_KNOWLEDGE_AC_DETAIL.ARTICLE_ ACCESS_CHAT_CNTR / TB_FCT_KNOWLEDGE_ DETAIL.ARTICLE_ACCESS_CNTR) * 100	Min, Max, WeightedAvg	Float
% Email	The number of times	(TB_FCT_KNOWLEDGE_AC_DETAIL.ARTICLE_	Min, Max,	Float

Name	Description	Definition/Source	Totals	Units
	articles were used by agents in emails during the interval expressed as a percentage of the total number of times articles were used.	ACCESS_EMAIL_CNTR / TB_FCT_KNOWLEDGE_ AC_DETAIL.ARTICLE_ACCESS_CNTR) * 100	WeightedAvg	
% Call Track	The number of times articles were used by agents in call track activities during the interval expressed as a percentage of the total number of articles used.	(TB_FCT_KNOWLEDGE_AC_DETAIL.ARTICLE_ ACCESS_PHONE_CNTR / TB_FCT_KNOWLEDGE_ AC_DETAIL.ARTICLE_ACCESS_CNTR) * 100	Min, Max, WeightedAvg	Float
% Tasks	The number of times articles were used by agents in tasks during the interval expressed as a percentage of the total number of times articles were used.	(TB_FCT_KNOWLEDGE_AC_DETAIL.ARTICLE_ ACCESS_TASK_CNTR / TB_FCT_KNOWLEDGE_ AC_DETAIL.ARTICLE_ACCESS_CNTR) * 100	Min, Max, WeightedAvg	Float
% Other	The number of times articles were used by agents in other activities during the interval expressed as a percentage of the total number of times articles were used.	(TB_FCT_KNOWLEDGE_AC_DETAIL.ARTICLE_ ACCESS_OTHER_CNTR / TB_FCT_KNOWLEDGE_ AC_DETAIL.ARTICLE_ACCESS_CNTR) * 100	Min, Max, WeightedAvg	Float
KPIs				
% Agents Trend	The percentage of article usage by agents in emails, chats phone calls and tasks during the interval expressed as a trend against the previous interval.	(TB_FCT_KNOWLEDGE_AC_DETAIL.ARTICLE_ ACCESS_RULES_CNTR / TB_FCT_KNOWLEDGE_ AC_DETAIL.ARTICLE_ACCESS_CNTR) * 100		Float
% Rules Trend	The percentage of article usage by rules in auto-replies during the interval expressed as a trend against the previous interval.	TB_FCT_KNOWLEDGE_AC_DETAIL.ARTICLE_ ACCESS_CNTR		Float

Name	Description	Definition/Source	Totals	Units
% Chat Trend	The percentage of article usage by agents in chats during the interval expressed as a trend against the previous interval.	(TB_FCT_KNOWLEDGE_AC_DETAIL.ARTICLE_ ACCESS_EMAIL_CNTR / TB_FCT_KNOWLEDGE_ AC_DETAIL.ARTICLE_ACCESS_CNTR) * 100		Float
% Email Trend	The percentage of article usage by agents in emails during the interval expressed as a trend against the previous interval.	(TB_FCT_KNOWLEDGE_DETAIL.ARTICLE_ ACCESS_EMAIL_CNTR+TB_FCT_KNOWLEDGE_ DETAIL.ARTICLE_ACCESS_CHAT_CNTR+TB_FCT_ KNOWLEDGE_DETAIL.ARTICLE_ACCESS_TASK_ CNTR+TB_FCT_KNOWLEDGE_DETAIL.ARTICLE_ ACCESS_PHONE_CNTR+TB_FCT_KNOWLEDGE_ DETAIL.ARTICLE_ACCESS_OTHER_CNTR)/TB_ FCT_KNOWLEDGE_DETAIL.ARTICLE_ACCESS_ CNTR		Float
% Call Track Trend	The percentage of article usage by agents in call track activities during the interval expressed as a trend against the previous interval.	TB_FCT_KNOWLEDGE_AC_DETAIL.ARTICLE_ ACCESS_TASK_CNTR / TB_FCT_KNOWLEDGE_ AC_DETAIL.ARTICLE_ACCESS_CNTR		Float
% Tasks Trend	The percentage of article usage by agents in tasks during the interval expressed as a trend against the previous interval.	TB_FCT_KNOWLEDGE_AC_DETAIL.ARTICLE_ ACCESS_CHAT_CNTR / TB_FCT_KNOWLEDGE_ DETAIL.ARTICLE_ACCESS_CNTR		Float
% Other Trend	The percentage of article usage by agents in other activities during the interval expressed as trend against the previous interval.	TB_FCT_KNOWLEDGE_AC_DETAIL.ARTICLE_ ACCESS_PHONE_CNTR / TB_FCT_KNOWLEDGE_ AC_DETAIL.ARTICLE_ACCESS_CNTR		Float

Hist - Knowledge Utilisation

Overview

Selection Criteria

Referenced Table (s)	
Parameter Type(s)	IT_DATE, IT_QUEUE, IT_CALL_TYPE, IT_AGENT
Time Period(s)	Quarter Hour, Half Hour, Hour, Date, Week, Month, Quarter, Year
Grouping(s)	Quarter Hour, Half Hour, Hour, Date, Week, Month, Quarter, Year, Queue, Call Type, Agent
Timezone Enabled	Yes

Attribute Definitions

Name	Description	Definition/Source	Totals	Units
Parameters				
Queue	The queue for the call.	Queue		String
Call Type	The call type for the call.	Call Type		String
Agent	The agent who took the call.	Agent		String
Attributes				
Queue Name	The queue for the call.	Queue Name		String
Call Type Name	The call type for the call.	Call Type Name		String
Agent Name	The agent who took the call.	Agent Name		String
Time Periods (Choose one option only)				
Quarter Hour	Quarter Hour			DateTime
Half Hour	Half Hour			DateTime
Hour	Hour			DateTime
Date	Date			DateTime
Week	Week			String
Month	Month			DateTime

Name	Description	Definition/Source	Totals	Units
Quarter	Quarter			String
Year	Year			DateTime

Call Counts

Name	Description	Definition/Source	Totals	Units
Total Contact	The total number of contacts processed. A new contact is counted each time the call touches an agent. For example if a call is transferred to a second agent, an additional contact will be counted.	Total Contact	Sum, Min, Max, Avg	Integer
KB Used	The total number of contacts processed where an article was viewed.	KB Used	Sum, Min, Max, Avg	Integer
Transferred	The number of transferred contacts. Transferred contacts are counted against the initiating agent when a transfer is completed, and also counted against the receiving agent when a transfer is answered.	Transferred	Sum, Min, Max, Avg	Integer
Hold	The total number of contacts placed on hold during the period. This metric is only relevant for phone contacts.	Hold	Sum, Min, Max, Avg	Integer
KB Not Used	The total number of contacts processed where an article was not viewed.	KB Not Used	Sum, Min, Max, Avg	Integer

Call Percentages

Name	Description	Definition/Source	Totals	Units
% KB Used	The total number of contacts processed where an article was viewed expressed as a percentage of total contacts for the period.	(KB Used / Total Contacts) * 100	Min, Max, WeightedAvg	Float
% Transferred	The number of transferred contacts expressed as a percentage of total contacts for the period.	(Transferred / Total Contacts) * 100	Min, Max, WeightedAvg	Float
% Hold	The number of contacts placed on hold expressed as a percentage of total contacts for the period. This metric is only relevant for phone contacts.	(Hold / Total Contacts) * 100	Min, Max, WeightedAvg	Float
% KB Not Used	The total number of contacts processed where an article was not viewed expressed as a percentage of total contacts for the period.	(KB Not Used / Total Contacts) * 100	Min, Max, WeightedAvg	Float

Hist - Network Trunk Group Times

Overview

This model provides historical data for Network Trunk Groups.

Selection Criteria

Referenced Table(s)	Network_Trunk_Group, Network_Trunk_Group_Half_Hour
Parameter Type(s)	IT_NETWORK_TRUNK_GROUP, IT_DATE
Time Period(s)	Quarter Hour, Half Hour, Hour, Date, Week, Month, Year
Grouping(s)	Network Trunk Group, Half Hour, Hour, Week
Timezone Enabled	Yes

Attribute Definitions

Name	Description	Definition/Source	Totals	Units
Parameters				
Network Trunk Group	The enterprise name of the Network Trunk Group.	Network_Trunk_ Group.EnterpriseName		String
Time Periods				
Half Hour	Half Hour			DateTime
Hour	Hour			DateTime
Week	Week			String
Network Trunk Group Attributes				
Network Trunk Group Enterprise Name	Attribute_16	Network_Trunk_ Group.EnterpriseName		String
Durations				
All Trunks Busy Time	The total time for which all trunks in the Network Trunk Group were simultaneously busy during the half hour period.	Network_Trunk_Group_Half_ Hour.AllTrunksBusyToHalf	Sum, Min, Max, Avg	BigInteger

Name	Description	Definition/Source	Totals	Units
In Use Outbound Time	The total time trunks in the Network Trunk Group were in use for outbound calls during the half hour period.	Network_Trunk_Group_Half_ Hour.InUseOutboundTimeToHalf	Sum, Min, Max, Avg	BigInteger
In Service Time	The total time trunks in the Network Trunk Group were in service during the half hour period.	Network_Trunk_Group_Half_ Hour.InServiceTimeToHalf	Sum, Min, Max, Avg	BigInteger
In Use Inbound Time	The total time trunks in the Network Trunk Group were in use for inbound calls during the half hour period.	Network_Trunk_Group_Half_ Hour.InUseInboundTimeToHalf	Sum, Min, Max, Avg	BigInteger
Counts				
Calls Abandoned	The number of calls to the Network Trunk Group that were abandoned during the half hour period.	Network_Trunk_Group_Half_ Hour.CallsAbandonedToHalf	Sum, Min, Max, Avg	Integer
Calls In	The number of inbound calls offered to the Network Trunk Group during the half hour period.	Network_Trunk_Group_Half_ Hour.CallsInToHalf	Sum, Min, Max, Avg	Integer
Trunks In Service	Number of trunks in service in the Network Trunk Group at the end of the half hour period.	Network_Trunk_Group_Half_ Hour.TrunksInService	Min, Max, Avg	Integer
Trunks Idle	Number of idle trunks in the Network Trunk Group at the end of the half hour period.	Network_Trunk_Group_Half_ Hour.TrunksIdle	Min, Max, Avg	Integer
Calls Out	Number of outbound calls sent on the Network Trunk Group during the half hour period.	Network_Trunk_Group_Half_ Hour.CallsOutToHalf	Sum, Min, Max, Avg	Integer

Hist - Notify Summary

Overview

This model allows end users to develop historical reports that provide information about eGain Notify messages.

Selection Criteria

Referenced Table(s)	
Parameter Type(s)	IT_NOTIFY_CHANNEL, IT_NOTIFY_ORIGIN, IT_NOTIFY_CATEGORY, IT_NOTIFY_MESSAGE_TYPE, IT_TENANT, IT_DATE
Time Period(s)	Quarter Hour, Half Hour, Hour, Date, Week, Month, Quarter, Year
Grouping(s)	Channel, Origin, Category, Message Type, Tenant, Quarter Hour, Half Hour, Hour, Date, Week, Month, Quarter, Year
Timezone Enabled	Yes

Attribute Definitions

Name	Description	Definition/Source	Totals	Units
Parameters				
Channel	The channel in which the notification is generated (e.g. email, SMS, voice or fax).	The channel in which the notification is generated (e.g. email, SMS, voice or fax).		String
Origin	The origin of the notification. Depending on how each organization chooses to populate this field, it may identify different clients, campaigns, source systems, etc.	The origin of the notification. Depending on how each organization chooses to populate this field, it may identify different clients, campaigns, source systems, etc.		String
Category	The category of the notification. A category contains a number of different notification types (e.g. an Order Status category may include Order Shipped and Order Delivered message types).	The category of the notification. A category contains a number of different notification types (e.g. an Order Status category may include Order Shipped and Order Delivered message types).		String
Message Type	The purpose of the notification (e.g. Order Shipped or Order Delivered). Notification Types are grouped together into categories (e.g. Order Status).	The purpose of the notification (e.g. Order Shipped or Order Delivered). Notification Types are grouped together into categories (e.g. Order Status).		String
Tenant	The organization in which the notification is generated or the payload/delivery receipt is received.	The organization in which the notification is generated or the payload/delivery receipt is received.		String

Name	Description	Definition/Source	Totals	Units
Time Periods (Choose one option only)				
Quarter Hour	Quarter Hour			DateTime
Half Hour	Half Hour			DateTime
Hour	Hour			DateTime
Date	Date			DateTime
Week	Week			String
Month	Month			DateTime
Quarter	Quarter			String
Year	Year			DateTime
Attributes				
Channel Name	The channel in which the notification is generated (e.g. email, SMS, voice or fax).	The channel in which the notification is generated (e.g. email, SMS, voice or fax).		String
Category Name	The category of the notification. A category contains a number of different notification types (e.g. an Order Status category may include Order Shipped and Order Delivered message types).	The category of the notification. A category contains a number of different notification types (e.g. an Order Status category may include Order Shipped and Order Delivered message types).		String
Message Type Name	The purpose of the notification (e.g. Order Shipped or Order Delivered). Notification Types are grouped together into categories (e.g. Order Status).	The purpose of the notification (e.g. Order Shipped or Order Delivered). Notification Types are grouped together into categories (e.g. Order Status).		String
Tenant Name	The organization in which the notification is generated or the payload/delivery receipt is received.	The organization in which the notification is generated or the payload/delivery receipt is received.		String
Origin Name	The origin of the notification. Depending on how each organization chooses to populate this field, it may identify different clients, campaigns, source systems, etc.	The origin of the notification. Depending on how each organization chooses to populate this field, it may identify different clients, campaigns, source systems, etc.		String
Volume				
Received	The number of payloads	The number of payloads received	Avg, Max,	Integer

Name	Description	Definition/Source	Totals	Units
	received during the interval. Each payload is an instruction from a source system (e.g. CRM) to generate a notification. A single payload may lead to multiple notifications generated including reattempts for notifications which had failed previously. In the event of this, the payload will only be counted once.	during the interval. Each payload is an instruction from a source system (e.g. CRM) to generate a notification. A single payload may lead to multiple notifications generated including reattempts for notifications which had failed previously. In the event of this, the payload will only be counted once.	Min, Sum	
Generated	The number of notifications generated during the interval. This includes first attempts for notifications as well as reattempts for notifications which had failed previously.	The number of notifications generated during the interval. This includes first attempts for notifications as well as reattempts for notifications which had failed previously.	Avg, Max, Min, Sum	Integer
Outcomes				
Failed	The number of notifications generated during the interval which failed to dispatch. This includes first attempts for notifications as well as reattempts for notifications which had failed previously.	The number of notifications generated during the interval which failed to dispatch. This includes first attempts for notifications as well as reattempts for notifications which had failed previously.	Max, Min, Sum, Avg	Integer
Failed (Dispatcher)	The number of notifications generated during the interval which failed to dispatch because of an error that prevented the notification from being submitted for dispatch (e.g. validation error). These will always be first attempts for notifications.	The number of notifications generated during the interval which failed to dispatch because of an error that prevented the notification from being submitted for dispatch (e.g. validation error). These will always be first attempts for notifications.	Avg, Min, Max, Sum	Integer
Failed (Max Retries)	The number of notifications generated during the interval which failed to dispatch and had reached the maximum number of reattempts. These will always be reattempts for notifications which had failed previously.	The number of notifications generated during the interval which failed to dispatch and had reached the maximum number of reattempts. These will always be reattempts for notifications which had failed previously.	Avg, Max, Min, Sum	Integer
Succeeded	The number of notifications generated during the interval which were successfully	The number of notifications generated during the interval which were successfully	Avg, Max, Min, Sum	Integer

Name	Description	Definition/Source	Totals	Units
	dispatched. This includes first attempts for notifications as well as reattempts for notifications which had failed previously.	dispatched. This includes first attempts for notifications as well as reattempts for notifications which had failed previously.		
Succeeded (1st attempt)	'The number of notifications generated during the interval which were successfully dispatched on the first attempt.	'The number of notifications generated during the interval which were successfully dispatched on the first attempt.	Avg, Max, Min, Sum	Integer
% Succeeded	The number of notifications generated during the interval which were successfully dispatched, expressed as a percentage of the number of notifications generated during the interval. This includes first attempts for notifications as well as reattempts for notifications which had failed previously.	The number of notifications generated during the interval which were successfully dispatched, expressed as a percentage of the number of notifications generated during the interval. This includes first attempts for notifications as well as reattempts for notifications which had failed previously.	Min, Max, WeightedAvg	Float
% Succeeded (1st attempt)	The number of notifications generated during the interval which were successfully dispatched on the first attempt, expressed as a percentage of the number of notifications generated during the interval.	The number of notifications generated during the interval which were successfully dispatched on the first attempt, expressed as a percentage of the number of notifications generated during the interval.	Max, Min, WeightedAvg	Float
% Failed	The number of notifications generated during the interval which failed to dispatch, expressed as a percentage of the number of notifications generated during the interval. This includes first attempts for notifications as well as reattempts for notifications which had failed previously.	The number of notifications generated during the interval which failed to dispatch, expressed as a percentage of the number of notifications generated during the interval. This includes first attempts for notifications as well as reattempts for notifications which had failed previously.	Max, Min, WeightedAvg	Float
Service Level Adherence				
Avg Dispatch Time	For notifications generated during the interval and successfully dispatched, this is the average amount of time (in milliseconds) that elapsed from each payload being received to the corresponding notification being dispatched.	For notifications generated during the interval and successfully dispatched, this is the average amount of time (in milliseconds) that elapsed from each payload being received to the corresponding notification being dispatched.	WeightedAvg, Min, Max	BigInteger

Name	Description	Definition/Source	Totals	Units
Dispatch Time	For notifications generated during the interval and successfully dispatched, this is the total amount of time (in milliseconds) that elapsed from each payload being received to the corresponding notification being dispatched.	For notifications generated during the interval and successfully dispatched, this is the total amount of time (in milliseconds) that elapsed from each payload being received to the corresponding notification being dispatched.	Avg, Max, Min, Sum	BigInteger
Max Dispatch Time	For notifications generated during the interval and successfully dispatched, this is the maximum amount of (in milliseconds) time that elapsed from a payload being received to the corresponding notification being dispatched.	For notifications generated during the interval and successfully dispatched, this is the maximum amount of time (in milliseconds) that elapsed from a payload being received to the corresponding notification being dispatched.	Max, Min	BigInteger
Min Dispatch Time	For notifications generated during the interval and successfully dispatched, this is the minimum amount of time (in milliseconds) that elapsed from a payload being received to the corresponding notification being dispatched.	For notifications generated during the interval and successfully dispatched, this is the minimum amount of time (in milliseconds) that elapsed from a payload being received to the corresponding notification being dispatched.	Max, Min	BigInteger
SLA Met	The number of notifications generated during the interval which met the defined service level. This includes notifications that succeeded or failed.	The number of notifications generated during the interval which met the defined service level. This includes notifications that succeeded or failed.	Avg, Max, Min, Sum	Integer
SLA Not Met	The number of notifications generated during the interval which did not meet the defined service level. This includes notifications that succeeded or failed.	The number of notifications generated during the interval which did not meet the defined service level. This includes notifications that succeeded or failed.	Avg, Min, Max, Sum	Integer
% SLA Met	The number of notifications generated during the interval which met the defined service level, expressed as a percentage of the number of notifications generated during the interval. This includes notifications that succeeded or failed.	The number of notifications generated during the interval which met the defined service level, expressed as a percentage of the number of notifications generated during the interval. This includes notifications that succeeded or failed.	Max, Min, WeightedAvg	Float

Name	Description	Definition/Source	Totals	Units
% SLA Not Met	The number of notifications generated during the interval which did not meet the defined service level, expressed as a percentage of the number of notifications generated during the interval. This includes notifications that succeeded or failed.	The number of notifications generated during the interval which did not meet the defined service level, expressed as a percentage of the number of notifications generated during the interval. This includes notifications that succeeded or failed.	Max, Min, WeightedAvg	Float
Delivery Receipts				
Acknowledged	The number of delivery receipts received during the interval which indicated that a notification had been acknowledged by the recipient. The notification may have been generated and dispatched during a previous interval.	The number of delivery receipts received during the interval which indicated that a notification had been acknowledged by the recipient. The notification may have been generated and dispatched during a previous interval.	Avg, Max, Min, Sum	Integer
Delivered	The number of delivery receipts received during the interval which indicated that a notification had been delivered to the recipient. The notification may have been generated and dispatched during a previous interval.	The number of delivery receipts received during the interval which indicated that a notification had been delivered to the recipient. The notification may have been generated and dispatched during a previous interval.	Avg, Max, Min, Sum	Integer
Delivery Failed	The number of delivery receipts received during the interval which indicated that a notification had not been successfully delivered to the recipient. The notification may have been generated and dispatched during a previous interval.	The number of delivery receipts received during the interval which indicated that a notification had not been successfully delivered to the recipient. The notification may have been generated and dispatched during a previous interval.	Avg, Max, Min, Sum	Integer
Delivery Other	The number of delivery receipts received during the interval belonging to any type other than Acknowledged, Clicks, Delivered, Expired, Failed, Read, Retry, Unique Clicks or Unsubscribed. The notification may have been generated and dispatched during a previous interval.	The number of delivery receipts received during the interval belonging to any type other than Acknowledged, Clicks, Delivered, Expired, Failed, Read, Retry, Unique Clicks or Unsubscribed. The notification may have been generated and dispatched during a previous interval.	Avg, Min, Max, Sum	Integer

Name	Description	Definition/Source	Totals	Units
Delivery Retry	The number of delivery receipts received during the interval which indicated a reattempt to deliver a notification that had not been successfully delivered to the recipient on a previous attempt. The notification may have been generated and dispatched during a previous interval.	The number of delivery receipts received during the interval which indicated a reattempt to deliver a notification that had not been successfully delivered to the recipient on a previous attempt. The notification may have been generated and dispatched during a previous interval.	Avg, Max, Min, Sum	Integer
Read	The number of delivery receipts received during the interval which indicated that a recipient had read their notification. The notification may have been generated and dispatched during a previous interval.	The number of delivery receipts received during the interval which indicated that a recipient had read their notification. The notification may have been generated and dispatched during a previous interval.	Max, Min, Avg, Sum	Integer
Delivery Expired	The number of delivery receipts received during the interval which indicated that a notification had not been delivered to the recipient due to reaching its expiry time. The notification may have been generated and dispatched during a previous interval.	The number of delivery receipts received during the interval which indicated that a notification had not been delivered to the recipient due to reaching its expiry time. The notification may have been generated and dispatched during a previous interval.	Avg, Max, Min, Sum	Integer
Clicks	The number of delivery receipts received during the interval which indicated that a notification recipient had clicked on a link within the message. The notification may have been generated and dispatched during a previous interval.	The number of delivery receipts received during the interval which indicated that a notification recipient had clicked on a link within the message. The notification may have been generated and dispatched during a previous interval.	Avg, Max, Min, Sum	Integer
Unique Clicks	The number of delivery receipts received during the interval which indicated that a notification recipient had clicked on a link within the message for the first time. The notification may have been generated and dispatched during a previous interval.	The number of delivery receipts received during the interval which indicated that a notification recipient had clicked on a link within the message for the first time. The notification may have been generated and dispatched during a previous interval.	Avg, Max, Min, Sum	Integer
Delivery Unsubscribed	The number of delivery receipts	The number of delivery receipts	Avg, Max, Min, Sum	Integer

Name	Description	Definition/Source	Totals	Units
	received during the interval which indicated that a notification recipient had selected the option to unsubscribe. The notification may have been generated and dispatched during a previous interval.	received during the interval which indicated that a notification recipient had selected the option to unsubscribe. The notification may have been generated and dispatched during a previous interval.		

KPIs

Hist - Offers Summary

Overview

This model allows end users to develop historical reports that provide information about the performance of offers.

Selection Criteria

Referenced Table(s)	
Parameter Type(s)	IT_DATE, IT_OFFER_BANNER, IT_OFFER, IT_CONTENT_URL
Time Period(s)	Quarter Hour, Half Hour, Hour, Date, Week, Month, Quarter, Year
Grouping(s)	Quarter Hour, Half Hour, Hour, Date, Week, Month, Quarter, Year, Offer Type, Customer, Banner, Offer, Page, Banner Name, Offer Name, Page Name, Service Type, Page Label, Offer Label
Timezone Enabled	Yes

Attribute Definitions

Name	Description	Definition/Source	Totals	Units
Parameters				
Banner	The banner that was used for the offer. Banners govern the appearance of offers. Multiple offers may have the same banner, and the same offer may use different banners in A/B testing.	The banner that was used for the offer. Banners govern the appearance of offers. Multiple offers may have the same banner, and the same offer may use different banners in A/B testing.		String
Offer	The offer that a visitor was eligible for.	The offer that a visitor was eligible for.		String
Page	The name of the page where offers are active. This may be a single physical page or a group of pages which are managed as one within the Offers console.	The name of the page where offers are active. This may be a single physical page or a group of pages which are managed as one within the Offers console.		String
Time Periods (Choose one option only)				
Quarter Hour	Quarter Hour			DateTime
Half Hour	Half Hour			DateTime
Hour	Hour			DateTime
Date	Date			DateTime
Week	Week			String
Month	Month			DateTime
Quarter	Quarter			String
Year	Year			DateTime
Filters				
Offer Type	The type of offer (e.g. chat, phone, chatbot, KB article, sales promotion).	The type of offer (e.g. chat, phone, chatbot, KB article, sales promotion).		String
Attributes				
Customer	The customer who was eligible for an offer. Visitors will only be identified as customers if they engage with a proactive chat.	The customer who was eligible for an offer. Visitors will only be identified as customers if they engage with a proactive chat.		String

Name	Description	Definition/Source	Totals	Units
Banner Name	The banner that was used for the offer. Banners govern the appearance of offers. Multiple offers may have the same banner, and the same offer may use different banners in A/B testing.			String
Offer Name	The offer that a visitor was eligible for.			String
Page Name	The name of the page where offers are active. This may be a single physical page or a group of pages which are managed as one within the Offers console.			String
Page URL	The URL of the page where offers are active. This may be a single physical page or a group of pages which are managed as one within the Offers console.			String
Banner URL	The URL of the banner that was used for the offer. Banners govern the appearance of offers. Multiple offers may have the same banner, and the same offer may use different banners in A/B testing.			String
Service Type	Indicates the type of service provided by the offer type (e.g. chat, content).			String
Page Label	The label applied to the Page. Labels may be used by administrators to annotate and group pages in the Offers Console.			String
Offer Label	The label applied to the offer. Labels may be used by administrators to annotate and group offers in the Offers Console.			String
Page Volumes				
Page Visits	The number of times that a page was visited during the interval. This column is only populated for Pages, not Offers or Banners.	The number of times that a page was visited during the interval. This column is only populated for Pages, not Offers or Banners.	Max, Min, Sum	Integer

Name	Description	Definition/Source	Totals	Units
Offer Volumes				
Presented	The number of times that an offer was presented to a visitor during the interval. For an offer to be presented, this means that the visitor was on a page where the offer was active, met the eligibility criteria and had not reached the limit of offers per page. For a chat offer, this also means that an agent was available and/or initiated the offer via the Website Monitor.	The number of times that an offer was presented to a visitor during the interval. For an offer to be presented, this means that the visitor was on a page where the offer was active, met the eligibility criteria and had not reached the limit of offers per page. For a chat offer, this also means that an agent was available and/or initiated the offer via the Website Monitor.	Max, Min, Sum	Integer
Eligible	The number of times that a visitor was eligible for an offer during the interval. For a visitor to be eligible, this means that they were on a page where the offer was active and met the eligibility criteria. The visitor's eligibility will be rechecked every 2 minutes and if still eligible then they will be counted again. Even if eligible, the offer may not have been presented due to reaching the offer limit per page, or if no agent was available (automatic chat), or if no agent sent the offer (agent-initiated chat).	The number of times that a visitor was eligible for an offer during the interval. For a visitor to be eligible, this means that they were on a page where the offer was active and met the eligibility criteria. The visitor's eligibility will be rechecked every 2 minutes and if still eligible then they will be counted again. Even if eligible, the offer may not have been presented due to reaching the offer limit per page, or if no agent was available (automatic chat), or if no agent sent the offer (agent-initiated chat).	Max, Min, Sum	Integer
% Presented	The number of times that an offer was presented to a visitor, expressed as a percentage of the number of times that a visitor was eligible for an offer, during the interval. For an offer to be presented, this means that the visitor was on a page where the offer was active, met the eligibility criteria and had not reached the limit of offers per page. For a chat offer, this also means that an agent was available and/or initiated the offer via the Website Monitor.	The number of times that an offer was presented to a visitor, expressed as a percentage of the number of times that a visitor was eligible for an offer, during the interval. For an offer to be presented, this means that the visitor was on a page where the offer was active, met the eligibility criteria and had not reached the limit of offers per page. For a chat offer, this also means that an agent was available and/or initiated the offer via the Website Monitor.	Max, Min, WeightedAvg	Float
Offer Outcomes				
Accepted	The number of offers accepted during the interval. For an offer to	The number of offers accepted during the interval. For an offer to	Max, Min, Sum	Integer

Name	Description	Definition/Source	Totals	Units
	be accepted, this means that the offer was presented to a visitor and they clicked on the accept button. If sticky offers are presented once and accepted multiple times, this will only be counted once.	be accepted, this means that the offer was presented to a visitor and they clicked on the accept button. If sticky offers are presented and accepted multiple times, this will only be counted once.		
Ignored	The number of offers ignored during the interval. For an offer to be ignored, this means that the offer was presented to a visitor who neither accepted nor rejected it, and it was removed after a timeout period. As sticky offers are not removed, they are never counted in this column.	IIF Is_Sticky = False THEN Presented_Cntr - Accepted_Cntr - Rejected_Cntr ELSE 0	Max, Min, Sum	Integer
Rejected	The number of offers which were rejected during the interval. For an offer to be rejected, this means that the offer was presented to a visitor and they clicked on the reject button. If it is a sticky offer, then the visitor may have accepted the same offer prior to rejecting it, in which case it will be counted as both accepted and rejected.	The number of offers which were rejected during the interval. For an offer to be rejected, this means that the offer was presented to a visitor and they clicked on the reject button. If it is a sticky offer, then the visitor may have accepted the same offer prior to rejecting it, in which case it will only be counted as accepted and not rejected.	Max, Min, Sum	Integer
Accept Clicked	The number of times that offers were accepted during the interval. For an offer to be accepted, this means that the offer was presented to a visitor and they clicked on the accept button. If sticky offers are presented once and accepted multiple times, each time they are accepted will be counted.	The number of times that offers were accepted during the interval. For an offer to be accepted, this means that the offer was presented to a visitor and they clicked on the accept button. If sticky offers are presented once and accepted multiple times, each time they are accepted will be counted.	Max, Min, Sum	Integer
% Accepted	The number of offers accepted, expressed as a percentage of the number of offers presented, during the interval. For an offer to be accepted, this means that the offer was presented to a visitor and they clicked on the accept button. If sticky offers are presented once and accepted multiple times, this	The number of offers accepted, expressed as a percentage of the number of offers presented, during the interval. For an offer to be accepted, this means that the offer was presented to a visitor and they clicked on the accept button. If sticky offers are presented and accepted multiple times, this will	Max, Min, WeightedAvg	Float

Name	Description	Definition/Source	Totals	Units
	will only be counted once.	only be counted once.		
% Rejected	The number of offers which were rejected, expressed as a percentage of the number of offers presented, during the interval. For an offer to be rejected, this means that the offer was presented to a visitor and they clicked on the reject button. If it is a sticky offer, then the visitor may have accepted the same offer prior to rejecting it, in which case it will be counted as both accepted and rejected.	The number of offers which were rejected, expressed as a percentage of the number of offers presented, during the interval. For an offer to be rejected, this means that the offer was presented to a visitor and they clicked on the reject button. If it is a sticky offer, then the visitor may have accepted the same offer prior to rejecting it, in which case it will be counted as accepted and not rejected.	Max, Min, WeightedAvg	Float
% Ignored	The number of offers ignored, expressed as a percentage of the number of offers presented, during the interval. For an offer to be ignored, this means that the offer was presented to a visitor who neither accepted nor rejected it, and it was removed after a timeout period. As sticky offers are not removed, they are never counted in this column.	(IIF Is_Sticky = False THEN Presented_Cntr - Accepted_Cntr - Rejected_Cntr ELSE 0 / EGDM_OFR_FCT_OFFER_METRICS.Presented_Cntr) * 100	Min, Max, WeightedAvg	Float
Chat Outcomes				
Converted	The number of chat offers converted during the interval. For an offer to be converted, it means that the visitor accepted the offer and began a chat, was then serviced by an agent, and the agent clicked on the 'converted' button in the Advisor Desktop.	The number of chat offers converted during the interval. For an offer to be converted, it means that the visitor accepted the offer and began a chat, was then serviced by an agent, and the agent clicked on the 'converted' button in the Advisor Desktop.	Max, Min, Sum	Integer
Visitor First Response	The number of chat offers in which the visitor responded during the interval. This means that the visitor accepted the offer, submitted their details via the pre-chat form (if required), initiated a chat, and sent at least one message to the agent who serviced them.	The number of chat offers in which the visitor responded during the interval. This means that the visitor accepted the offer, submitted their details via the pre-chat form (if required), initiated a chat, and sent at least one message to the agent who serviced them.	Max, Min, Sum	Integer
Engaged	The number of chat offers engaged during the interval. For an offer to be engaged, this means that the	The number of chat offers engaged during the interval. For an offer to be engaged, this means that the	Max, Min, Sum	Integer

Name	Description	Definition/Source	Totals	Units
	visitor accepted the offer, submitted their details via the pre-chat form (if required), and initiated a chat.	visitor accepted the offer, submitted their details via the pre-chat form (if required), and initiated a chat.		
% Conversion Rate	The number of chat offers converted, expressed as a percentage of the number of offers presented, during the interval. For an offer to be converted, it means that the visitor accepted the offer and began a chat, was then serviced by an agent, and the agent clicked on the 'converted' button in the Advisor Desktop.	The number of chat offers converted, expressed as a percentage of the number of offers presented, during the interval. For an offer to be converted, it means that the visitor accepted the offer and began a chat, was then serviced by an agent, and the agent clicked on the 'converted' button in the Advisor Desktop.	Max, Min, WeightedAvg	Float
% Engaged	The number of chat offers engaged, expressed as a percentage of the number of offers accepted, during the interval. For an offer to be engaged, this means that the visitor accepted the offer, submitted their details via the pre-chat form (if required), and initiated a chat.	The number of chat offers engaged, expressed as a percentage of the number of offers accepted, during the interval. For an offer to be engaged, this means that the visitor accepted the offer, submitted their details via the pre-chat form (if required), and initiated a chat.	Max, Min, WeightedAvg	Float

Name	Description	Definition/Source	Totals	Units
% Converted	The number of chat offers converted, expressed as a percentage of the number of chat offers engaged, during the interval. For an offer to be engaged, this means that the visitor accepted the offer, submitted their details via the pre-chat form (if required), and initiated a chat. For the offer to then be converted, it also means that the visitor was serviced by an agent, and the agent clicked on the 'converted' button in the Advisor Desktop.	The number of chat offers converted, expressed as a percentage of the number of chat offers engaged, during the interval. For an offer to be engaged, this means that the visitor accepted the offer, submitted their details via the pre-chat form (if required), and initiated a chat. For the offer to then be converted, it also means that the visitor was serviced by an agent, and the agent clicked on the 'converted' button in the Advisor Desktop.	Max, Min, WeightedAvg	Float
% Visitor First Response	The number of chat offers in which the visitor responded, expressed as a percentage of the number of engaged chat offers, during the interval. For an offer to be engaged, this means that the visitor accepted the offer, submitted their details via the pre-chat form (if required), and initiated a chat. For the visitor to have responded, this means that they must then have sent at least one message to the agent who serviced them.	The number of chat offers in which the visitor responded, expressed as a percentage of the number of engaged chat offers, during the interval. For an offer to be engaged, this means that the visitor accepted the offer, submitted their details via the pre-chat form (if required), and initiated a chat. For the visitor to have responded, this means that they must then have sent at least one message to the agent who serviced them.	Max, Min, WeightedAvg	Float

Hist - Peripheral Times

Overview

This model allows end users to develop historical reports that detail peripheral level performance. End users can also analyze performance statistics related to peripheral level data.

Selection Criteria

Referenced Table(s)	Peripheral, Peripheral_Interval, t_Peripheral_Interval
Parameter Type(s)	IT_PERIPHERAL, IT_DATE
Time Period(s)	Quarter Hour, Half Hour, Hour, Date, Week, Month, Year
Grouping(s)	Peripheral, Quarter Hour, Half Hour, Hour, Date, Week, Month, Year
Timezone Enabled	Yes

Attribute Definitions

Name	Description	Definition/Source	Totals	Units
Parameters				
Peripheral	The enterprise name of the Peripheral.	Peripheral.EnterpriseName		String
Time Periods				
Quarter Hour	Quarter Hour			DateTime
Half Hour	Half Hour			DateTime
Hour	Hour			DateTime
Date	Date			DateTime
Week	Week			String
Month	Month			DateTime
Year	Year			DateTime
Peripheral Attributes				
Peripheral Enterprise Name	The Enterprise Name of the Peripheral.	Peripheral.EnterpriseName		String
Call Counts				
Calls Offered	The Total number of inbound and internal ACD calls offered to the Peripheral during the period.	Peripheral_Interval.CallsOffered	Sum, Min, Max, Avg	Integer
Total Calls In Progress	The sum of the Calls in Progress value at each sample point	Peripheral_ Interval.TotalCallsInProgressSamples	Sum, Min, Max, Avg	Integer

Name	Description	Definition/Source	Totals	Units
Samples	during the period.			
Maximum Calls In Progress	The maximum number of calls in progress at point during the reporting period. This value is based on periodic samples taken form the Cisco Peripheral Real Time table.	Peripheral_ Interval.MaxCallsInProgress	Min, Max	Integer
Calls In Progress Samples	The number of calls-in-progress samples taken during the period from which the Maximum Calls in Progress value is derived.	Peripheral_ Interval.NumberOfSamples	Sum	Integer
Average Calls In Progress	The sum of the Calls in Progress values at each sample point during the period divided by the number of samples taken during the period.	Peripheral_ Interval.TotalCallsInProgressSamples / Peripheral_ Interval.NumberOfSamples	Min, Max, WeightedAvg	Float
Service Level				
Service Level	The Unified CCE software service level for theperipheral during the period.	(Peripheral_ Interval.ServiceLevelCalls / Peripheral_ Interval.ServiceLevelCallsOffered) * 100	Min, Max, WeightedAvg	Integer
Service Level Calls Offered	The number of calls to the peripheral that had a service level event during the period.	Peripheral_ Interval.ServiceLevelCallsOffered	Sum, Min, Max, Avg	Integer
Service Level Abandoned	The number of calls to the Peripheral which abandoned within the service level threshold during the period.	Peripheral_ Interval.ServiceLevelAband	Sum, Min, Max, Avg	Integer
Service Level Calls	The number of calls to the peripheral answered within the service level threshold during the period.	Peripheral_ Interval.ServiceLevelCalls	Sum, Min, Max, Avg	Integer
Availablility				
Active Peripheral Data Time	The total time the associated Peripheral Gateway was able to provide peripheral data services to the Call Router during the period.	Peripheral_ Interval.ActivePeripheralDataTime	Sum, Min, Max, Avg	BigInteger
Active	The total time the associated	Peripheral_	Sum, Min,	BigInteger

Name	Description	Definition/Source	Totals	Units
Routing Client Time	Peripheral Gateway was able to provide routing client support to the Call Router during the period.	Interval.ActiveRoutingClientTime	Max, Avg	
Active Peripheral Time	The total time the associated Peripheral Gateways connections to the Peripheral were in the Active state during the period.	Peripheral_ Interval.ActivePeripheralTime	Sum, Min, Max, Avg	BigInteger
Active CTI Server Time	The total time the CTI Server associated with the peripheral was active during the period.	Peripheral_ Interval.ActiveCTIServerTime	Sum, Min, Max, Avg	BigInteger
Agent Counts				
Max Logged On	The maximum number of concurrent agents that were logged on during the interval	t_Peripheral_ Interval.MaxNumberLoggedOnAgents	Max	Integer

Hist - Precision Queue Times

Overview

This model contains historical metrics for Precision Queues.

Selection Criteria

Referenced Table(s)	t_Precision_Queue, t_Bucket_Intervals, t_Bucket_Interval, t_Attribute, t_Router_Queue_ Interval, Router_Queue_Interval
Parameter Type(s)	IT_PRECISION_QUEUE, IT_DATE, IT_MEDIA_CLASS
Time Period (s)	Date, Hour, Quarter Hour, Half Hour, Month, Year
Grouping(s)	Precision Queue, Date, Hour, Quarter Hour, Half Hour, Month, Year, Media Class
Timezone Enabled	Yes

Attribute Definitions

Name	Description	Definition/Source	Totals	Units
Parameters				
Precision Queue	Precision Queue	t_Precision_Queue.EnterpriseName		String
Media Class	The Media Class to which the Media Routing Domain associated with the Precision Queue belongs.	Media Class		String
Time Periods				
Date	Date			DateTime
Hour	Hour			DateTime
Quarter Hour	Quarter Hour			DateTime
Half Hour	Half Hour			DateTime
Month	Month			DateTime
Year	Year			DateTime
Filters				
Precision Queue Properties				
Media Class Enterprise Name	The Enterprise Name of the Media Class to which the Media Routing Domain associated with the Precision Queue belongs.			String
Media Class Name	The Name of the Media Class to which the Media Routing Domain associated with the Precision Queue belongs.			String
MRD Enterprise Name	The Enterprise Name of the Media Routing Domain associated with the Precision Queue.			String
MRD Name	The Name of the Media Routing Domain associated with the Precision Queue.			String
Enterprise	The enterprise name of the	t_Precision_Queue.EnterpriseName		String

Name	Description	Definition/Source	Totals	Units
Name	precision queue.			
Precision Queue ID	The ID of the Precision Queue	t_Precision_Queue.PrecisionQueueID		String
Interval 1	The upper limit of the Precision Queue bucket interval for answered and abandoned call buckets.	t_Bucket_ Intervals.IntervalUpperBound1		BigInteger
Interval 2	The upper limit of the Precision Queue bucket interval for answered and abandoned call buckets.	t_Bucket_ Intervals.IntervalUpperBound2		BigInteger
Interval 3	The upper limit of the Precision Queue bucket interval for answered and abandoned call buckets.	t_Bucket_ Intervals.IntervalUpperBound3		BigInteger
Interval 4	The upper limit of the Precision Queue bucket interval for answered and abandoned call buckets.	t_Bucket_ Intervals.IntervalUpperBound4		BigInteger
Interval 5	The upper limit of the Precision Queue bucket interval for answered and abandoned call buckets.	t_Bucket_ Intervals.IntervalUpperBound5		BigInteger
Interval 6	The upper limit of the Precision Queue bucket interval for answered and abandoned call buckets.	t_Bucket_ Intervals.IntervalUpperBound6		BigInteger
Interval 7	The upper limit of the Precision Queue bucket interval for answered and abandoned call buckets.	t_Bucket_ Intervals.IntervalUpperBound7		BigInteger
Interval 8	The upper limit of the Precision Queue bucket interval for answered and abandoned call buckets.	t_Bucket_ Intervals.IntervalUpperBound8		BigInteger
Interval 9	The upper limit of the Precision Queue bucket interval for answered and abandoned call buckets.	t_Bucket_ Intervals.IntervalUpperBound9		BigInteger
Interval 10	The upper limit of the	t_Bucket_		String

Name	Description	Definition/Source	Totals	Units
	Precision Queue bucket interval for answered and abandoned call buckets.	Interval.IntervalUpperBound10		
Precision Queue Attributes				
Attribute 1	Attribute 1 associated with the precision queue.	t_Attribute.EnterpriseName		String
Attribute 2	Attribute 2 associated with the precision queue.	t_Attribute.EnterpriseName		String
Attribute 3	Attribute 3 associated with the precision queue.	t_Attribute.EnterpriseName		String
Attribute 4	Attribute 4 associated with the precision queue.	t_Attribute.EnterpriseName		String
Attribute 5	Attribute 5 associated with the precision queue.	t_Attribute.EnterpriseName		String
Task Counts				
Offered	The number of calls routed or queued for the Precision Queue during the interval.	t_Router_Queue_Interval.CallsOffered	Sum, Min, Max, Avg	Integer
Answered	Number of calls answered by this precision queue across all peripherals.	t_Router_Queue_Interval.CallsAnswered	Sum, Min, Max, Avg	Integer
% Answered	Number of calls answered for the Precision Queue during the interval as a percentage of calls offered.	(t_Router_Queue_Interval.CallsAnswered / t_Router_Queue_Interval.CallsOffered) *100	Min, Max, WeightedAvg	Float
Dequeued	The number of calls that were de-queued from this Precision Queue to be routed to another Precision Queue during the interval.	t_Router_Queue_Interval.CallsAbandDequeued	Sum, Min, Max, Avg	Integer
% Dequeued	The number of calls that were de-queued from this Precision Queue to be routed to another Precision Queue during the interval as a percentage of calls offered.	(t_Router_Queue_Interval.CallsAbandDequeued / t_Router_Queue_Interval.CallsOffered) *100	Min, Max, WeightedAvg	Float
Aband Q	Number of calls queued to the group by the CallRouter that were abandoned iun queue	t_Router_Queue_Interval.CallsAbandQ	Sum, Min, Max, Avg	Integer

Name	Description	Definition/Source	Totals	Units
	during the interval. This field is set by the CallRouter.			
Aband To Agent	Number of calls abandoned after they have been routed to the agent but before they have been answered (for example abandon while ringing).	t_Router_Queue_ Interval.CallsAbandToAgent	Sum, Min, Max, Avg	Integer
Abandoned	Number of calls queued to the group by the CallRouter that were abandoned either in queue or after being routed to an agent but before being answered during the interval.	t_Router_Queue_Interval.CallsAbandQ + t_Router_Queue_ Interval.CallsAbandToAgent	Sum, Min, Max, Avg	Integer
% Abandoned	Number of calls queued to the group by the CallRouter that were abandoned either in queue or after being routed to an agent but before being answered during the interval as a percentage of calls offered.	((t_Router_Queue_ Interval.CallsAbandQ + t_Router_ Queue_Interval.CallsAbandToAgent) / t_Router_Queue_Interval.CallsOffered) *100	Min, Max, WeightedAvg	Float
Queued	Number of calls queued to the Precision Queue during the interval.	t_Router_Queue_Interval.QueueCalls	Sum, Min, Max, Avg	Integer
Max Queued	The maximum number of calls queued for the Precision Queue during the interval.	t_Router_Queue_ Interval.MaxCallsQueued	Min, Max, Avg	Integer
Routed To Agent	Number of calls sent to an agent for this Precision Queue during the interval.	t_Router_Queue_ Interval.RoutedToAgent	Sum, Min, Max, Avg	Integer
Router Error	The number of calls that resulted in an error condition during the interval.	t_Router_Queue_Interval.RouterError	Sum, Min, Max, Avg	Integer
Calls Dequeued	The number of calls that were de-queued from this skill group to be routed to another skill group in the reporting interval.	Router_Queue_Interval.CallsDequeued	Sum, Min, Max, Avg	Integer
Task Durations				
Aband Q	The sum of time spent waiting	t_Router_Queue_	Sum, Min,	BigInteger

Name	Description	Definition/Source	Totals	Units
Time	in queue for the Precision Queue by callers that abandoned before being routed to an agent.	Interval.DelayQAbandTime	Max, Avg	
Max Wait	The maximum time that a call had to wait before being answered, abandoned, or otherwise concluded. This includes time in the network queue, local queue, and ringing at the agent if applicable.	t_Router_Queue_Interval.MaxCallWaitTime	Min, Max, Avg	BigInteger

Service Level

Name	Description	Definition/Source	Totals	Units
Service Level	Service Level for the reporting interval based on the ServiceLevelCalls, ServiceLevelCallsoffered, ServiceLevelCallsAband and RouterCallsDequeued fields. The service level calculation used is determined by the configured Service Level type :Ignore Abandoned Calls = ServiceLevelCalls / (ServiceLevelCallsOffered - ServiceLevelCallsAband - RouterCallsDequeued) Abandoned Calls have Negative Impact = ServiceLevelCalls / ServiceLevelCallsoffered - RouterCallsDequeued) Abandoned Calls have Positive Impact = (ServiceLevelCalls + ServiceLevelCallsAband) / (ServiceLevelCallsoffered - RouterCallsDequeued) Abandoned Calls have Positive Impact = (ServiceLevelCalls + ServiceLevelCallsAband) / (ServiceLevelCallsoffered - RouterCallsDequeued)	If Service Level type…...Ignore abandoned calls:(t_Router_Queue_Interval.ServiceLevelCalls / (t_Router_Queue_Interval.ServiceLevelCallsOffered - t_Router_Queue_Interval.ServiceLevelCallsAband - t_Router_Queue_Interval.RouterCallsDequeued)) * 100…Abandoned calls negatively impact:(t_Router_Queue_Interval.ServiceLevelCalls / (t_Router_Queue_Interval.ServiceLevelCallsOffered - t_Router_Queue_Interval.RouterCallsDequeued)) * 100…Abandoned calls positively impact:((t_Router_Queue_Interval.ServiceLevelCalls + t_Router_Queue_Interval.ServiceLevelCallsAband) / t_Router_Queue_Interval.ServiceLevelCallsOffered -t_Router_Queue_Interval.RouterCallsDequeued) * 100	Min, Max, WeightedAvg	Float
SL Calls	Number of calls answered within the Service Level threshold for the Precision	t_Router_Queue_Interval.ServiceLevelCalls	Sum, Min, Max, Avg	Integer

Name	Description	Definition/Source	Totals	Units
	Queue during the interval.			
SL Aband	The number of calls that abandoned within the Precision Queue Service Level threshold during the interval.	t_Router_Queue_ Interval.ServiceLevelCallsAband	Sum, Min, Max, Avg	Integer
SL Dequeued	The number of queued calls de-queued from a Precision Queue within the Precision Queue Service Level threshold during the interval.	t_Router_Queue_ Interval.ServiceLevelCallsDequeue	Sum, Min, Max, Avg	Integer
SL Offered	The number of calls routed to the Precision Queue or queued for the Precision Queue during the interval.	t_Router_Queue_ Interval.ServiceLevelCallsOffered	Sum, Min, Max, Avg	Integer
SL Error	The calls that ended in Error state within the Precision Queue Service Level threshold during the reporting interval.	t_Router_Queue_ Interval.ServiceLevelError	Sum, Min, Max, Avg	Integer
SL RONA	The calls that redirected on no answer within the Service Level threshold during the reporting interval. These calls are part of the ServiceLevelCallsOffered.	t_Router_Queue_ Interval.ServiceLevelRONA	Sum, Min, Max, Avg	Integer
Service Level Type	This value determines the calculation currently used for Service Level. Depending on the value, abandoned calls positively impact Service Level, negatively impact Service Level or are ignored. See the Cisco documentation for details. Note that if this value is changed it will not automatically force a recalculation of historical service levels.	Router_Queue_ Interval.ServiceLevelType		String
Service Level (ignore aban)	The Service Level for the Router Queue during the interval, ignoring abandoned calls.	(Router_Queue_ Interval.ServiceLevelCalls / (Router_ Queue_ Interval.ServiceLevelCallsOffered - Router_ Queue_ Interval.ServiceLevelCallsAband -	Min, Max, WeightedAvg	Float

Name	Description	Definition/Source	Totals	Units
		Router_Queue_ Interval.CallsDequeued)) * 100		
Service Level (aban -ve)	The Service Level for the Router Queue during the interval allowing for negative impact of abandoned calls.	(Router_Queue_ Interval.ServiceLevelCalls / (Router_ Queue_ Interval.ServiceLevelCallsOffered - Router_Queue_ Interval.CallsDequeued)) * 100	Min, Max, WeightedAvg	Float
Service Level (aban +ve)	The Service Level for the Router Queue during the interval allowing for positive impact of abandoned calls.	((Router_Queue_ Interval.ServiceLevelCalls + Router_ Queue_ Interval.ServiceLevelCallsAband) / Router_Queue_ Interval.ServiceLevelCallsOffered - Router_Queue_Interval.CallsDequeued) * 100	Min, Max, WeightedAvg	Float

Offered In Step

Name	Description	Definition/Source	Totals	Units
Offered Step 1	Number of calls offered in step 1 of the Precision Queue.	t_Router_Queue_ Interval.OfferedStep1	Sum, Min, Max, Avg	Integer
Offered Step 2	Number of calls offered in step 2 of the Precision Queue.	t_Router_Queue_ Interval.OfferedStep2	Sum, Min, Max, Avg	Integer
Offered Step 3	Number of calls offered in step 3 of the Precision Queue.	t_Router_Queue_ Interval.OfferedStep6	Sum, Min, Max, Avg	Integer
Offered Step 4	Number of calls offered in step 4 of the Precision Queue.	t_Router_Queue_ Interval.OfferedStep6	Sum, Min, Max, Avg	Integer
Offered Step 5	Number of calls offered in step 5 of the Precision Queue.	t_Router_Queue_ Interval.OfferedStep5	Sum, Min, Max, Avg	Integer
Offered Step 6	Number of calls offered in step 6 of the Precision Queue.	t_Router_Queue_ Interval.OfferedStep6	Avg, Max, Min, Sum	Integer
Offered Step 7	Number of calls offered in step 7 of the Precision Queue.	t_Router_Queue_ Interval.OfferedStep7	Sum, Min, Max, Avg	Integer
Offered Step 8	Number of calls offered in step 8 of the Precision Queue.	t_Router_Queue_ Interval.OfferedStep8	Sum, Min, Max, Avg	Integer
Offered Step 9	Number of calls offered in step 9 of the Precision Queue.	t_Router_Queue_ Interval.OfferedStep9	Sum, Min, Max, Avg	Integer
Offered Step 10	Number of calls offered in step 10 of the Precision Queue.	t_Router_Queue_ Interval.OfferedStep10	Sum, Min, Max, Avg	Integer

Name	Description	Definition/Source	Totals	Units
Answered In Step				
Ans Step 1	Number of calls answered in step 1 of the Precision Queue.	t_Router_Queue_Interval.AnsStep1	Sum, Min, Max, Avg	Integer
Ans Step 2	Number of calls answered in step 2 of the Precision Queue.	t_Router_Queue_Interval.AnsStep2	Sum, Min, Max, Avg	Integer
Ans Step 3	Number of calls answered in step 3 of the Precision Queue.	t_Router_Queue_Interval.AnsStep3	Sum, Min, Max, Avg	Integer
Ans Step 4	Number of calls answered in step 4 of the Precision Queue.	t_Router_Queue_Interval.AnsStep4	Sum, Min, Max, Avg	Integer
Ans Step 5	Number of calls answered in step 5 of the Precision Queue.	t_Router_Queue_Interval.AnsStep5	Sum, Min, Max, Avg	Integer
Ans Step 6	Number of calls answered in step 6 of the Precision Queue.	t_Router_Queue_Interval.AnsStep6	Sum, Min, Max, Avg	Integer
Ans Step 7	Number of calls answered in step 7 of the Precision Queue.	t_Router_Queue_Interval.AnsStep7	Sum, Min, Max, Avg	Integer
Ans Step 8	Number of calls answered in step 8 of the Precision Queue.	t_Router_Queue_Interval.AnsStep8	Sum, Min, Max, Avg	Integer
Ans Step 9	Number of calls answered in step 9 of the Precision Queue.	t_Router_Queue_Interval.AnsStep9	Sum, Min, Max, Avg	Integer
Ans Step 10	Number of calls answered in step 10 of the Precision Queue.	t_Router_Queue_Interval.AnsStep10	Sum, Min, Max, Avg	Integer
Abandon In Step				
Abandon Step 1	Number of calls abandoned in step 1 of the Precision Queue.	t_Router_Queue_Interval.AbandStep1	Sum, Max, Min, Avg	Integer
Abandon Step 2	Number of calls abandoned in step 2 of the Precision Queue.	t_Router_Queue_Interval.AbandStep2	Sum, Min, Max, Avg	Integer
Abandon Step 3	Number of calls abandoned in step 3 of the Precision Queue.	t_Router_Queue_Interval.AbandStep3	Sum, Min, Max, Avg	Integer
Abandon Step 4	Number of calls abandoned in step 4 of the Precision Queue.	t_Router_Queue_Interval.AbandStep4	Sum, Min, Max, Avg	Integer
Abandon Step 5	Number of calls abandoned in step 5 of the Precision Queue.	t_Router_Queue_Interval.AbandStep5	Sum, Min, Max, Avg	Integer
Abandon Step 6	Number of calls abandoned in step 6 of the Precision Queue.	t_Router_Queue_Interval.AbandStep6	Sum, Min, Max, Avg	Integer
Abandon	Number of calls abandoned in	t_Router_Queue_Interval.AbandStep7	Sum, Min,	Integer

Name	Description	Definition/Source	Totals	Units
Step 7	step 7 of the Precision Queue.		Max, Avg	
Abandon Step 8	Number of calls abandoned in step 8 of the Precision Queue.	t_Router_Queue_Interval.AbandStep8	Sum, Min, Max, Avg	Integer
Abandon Step 9	Number of calls abandoned in step 9 of the Precision Queue.	t_Router_Queue_Interval.AbandStep9	Sum, Min, Max, Avg	Integer
Abandon Step 10	Number of calls abandoned in step 10 of the Precision Queue.	t_Router_Queue_Interval.AbandStep10	Sum, Min, Max, Avg	Integer
Skipped Step				
Skip Step 1	Number of calls skipped due to Consider If in step 1.	t_Router_Queue_Interval.SkipStep1	Sum, Min, Max, Avg	Integer
Skip Step 2	Number of calls skipped due to Consider If in step 2.	t_Router_Queue_Interval.SkipStep2	Avg, Min, Max, Sum	Integer
Skip Step 3	Number of calls skipped due to Consider If in step 3	t_Router_Queue_Interval.SkipStep3	Sum, Min, Max, Avg	Integer
Skip Step 4	Number of calls skipped due to Consider If in step 4.	t_Router_Queue_Interval.SkipStep4	Sum, Min, Max, Avg	Integer
Skip Step 5	Number of calls skipped due to Consider If in step 5.	t_Router_Queue_Interval.SkipStep5	Sum, Min, Max, Avg	Integer
Skip Step 6	Number of calls skipped due to Consider If in step 6.	t_Router_Queue_Interval.SkipStep6	Sum, Min, Max, Avg	Integer
Skip Step 7	Number of calls skipped due to Consider If in step 7.	t_Router_Queue_Interval.SkipStep7	Sum, Min, Max, Avg	Integer
Skip Step 8	Number of calls skipped due to Consider If in step 8.	t_Router_Queue_Interval.SkipStep8	Sum, Min, Max, Avg	Integer
Skip Step 9	Number of calls skipped due to Consider If in step 9.	t_Router_Queue_Interval.SkipStep9	Sum, Min, Max, Avg	Integer
Answered Intervals				
Ans Interval 1	Number of calls answered within bucket interval 1.	t_Router_Queue_Interval.AnsInterval1	Sum, Min, Max, Avg	Integer
Ans Interval 2	Number of calls answered within bucket interval 2.	t_Router_Queue_Interval.AnsInterval2	Sum, Min, Max, Avg	Integer
Ans Interval 3	Number of calls answered within bucket interval 3.	t_Router_Queue_Interval.AnsInterval3	Sum, Min, Max, Avg	Integer
Ans Interval 4	Number of calls answered within bucket interval 4.	t_Router_Queue_Interval.AnsInterval4	Sum, Min, Max, Avg	Integer

Name	Description	Definition/Source	Totals	Units
Ans Interval 5	Number of calls answered within bucket interval 5.	t_Router_Queue_Interval.AnsInterval5	Sum, Min, Max, Avg	Integer
Ans Interval 6	Number of calls answered within bucket interval 6.	t_Router_Queue_Interval.AnsInterval6	Sum, Min, Max, Avg	Integer
Ans Interval 7	Number of calls answered within bucket interval 7.	t_Router_Queue_Interval.AnsInterval7	Sum, Min, Max, Avg	Integer
Ans Interval 8	Number of calls answered within bucket interval 8.	t_Router_Queue_Interval.AnsInterval8	Sum, Min, Max, Avg	Integer
Ans Interval 9	Number of calls answered within bucket interval 9.	t_Router_Queue_Interval.AnsInterval9	Sum, Min, Max, Avg	Integer
Ans Interval 10	Number of calls answered within bucket interval 10.	t_Router_Queue_Interval.AnsInterval10	Sum, Min, Max, Avg	Integer
Abandon Intervals				
Aband Interval 1	Number of calls abandoned within bucket interval 1.	t_Router_Queue_Interval.AbandInterval1	Sum, Min, Max, Avg	Integer
Aband Interval 2	Number of calls abandoned within bucket interval 2.	t_Router_Queue_Interval.AbandInterval2	Sum, Min, Max, Avg	Integer
Aband Interval 3	Number of calls abandoned within bucket interval 3.	t_Router_Queue_Interval.AbandInterval3	Sum, Min, Max, Avg	Integer
Aband Interval 4	Number of calls abandoned within bucket interval 4.	t_Router_Queue_Interval.AbandInterval4	Sum, Min, Max, Avg	Integer
Aband Interval 5	Number of calls abandoned within bucket interval 5.	t_Router_Queue_Interval.AbandInterval5	Sum, Min, Max, Avg	Integer
Aband Interval 6	Number of calls abandoned within bucket interval 6.	t_Router_Queue_Interval.AbandInterval6	Sum, Min, Max, Avg	Integer
Aband Interval 7	Number of calls abandoned within bucket interval 7.	t_Router_Queue_Interval.AbandInterval7	Sum, Min, Max, Avg	Integer
Aband Interval 8	Number of calls abandoned within bucket interval 8.	t_Router_Queue_Interval.AbandInterval8	Sum, Min, Max, Avg	Integer
Aband Interval 9	Number of calls abandoned within bucket interval 9.	t_Router_Queue_Interval.AbandInterval9	Sum, Max, Min, Avg	Integer
Aband Interval 10	Number of calls abandoned within bucket interval 10.	t_Router_Queue_Interval.AbandInterval10	Sum, Min, Max, Avg	Integer
KPIs				
% SL Status	The status with respect to the	Status indicator based on Service Level		Float

Name	Description	Definition/Source	Totals	Units
	goal for the number of calls answered with the Service Level Threshold for the Precision Queue.	%		
% SL Trend	The percentage of calls answered with the Service Level Threshold expressed as a trend against the previous period.	Trend indicator based on Service Level %		Float
% SL Goal	The goal for the number of calls answered with the Service Level Threshold for the Precision Queue.	The KPI Goal for Service Level % for the Precision Queue.		Float
% SL Variance	The variance to goal for the number of calls answered within the Service Level Threshold.	The variance to goal for Precision Queue Service Level %.		Float
% Abandoned Status	The status with respect to the goal for the percentage of calls queued to the precision queue that abandoned before being answered by an agent.	Status indicator based on % Abandoned		Float
% Abandoned Trend	The percentage of calls queued to the precision queue that abandoned before being answered by an agent expressed as a trend against the previous period.	Trend indicator based on % Abandoned		Float
% Abandoned Goal	The goal for the percentage of calls queued to the precision queue that abandoned before being answered by an agent.	The KPI Goal for % Abandoned for the Precision Queue.		Float
% Abandoned Variance	The variance to goal for the percentage of calls queued to the Precision Queue that abandoned before being answered by an agent.	The variance to goal for Precision Queue % Abandoned.		Float
% Answered Status	The status with respect to the goal for calls queued to the Precision Queue that were answered by agents for this Precision Queue.	Status indicator based on % Answered		Float

Name	Description	Definition/Source	Totals	Units
% Answered Trend	The percentage of calls queued to the Precision Queue that were answered by agents for this Precision Queue expressed as a trend against the previous period.	Trend indicator based on % Answered		Float
% Answered Goal	The goal for calls queued to the Precision Queue that were answered by agents for this Precision Queue.	The KPI Goal for % Answered for the Precision Queue.		Float
% Answered Variance	The variance to goal for calls queued to the Precision Queue that were answered by agents for this Precision Queue.	The variance to goal for Precision Queue % Answered.		Float
% Dequeued Trend	The percentage of calls that were de-queued from this Precision Queue to be routed to another Precision Queue expressed as a trend against the previous period.	Trend indicator based on % Dequeued.		Float

Hist - Self Service Article Usage

Overview

This model allows end users to develop historical reports that provide information that shows the effectiveness of searches by article and the ratings given to articles by users of the knowledge base articles used in knowledge base sessions.

Selection Criteria

Referenced Table(s)	
Parameter Type(s)	IT_KB_PORTAL, IT_KB_TOPIC, IT_TENANT, IT_AGENT, IT_DATE, IT_KB_ARTICLE
Time Period (s)	Historical (Unknown)

Grouping(s)	Portal, Topic, Department, Agent, Session Type, Quarter Hour, Half Hour, Hour, Date, Week, Month, Quarter, Year, Article, Manager Agent Name
Timezone Enabled	Yes

Attribute Definitions

Name	Description	Definition/Source	Totals	Units
Parameters				
Portal	The knowledge portal that was used to access an article or perform a search.	The knowledge portal that was used to access an article or perform a search.		String
Topic	The topic that was used to navigate to an article. Only applicable when measuring article access via topic. Topics are the main navigation options in the portal.	The topic that was used to navigate to an article. Only applicable when measuring article access via topic. Topics are the main navigation options in the portal.		String
Department	The department that the knowledge portal (which was used to access an article or perform a search) belongs to.	The department that the knowledge portal (which was used to access an article or perform a search) belongs to.		String
Agent	The agent who used a knowledge portal to access an article or perform a search. Not applicable for self-service customer sessions.	The agent who used a knowledge portal to access an article or perform a search. Not applicable for self-service customer sessions.		String
Article	The article that was accessed. Only applicable when measuring article access and ratings, not search effectiveness.	The article that was accessed. Only applicable when measuring article access and ratings, not search effectiveness.		String
Filters				
Session Type	The type of user who used a knowledge portal to access an article or perform a search. If the session type is 'Self Service', this indicates that the user was a customer. A session type of 'KnowledgeAgent' indicates that the user was an agent who logged into the portal directly.	The type of user who used a knowledge portal to access an article or perform a search. If the session type is 'Self Service', this indicates that the user was a customer. A session type of 'KnowledgeAgent' indicates that the user was an agent who logged into the portal directly.		String

Name	Description	Definition/Source	Totals	Units
	'Agent Console' indicates an agent who accessed the portal through the Advisor Desktop.	'Agent Console' indicates an agent who accessed the portal through the Advisor Desktop.		
Time Periods				
Quarter Hour	Quarter Hour			DateTime
Half Hour	Half Hour			DateTime
Hour	Hour			DateTime
Date	Date			DateTime
Week	Week			String
Month	Month			DateTime
Quarter	Quarter			String
Year	Year			DateTime
Attributes				
Portal Name	The knowledge portal that was used to access an article or perform a search.	The knowledge portal that was used to access an article or perform a search.		String
Article Name	The article that was accessed. Only applicable when measuring article access and ratings, not search effectiveness.	The article that was accessed. Only applicable when measuring article access and ratings, not search effectiveness.		String
Department Name	The department that the knowledge portal (which was used to access an article or perform a search) belongs to.	The department that the knowledge portal (which was used to access an article or perform a search) belongs to.		String
Agent Name	The agent who used a knowledge portal to access an article or perform a search. Not applicable for self-service customer sessions.	The agent who used a knowledge portal to access an article or perform a search. Not applicable for self-service customer sessions.		String
Access Method	The access method which was used to access an article (e.g. search, popular articles, topic).	The access method which was used to access an article (e.g. search, popular articles, topic).		String
Session Type Name	The type of user who used a knowledge portal to access an article or perform a search. If the session type is 'Self Service', this	The type of user who used a knowledge portal to access an article or perform a search. If the session type is 'Self Service', this		String

Name	Description	Definition/Source	Totals	Units
	indicates that the user was a customer. A session type of 'KnowledgeAgent' indicates that the user was an agent who logged into the portal directly. 'Agent Console' indicates an agent who accessed the portal through the Advisor Desktop.	indicates that the user was a customer. A session type of 'KnowledgeAgent' indicates that the user was an agent who logged into the portal directly. 'Agent Console' indicates an agent who accessed the portal through the Advisor Desktop.		
Manager User Name	The login name of the Manager Agent.	The login name of the Manager Agent.		String
Search Phrase	The search terms that were used. Only applicable when measuring search effectiveness, and article access via search.	The search terms that were used. Only applicable when measuring search effectiveness, and article access via search.		String
Topic Name	The topic that was used to navigate to an article. Only applicable when measuring article access via topic. Topics are the main navigation options in the portal.	The topic that was used to navigate to an article. Only applicable when measuring article access via topic. Topics are the main navigation options in the portal.		String
Language	The language in which the knowledge portal was used to access an article or perform a search.	The language in which the knowledge portal was used to access an article or perform a search.		String
Manager Agent Name	The manager of the agent who accessed the knowledge base.			String
User Name	The login name of the Agent.	The login name of the Agent.		String
Article Usage				
Article Views	The number of times that an article was viewed during sessions that began in the interval. This may include any article access method.	The number of times that an article was viewed during sessions that began in the interval. This may include any article access method.	Sum, Min, Max, Avg	Integer
Article Rated Count	The number of times that an article was rated (given feedback) during sessions that began in the interval.	The number of times that an article was rated (given feedback) during sessions that began in the interval.	Sum, Min, Max, Avg	Integer
Average Article Rating	Across all the times that an article was rated during sessions that began in the interval, the average score that was given. By	Across all the times that an article was rated during sessions that began in the interval, the average score that was given. By	Min, Max, WeightedAvg	Float

Name	Description	Definition/Source	Totals	Units
	default, positive feedback gives a score of 1, and negative feedback gives 0, so an average score of 0.5 would mean that the article was rated positively 50% of the time.	default, positive feedback gives a score of 1, and negative feedback gives 0, so an average score of 0.5 would mean that the article was rated positively 50% of the time.		
Search Effectiveness				
Average Articles Returned	For searches performed during the interval, the average number of articles returned by each search.	For searches performed during the interval, the average number of articles returned by each search.	Min, Max, WeightedAvg	Float
Articles Returned	For searches performed during the interval, the total number of articles returned.	For searches performed during the interval, the total number of articles returned.	Sum, Min, Max, Avg	Integer
Searches	The number of times that a search was performed during sessions that began in the interval. This is only applicable against Agent, Department and Portal parameters.	The number of times that a search was performed during sessions that began in the interval.	Sum	Integer
Successful Searches	The number of times that a search was performed during sessions that began in the interval, and the search returned at least one article. This is only applicable against Agent, Department and Portal parameters.	The number of times that a search was performed during sessions that began in the interval, and the search returned at least one article.	Sum, Min, Max, Avg	Integer
Failed Searches	The number of times that a search was performed during sessions that began in the interval, and the search returned no articles. This is only applicable against Agent, Department and Portal parameters.	The number of times that a search was performed during sessions that began in the interval, and the search returned no articles.	Sum, Min, Max, Avg	Integer
Article Access Method Volumes				
Direct Access	The number of times that an article was accessed without an access method, during sessions that began in the interval. This typically means the user launched the article's URL	The number of times that an article was accessed without an access method, during sessions that began in the interval. This typically means the user launched the article's URL	Sum, Min, Max, Avg	Integer

Name	Description	Definition/Source	Totals	Units
	directly (e.g. via a browser bookmark or a link shared between users).	directly (e.g. via a browser bookmark or a link shared between users).		
Search Access	The number of times that an article was accessed from search results during sessions that began in the interval.	The number of times that an article was accessed from search results during sessions that began in the interval.	Sum, Min, Max, Avg	Integer
Popular Articles Access	The number of times that an article was accessed from the portal's popular articles list (also known as the 'trending' list) during sessions that began in the interval.	The number of times that an article was accessed from the portal's popular articles list (also known as the 'trending' list) during sessions that began in the interval.	Sum, Min, Max, Avg	Integer
Lists Access	The number of times that an article was accessed from a 'Useful Item' list during sessions that began in the interval. These lists highlight articles of interest (e.g. new or recently updated articles).	The number of times that an article was accessed from a 'Useful Item' list during sessions that began in the interval. These lists highlight articles of interest (e.g. new or recently updated articles).	Sum, Min, Max, Avg	Integer
Guided Help Solution Access	The number of times that an article was accessed as a Guided Help solution during sessions that began in the interval. Guided Help presents articles as solutions after the user has answered questions. Only includes articles accessed via live release case bases.	The number of times that an article was accessed as a Guided Help solution during sessions that began in the interval. Guided Help presents articles as solutions after the user has answered questions. Only includes articles accessed via live release case bases.	Sum, Min, Max, Avg	Integer
Guided Help Info Access	The number of times that an article was accessed as Guided Help additional information during sessions that began in the interval. Additional information is attached to questions within Guided Help. Only includes articles accessed via live release case bases.	The number of times that an article was accessed as Guided Help additional information during sessions that began in the interval. Additional information is attached to questions within Guided Help. Only includes articles accessed via live release case bases.	Max, Min, Sum, Avg	Integer
Related Articles Access	The number of times that an article was accessed from another article's related list during sessions that began in the interval.	The number of times that an article was accessed from another article's related list during sessions that began in the interval.	Sum, Min, Max, Avg	Integer

Name	Description	Definition/Source	Totals	Units
Topic Access	The number of times that an article was accessed via a topic during sessions that began in the interval. Topics are the main navigation options in the portal.	The number of times that an article was accessed via a topic during sessions that began in the interval. Topics are the main navigation options in the portal.	Sum, Min, Max, Avg	Integer
Suggested Access	The number of times that an article was accessed as an auto-suggestion during sessions that began in the interval. Articles are auto-suggested to self-service customers when they try to escalate (e.g. send an email). Not applicable for agent sessions.	The number of times that an article was accessed as an auto-suggestion during sessions that began in the interval. Articles are auto-suggested to self-service customers when they try to escalate (e.g. send an email). Not applicable for agent sessions.	Sum, Min, Max, Avg	Integer
Bookmark Access	The number of times that an article was accessed from the user's portal bookmarks during sessions that began in the interval. This indicates that the user thought the article was worth bookmarking and revisiting.	The number of times that an article was accessed from the user's portal bookmarks during sessions that began in the interval. This indicates that the user thought the article was worth bookmarking and revisiting.	Sum, Max, Min, Avg	Integer
Announcement Access	The number of times that an article was accessed from the portal announcements list during sessions that began in the interval.	The number of times that an article was accessed from the portal announcements list during sessions that began in the interval.	Sum, Min, Max, Avg	Integer

Hist - Self Service Performance

Overview

This model allows end users to develop historical reports that provide information that shows the effectiveness of the knowledge base and knowledge base articles used in knowledge base sessions.

Selection Criteria

Referenced Table(s)	
Parameter Type(s)	IT_AGENT, IT_AGENT_TEAM, IT_PERSON, IT_TENANT, IT_KB_PORTAL, IT_DATE
Time Period(s)	Half Hour, Quarter Hour, Hour, Date, Week, Month, Quarter, Year
Grouping(s)	Agent, Agent Team, Person, Department, Landing Portal, Session Type, Half Hour, Quarter Hour, Hour, Date, Week, Month, Quarter, Year, Language Name, Manager Agent Name
Timezone Enabled	Yes

Attribute Definitions

Name	Description	Definition/Source	Totals	Units
Parameters				
Agent	The agent who used a knowledge portal. Not applicable for self-service customer sessions.	The agent who used a knowledge portal. Not applicable for self-service customer sessions.		String
Agent Team	The team of the agent who used a knowledge portal. Agent teams are used to denote the organizational structure of Cisco Unified CCE agents. For deployments that are not integrated with Cisco UCCE, this field will not be populated. Not applicable for self-service customer sessions.	The team of the agent who used a knowledge portal. Agent teams are used to denote the organizational structure of Cisco Unified CCE agents. For deployments that are not integrated with Cisco UCCE, this field will not be populated. Not applicable for self-service customer sessions.		String
Person	The person who used a knowledge portal. The concept of a 'person' in Analytics is used to denote the identity of Cisco Unified CCE agents with more than one agent ID across peripherals. For deployments that are not integrated with Cisco UCCE, this field will not be populated. Not applicable for	The person who used a knowledge portal. The concept of a 'person' in Analytics is used to denote the identity of Cisco Unified CCE agents with more than one agent ID across peripherals. For deployments that are not integrated with Cisco UCCE, this field will not be populated. Not applicable for		String

Name	Description	Definition/Source	Totals	Units
	self-service customer sessions.	self-service customer sessions.		
Department	The department that the landing portal belongs to.	The department that the landing portal belongs to.		String
Landing Portal	The knowledge portal that was used. If an agent moved from one portal to another within the same session (e.g. by switching between activities), the entire session will be reported against the first portal that they interacted with during the session.	The knowledge portal that was used. If an agent moved from one portal to another within the same session (e.g. by switching between activities), the entire session will be reported against the first portal that they interacted with during the session.		String

Time Periods

Name	Description	Definition/Source	Totals	Units
Half Hour	Half Hour			DateTime
Quarter Hour	Quarter Hour			DateTime
Hour	Hour			DateTime
Date	Date			DateTime
Week	Week			String
Month	Month			DateTime
Quarter	Quarter			String
Year	Year			DateTime

Filters

Name	Description	Definition/Source	Totals	Units
Session Type	The type of user who used a knowledge portal. If the session type is 'Self Service', this indicates that the user was a customer. A session type of 'KnowledgeAgent' indicates that the user was an agent who logged into the portal directly. 'Agent Console' indicates an agent who accessed the portal through the Advisor Desktop.	The type of user who used a knowledge portal. If the session type is 'Self Service', this indicates that the user was a customer. A session type of 'KnowledgeAgent' indicates that the user was an agent who logged into the portal directly. 'Agent Console' indicates an agent who accessed the portal through the Advisor Desktop.		String

Attributes

Name	Description	Definition/Source	Totals	Units
User Name	The login name of the Agent.	The login name of the Agent.		String
Manager User	The login name of the Manager	The login name of the Manager		String

Name	Description	Definition/Source	Totals	Units
Name	Agent.	Agent.		
Agent Name	The agent who used a knowledge portal. Not applicable for self-service customer sessions.	The agent who used a knowledge portal. Not applicable for self-service customer sessions.		String
Agent Team Name	The team of the agent who used a knowledge portal. Agent teams are used to denote the organizational structure of Cisco Unified CCE agents. For deployments that are not integrated with Cisco UCCE, this field will not be populated. Not applicable for self-service customer sessions.	The team of the agent who used a knowledge portal. Agent teams are used to denote the organizational structure of Cisco Unified CCE agents. For deployments that are not integrated with Cisco UCCE, this field will not be populated. Not applicable for self-service customer sessions.		String
Session Type Name	The type of user who used a knowledge portal. If the session type is 'Self Service', this indicates that the user was a customer. A session type of 'KnowledgeAgent' indicates that the user was an agent who logged into the portal directly. 'Agent Console' indicates an agent who accessed the portal through the Advisor Desktop.	The type of user who used a knowledge portal. If the session type is 'Self Service', this indicates that the user was a customer. A session type of 'KnowledgeAgent' indicates that the user was an agent who logged into the portal directly. 'Agent Console' indicates an agent who accessed the portal through the Advisor Desktop.		String
Person Name	The person who used a knowledge portal. The concept of a 'person' in Analytics is used to denote the identity of Cisco Unified CCE agents with more than one agent ID across peripherals. For deployments that are not integrated with Cisco UCCE, this field will not be populated. Not applicable for self-service customer sessions.	The person who used a knowledge portal. The concept of a 'person' in Analytics is used to denote the identity of Cisco Unified CCE agents with more than one agent ID across peripherals. For deployments that are not integrated with Cisco UCCE, this field will not be populated. Not applicable for self-service customer sessions.		String
Department Name	The department that the landing portal belongs to.	The department that the landing portal belongs to.		String
Landing Portal Name	The knowledge portal that was used. If an agent moved from one portal to another within the same session (e.g. by switching between activities), the entire	The knowledge portal that was used. If an agent moved from one portal to another within the same session (e.g. by switching between activities), the entire		String

Name	Description	Definition/Source	Totals	Units
	session will be reported against the first portal that they interacted with during the session.	session will be reported against the first portal that they interacted with during the session.		
Language Name	The language in which the landing portal was used.	The language in which the landing portal was used.		String
Manager Agent Name	The manager of the agent who accessed the knowledge base.			String
Session Summary				
Active Sessions	The total number of knowledge sessions which began during the interval (and where the user interacted with the portal in some way, e.g. clicking on a topic or article or running a search). A session begins when a user first navigates into the portal and ends when the user logs out or is timed out due to inactivity. Only sessions which have ended when the report is run are counted.	The total number of knowledge sessions which began during the interval (and where the user interacted with the portal in some way, e.g. clicking on a topic or article or running a search). A session begins when a user first navigates into the portal and ends when the user logs out or is timed out due to inactivity. Only sessions which have ended when the report is run are counted.	Max, Min, Sum, Avg	Integer
Total Sessions	The total number of knowledge sessions which began during the interval. A session begins when a user first interacts with the portal and ends when the user logs out, or is timed out due to inactivity. Only sessions which have ended when the report is run are counted.	The total number of knowledge sessions which began during the interval. A session begins when a user first interacts with the portal and ends when the user logs out, or is timed out due to inactivity. Only sessions which have ended when the report is run are counted.	Sum, Min, Max, Avg	Integer
Sessions With Escalations	The number of sessions which began during the interval, in which a customer escalated to email or chat at least once. This either means that no articles were auto-suggested, or the customer clicked on the option to proceed with their escalation after articles were auto-suggested. Not applicable for agent sessions.	The number of sessions which began during the interval, in which a customer escalated to email or chat at least once. This either means that no articles were auto-suggested, or the customer clicked on the option to proceed with their escalation after articles were auto-suggested. Not applicable for agent sessions.	Sum, Min, Max, Avg	Integer
Sessions	The number of sessions which	The number of sessions which	Sum, Min,	Integer

Name	Description	Definition/Source	Totals	Units
Without Escalations	began during the interval, in which a customer did not escalate to email or chat. Any attempted escalations were averted or abandoned. Not applicable for agent sessions.	began during the interval, in which a customer did not escalate to email or chat. Any attempted escalations were averted or abandoned. Not applicable for agent sessions.	Max, Avg	
% With Escalations	The number of sessions which began during the interval, in which a customer escalated to email or chat at least once. This is expressed as a percentage of the total number of sessions which began during the interval. This either means that no articles were auto-suggested, or the customer clicked on the option to proceed with their escalation after articles were auto-suggested. Not applicable for agent sessions.	The number of sessions which began during the interval, in which a customer escalated to email or chat at least once. This is expressed as a percentage of the total number of sessions which began during the interval. This either means that no articles were auto-suggested, or the customer clicked on the option to proceed with their escalation after articles were auto-suggested. Not applicable for agent sessions.	Min, Max, WeightedAvg	Float
% Without Escalations	The number of sessions which began during the interval, in which a customer did not escalate to email or chat. This is expressed as a percentage of the total number of sessions which began during the interval. Any attempted escalations were averted or abandoned. Not applicable for agent sessions.	The number of sessions which began during the interval, in which a customer did not escalate to email or chat. This is expressed as a percentage of the total number of sessions which began during the interval. Any attempted escalations were averted or abandoned. Not applicable for agent sessions.	Min, Max, WeightedAvg	Float
Successful Sessions	The number of sessions which began during the interval, in which a customer did not escalate to email or chat. Any attempted escalations were averted or abandoned. Not applicable for agent sessions.	The number of sessions which began during the interval, in which a customer did not escalate to email or chat. Any attempted escalations were averted or abandoned. Not applicable for agent sessions.	Sum, Min, Max, Avg	Integer
% Successful	The number of sessions which began during the interval, in which a customer did not escalate to email or chat. This is expressed as a percentage of the total number of sessions which began during the interval. Any attempted escalations were	The number of sessions which began during the interval, in which a customer did not escalate to email or chat. This is expressed as a percentage of the total number of sessions which began during the interval. Any attempted escalations were	Min, Max, WeightedAvg	Float

Name	Description	Definition/Source	Totals	Units
	averted or abandoned. Not applicable for agent sessions.	averted or abandoned. Not applicable for agent sessions.		
Abandoned	The number of knowledge sessions which began during the interval, and ended with the user being timed out due to inactivity. This is typical for self-service customers. For agents, this means that they did not explicitly log out when they finished using the portal.	The number of knowledge sessions which began during the interval, and ended with the user being timed out due to inactivity. This is typical for self-service customers. For agents, this means that they did not explicitly log out when they finished using the portal.	Sum, Min, Max, Avg	Integer
Total Session Duration	For knowledge sessions which began during the interval, the total time that elapsed from the beginning of each session to the end. A session begins when a user first interacts with the portal and ends when the user logs out, or is timed out due to inactivity.	For knowledge sessions which began during the interval, the total time that elapsed from the beginning of each session to the end. A session begins when a user first interacts with the portal and ends when the user logs out, or is timed out due to inactivity.	Sum, Min, Max, Avg	BigInteger
Average Session Duration	For knowledge sessions which began during the interval, the average time that elapsed from the beginning of each session to the end. A session begins when a user first interacts with the portal and ends when the user logs out, or is timed out due to inactivity.	For knowledge sessions which began during the interval, the average time that elapsed from the beginning of each session to the end. A session begins when a user first interacts with the portal and ends when the user logs out, or is timed out due to inactivity.	WeightedAvg, Min, Max	BigInteger
Total Session Duration on Logout	For knowledge sessions which began during the interval, and ended with the user explicitly logging out, the total time that elapsed from the beginning of each session to the end. A session begins when a user first interacts with the portal and ends when the user logs out.	For knowledge sessions which began during the interval, and ended with the user explicitly logging out, the total time that elapsed from the beginning of each session to the end. A session begins when a user first interacts with the portal and ends when the user logs out.	Sum, Max, Avg, Min	BigInteger
Avg Session Duration on Logout	For knowledge sessions which began during the interval, and ended with the user explicitly logging out, the average time that elapsed from the beginning of each session to the end. A	For knowledge sessions which began during the interval, and ended with the user explicitly logging out, the average time that elapsed from the beginning of each session to the end. A	Min, WeightedAvg, Max	BigInteger

Name	Description	Definition/Source	Totals	Units
	session begins when a user first interacts with the portal and ends when the user logs out.	session begins when a user first interacts with the portal and ends when the user logs out.		
Escalations and Deflection				
Escalations Attempted	The number of times that a customer began to escalate to email or chat during sessions which began in the interval. This means they submitted the email webform or pre-chat form. Not applicable for agent sessions.	The number of times that a customer began to escalate to email or chat during sessions which began in the interval. This means they submitted the email webform or pre-chat form. Not applicable for agent sessions.	Sum, Min, Max, Avg	Integer
Escalations	The number of times that a customer escalated to email or chat during sessions which began in the interval. This either means that no articles were auto-suggested, or the customer clicked on the option to proceed even after articles were auto-suggested. Not applicable for agent sessions.	The number of times that a customer escalated to email or chat during sessions which began in the interval. This either means that no articles were auto-suggested, or the customer clicked on the option to proceed even after articles were auto-suggested. Not applicable for agent sessions.	Sum, Min, Max, Avg	Integer
Escalations Averted	The number of times that a customer began to escalate to email or chat during sessions which began in the interval, but they clicked on the option to cancel their escalation after articles were auto-suggested. Not applicable for agent sessions.	The number of times that a customer began to escalate to email or chat during sessions which began in the interval, but they clicked on the option to cancel their escalation after articles were auto-suggested. Not applicable for agent sessions.	Sum, Min, Max, Avg	Integer
% Escalations Averted	The number of times that a customer began to escalate to email or chat during sessions which began in the interval, but they clicked on the option to cancel their escalation after articles were auto-suggested. This is expressed as a percentage of the number of times that a customer began to escalate during sessions which began in the interval. Not applicable for agent sessions.	The number of times that a customer began to escalate to email or chat during sessions which began in the interval, but they clicked on the option to cancel their escalation after articles were auto-suggested. This is expressed as a percentage of the number of times that a customer began to escalate during sessions which began in the interval. Not applicable for agent sessions.	Max, Min, WeightedAvg	Float

Name	Description	Definition/Source	Totals	Units
Escalations Abandoned	The number of times that a customer began to escalate to email or chat during sessions which began in the interval, but they did not click on the options to proceed or cancel their escalation after articles were auto-suggested. They may have closed their browser, navigated away, or their session may have timed out. Not applicable for agent sessions.	The number of times that a customer began to escalate to email or chat during sessions which began in the interval, but they did not click on the options to proceed or cancel their escalation after articles were auto-suggested. They may have closed their browser, navigated away, or their session may have timed out. Not applicable for agent sessions.	Sum, Min, Max, Avg	Integer
% Escalations Abandoned	The number of times that a customer began to escalate to email or chat during sessions which began in the interval, but they did not click on the options to proceed or cancel their escalation after articles were auto-suggested. This is expressed as a percentage of the number of times that a customer began to escalate during sessions which began in the interval. They may have closed their browser, navigated away, or their session may have timed out. Not applicable for agent sessions.	The number of times that a customer began to escalate to email or chat during sessions which began in the interval, but they did not click on the options to proceed or cancel their escalation after articles were auto-suggested. This is expressed as a percentage of the number of times that a customer began to escalate during sessions which began in the interval. They may have closed their browser, navigated away, or their session may have timed out. Not applicable for agent sessions.	Min, Max, WeightedAvg	Float

Guided Help Effectiveness

Name	Description	Definition/Source	Totals	Units
Guided Help Started	The number of times that a user started using Guided Help during sessions which began in the interval. This happens whenever a user navigates into a Guided Help section of the portal. Guided Help may be initiated more than once in a session, for example if a user navigates from Guided Help to an article and then starts Guided Help over. Only includes live release case bases.	The number of times that a user started using Guided Help during sessions which began in the interval. This happens whenever a user navigates into a Guided Help section of the portal. Guided Help may be initiated more than once in a session, for example if a user navigates from Guided Help to an article and then starts Guided Help over. Only includes live release case bases.	Sum, Min, Avg, Max	Integer
Guided Help Solution	The number of times that a Guided Help solution article was	The number of times that a Guided Help solution article was	Sum, Min, Max, Avg	Integer

Name	Description	Definition/Source	Totals	Units
Accepts	accepted by a user, during sessions that began in the interval. Guided Help presents articles as solutions after the user has answered questions. The option to accept is only available in a live release case base.	accepted by a user, during sessions that began in the interval. Guided Help presents articles as solutions after the user has answered questions. The option to accept is only available in a live release case base.		
Guided Help Solution Rejects	The number of times that a Guided Help solution article was rejected by a user, during sessions that began in the interval. Guided Help presents articles as solutions after the user has answered questions. The option to reject is only available in a live release case base.	The number of times that a Guided Help solution article was rejected by a user, during sessions that began in the interval. Guided Help presents articles as solutions after the user has answered questions. The option to reject is only available in a live release case base.	Sum, Min, Max, Avg	Integer
Search Effectiveness				
Searches	The number of times that a search was performed during sessions that began in the interval.	The number of times that a search was performed during sessions that began in the interval.	Sum, Min, Max, Avg	Integer
Successful Searches	The number of times that a search was performed during sessions that began in the interval, and the search returned at least one article.	The number of times that a search was performed during sessions that began in the interval, and the search returned at least one article.	Sum, Min, Max, Avg	Integer
Failed Searches	The number of times that a search was performed during sessions that began in the interval, and the search returned no articles.	The number of times that a search was performed during sessions that began in the interval, and the search returned no articles.	Sum, Min, Max, Avg	Integer
Articles Returned	The total number of articles returned across all search attempts, during sessions that began in the interval.	The total number of articles returned across all search attempts, during sessions that began in the interval.	Sum, Min, Max, Avg	Integer
Avg Articles Returned	The average number of articles returned per search attempt, during sessions that began in the interval.	The average number of articles returned per search attempt, during sessions that began in the interval.	WeightedAvg, Min, Max	Float

Name	Description	Definition/Source	Totals	Units
Article Effectiveness				
Article Views	The number of times that an article was viewed during sessions that began in the interval. This may include any article access method.	The number of times that an article was viewed during sessions that began in the interval. This may include any article access method.	Sum, Min, Max, Avg	Integer
Articles Rated	The number of times that an article was rated (given feedback) during sessions that began in the interval.	The number of times that an article was rated (given feedback) during sessions that began in the interval.	Sum, Min, Max, Avg	Integer
Average Article Rating	Across all the times that an article was rated during sessions that began in the interval, the average score that was given. By default, positive feedback gives a score of 1, and negative feedback gives 0, so an average score of 0.5 would mean that the article was rated positively 50% of the time.	Across all the times that an article was rated during sessions that began in the interval, the average score that was given. By default, positive feedback gives a score of 1, and negative feedback gives 0, so an average score of 0.5 would mean that the article was rated positively 50% of the time.	Min, Max, WeightedAvg	Float
Session Access Methods				
Direct	The number of sessions that began during the interval, in which an article was accessed without an access method. This typically means the user launched the article's URL directly (e.g. via a browser bookmark or a link shared between users).	The number of sessions that began during the interval, in which an article was accessed without an access method. This typically means the user launched the article's URL directly (e.g. via a browser bookmark or a link shared between users).	Sum, Min, Max, Avg	Integer
Search	The number of sessions that began during the interval, in which an article was accessed from search results.	The number of sessions that began during the interval, in which an article was accessed from search results.	Sum, Min, Max, Avg	Integer
Popular Articles	The number of sessions that began during the interval, in which an article was accessed from the portal's popular articles list (also known as the 'trending' list).	The number of sessions that began during the interval, in which an article was accessed from the portal's popular articles list (also known as the 'trending' list).	Sum, Min, Max, Avg	Integer
Lists	The number of sessions that began during the interval, in	The number of sessions that began during the interval, in	Sum, Min, Max, Avg	Integer

Name	Description	Definition/Source	Totals	Units
	which an article was accessed from a 'Useful Item' list. These lists highlight articles of interest (e.g. new or recently updated articles).	which an article was accessed from a 'Useful Item' list. These lists highlight articles of interest (e.g. new or recently updated articles).		
Guided Help Solution	The number of sessions that began during the interval, in which an article was accessed as a Guided Help solution. Guided Help presents articles as solutions after the user has answered questions. Only includes articles accessed via live release case bases.	The number of sessions that began during the interval, in which an article was accessed as a Guided Help solution. Guided Help presents articles as solutions after the user has answered questions. Only includes articles accessed via live release case bases.	Sum, Min, Max, Avg	Integer
Guided Help Info	The number of sessions that began during the interval, in which an article was accessed as Guided Help additional information. Additional information is attached to questions within Guided Help. Only includes articles accessed via live release case bases.	The number of sessions that began during the interval, in which an article was accessed as Guided Help additional information. Additional information is attached to questions within Guided Help. Only includes articles accessed via live release case bases.	Max, Min, Sum, Avg	Integer
Related Articles	The number of sessions that began during the interval, in which an article was accessed from another article's related list.	The number of sessions that began during the interval, in which an article was accessed from another article's related list.	Sum, Min, Max, Avg	Integer
Topic	The number of sessions that began during the interval, in which an article was accessed via a topic. Topics are the main navigation options in the portal.	The number of sessions that began during the interval, in which an article was accessed via a topic. Topics are the main navigation options in the portal.	Sum, Min, Max, Avg	Integer
Suggested	The number of sessions that began during the interval, in which an article was accessed as an auto-suggestion. Articles are auto-suggested to self-service customers when they try to escalate (e.g. send an email). Not applicable for agent sessions.	The number of sessions that began during the interval, in which an article was accessed as an auto-suggestion. Articles are auto-suggested to self-service customers when they try to escalate (e.g. send an email). Not applicable for agent sessions.	Sum, Min, Max, Avg	Integer
Announcement	The number of sessions that began during the interval, in	The number of sessions that began during the interval, in	Sum, Min, Max, Avg	Integer

Name	Description	Definition/Source	Totals	Units
	which an article was accessed from the portal announcements list.	which an article was accessed from the portal announcements list.		
Bookmark	The number of sessions that began during the interval, in which an article was accessed from the user's portal bookmarks. This indicates that the user thought the article was worth bookmarking and revisiting.	The number of sessions that began during the interval, in which an article was accessed from the user's portal bookmarks. This indicates that the user thought the article was worth bookmarking and revisiting.	Avg, Sum, Min, Max	Integer
Article Access Method Volumes				
Direct Access	The number of times that an article was accessed without an access method, during sessions that began in the interval. This typically means the user launched the article's URL directly (e.g. via a browser bookmark or a link shared between users).	The number of times that an article was accessed without an access method, during sessions that began in the interval. This typically means the user launched the article's URL directly (e.g. via a browser bookmark or a link shared between users).	Sum, Min, Max, Avg	Integer
Search Access	The number of times that an article was accessed from search results during sessions that began in the interval.	The number of times that an article was accessed from search results during sessions that began in the interval.	Sum, Min, Max, Avg	Integer
Popular Articles Access	The number of times that an article was accessed from the portal's popular articles list (also known as the 'trending' list) during sessions that began in the interval.	The number of times that an article was accessed from the portal's popular articles list (also known as the 'trending' list) during sessions that began in the interval.	Sum, Min, Max, Avg	Integer
Lists Access	The number of times that an article was accessed from a 'Useful Item' list during sessions that began in the interval. These lists highlight articles of interest (e.g. new or recently updated articles).	The number of times that an article was accessed from a 'Useful Item' list during sessions that began in the interval. These lists highlight articles of interest (e.g. new or recently updated articles).	Sum, Min, Max, Avg	Integer
Guided Help Solution Access	The number of times that an article was accessed as a Guided Help solution during sessions that began in the interval. Guided Help presents articles as	The number of times that an article was accessed as a Guided Help solution during sessions that began in the interval. Guided Help presents articles as	Sum, Min, Max, Avg	Integer

Name	Description	Definition/Source	Totals	Units
	solutions after the user has answered questions. Only includes articles accessed via live release case bases.	solutions after the user has answered questions. Only includes articles accessed via live release case bases.		
Guided Help Info Access	The number of times that an article was accessed as Guided Help additional information during sessions that began in the interval. Additional information is attached to questions within Guided Help. Only includes articles accessed via live release case bases.	The number of times that an article was accessed as Guided Help additional information during sessions that began in the interval. Additional information is attached to questions within Guided Help. Only includes articles accessed via live release case bases.	Max, Min, Sum, Avg	Integer
Related Articles Access	The number of times that an article was accessed from another article's related list during sessions that began in the interval.	The number of times that an article was accessed from another article's related list during sessions that began in the interval.	Sum, Min, Max, Avg	Integer
Topic Access	The number of times that an article was accessed via a topic during sessions that began in the interval. Topics are the main navigation options in the portal.	The number of times that an article was accessed via a topic during sessions that began in the interval. Topics are the main navigation options in the portal.	Sum, Min, Max, Avg	Integer
Suggested Access	The number of times that an article was accessed as an auto-suggestion during sessions that began in the interval. Articles are auto-suggested to self-service customers when they try to escalate (e.g. send an email). Not applicable for agent sessions.	The number of times that an article was accessed as an auto-suggestion during sessions that began in the interval. Articles are auto-suggested to self-service customers when they try to escalate (e.g. send an email). Not applicable for agent sessions.	Sum, Min, Max, Avg	Integer
Announcement Access	The number of times that an article was accessed from the portal announcements list during sessions that began in the interval.	The number of times that an article was accessed from the portal announcements list during sessions that began in the interval.	Sum, Min, Max, Avg	Integer
Bookmark Access	The number of times that an article was accessed from the user's portal bookmarks during sessions that began in the interval. This indicates that the user thought the article was worth bookmarking and	The number of times that an article was accessed from the user's portal bookmarks during sessions that began in the interval. This indicates that the user thought the article was worth bookmarking and	Sum, Min, Max, Avg	Integer

Name	Description	Definition/Source	Totals	Units
	revisiting.	revisiting.		
ROI				
KPIs				
% With Escalations Trend	The percentage of sessions which began during the interval, in which a customer escalated to email or chat at least once, expressed as a trend against the previous interval. This either means that no articles were auto-suggested, or the customer clicked on the option to proceed with their escalation after articles were auto-suggested. Not applicable for agent sessions.	The percentage of sessions which began during the interval, in which a customer escalated to email or chat at least once, expressed as a trend against the previous interval. This either means that no articles were auto-suggested, or the customer clicked on the option to proceed with their escalation after articles were auto-suggested. Not applicable for agent sessions.		Float
% Without Escalations Trend	The percentage of sessions which began during the interval, in which a customer did not escalate to email or chat, expressed as a trend against the previous interval. Any attempted escalations were averted or abandoned. Not applicable for agent sessions.	The percentage of sessions which began during the interval, in which a customer did not escalate to email or chat, expressed as a trend against the previous interval. Any attempted escalations were averted or abandoned. Not applicable for agent sessions.		Float
% Successful Trend	The percentage of sessions which began during the interval, in which a customer did not escalate to email or chat, expressed as a trend against the previous interval. Any attempted escalations were averted or abandoned. Not applicable for agent sessions.	The percentage of sessions which began during the interval, in which a customer did not escalate to email or chat, expressed as a trend against the previous interval. Any attempted escalations were averted or abandoned. Not applicable for agent sessions.		Float

Hist - Service Times

Overview

This model allows end users to develop historical reports that detail services performance. End users can also analyze performance statistics related to services data.

Selection Criteria

Referenced Table(s)	Service, Service_Interval
Parameter Type(s)	IT_SERVICE, IT_DATE
Time Period(s)	Quarter Hour, Half Hour, Hour, Date, Week, Month, Year
Grouping(s)	Service, Quarter Hour, Half Hour, Hour, Date, Week, Month, Year
Timezone Enabled	Yes

Attribute Definitions

Name	Description	Definition/Source	Totals	Units
Parameters				
Service	The Enterprise Name of the Service.	Service.EnterpriseName		String
Time Periods				
Quarter Hour	Quarter Hour			DateTime
Half Hour	Half Hour			DateTime
Hour	Hour			DateTime
Date	Date			DateTime
Week	Week			String
Month	Month			DateTime
Year	Year			DateTime
Service Attributes				
Service Enterprise Name	The Enterprise Name of the Service.	Service.EnterpriseName		String
Call Counts				
Calls Abandoned In Queue	The number of queued calls to the Service which abandoned in the queue during the period.	Service_Interval.CallsAbandQ	Sum, Min, Max, Avg	Integer
Preview Calls	Total number of Outbound Preview calls made by agents for	Service_Interval.PreviewCalls	Sum, Min, Max, Avg	Integer

Name	Description	Definition/Source	Totals	Units
	the Service during the period.			
Reserve Calls	Total number of Reservation calls handled by agents for the Service that ended (completed wrap) during the period.	Service_Interval.ReserveCalls	Sum, Min, Max, Avg	Integer
Auto Out Calls On Hold	Number of Auto Out (predictive) calls made by agents that ended during the period which were placed on hold at least once.	Service_Interval.AutoOutCallsOnHold	Sum, Min, Max, Avg	Integer
Transferred Out Calls	Total number of calls transferred out of the Service during the period.	Service_Interval.TransferOutCalls	Sum, Min, Max, Avg	Integer
Calls Handled	Number of Handled Calls to the Service that ended (completed wrap) during the period.	Service_Interval.CallsHandled	Sum, Min, Max, Avg	Integer
Forced Closed Calls	The number of calls to the Service that were to be closed following an interruption in data or error in tracking the call's state during the period.	Service_Interval.ForcedClosedCalls	Sum, Min, Max, Avg	Integer
Short Calls	The Number of calls to the Service that were abandoned before the Abandoned Call Wait Time expired during the period.	Service_Interval.ShortCalls	Sum, Min, Max, Avg	Integer
Reserve Calls On Hold	Total number of Reservation calls handled by agents for the Service that ended (completed wrap) during the period that were placed on hold at least once.	Service_Interval.ReserveCallsOnHold	Sum, Min, Max, Avg	Integer
Calls Offered	Number of Incoming and Internal calls that have been Offered to the Service during the period.	Service_Interval.CallsOffered	Sum, Min, Max, Avg	Integer
Calls Routed	Number of calls routed to the Service by the Unified CCE during the period.	Service_Interval.CallsRouted	Sum, Min, Max, Avg	Integer
Preview Calls On Hold	Total number of Outbound Preview calls made by agents for the Service that ended (completed wrap) during the period that were placed on hold at least once.	Service_Interval.PreviewCallsOnHold	Sum, Min, Max, Avg	Integer

Name	Description	Definition/Source	Totals	Units
RONA Calls	Total number of calls redirected on failure to answer during the period.	Service_Interval.RedirectNoAnsCalls	Sum, Min, Max, Avg	Integer
Calls Answered	The number of calls to the Service answered during the period.	Service_Interval.CallsAnswered	Sum, Min, Max, Avg	Integer
Transferred In Calls	Total number of calls transferred into the Service during the period.	Service_Interval.TransferInCalls	Sum, Min, Max, Avg	Integer
Auto Out Calls	Number of Auto Out (predictive) calls made by agents that ended during the period.	Service_Interval.AutoOutCalls	Sum, Min, Max, Avg	Integer
Calls Queued	Number of calls queued to the Service during the period.	Service_Interval.CallsQ	Sum, Min, Max, Avg	Integer
Calls Terminated Other	Number of calls to the Service that do not fit into Handled Abandoned or Transferred calls criteria during the period.	Service_Interval.CallsTerminatedOther	Sum, Min, Max, Avg	Integer
Overflow In	Number of calls that were overflowed into the Service during the period.	Service_Interval.OverflowIn	Sum, Min, Max, Avg	Integer
Overflow Out	Number of calls that Overflowed out of the Service during the period.	Service_Interval.OverflowOut	Sum, Min, Max, Avg	Integer
Blind Transfers Out	The number of calls that were blind transferred out by Agents in the Service during the period.	Service_Interval.BlindTransfersOut	Sum, Min, Max, Avg	Integer
Calls Incoming	Number of Incoming ACD Calls for the Service during the period.	Service_Interval.CallsIncoming	Sum, Min, Max, Avg	Integer
Calls Out	Number of outbound calls made by agents for the Service that ended (completed wrap) during the period.	Service_Interval.CallsOut	Sum, Min, Max, Avg	Integer
Call Durations				
Reserve Calls Time	Total time Agents spent handling Reservation calls for the Service during the period.	Service_Interval.ReserveCallsTime	Sum, Min, Max, Avg	BigInteger
ASA	Average Answer Wait time for all calls offered to the Service during the period.	Service_Interval.AnswerWaitTime / Service_Interval.CallsAnswered	Min, Max, WeightedAvg	BigInteger

Name	Description	Definition/Source	Totals	Units
Handle Time	Total Handle Time for calls to the Service that ended (completed wrap) during the period.	Service_Interval.HandleTime	Sum, Min, Max, Avg	BigInteger
Preview Calls Time	The total time spent handling Outbound Preview calls made by agents for the Service that ended (completed wrap) during the period.	Service_ Interval.PreviewCallsTime	Sum, Min, Max, Avg	BigInteger
Reserve Calls Talk Time	Total talk time for Reservation calls handled by agents for the Service that ended (completed wrap) during the period.	Service_ Interval.ReserveCallsTalkTime	Sum, Min, Max, Avg	BigInteger
Auto Out Calls Time	The total time spent on (predictive) calls made by agents that ended (completed wrap) during the period.	Service_ Interval.AutoOutCallsTime	Sum, Min, Max, Avg	BigInteger
Avg Queue Time	Average delay time for calls in the queue during the period.	Service_Interval.DelayQTime / Service_Interval.CallsQ	Min, Max, WeightedAvg	BigInteger
Avg Talk Time	Average Talk Time for handled inbound ACD calls to the Service which ended (completed wrap) during the period.	Service_Interval.TalkTime / Service_Interval.CallsHandled	Min, Max, WeightedAvg	BigInteger
Talk Time	Total Talk Time for calls to the Service ended during the period.	Service_Interval.TalkTime	Sum, Min, Max, Avg	BigInteger
Auto Out Calls Talk Time	The total talk time for (predictive) calls made by agents that ended (completed wrap) during the period.	Service_ Interval.AutoOutCallsTalkTime	Sum, Min, Max, Avg	BigInteger
Queue Abandon Time	Total Delay Time of all calls to the Service Abandoned in queue during the period.	Service_ Interval.DelayQAbandTime	Sum, Min, Max, Avg	BigInteger
Hold Time	Total Hold Time for calls made to the Service that ended (completed wrap) during the period.	Service_Interval.HoldTime	Sum, Min, Max, Avg	BigInteger
Longest Call Abandon Time	The longest time that a call was in the queue for the Service before being abandoned during the period.	Service_ Interval.LongestCallAbandTime	Min, Max	BigInteger
Avg Handle	Average Handle Time for inbound	Service_Interval.HandleTime /	Min, Max,	BigInteger

Name	Description	Definition/Source	Totals	Units
Time	ACD calls for the Service that ended (completed wrap) during the period.	Service_Interval.CallsHandled	WeightedAvg	
Longest Call Queue Time	The longest time that a call was in the queue for the Service before being answered during the period.	Service_Interval.LongestCallDelayQTime	Min, Max, Avg	BigInteger
Preview Calls Talk Time	The total talk time for Outbound Preview calls made by agents for the Service that ended (completed wrap) during the period.	Service_Interval.PreviewCallsTalkTime	Sum, Min, Max, Avg	BigInteger
Preview Calls On Hold Time	The total hold time for Outbound Preview calls made by agents for the Service that ended (completed wrap) during the period.	Service_Interval.PreviewCallsOnHoldTime	Sum, Min, Max, Avg	BigInteger
Short Calls Time	The total call time for calls to the Service that were abandoned before the Abandoned Call Wait Time expired during the period.	Service_Interval.ShortCallsTime	Sum, Min, Max, Avg	BigInteger
Answer Wait Time	The sum of Answer Wait Time for calls to the Service during the period.	Service_Interval.AnswerWaitTime	Sum, Min, Max, Avg	BigInteger
Queue Time	The total delay time for all calls to the Service in the local queue during the period.	Service_Interval.DelayQTime	Sum, Min, Max, Avg	BigInteger
Reserve Calls On Hold Time	Total hold time for Reservation calls handled by agents for the Service that ended (completed wrap) during the period.	Service_Interval.ReserveCallsOnHoldTime	Sum, Min, Max, Avg	BigInteger
Avg Queue Abandon Time	Average time calls spent in the queue for the Service before Abandoning during the period.	Service_Interval.DelayQAbandTime / Service_Interval.CallsAbandQ	Min, Max, WeightedAvg	BigInteger
Auto Out Calls On Hold Time	The total hold time for (predictive) calls made by agents that ended (completed wrap) during the period.	Service_Interval.AutoOutCallsOnHoldTime	Sum, Min, Max, Avg	BigInteger
Service Level				
Service Level Calls	Total number of calls to the Service for which a Service Level	Service_Interval.ServiceLevelCallsOffered	Sum, Min, Max, Avg	Integer

Name	Description	Definition/Source	Totals	Units
Offered	event occurred during the period.			
Service Level Calls Abandoned	Total number of calls to the Service abandoned at the Service Level during the period.	Service_ Interval.ServiceLevelAband	Sum, Min, Max, Avg	Integer
Peripheral Service Level Offered	Total number of calls used to calculate Peripheral Service level during the period.	Service_ Interval.PeriphServiceLevelOffer	Sum, Min, Max, Avg	Integer
Peripheral Service Level	Peripheral Service level for the Service during the period.	(Service_ Interval.PeriphServiceLevelCalls / Service_ Interval.PeriphServiceLevelOffer) * 100	Min, Max, WeightedAvg	Float
Peripheral Service Level Calls	Total number of calls within the Peripheral Service Level during the period.	Service_ Interval.PeriphServiceLevelCalls	Sum, Min, Max, Avg	Integer
Service Level Calls	The number of calls to the Service that were answered within the Unified CCE service level threshold during the period.	Service_Interval.ServiceLevelCalls	Sum, Min, Max, Avg	Integer
Service Level	The Unified CCE service level for the Service during the period.	(Service_ Interval.ServiceLevelCalls / Service_ Interval.ServiceLevelCallsOffered) * 100	Min, Max, WeightedAvg	Float

Hist - Skillgroup Times

Overview

This model allows end users to develop historical reports that detail skill group level performance (calls handled, call durations, login time etc.). End users can also analyze performance statistics related to skill group level data.

Selection Criteria

Referenced Table(s)	Skill_Group, Enterprise_Skill_Group, Campaign, Skillgroup, t_Skill_Group, t_Media_Class, t_Media_Routing_Domain, t_Skill_Group_Interval, Skill_Group_Interval, Measures
Parameter Type(s)	IT_SKILLGROUP, IT_ENTERPRISE_SKILLGROUP, IT_MEDIA_CLASS, IT_DATE
Time Period(s)	Quarter Hour, Half Hour, Hour, Date, Week, Month, Year
Grouping(s)	Skill Group, Enterprise Skill Group, Campaign, Media Class, Quarter Hour, Half Hour, Hour, Date, Week, Month, Year
Timezone Enabled	Yes

Attribute Definitions

Name	Description	Definition/Source	Totals	Units
Parameter				
Skill Group	The Enterprise Name of the Skill Group.	Skill_Group.EnterpriseName		String
Enterprise Skill Group	The Enterprise Name of the Enterprise Skill Group	Enterprise_Skill_Group.EnterpriseName		String
Media Class	The Media Class to which the Media Routing Domain associated with the Skill Group belongs.	Media Class		String
Time Periods				
Quarter Hour	Quarter Hour			DateTime
Half Hour	Half Hour			DateTime
Hour	Hour			DateTime
Date	Date			DateTime
Week	Week			String
Month	Month			DateTime
Year	Year			DateTime

Name	Description	Definition/Source	Totals	Units
Filters				
Skill Group Attributes				
Campaign	The outbound campaign to which this Skill Group belongs.	Campaign.CampaignName		String
Skillgroup Enterprise Name	The Enterprise Name of the Skill Group.	Skillgroup.EnterpriseName		String
Skill Group ID	The Skill Group ID at source AWDB database.	t_Skill_Group.SkillTargetID		String
Media Class Enterprise Name	The Enterprise Name of the Media Class to which the Media Routing Domain associated with the Skill Group belongs.	t_Media_Class.EnterpriseName		String
Media Class Name	The Name of the Media Class to which the Media Routing Domain associated with the Skill Group belongs.	Media Class Name		String
MRD Enterprise Name	The Enterprise Name of the Media Routing Domain associated with the Skill Group.	t_Media_Routing_ Domain.EnterpriseName		String
MRD Name	The Name of the Media Routing Domain associated with the Skill Group.	MRD Name		String
Abandon Interval Counts				
Abandon Interval 1	The number of calls abandoned within Interval 1. Cisco state that the field is not incremented if the call abandons after it is routed to an ACD unless the call was translation routed. Please see the Cisco documentation for further details.	t_Skill_Group_ Interval.RouterAbandInterval1	Sum, Min, Max, Avg	Integer
Abandon Interval 2	The number of calls abandoned within Interval 2.	t_Skill_Group_ Interval.RouterAbandInterval2	Sum, Min, Max, Avg	Integer
Abandon	The number of calls	t_Skill_Group_	Sum, Min,	Integer

Name	Description	Definition/Source	Totals	Units
Interval 3	abandoned within Interval 3.	Interval.RouterAbandInterval3	Max, Avg	
Abandon Interval 4	The number of calls abandoned within Interval 4.	t_Skill_Group_ Interval.RouterAbandInterval4	Sum, Min, Max, Avg	Integer
Abandon Interval 5	The number of calls abandoned within Interval 5.	t_Skill_Group_ Interval.RouterAbandInterval5	Sum, Min, Max, Avg	Integer
Abandon Interval 6	The number of calls abandoned within Interval 6.	t_Skill_Group_ Interval.RouterAbandInterval6	Sum, Min, Max, Avg	Integer
Abandon Interval 7	The number of calls abandoned within Interval 7.	t_Skill_Group_ Interval.RouterAbandInterval7	Sum, Min, Max, Avg	Integer
Abandon Interval 8	The number of calls abandoned within Interval 8.	t_Skill_Group_ Interval.RouterAbandInterval8	Sum, Min, Max, Avg	Integer
Abandon Interval 9	The number of calls abandoned within Interval 9.	t_Skill_Group_ Interval.RouterAbandInterval9	Sum, Min, Max, Avg	Integer
Abandon Interval 10	The number of calls abandoned within Interval 10.	t_Skill_Group_ Interval.RouterAbandInterval10	Sum, Min, Max, Avg	Integer

Answered Interval Counts

Name	Description	Definition/Source	Totals	Units
Answer Interval 1	Number of calls answered within interval 1. Cisco state that the field is not incremented if the call is answered by an agent on a standard ACD unless the call was translation routed. Please see the Cisco documentation for further details.	t_Skill_Group_ Interval.RouterAnsInterval1	Sum, Min, Max, Avg	Integer
Answer Interval 2	The number of calls answered within Interval 2.	t_Skill_Group_ Interval.RouterAnsInterval2	Sum, Min, Max, Avg	Integer
Answer Interval 3	The number of calls answered within Interval 3.	t_Skill_Group_ Interval.RouterAnsInterval3	Sum, Min, Max, Avg	Integer
Answer Interval 4	The number of calls answered within Interval 4.	t_Skill_Group_ Interval.RouterAnsInterval4	Sum, Min, Max, Avg	Integer
Answer Interval 5	The number of calls answered within Interval 5.	t_Skill_Group_ Interval.RouterAnsInterval5	Sum, Min, Max, Avg	Integer
Answer Interval 6	The number of calls answered within Interval 6.	t_Skill_Group_ Interval.RouterAnsInterval6	Sum, Min, Max, Avg	Integer

Name	Description	Definition/Source	Totals	Units
Answer Interval 7	The number of calls answered within Interval 7.	t_Skill_Group_ Interval.RouterAnsInterval7	Sum, Min, Max, Avg	Integer
Answer Interval 8	The number of calls answered within Interval 8.	t_Skill_Group_ Interval.RouterAnsInterval8	Sum, Min, Max, Avg	Integer
Answer Interval 9	The number of calls answered within Interval 9.	t_Skill_Group_ Interval.RouterAnsInterval9	Sum, Min, Max, Avg	Integer
Answer Interval 10	The number of calls answered within Interval 10.	t_Skill_Group_ Interval.RouterAnsInterval10	Sum, Min, Max, Avg	Integer
Task Counts				
Consult Out	The number of consultative calls initated by Agents in the Skill Group which ended during the period.	t_Skill_Group_Interval.ConsultOutCalls	Sum, Min, Max, Avg	Integer
Max Queued	The maximum number of calls in queue for the Skill Group during the interval.	t_Skill_Group_ Interval.RouterMaxCallsQueued	Min, Max, Avg	Integer
Router Abandon Dequeued	The number of calls that were abandoned and de-queued from the Skill Group during the interval. Cisco state that when a call is queued to multiple skill groups and abandoned, RouterCallsAbandQ is incremented for one skill group and RouterCallsAbandDequeued is incremented for the other skill groups. Please see the Cisco documentation for further information.	t_Skill_Group_ Interval.RouterCallsAbandDequeued	Sum, Min, Max, Avg	Integer
Abandon Hold	Total number of ACD calls that were abandoned while being held at an the Agent in the Skill Group's phone during the period.	Skill_Group_Interval.AbandonHoldCalls	Sum, Min, Max, Avg	Integer
Abandon Ring	Total number of ACD calls that were abandoned while ringing at an Agent in the Skill Group's phone during the period.	Skill_Group_Interval.AbandonRingCalls	Sum, Min, Max, Avg	Integer

Name	Description	Definition/Source	Totals	Units
Answered	Number of calls answered by Agents in the Skill Group during the period. This value is pegged when the call is answered.	Skill_Group_Interval.CallsAnswered	Sum, Min, Max, Avg	Integer
Handled In	The number of inbound ACD calls handled by Agents in the Skill Group which ended (completed wrap) during the period.	Skill_Group_Interval.CallsHandled	Sum, Min, Max, Avg	Integer
Handled Out	Number of outbound ACD calls handled by Agents in the Skill Group which ended (completed wrap) during the period.	Skill_Group_Interval.AgentOutCalls	Sum, Min, Max, Avg	Integer
Handled Total	Number of inbound and outbound ACD calls handled by Agents in the Skill Group which ended (completed wrap) during the period.	Skill_Group_Interval.CallsHandled + Skill_Group_Interval.AgentOutCalls	Sum, Min, Max, Avg	Integer
Held In	The total number of inbound ACD calls Agents in the Skill Group placed on hold at least once which ended (completed wrap) during the period.	Skill_Group_Interval.IncomingCallsOnHold	Sum, Min, Max, Avg	Integer
Held Out	The total number of outbound ACD calls that the Agents in the Skill Group placed on hold at least once which ended (completed wrap) during the period.	Skill_Group_Interval.AgentOutCallsOnHold	Sum, Min, Max, Avg	Integer
Held Total	The total number of inbound and outbound ACD calls the Agents in the Skill Group placed on hold at least once which ended (completed wrap) during the period.	Skill_Group_Interval.IncomingCallsOnHold + Skill_Group_Interval.AgentOutCallsOnHold	Sum, Min, Max, Avg	Integer
Conference In	The number of incoming calls the Agents in the Skill Group were conferenced into which ended (i.e. the Agent dropped off the call) during	Skill_Group_Interval.ConferencedInCalls	Sum, Min, Max, Avg	Integer

Name	Description	Definition/Source	Totals	Units
	the period. This is counted when the call becomes a two party call.			
Conference Out	The number of conference calls the Agents in the Skill Group initiated which ended (i.e. the Agent dropped off the call) during the period. This is counted when the call becomes a two party call.	Skill_Group_ Interval.ConferencedOutCalls	Sum, Min, Max, Avg	Integer
Conference Total	The number of incoming calls the Agents in the Skill Group was conferenced into and conference calls the Agents initiated which ended (i.e. the Agent dropped off the call) during the period. This is counted when the call becomes a two party call.	Skill_Group_ Interval.ConferencedInCalls + Skill_ Group_Interval.ConferencedOutCalls	Sum, Min, Max, Avg	Integer
Consult In	The number of consultative calls completed by Agents in the Skill Group which ended (completed wrap) during the period.	Skill_Group_Interval.ConsultativeCalls	Sum, Min, Max, Avg	Integer
Offered	The number of calls offered to the Skill Group during the period.	Skill_Group_Interval.CallsOffered	Sum, Min, Max, Avg	Integer
Internal In	The number of internal calls received by Agents in the Skill Group which ended (completed wrap) during the period.	Skill_Group_Interval.InternalCallsRcvd	Sum, Min, Max, Avg	Integer
Internal Out	The number of internal calls made by Agents in the Skill Group which ended (completed wrap) during the period.	Skill_Group_Interval.InternalCalls	Sum, Min, Max, Avg	Integer
Internal Total	The number of internal calls received and placed by Agents in the Skill Group which ended (completed wrap) during the period.	Skill_Group_Interval.InternalCalls + Skill_Group_Interval.InternalCallsRcvd	Sum, Min, Max, Avg	Integer

Name	Description	Definition/Source	Totals	Units
RONA	The number of ACD calls that rang at the an Agent in the Skill Group's phone and redirected on failure to answer. This value is pegged when the call is diverted.	Skill_Group_ Interval.RedirectNoAnsCalls	Sum, Min, Max, Avg	Integer
Short	Number of calls answered by Agents in the Skill Group during the period where the duration of the call fell short of the Abandoned Call Wait Time which ended (completed wrap) during the period.	Skill_Group_Interval.ShortCalls	Sum, Min, Max, Avg	Integer
Supervisor Assists	Number of calls for which the Agents in the Skill Group received supervisor assistance during the period. This value is pegged when the supervisor assisted call ends (completes wrap).	Skill_Group_Interval.SupervAssistCalls	Sum, Min, Max, Avg	Integer
Transfer In	The total number of transferred calls received by Agents in the Skill Group which ended (completed wrap) during the period.	Skill_Group_Interval.TransferInCalls	Sum, Min, Max, Avg	Integer
Transfer Out	The total number of transferred calls made by Agents in the Skill Group which ended (i.e the Agent completed the transfer) during the period.	Skill_Group_Interval.TransferOutCalls	Sum, Min, Max, Avg	Integer
Emergency Assist Requests	The number of emergency assist requests made either by Agents in the Skill Group or by the Supervisors during the period.	Skill_Group_Interval.EmergencyAssists	Sum, Min, Max, Avg	Integer
Auto Out Calls On Hold	The number of Auto Out (predictive) calls handled by Agents in the Skill Group which ended (completed wrap) during the period that were placed on hold at least once.	Skill_Group_ Interval.AutoOutCallsOnHold	Sum, Min, Max, Avg	Integer

Name	Description	Definition/Source	Totals	Units
Auto Out Calls	The number of Auto Out (predictive) calls handled by Agents in the Skill Group which ended (completed wrap) during the period.	Skill_Group_Interval.AutoOutCalls	Sum, Min, Max, Avg	Integer
Barge In Calls	The number of calls for the Skill Group which ended (completed wrap) during the period that were barged in on either by the Supervisor or Agent. (IPCC Enterprise only)	Skill_Group_Interval.BargeInCalls	Sum, Min, Max, Avg	Integer
Callback Messages	The number of callback messages processed by Agents in the Skill Group during the period.	Skill_Group_Interval.CallbackMessages	Sum, Min, Max, Avg	Integer
Intercepts	The number of calls for the Skill Group which ended (completed wrap) during the period that were intercepted either by the Supervisor or Agent. (IPCC Enterprise only)	Skill_Group_Interval.InterceptCalls	Sum, Min, Max, Avg	Integer
Internal On Hold	The total number of internal calls handled by Agents in the Skill Group that ended (completed wrap) during the period.	Skill_Group_Interval.InternalCallsOnHold	Sum, Min, Max, Avg	Integer
Monitored	The number of calls for the Skill Group monitored by either the supervisor or the agent during the period (IPCC Enterprise only).	Skill_Group_Interval.MonitorCalls	Sum, Min, Max, Avg	Integer
Network Conf. Out	The number of network conference calls initiated by Agents in the Skill Group during the period. This value is pegged at the point that the Agent drops off the call or the call becomes a two-party call.	Skill_Group_Interval.NetConferencedOutCalls	Sum, Min, Max, Avg	Integer
Network Consultative	The number of network consultative calls handled by Agents in the Skill Group	Skill_Group_Interval.NetConsultativeCalls	Sum, Min, Max, Avg	Integer

Name	Description	Definition/Source	Totals	Units
	which ended (completed wrap) during the period.			
Network Transfer Out	The number of calls network transferred out of the Skill Group during the period. The value is pegged when the agent completes wrap up for the call.	Skill_Group_ Interval.NetTransferOutCalls	Sum, Min, Max, Avg	Integer
Preview On Hold	The number of outbound preview calls handled by Agents in the Skill Group which ended (completed wrap) during the period which were placed on hold at least once.	Skill_Group_ Interval.PreviewCallsOnHold	Sum, Min, Max, Avg	Integer
Preview	The number of outbound preview calls handled by Agents in the Skill Group which ended (completed wrap) during the period.	Skill_Group_Interval.PreviewCalls	Sum, Min, Max, Avg	Integer
Reserve On Hold	The number of reservation calls handled by Agents in the Skill Group which ended (completed wrap) during the period which were placed on hold at least once.	Skill_Group_ Interval.ReserveCallsOnHold	Sum, Min, Max, Avg	Integer
Reserve	The number of reservation calls handled by Agents in the Skill Group which ended during the period.	Skill_Group_Interval.ReserveCalls	Sum, Min, Max, Avg	Integer
Router Aband Q	The number of calls queued to the Skill Group by the CallRouter that were abandoned in queue during the period.	Skill_Group_ Interval.RouterCallsAbandQ	Sum, Min, Max, Avg	Integer
Router Aband to Agent	The number of calls for the Skill Group that abandoned after being routed to an Agent during the period.	Skill_Group_ Interval.RouterCallsAbandToAgent	Sum, Min, Max, Avg	Integer
Router Dequeued	The number of calls for the Skill Group that were de-queued to be routed to	Skill_Group_ Interval.RouterCallsDequeued	Sum, Min, Max, Avg	Integer

Name	Description	Definition/Source	Totals	Units
	another Skill Group during the period. This field is also incremented when a call is de-queued using a Cancel Queue node.			
Router Offered	The number of calls routed or queued for the Skill Group during the period. This does not include local ACD calls which are not routed by Unified CCE.	Skill_Group_ Interval.RouterCallsOffered	Sum, Min, Max, Avg	Integer
Router Error	The number of calls for the Skill Group that resulted in an error condition during the period.	Skill_Group_Interval.RouterError	Sum, Min, Max, Avg	Integer
Router Queued	The number of calls queued to the Skill Group by the CallRouter during the period.	Skill_Group_Interval.RouterQueueCalls	Sum, Min, Max, Avg	Integer
Coached	The number of calls which were coached by a supervisor or by the agent for the Skill Group during the period (IPCC Enterprise only).	Skill_Group_Interval.WhisperCalls	Sum, Min, Max, Avg	Integer
Task Durations				
Router Queue Abandon Delay Time	The summation of time spent waiting in queue with this skill group bycallers that abandon before being routed to an agent.	t_Skill_Group_ Interval.RouterDelayQAbandTime	Sum, Min, Max, Avg	BigInteger
Max Wait Time	The longest time a call for the Skill Group waited before it was either answered or it abandoned during the interval.	t_Skill_Group_ Interval.RouterMaxCallWaitTime	Min, Max, Avg	BigInteger
AHT In	The Average Handle Time for inbound ACD calls for the handled by Agents in the Skill Group which ended (completed wrap) during the period.	Skill_Group_Interval.HandledCallsTime / Skill_Group_Interval.CallsHandled	Min, Max, WeightedAvg	BigInteger
Abandon Ring Time	Total ring time associated	Skill_Group_Interval.AbandonRingTime	Sum, Min, Max, Avg	BigInteger

Name	Description	Definition/Source	Totals	Units
	with inbound ACD calls that were abandoned while ringing at an Agent in the Skill Group's phone during the period.			
Answer Wait Time	Total time spent by callers between being queued first to when they were answered by an Agent in the Skill Group during the period. For Unified ICM this includes the Delay Time and Local Queue Time. For Unified CCE this includes Delay Time, Local Queue Time and Network Queue Time.	Skill_Group_Interval.AnswerWaitTime	Sum, Min, Max, Avg	BigInteger
AHT Total Out	The Average Handle Time for outbound ACD calls handled by Agents in the Skill Group which ended (completed wrap) during the period.	Skill_Group_Interval.AgentOutCallsTime / Skill_Group_Interval.AgentOutCalls	Min, Max, WeightedAvg	BigInteger
AHT Total	The Average Handle Time for inbound and outbound ACD calls handled by Agents in the Skill Group which ended (completed wrap) during the period.	(Skill_Group_Interval.HandledCallsTime + Skill_Group_Interval.AgentOutCallsTime) / (Skill_Group_Interval.CallsHandled + Skill_Group_Interval.AgentOutCalls)	Min, Max, WeightedAvg	BigInteger
Avg Hold Time In	The Average Hold Time for inbound ACD calls handled by Agents in the Skill Group which ended (completed wrap) during the period.	Skill_Group_Interval.IncomingCallsOnHoldTime / Skill_Group_Interval.IncomingCallsOnHold	Min, Max, WeightedAvg	BigInteger
Avg Hold Time Out	The Average Hold Time for outbound ACD calls handled by Agents in the Skill Group which ended (completed wrap) during the period.	Skill_Group_Interval.AgentOutCallsOnHoldTime / Skill_Group_Interval.AgentOutCallsOnHold	Min, Max, WeightedAvg	BigInteger
Avg Hold Time Total	The Average Hold Time for inbound and outbound ACD calls handled by Agents in the Skill Group which ended (completed wrap) during the period.	(Skill_Group_Interval.IncomingCallsOnHoldTime + Skill_Group_Interval.AgentOutCallsOnHoldTime) / (Skill_Group_Interval.IncomingCallsOnHold + Skill_Group_Interval.AgentOutCallsOnHold)	Min, Max, WeightedAvg	BigInteger

Name	Description	Definition/Source	Totals	Units
Avg Talk Time In	The Average Talk Time for inbound ACD calls handled by Agents in the Skill Group which ended (completed wrap) during the period.	Skill_Group_Interval.HandledCallsTalkTime / Skill_Group_Interval.CallsHandled	Min, Max, WeightedAvg	BigInteger
Avg Talk Time Out	The Average Talk Time for outbound ACD calls handled by Agents in the Skill Group which ended (completed wrap) during the period.	Skill_Group_Interval.AgentOutCallsTalkTime / Skill_Group_Interval.AgentOutCalls	Min, Max, WeightedAvg	BigInteger
Avg Total Talk Time	TThe Average Talk Time for inbound and outbound ACD calls handled by Agents in the Skill Group which ended (completed wrap) during the period.	(Skill_Group_Interval.HandledCallsTalkTime + Skill_Group_Interval.AgentOutCallsTalkTime) / (Skill_Group_Interval.CallsHandled + Skill_Group_Interval.AgentOutCalls)	Min, Max, WeightedAvg	BigInteger
Avg Wrap Time In	The average time spent by Agents in the Skill Group on after call work for inbound ACD calls for the Skill Group which ended (completed wrap) during the period.	Skill_Group_Interval.HandledCallsTime - (Skill_Group_Interval.HandledCallsTalkTime + Skill_Group_Interval.IncomingCallsOnHoldTime) / Skill_Group_Interval.CallsHandled	Min, Max, WeightedAvg	BigInteger
Avg Wrap Time Out	The average time spent by Agents in the Skill Group on after call work for outbound ACD calls for the Skill Group which ended (completed wrap) during the period.	Skill_Group_Interval.AgentOutCallsTime - (Skill_Group_Interval.AgentOutCallsTalkTime + Skill_Group_Interval.AgentOutCallsOnHoldTime) / Skill_Group_Interval.AgentOutCalls	Min, Max, WeightedAvg	BigInteger
Avg Total Wrap Time	The average time spent by Agents in the Skill Group on after call work for inbound and outbound ACD calls for the Skill Group which ended (completed wrap) during the period.	(Skill_Group_Interval.HandledCallsTime - (Skill_Group_Interval.HandledCallsTalkTime + Skill_Group_Interval.IncomingCallsOnHoldTime)) + (Skill_Group_Interval.AgentOutCallsTime - (Skill_Group_Interval.AgentOutCallsTalkTime + Skill_Group_Interval.AgentOutCallsOnHoldTime)) / (Skill_Group_Interval.CallsHandled + Skill_Group_Interval.AgentOutCalls)	Min, Max, WeightedAvg	BigInteger
Handle Time In	Total handle time for inbound ACD calls handled by Agents in the Skill Group which ended (completed	Skill_Group_Interval.HandledCallsTime	Sum, Min, Max, Avg	BigInteger

Name	Description	Definition/Source	Totals	Units
	wrap) during the period.			
Handle Time Out	Total handle time for outbound ACD calls handled by Agents in the Skill Group which ended (completed wrap) during the period.	Skill_Group_ Interval.AgentOutCallsTime	Sum, Min, Max, Avg	BigInteger
Handle Time Total	Total handle time for inbound and outbound ACD calls handled by Agents in the Skill Group which ended (completed wrap) during the period.	Skill_Group_Interval.HandledCallsTime + Skill_Group_ Interval.AgentOutCallsTime	Sum, Min, Max, Avg	BigInteger
Hold Time In	Total time spent in Hold State for inbound calls handled by Agents in the Skill Group which ended (completed wrap) during the period.	Skill_Group_ Interval.IncomingCallsOnHoldTime	Sum, Min, Max, Avg	BigInteger
Hold Time Out	Total time spent in Hold State for outbound calls handled by Agents in the Skill Group which ended (completed wrap) during the period.	Skill_Group_ Interval.AgentOutCallsOnHoldTime	Sum, Min, Max, Avg	BigInteger
Hold Time Total	Total time spent in Hold State for inbound and outbound calls handled by Agents in the Skill Group which ended (completed wrap) during the period.	Skill_Group_ Interval.IncomingCallsOnHoldTime + Skill_Group_ Interval.AgentOutCallsOnHoldTime	Sum, Min, Max, Avg	BigInteger
Internal In Time	Time spent by Agents in the Skill Group on internal calls received which ended (completed wrap) during the period.	Skill_Group_ Interval.InternalCallsRcvdTime	Sum, Min, Max, Avg	BigInteger
Internal Out Time	Time spent on internal calls placed by Agents in the Skill Group which ended (completed wrap) during the period.	Skill_Group_Interval.InternalCallsTime	Sum, Min, Max, Avg	BigInteger
Internal Time Total	Time spent by Agents in the Skill Group on internal calls	Skill_Group_ Interval.InternalCallsRcvdTime + Skill_	Sum, Min, Max, Avg	BigInteger

Name	Description	Definition/Source	Totals	Units
	made and received which ended (completed wrap) during the period.	Group_Interval.InternalCallsTime		
Logged On Time	Total time the Agents in the Skill Group were logged on during the period.	Skill_Group_Interval.LoggedOnTime	Sum, Min, Max, Avg	BigInteger
RONA Time	The number of seconds ACD calls rang at the Agent's phone before being redirected on failure to answer. This value is pegged when the call is diverted.	Skill_Group_Interval.RedirectNoAnsCallsTime	Sum, Min, Max, Avg	BigInteger
Supervisor Assist Time	Number of seconds that the Agents in the Skill Group spent on supervisor assisted calls during the period. This value is pegged when the supervisor assisted call ends (completes wrap).	Skill_Group_Interval.SupervAssistCallsTime	Sum, Min, Max, Avg	BigInteger
Talk Time In	The total talk time for inbound ACD calls handled by Agents in the Skill Group which ended (completed wrap) during the period.	Skill_Group_Interval.HandledCallsTalkTime	Sum, Min, Max, Avg	BigInteger
Talk Time Out	Total talk and hold time for outbound ACD calls handled by Agents in the Skill Group which ended (completed wrap) during the period.	Skill_Group_Interval.AgentOutCallsTalkTime	Sum, Min, Max, Avg	BigInteger
Talk Time Total	The total talk time for inbound and outbound ACD calls handled by Agents in the Skill Group which ended (completed wrap) during the period.	Skill_Group_Interval.HandledCallsTalkTime + Skill_Group_Interval.AgentOutCallsTalkTime	Sum, Min, Max, Avg	BigInteger
Transfer In Time	Time spent on calls transferred (Non-Network) to the Agents in the Skill Group during the period.	Skill_Group_Interval.TransferInCallsTime	Sum, Min, Max, Avg	BigInteger
Wrap Time In	The total time spent on wrap by Agents in the Skill Group for inbound calls to the Skill	Skill_Group_Interval.HandledCallsTime - (Skill_Group_Interval.HandledCallsTalkTime + Skill_	Sum, Min, Max, Avg	BigInteger

Name	Description	Definition/Source	Totals	Units
	Group which ended (completed wrap) during the period.	Group_Interval.IncomingCallsOnHoldTime)		
Wrap Time Out	The total time spent on wrap by Agents in the Skill Group for outbound calls which ended (completed wrap) during the period.	Skill_Group_Interval.AgentOutCallsTime - (Skill_Group_Interval.AgentOutCallsTalkTime + Skill_Group_Interval.AgentOutCallsOnHoldTime)	Sum, Min, Max, Avg	BigInteger
Wrap Time Total	The total time spent on wrap by Agents in the Skill Group for inbound calls to the Skill Group and outbound calls which ended (completed wrap) during the period.	(Skill_Group_Interval.HandledCallsTime - (Skill_Group_Interval.HandledCallsTalkTime + Skill_Group_Interval.IncomingCallsOnHoldTime)) + (Skill_Group_Interval.AgentOutCallsTime - (Skill_Group_Interval.AgentOutCallsTalkTime + Skill_Group_Interval.AgentOutCallsOnHoldTime))	Sum, Min, Max, Avg	BigInteger
ASA	The average answer wait time for calls to the Skill Group answered during the period.	Skill_Group_Interval.AnswerWaitTime / Skill_Group_Interval.CallsAnswered	Min, Max, WeightedAvg	BigInteger
Auto Out Calls On Hold Time	The total time that Auto Out (predictive) calls handled by Agents in the Skill Group which ended (completed wrap) during the period were placed on hold.	Skill_Group_Interval.AutoOutCallsOnHoldTime	Sum, Min, Max, Avg	BigInteger
Auto Out Calls Talk Time	The total talk time for Auto Out (predictive) calls handled by Agents in the Skill Group which ended (completed wrap) during the period.	Skill_Group_Interval.AutoOutCallsTalkTime	Sum, Min, Max, Avg	BigInteger
Auto Out Calls Time	The total handle time for Auto Out (predictive) calls handled by Agents in the Skill Group which ended (completed wrap) during the period.	Skill_Group_Interval.AutoOutCallsTime	Sum, Min, Max, Avg	BigInteger
Callback Messages Time	The total time spent processing call back messages by Agents in the	Skill_Group_Interval.CallbackMessagesTime	Sum, Min, Max, Avg	BigInteger

Name	Description	Definition/Source	Totals	Units
	Skill Group during the period.			
Consultative Time	The total time Agents in the Skill Group spent handling consultative calls for the Skill Group which ended (completed wrap) during the period.	Skill_Group_ Interval.ConsultativeCallsTime	Sum, Min, Max, Avg	BigInteger
Internal On Hold Time	The total time that Internal calls for the Skill Group which ended (completed wrap) during the period were placed on hold.	Skill_Group_ Interval.InternalCallsOnHoldTime	Sum, Min, Max, Avg	BigInteger
Network Conf. Out Time	The total time that Agents in the Skill Group spent on network conference calls that they initiated. Only includes Network conference calls. This value is pegged at the point that the Agent drops off the call or the call becomes a two-party call.	Skill_Group_ Interval.NetConfOutCallsTime	Sum, Min, Max, Avg	BigInteger
Network Consultative Time	The total time Agents in the Skill Group spent handling network consultative calls that ended (completed wrap) during the period.	Skill_Group_ Interval.NetConsultativeCallsTime	Sum, Min, Max, Avg	BigInteger
Preview On Hold Time	The total time outbound preview calls which ended (completed wrap) during the period were placed on hold by Agents in the Skill Group	Skill_Group_ Interval.PreviewCallsOnHoldTime	Sum, Min, Max, Avg	BigInteger
Preview Talk Time	The total talk time associated with outbound preview calls handled by Agents in the Skill Group which ended (completed wrap) during the period.	Skill_Group_ Interval.PreviewCallsTalkTime	Sum, Min, Max, Avg	BigInteger
Preview Time	The total handle time associated with outbound preview calls handled by Agents in the Skill Group which ended (completed wrap) during the period.	Skill_Group_Interval.PreviewCallsTime	Sum, Min, Max, Avg	BigInteger

Name	Description	Definition/Source	Totals	Units
Reserve On Hold Time	The total time reservation calls which ended (completed wrap) during the period were placed on hold by Agents in the Skill Group.	Skill_Group_Interval.ReserveCallsOnHoldTime	Sum, Min, Max, Avg	BigInteger
Reserve Talk Time	The total talk time associated with reservation calls handled by Agents in the Skill Group which ended (completed wrap) during the period.	Skill_Group_Interval.ReserveCallsTalkTime	Sum, Min, Max, Avg	BigInteger
Reserve Time	The total handle time associated with reservation calls handled by Agents in the Skill Group which ended during the period.	Skill_Group_Interval.ReserveCallsTime	Sum, Min, Max, Avg	BigInteger
Phone Time In	The combined talk and hold time for inbound calls for the Skill Group which ended (completed wrap) during the period.	(Skill_Group_Interval.HandledCallsTalkTime + Skill_Group_Interval.IncomingCallsOnHoldTime)	Sum, Min, Max, Avg	BigInteger
Phone Time Out	The combined talk and hold time for outbound calls for the Skill Group which ended (completed wrap) during the period.	(Skill_Group_Interval.AgentOutCallsTalkTime + Skill_Group_Interval.AgentOutCallsOnHoldTime)	Sum, Min, Max, Avg	BigInteger
Phone Time Total	The total combined talk and hold time for calls for the Skill Group which ended (completed wrap) during the period.	(Skill_Group_Interval.HandledCallsTalkTime + Skill_Group_Interval.IncomingCallsOnHoldTime + Skill_Group_Interval.AgentOutCallsTalkTime + Skill_Group_Interval.AgentOutCallsOnHoldTime)	Sum, Min, Max, Avg	BigInteger
Avg Phone Time In	The average combined talk and hold time for inbound calls for the Skill Group which ended (completed wrap) during the period.	(Skill_Group_Interval.HandledCallsTalkTime + Skill_Group_Interval.IncomingCallsOnHoldTime) / Skill_Group_Interval.CallsHandled	Min, Max, WeightedAvg	BigInteger
Avg Phone Time Out	The average combined talk and hold time for outbound calls for the Skill Group which ended (completed	(Skill_Group_Interval.AgentOutCallsTalkTime + Skill_Group_Interval.AgentOutCallsOnHoldTime) /	Min, Max, WeightedAvg	BigInteger

Name	Description	Definition/Source	Totals	Units
	wrap) during the period.	Skill_Group_Interval.AgentOutCalls		
Avg Phone Time Total	The average combined talk and hold time for inbound and outbound calls for the Skill Group which ended (completed wrap) during the period.	(Skill_Group_Interval.HandledCallsTalkTime + Skill_Group_Interval.IncomingCallsOnHoldTime + Skill_Group_Interval.AgentOutCallsTalkTime + Skill_Group_Interval.AgentOutCallsOnHoldTime) / (Skill_Group_Interval.CallsHandled + Skill_Group_Interval.AgentOutCalls)	Min, Max, WeightedAvg	BigInteger
Agent State Durations				
Consult Out Time	The time spent by the Agent on consultative calls during the period which they intiated.	t_Skill_Group_Interval.ConsultOutCallsTime	Sum, Min, Max, Avg	BigInteger
% Available	Time spent by Agents in the Skill Group in the Available (Ready) state with respect expressed as a percentage of logged on time during the period.	(Skill_Group_Interval.AvailTime / Skill_Group_Interval.LoggedOnTime) * 100	Min, Max, WeightedAvg	Float
% Not Ready	Time spent by Agents in the Skill Group in the Not Ready state expressed as a percentage of logged on time during the period.	(Skill_Group_Interval.NotReadyTime / Skill_Group_Interval.LoggedOnTime) * 100	Min, Max, WeightedAvg	Float
Available Time	Total time spent in Available state by Agents with respect to the Skill Group during the period.	Skill_Group_Interval.AvailTime	Sum, Min, Max, Avg	BigInteger
Hold Time (State)	Tht total time the Agents in the Skill Group spent in the Hold State during the period i.e the total time all calls to the Agent were placed on Hold in the period.	Skill_Group_Interval.HoldTime	Sum, Min, Max, Avg	BigInteger
Not Ready Time	Total time Agents spent in the Not Ready State with respect to the Skill Group during the period.	Skill_Group_Interval.NotReadyTime	Sum, Min, Max, Avg	BigInteger

Name	Description	Definition/Source	Totals	Units
Talk Time In (State)	Total time the Agents in the Skill Group spent in the Talk State for inbound ACD calls during the period.	Skill_Group_Interval.TalkInTime	Sum, Min, Max, Avg	BigInteger
Talk Time Out (State)	Total time the Agents in the Skill Group spent in the Talk State for outbound ACD and consultative transfer calls during the period.	Skill_Group_Interval.TalkOutTime	Sum, Min, Max, Avg	BigInteger
Talk Time Total (State)	Total time the Agents in the Skill Group spent in the Talk State for inbound/outbound ACD calls and consultative transfers during the period.	Skill_Group_Interval.TalkInTime + Skill_Group_Interval.TalkOutTime	Sum, Min, Max, Avg	BigInteger
Busy Other Time	Total time that Agents spent in the Busy Other state with respect to the Skill Group state during the period.	Skill_Group_Interval.BusyOtherTime	Sum, Min, Max, Avg	BigInteger
% Utilization	The total time that Agents spent handling calls expressed as a percentage of the time that the Agents were either ready to receive calls or working on calls during the period.	((t_Skill_Group_Interval.AvailableTime + t_Skill_Group_Interval.HoldTime + t_Skill_Group_Interval.TalkTime + t_Skill_Group_Interval.WrapTime) / t_Skill_Group_Interval.LoggedOnTime) * 100	Min, Max, WeightedAvg	Float
Reserved Time (State)	Total time the Agents in the Skill Group spent in the Reserved state during the period.	Skill_Group_Interval.ReservedStateTime	Sum, Min, Max, Avg	BigInteger
Talk Auto Out Time	The total time Agents in the Skill Group spent in the Talking state for Auto Out (predictive) calls during the period.	Skill_Group_Interval.TalkAutoOutTime	Sum, Min, Max, Avg	BigInteger
Talk Other Time	The total time Agents in the Skill Group spent in the Talking state for calls which were neither inbound nor outbound such as Agent to Agent calls during the period.	Skill_Group_Interval.TalkOtherTime	Sum, Min, Max, Avg	BigInteger
Talk	The total time Agents in the	Skill_Group_Interval.TalkPreviewTime	Sum, Min,	BigInteger

Name	Description	Definition/Source	Totals	Units
Preview Time	Skill Group spent in the Talking state for outbound preview calls during the period.		Max, Avg	
Talk Reserve Time	The total time Agents in the Skill Group spent in the Talking state for reservation calls during the period.	Skill_Group_Interval.TalkReserveTime	Sum, Min, Max, Avg	BigInteger
Wrap Time (State)	The amount of time Agents in the Skill Group spent in the Work Ready and Work Not Ready states during the period.	[Measures].[Skillgroup Times-Work Not Ready Time] + [Measures].[Skillgroup Times-Work Ready Time]	Sum, Min, Max, Avg	BigInteger
Service Level				
Abandoned Within Service Level	The number of calls for the Skill Group that abandoned within the Skill Group's Service Level Threshold either in the Skill Group queue or after being routed to the Skill Group during the period.	Skill_Group_ Interval.ServiceLevelCallsAband	Sum, Min, Max, Avg	Integer
Service Level Dequeued	The number of queued calls which were de-queued from the SkillGroup within the Service Level Threshold during the period.	Skill_Group_ Interval.ServiceLevelCallsDequeue	Sum, Min, Max, Avg	Integer
Service Level Offered	The number of calls routed or queued to the Skill Group during the period.	Skill_Group_ Interval.ServiceLevelCallsOffered	Sum, Min, Max, Avg	Integer
Service Level Calls	The number of calls that were answered for the Skill Group within the Service Level threshold during the period.	Skill_Group_Interval.ServiceLevelCalls	Sum, Min, Max, Avg	Integer
Service Level Error	The number of calls for the Skill Group that ended in an error state within the Service Level threshold during the period.	Skill_Group_Interval.ServiceLevelError	Sum, Min, Max, Avg	Integer
Service Level RONA	The number of calls for the	Skill_Group_ Interval.ServiceLevelRONA	Sum, Min, Max, Avg	Integer

Name	Description	Definition/Source	Totals	Units
	Skill Group that rang at an agent's desktop and redirected on failure to answer within the service level threshold during the period.			
Service Level	The service level for the Skill Group during the period.	If Service Level type.Ignore abandoned calls: (Skill_Group_ Interval.ServiceLevelCalls / (Skill_ Group_ Interval.ServiceLevelCallsOffered - Skill_Group_ Interval.ServiceLevelCallsAband - Skill_Group_ Interval.RouterCallsDequeued)) * 100. Abandoned calls negatively impact: (Skill_Group_ Interval.ServiceLevelCalls / (Skill_ Group_ Interval.ServiceLevelCallsOffered - Skill_Group_ Interval.RouterCallsDequeued)) * 100. Abandoned calls positively impact: ((Skill_Group_ Interval.ServiceLevelCalls + Skill_ Group_ Interval.ServiceLevelCallsAband) / (Skill_Group_ Interval.ServiceLevelCallsOffered - Skill_Group_ Interval.RouterCallsDequeued)) * 100	Min, Max, WeightedAvg	Float
Service Level (aban +ve)	The Service Level for the Skill Group during the interval allowing for positive impact of abandoned calls.	((Skill_Group_ Interval.ServiceLevelCalls + Skill_ Group_ Interval.ServiceLevelCallsAband) / (Skill_Group_ Interval.ServiceLevelCallsOffered - Skill_Group_ Interval.RouterCallsDequeued)) * 100	Min, Max, WeightedAvg	Float
Service Level (aban -ve)	The Service Level for the Skill Group during the interval allowing for negative impact of abandoned calls.	(Skill_Group_ Interval.ServiceLevelCalls / (Skill_ Group_ Interval.ServiceLevelCallsOffered - Skill_Group_ Interval.RouterCallsDequeued)) * 100	Min, Max, WeightedAvg	Float

Name	Description	Definition/Source	Totals	Units
Service Level (ignore aban)	The Service Level for the Skill Group during the interval, ignoring abandoned calls.	(Skill_Group_Interval.ServiceLevelCalls / (Skill_Group_Interval.ServiceLevelCallsOffered - Skill_Group_Interval.ServiceLevelCallsAband - Skill_Group_Interval.RouterCallsDequeued)) * 100	Min, Max, WeightedAvg	Float
Service Level Type	This value determines the calculation currently used for Service Level. Depending on the value, abandoned calls positively impact Service Level, negatively impact Service Level or are ignored. See the Cisco documentation for details. Note that if this value is changed it will not automatically force a recalculation of historical service levels.	Skill_Group.ServiceLevelType		String
KPIs				
Abandon Hold Trend	Total number of ACD calls that were abandoned while being held at an the Agent in the Skill Group`s phone during the period expressed as a trend against the previous period.	Trend for Skill_Group_Interval.AbandonHoldCalls		Integer
Offered Trend	The number of calls offered to the Skill Group during the period expressed as a trend against the previous period.	Trend for Skill_Group_Interval.CallsOffered		Integer
Transfer In Trend	The total number of transferred calls received by Agents in the Skill Group which ended (completed wrap) during the period expressed as a trend against the previous period.	Trend for Skill_Group_Interval.TransferInCalls		Integer
Transfer Out Trend	The total number of transferred calls made by	Trend for Skill_Group_Interval.TransferOutCalls		Integer

Name	Description	Definition/Source	Totals	Units
	Agents in the Skill Group which ended (i.e the Agent completed the transfer) during the period expressed as a trend against the previous period.			
Router Aband Q Trend	The number of calls queued to the Skill Group by the CallRouter that were abandoned in queue during the period expressed as a trend against the previous period.	Trend for Skill_Group_Interval.RouterCallsAbandQ		Integer
ASA Trend	The average answer wait time for calls to the Skill Group answered during the period.	Trend for Skill_Group_Interval.AnswerWaitTime / Skill_Group_Interval.CallsAnswered		BigInteger
AHT In Goal	The goal for Average Handle Time for inbound ACD calls for the handled by Agents in the Skill Group which ended (completed wrap) during the period.	Goal for Skill_Group_Interval.HandledCallsTime / Skill_Group_Interval.CallsHandled	Min, Max, WeightedAvg	BigInteger
AHT In Status	The status with respect to the goal for Average Handle Time for inbound ACD calls for the handled by Agents in the Skill Group which ended (completed wrap) during the period.	Status for Skill_Group_Interval.HandledCallsTime / Skill_Group_Interval.CallsHandled		BigInteger
AHT In Trend	The Average Handle Time for inbound ACD calls for the handled by Agents in the Skill Group which ended (completed wrap) during the period expressed as a trend against the previous period.	Trend for Skill_Group_Interval.HandledCallsTime / Skill_Group_Interval.CallsHandled		BigInteger
AHT In Variance	The variance with respect to the goal for Average Handle Time for inbound ACD calls for the handled by Agents in the Skill Group which ended (completed wrap) during the period.	Variance for Skill_Group_Interval.HandledCallsTime / Skill_Group_Interval.CallsHandled	Min, Max	BigInteger

Name	Description	Definition/Source	Totals	Units
AHT Out Goal	The goal for Average Handle Time for outbound ACD calls handled by Agents in the Skill Group which ended (completed wrap) during the period.	Goal for Skill_Group_Interval.AgentOutCallsTime / Skill_Group_Interval.AgentOutCalls	Min, Max, WeightedAvg	BigInteger
AHT Out Status	The status with respect to the goal for Average Handle Time for outbound ACD calls handled by Agents in the Skill Group which ended (completed wrap) during the period.	Status for Skill_Group_Interval.AgentOutCallsTime / Skill_Group_Interval.AgentOutCalls		BigInteger
AHT Out Trend	The Average Handle Time for outbound ACD calls handled by Agents in the Skill Group which ended (completed wrap) during the period expressed as a trend against the previous period.	Trend for Skill_Group_Interval.AgentOutCallsTime / Skill_Group_Interval.AgentOutCalls		BigInteger
AHT Out Variance	The variance with respect to the goal for Average Handle Time for outbound ACD calls handled by Agents in the Skill Group which ended (completed wrap) during the period.	Variance for Skill_Group_Interval.AgentOutCallsTime / Skill_Group_Interval.AgentOutCalls	Min, Max	BigInteger
AHT Total Goal	The goal for Average Hold Time for inbound and outbound ACD calls handled by Agents in the Skill Group which ended (completed wrap) during the period.	Goal for (Skill_Group_Interval.HandledCallsTime + Skill_Group_Interval.AgentOutCallsTime) / (Skill_Group_Interval.CallsHandled + Skill_Group_Interval.AgentOutCalls)	Min, Max, WeightedAvg	BigInteger
AHT Total Status	The status with respect to the goal for Average Hold Time for inbound and outbound ACD calls handled by Agents in the Skill Group which ended (completed wrap) during the period.	Status for (Skill_Group_Interval.HandledCallsTime + Skill_Group_Interval.AgentOutCallsTime) / (Skill_Group_Interval.CallsHandled + Skill_Group_Interval.AgentOutCalls)		BigInteger
AHT Total Trend	The Average Hold Time for inbound and outbound ACD calls handled by Agents in the Skill Group which ended	Trend for (Skill_Group_Interval.HandledCallsTime + Skill_Group_Interval.AgentOutCallsTime) / (Skill_Group_Interval.CallsHandled +		BigInteger

Name	Description	Definition/Source	Totals	Units
	(completed wrap) during the period expressed as a trend against the previous period.	Skill_Group_Interval.AgentOutCalls)		
AHT Total Variance	The variance with respect to the goal for Average Hold Time for inbound and outbound ACD calls handled by Agents in the Skill Group which ended (completed wrap) during the period.	Variance for (Skill_Group_ Interval.HandledCallsTime + Skill_ Group_Interval.AgentOutCallsTime) / (Skill_Group_Interval.CallsHandled + Skill_Group_Interval.AgentOutCalls)	Min, Max	BigInteger
Service Level Goal	The service level goal for the Skill Group during the period.	Goal for (Skill_Group_ Interval.ServiceLevelCalls / Skill_ Group_Interval.CallsOffered) * 100	Min, Max, Avg	Float
Service Level Status	The status with respect to the service level goal for the Skill Group during the period.	Status for (Skill_Group_ Interval.ServiceLevelCalls / Skill_ Group_Interval.CallsOffered) * 100		Float
Service Level Trend	The service level for the Skill Group during the period expressed as a trend against the previous period.	Trend for (Skill_Group_ Interval.ServiceLevelCalls / Skill_ Group_Interval.CallsOffered) * 100		Float
Service Level Variance	The variance with respect to the service level goal for the Skill Group during the period.	Variance for (Skill_Group_ Interval.ServiceLevelCalls / Skill_ Group_Interval.CallsOffered) * 100	Min, Max	Float

Hist - Social Activity

Overview

Selection Criteria

Referenced Table(s)	
Parameter Type(s)	IT_SCL_SEARCH, IT_SCL_ADAPTER, IT_QUEUE, IT_TENANT, IT_AGENT, IT_DATE
Time Period (s)	Quarter Hour, Half Hour, Hour, Date, Week, Month, Quarter, Year
Grouping(s)	Social Search, Social Adapter, Queue, Department, Agent, Quarter Hour, Half Hour, Hour,

	Date, Week, Month, Quarter, Year, Manager Agent Name
Timezone Enabled	Yes

Attribute Definitions

Name	Description	Definition/Source	Totals	Units
Parameters				
Social Search	The name of the source of the social information such as Facebook or Twitter. Search and Post adapters are established in the eGain Social Console and are the key components to which information is posted, or retrieved from social networks.	The name of the source of the social information such as Facebook or Twitter. Search and Post adapters are established in the eGain Social Console and are the key components to which information is posted, or retrieved from social networks.		String
Social Adapter	The name of the adapter. Search and Post adapters are established in the eGain Social Console and are the key components to which information is posted, or retrieved from social networks.	The name of the adapter. Search and Post adapters are established in the eGain Social Console and are the key components to which information is posted, or retrieved from social networks.		String
Queue	Queue	The Queue associated to the activity at the time it was completed.		String
Department	The name of the department to which the social information is related.	The name of the department to which the social information is related.		String
Agent	Agent	The name of the Agent that handled the activity.		String
Time Periods (Choose one option only)				
Quarter Hour	Quarter Hour	Quarter Hour		DateTime
Half Hour	Half Hour	Half Hour		DateTime
Hour	Hour	Hour		DateTime
Date	Date	Date		DateTime
Week	Week	Week		String

Name	Description	Definition/Source	Totals	Units
Month	Month	Month		DateTime
Quarter	Quarter	Quarter		String
Year	Year	Year		DateTime
Attributes				
User Name	The login name of the Agent.	The login name of the Agent.		String
Manager User Name	The login name of the Manager Agent.	The login name of the Manager Agent.		String
Social Search Name	The name of the source of the social information such as Facebook or Twitter. Search and Post adapters are established in the eGain Social Console and are the key components to which information is posted, or retrieved from social networks.	The name of the source of the social information such as Facebook or Twitter. Search and Post adapters are established in the eGain Social Console and are the key components to which information is posted, or retrieved from social networks.		String
Social Adapter Name	The name of the adapter. Search and Post adapters are established in the eGain Social Console and are the key components to which information is posted, or retrieved from social networks.	The name of the adapter. Search and Post adapters are established in the eGain Social Console and are the key components to which information is posted, or retrieved from social networks.		String
Queue Name	The name of the queue to which the activity was routed.	The name of the queue to which the activity was routed.		String
Department Name	The name of the department to which the social information is related.	The name of the department to which the social information is related.		String
Agent Name	The name of the Agent that handled the activity.	The name of the Agent that handled the activity.		String
Manager Agent Name	The manager of the agent to which the activity was assigned.			String
Activity Volumes				
Volume	The number of inbound activites during the interval. This is equal to the sum of New Case and Existing Case activities.	The number of inbound activites during the interval. This is equal to the sum of New Case and Existing Case activities.	Sum, Min, Max, Avg	Integer
New	The number of new cases that were created for incoming social activities during the interval. All	The number of new cases that were created for incoming social activities during the interval. All	Sum, Min, Max, Avg	Integer

Name	Description	Definition/Source	Totals	Units
	incoming social activities are associated with new cases, except for activities that get created as a result of a follow-up to an original post.	incoming social activities are associated with new cases, except for activities that get created as a result of a follow-up to an original post.		
Existing	The number of social activities that were associated with existing cases during the interval. Only the incoming social activities that get created as a follow-up to an original post are associated with existing cases.	The number of social activities that were associated with existing cases during the interval. Only the incoming social activities that get created as a follow-up to an original post are associated with existing cases.	Sum, Min, Max, Avg	Integer
Assigned To Queue	The number of times activities were assigned to the queue during the interval. This count increases when: The workflow assigns the new social activities to a queue. A user manually transfers an activity to a queue. An alarm workflow transfers an activity to a queue. The transfer workflow of a department assigns the activity to a queue.	The number of times activities were assigned to the queue during the interval. This count increases when: The workflow assigns the new social activities to a queue. A user manually transfers an activity to a queue. An alarm workflow transfers an activity to a queue. The transfer workflow of a department assigns the activity to a queue.	Max, Min, Sum, Avg	Integer
Assigned To User	The number of times activities were assigned to users during the interval. This count increases when: The routing engine assigns the new social activities to a user, depending on the rules defined. A user manually pulls an activity. A user manually transfers an activity to another user. An alarm workflow transfers an activity to a user. The transfer workflow of a department assigns the activity to a user.	The number of times activities were assigned to users during the interval. This count increases when: The routing engine assigns the new social activities to a user, depending on the rules defined. A user manually pulls an activity. A user manually transfers an activity to another user. An alarm workflow transfers an activity to a user. The transfer workflow of a department assigns the activity to a user.	Sum, Min, Max, Avg	Integer
Completed SLA %	The number of activities completed within the SLA configured for social activities during the interval expressed as a percentage of the number of activities completed. This is determined by comparing the due date set for the activity (in the workflow or manually) and the	The number of activities completed within the SLA configured for social activities during the interval expressed as a percentage of the number of activities completed. This is determined by comparing the due date set for the activity (in the workflow or manually) and the	Min, Max, WeightedAvg	Float

Name	Description	Definition/Source	Totals	Units
	date and time when the activity is completed. Completed SLA% = Completed SLA Met / (Completed SLA Met + Completed SLA Not Met)	date and time when the activity is completed. Completed SLA% = Completed SLA Met / (Completed SLA Met + Completed SLA Not Met)		
Reply SLA %	The number of replies for activities that met the SLA configured for social activities during the interval expressed as a percentage of the number of activities replied to during the interval. Reply SLA% = Reply SLA Met / (Reply SLA Met + Reply SLA Not Met).	The number of replies for activities that met the SLA configured for social activities during the interval expressed as a percentage of the number of activities replied to during the interval. Reply SLA% = Reply SLA Met / (Reply SLA Met + Reply SLA Not Met).	Min, Max, WeightedAvg	Float
Reply SLA Met	The number of replies for activities that met the SLA configured for social activities during the interval. This is determined by comparing the due date set for the activity (in the workflow or manually) and the date and time when the first manual reply is sent out.	The number of replies for activities that met the SLA configured for social activities during the interval. This is determined by comparing the due date set for the activity (in the workflow or manually) and the date and time when the first manual reply is sent out.	Min, Sum, Max, Avg	Integer
Reply SLA Not Met	The number of replies for activites that did not meet the SLA configured for social activities during the interval. This is determined by comparing the due date set for the activity (in the workflow or manually) and the date and time when the first manual reply is sent out.	The number of replies for activites that did not meet the SLA configured for social activities during the interval. This is determined by comparing the due date set for the activity (in the workflow or manually) and the date and time when the first manual reply is sent out.	Sum, Min, Max, Avg	Integer
Completed	The number of social activities completed during the interval. An activity can be completed by an agent from the Agent Console or by workflows.	The number of social activities completed during the interval. An activity can be completed by an agent from the Agent Console or by workflows.	Sum, Min, Max, Avg	Integer
Completed met SLA	The number of activities completed within the SLA configured for social activities during the interval. This is determined by comparing the due date set for the activity (in the workflow or manually) and the date and time when the activity is completed.	The number of activities completed within the SLA configured for social activities during the interval. This is determined by comparing the due date set for the activity (in the workflow or manually) and the date and time when the activity is completed.	Sum, Min, Max, Avg	Integer

Name	Description	Definition/Source	Totals	Units
Completed outside SLA	The number of activities completed outside the SLA configured for social activities during the interval. This is determined by comparing the due date set for the activity (in the workflow or manually) and the date and time when the activity is completed.	The number of activities completed outside the SLA configured for social activities during the interval. This is determined by comparing the due date set for the activity (in the workflow or manually) and the date and time when the activity is completed.	Sum, Min, Max, Avg	Integer
Compose Sent	The number of activities completed outside the SLA configured for social activities during the interval. This is determined by comparing the due date set for the activity (in the workflow or manually) and the date and time when the activity is completed.	The number of outbound social activities that were composed and sent from the Agent Console during the interval. This does not include the activities for which the 'Follow-up' option is selected.	Sum, Min, Max, Avg	Integer
Compose Sent with Follow-up	The number of outbound social activities that were composed and sent from the Agent Console during the interval. This only includes the activities for which the 'Follow-up' option is selected.	The number of outbound social activities that were composed and sent from the Agent Console during the interval. This only includes the activities for which the 'Follow-up' option is selected.	Sum, Min, Max, Avg	Integer
Manual Reply	The number of manual replies sent to inbound social activities from the Agent Console during the interval. This does not include the activities for which the 'Follow-up' option is selected.	The number of manual replies sent to inbound social activities from the Agent Console during the interval. This does not include the activities for which the 'Follow-up' option is selected.	Sum, Min, Max, Avg	Integer
Manual Reply with Follow-up	The number of manual replies sent to inbound social activities from the Agent Console during the interval. This only includes the replies for which the 'Follow-up' option is selected.	The number of manual replies sent to inbound social activities from the Agent Console during the interval. This only includes the replies for which the 'Follow-up' option is selected.	Sum, Min, Max, Avg	Integer
Publish Sent	The number of outbound social activities created as a result of a message published from the Social Console by the Social Manager during the interval. This does not include the posts for which the 'Follow-up' option is selected.	The number of outbound social activities created as a result of a message published from the Social Console by the Social Manager during the interval. This does not include the posts for which the 'Follow-up' option is selected.	Sum, Min, Max, Avg	Integer

Name	Description	Definition/Source	Totals	Units
Publish Sent Follow-up	The number of outbound social activities created as a result of a message published from the Social Console by the Social Manager during the interval. This only includes the posts for which the 'Follow-up' option is selected.	The number of outbound social activities created as a result of a message published from the Social Console by the Social Manager during the interval. This only includes the posts for which the 'Follow-up' option is selected.	Min, Max, Sum, Avg	Integer
Activity Durations				
Activity Duration	The total duration of activities, from creation to completion, for activities that were created during the interval. Activity Duration = Activity Completion Time – Activity Creation Time	The total duration of activities, from creation to completion, for activities that were created during the interval. Activity Duration = Activity Completion Time – Activity Creation Time	Sum, Min, Max, WeightedAvg	BigInteger
Reply Time	The amount of time taken by agents to reply to activities that were replied to during the interval. Reply Time = Reply date time – Creation date time	The amount of time taken by agents to reply to activities that were replied to during the interval. Reply Time = Reply date time – Creation date time	Sum, Min, Avg, Max	BigInteger
Avg Reply	The average time taken by agents to reply to activities that were replied to during the interval. Avg Reply = Total Reply Time / Total Replies	The average time taken by agents to reply to activities that were replied to during the interval. Avg Reply = Total Reply Time / Total Replies	Min, Max, WeightedAvg	BigInteger
Work Time	The total amount of time agents spent working on activities during the interval. This is not the time for which the activity stays in the agents inbox, but the time for which the agent works on the activity. For example: An activity stays in the agent's inbox for 15 minutes and the time for which the agent has clicked on the activity is five minutes. The work time for the activity is five minutes.	The total amount of time agents spent working on activities during the interval. This is not the time for which the activity stays in the agents inbox, but the time for which the agent works on the activity. For example: An activity stays in the agent's inbox for 15 minutes and the time for which the agent has clicked on the activity is five minutes. The work time for the activity is five minutes.	Sum, Min, Max, Avg	BigInteger
Avg Activity Duration	The average duration of activities that were created during the interval. Avg Duration = Total Activity Duration / Total Activities Completed	The average duration of activities that were created during the interval. Avg Duration = Total Activity Duration / Total Activities Completed	Min, Max, WeightedAvg	BigInteger

Name	Description	Definition/Source	Totals	Units
Avg Work Time	The average amount of time agents spent working on activities during the interval. This is not the time for which the activity stays in the agents inbox, but the time for which the agent works on the activity. For example: An activity stays in the agent's inbox for 15 minutes and the time for which the agent has clicked on the activity is five minutes. The work time for the activity is five minutes. Avg Work = Total Work / Activities Worked On	The average amount of time agents spent working on activities during the interval. This is not the time for which the activity stays in the agents inbox, but the time for which the agent works on the activity. For example: An activity stays in the agent's inbox for 15 minutes and the time for which the agent has clicked on the activity is five minutes. The work time for the activity is five minutes. Avg Work = Total Work / Activities Worked On	Min, Max, WeightedAvg	BigInteger
KPIs				
% Reply SLA Trend	The number of replies for activities that met the SLA configured for social activities during the interval expressed as a trend KPI arrow against the previous	The number of replies for activities that met the SLA configured for social activities during the interval expressed as a trend KPI arrow against the previous interval.		Float
% Completed SLA Trend	The number of activities completed within the SLA configured for social activities during the interval expressed as a trend KPI against the previous interval.	The number of activities completed within the SLA configured for social activities during the interval expressed as a trend KPI against the previous interval.		Float

Hist - Social Search

Overview

eGain Social allows businesses to monitor social activities as well as post and reply to customers on these same outlets through the Social Console. eGain Analytics allows business users to monitor and analyze trends, sentiments and buzz surrounding the brand on blogs and social networks.

Selection Criteria

Referenced Table(s)	
Parameter Type (s)	IT_DATE, IT_SCL_SEARCH, IT_SCL_ADAPTER, IT_TENANT
Time Period(s)	Quarter Hour, Half Hour, Hour, Date, Week, Month, Quarter, Year
Grouping(s)	Quarter Hour, Half Hour, Hour, Date, Week, Month, Quarter, Year, Social Search, Social Adapter, Department
Timezone Enabled	Yes

Attribute Definitions

Name	Description	Definition/Source	Totals	Units
Parameters				
Social Search	The name of the source of the social information such as Facebook or Twitter. Search and Post adapters are established in the eGain Social Console and are the key components to which information is posted, or retrieved from social networks.	The name of the source of the social information such as Facebook or Twitter. Search and Post adapters are established in the eGain Social Console and are the key components to which information is posted, or retrieved from social networks.		String
Social Adapter	The name of the adapter. Search and Post adapters are established in the eGain Social Console and are the key components to which information is posted, or retrieved from social networks.	The name of the adapter. Search and Post adapters are established in the eGain Social Console and are the key components to which information is posted, or retrieved from social networks.		String
Department	The name of the department to which the social information is related.	The Department associated with the activity at the time it was completed.		String
Time Periods (Choose one option only)				
Quarter Hour	Quarter Hour			DateTime
Half Hour	Half Hour			DateTime

Name	Description	Definition/Source	Totals	Units
Hour	Hour			DateTime
Date	Date			DateTime
Week	Week			String
Month	Month			DateTime
Quarter	Quarter			String
Year	Year			DateTime

Attributes

Name	Description	Definition/Source	Totals	Units
Social Search Name	The name of the source of the social information such as Facebook or Twitter. Search and Post adapters are established in the eGain Social Console and are the key components to which information is posted, or retrieved from social networks.	The name of the source of the social information such as Facebook or Twitter. Search and Post adapters are established in the eGain Social Console and are the key components to which information is posted, or retrieved from social networks.		String
Social Adapter Name	The name of the adapter. Search and Post adapters are established in the eGain Social Console and are the key components to which information is posted, or retrieved from social networks.	The name of the adapter. Search and Post adapters are established in the eGain Social Console and are the key components to which information is posted, or retrieved from social networks.		String
Department Name	The name of the department to which the social information is related.	The Department associated with the activity at the time it was completed.		String
Search Phrase	The search phrase used to monitor the web and social networks.			String

Activity Volumes

Name	Description	Definition/Source	Totals	Units
Action Activity All	The sum total of Action Activities created during the interval. Action Activity All = Action Activity In + Action Activity Follow.	The sum total of Action Activities created during the interval. Action Activity All = Action Activity In + Action Activity Follow.	Avg, Max, Min, Sum	Integer
Action Activity In	The number of activities created for new search results during the interval. This includes the activities created from the Social Console and by the Social Search Service, but does not include the search results that come in as a result of replies to original post	The number of activities created for new search results during the interval. This includes the activities created from the Social Console and by the Social Search Service, but does not include the search results that come in as a result of replies to original post	Avg, Max, Min, Sum	Integer

Name	Description	Definition/Source	Totals	Units
	(Follow-up posts).	(Follow-up posts).		
Action Article	The number of articles created for the search results from the Social Console during the interval.	The number of articles created for the search results from the Social Console during the interval.	Avg, Max, Min, Sum	Integer
Action Activity Follow-up	The number of activities created for the search results that came in as a result of replies to original post (Follow-up posts) during the interval.	The number of activities created for the search results that came in as a result of replies to original post (Follow-up posts) during the interval.	Avg, Max, Min, Sum	Integer
Sentiment				
Positive Sentiment	The number of search results retrieved from social networks that were analyzed as positive sentiment during the interval.	The number of search results retrieved from social networks that were analyzed as positive sentiment during the interval.	Avg, Max, Min, Sum	Integer
Neutral Sentiment	The number of search results retrieved from social networks that were analyzed as neutral sentiment during the interval. This also accounts for the search results for which the sentiment cannot be determined.	The number of search results retrieved from social networks that were analyzed as neutral sentiment during the interval. This also accounts for the search results for which the sentiment cannot be determined.	Avg, Max, Min, Sum	Integer
Negative Sentiment	The number of search results retrieved from social networks that were analyzed as negative sentiment during the interval.	The number of search results retrieved from social networks that were analyzed as negative sentiment during the interval.	Avg, Max, Min, Sum	Integer
Sentiment Score	Sentiment Score = (Positive Mention Volume - Negative Mention Volume) / Total Mention Volume.	Sentiment Score = (Positive Mention Volume - Negative Mention Volume) / Total Mention Volume.	Avg, Max, Min, Sum	Integer
% Positive	The percentage of search results retrieved from social networks that were analyzed as positive sentiment during the interval.	The percentage of search results retrieved from social networks that were analyzed as positive sentiment during the interval.	Max, Min, WeightedAvg	Float
% Neutral	The percentage of search results retrieved from social networks that were analyzed as neutral sentiment during the interval. This also accounts for the search results for which the sentiment cannot be determined.	The percentage of search results retrieved from social networks that were analyzed as neutral sentiment during the interval. This also accounts for the search results for which the sentiment cannot be determined.	Max, Min, WeightedAvg	Float
% Negative	The percentage of search results	The percentage of search results	Max, Min,	Float

Name	Description	Definition/Source	Totals	Units
	retrieved from social networks that were analyzed as negative sentiment during the interval.	retrieved from social networks that were analyzed as negative sentiment during the interval.	WeightedAvg	
KPIs				
% Positive Trend	The number of search results retrieved from social networks that were analyzed as positive sentiment expressed as a trend against the previous interval.	The number of search results retrieved from social networks that were analyzed as positive sentiment expressed as a trend against the previous interval.		Float
% Neutral Trend	The number of search results retrieved from social networks that were analyzed as neutral sentiment expressed as a trend against the previous interval. This also accounts for the search results for which the sentiment cannot be determined.	The number of search results retrieved from social networks that were analyzed as neutral sentiment expressed as a trend against the previous interval. This also accounts for the search results for which the sentiment cannot be determined.		Float
% Negative Trend	The number of search results retrieved from social networks that were analyzed as negative sentiment expressed as a trend against the previous interval.	The number of search results retrieved from social networks that were analyzed as negative sentiment expressed as a trend against the previous interval.		Float

Hist - Trunk Group Times

Overview

This model allows end users to develop historical reports that detail trunk group performance. End users can also analyze performance statistics related to trunk group level data.

Selection Criteria

Referenced Table(s)	Trunk_Group, Trunk_Group_Half_Hour
Parameter Type(s)	IT_TRUNK_GROUP, IT_DATE
Time Period(s)	Quarter Hour, Half Hour, Hour, Date, Week, Month, Year
Grouping(s)	Trunk Group, Half Hour, Hour, Week
Timezone Enabled	Yes

Attribute Definitions

Name	Description	Definition/Source	Totals	Units
Parameters				
Trunk Group	The Enterprise Name of the Trunk Group.	Trunk_Group.EnterpriseName		String
Time Periods				
Half Hour	Half Hour			DateTime
Hour	Hour			DateTime
Week	Week			String
Trunk Group Attributes				
Trunk Group Enterprise Name	The Enterprise Name of the Trunk Group.	Trunk_Group.EnterpriseName		String
Trunk Group Peripheral Name	The trunk group name as given by the Peripheral.	Trunk_Group.PeripheralName		String
Trunk Group Peripheral Number	The trunk group number as given by the Peripheral.	Trunk_Group.PeripheralNumber		String
Durations				
In Use Outbound Time	The total time trunks in the Trunk Group were in use for outbound calls during the half hour period.	Trunk_Group_Half_Hour.InUseOutboundTimeToHalf	Sum, Min, Max, Avg	BigInteger
In Service Time	The total time trunks in the Trunk Group were in service during the half hour period.	Trunk_Group_Half_Hour.InServiceTimeToHalf	Sum, Min, Max, Avg	BigInteger
All Trunks Busy Time	The total time for which all trunks in the Trunk Group were simultaneously busy during the half hour period.	Trunk_Group_Half_Hour.AllTrunksBusyToHalf	Sum, Min, Max, Avg	BigInteger
In Use Inbound Time	The total time trunks in the Trunk Group were in use for inbound calls during the half hour period.	Trunk_Group_Half_Hour.InUseInboundTimeToHalf	Sum, Min, Max, Avg	BigInteger

Name	Description	Definition/Source	Totals	Units
Counts				
Calls Out	Number of outbound calls sent on the Trunk Group during the half hour period.	Trunk_Group_Half_ Hour.CallsOutToHalf	Sum, Min, Max, Avg	Integer
Calls Abandoned	The number of calls to the Trunk Group that were abandoned during the half hour period.	Trunk_Group_Half_ Hour.CallsAbandonedToHalf	Sum, Min, Max, Avg	Integer
Trunks Idle	Number of idle trunks in the Trunk Group at the end of the half hour period.	Trunk_Group_Half_ Hour.TrunksIdle	Sum, Min, Max, Avg	Integer
Trunks In Service	Number of trunks in service in the Trunk Group at the end of the half hour period.	Trunk_Group_Half_ Hour.TrunksInService	Sum, Min, Max, Avg	Integer
Calls In	The number of inbound calls offered to the Trunk Group during the half hour period.	Trunk_Group_Half_ Hour.CallsInToHalf	Sum, Min, Max, Avg	Integer

Hist - Unavailable Time By Reason Code

Overview

This model allows end users to develop historical reports that provide information about agent unavailability metrics.

Selection Criteria

Referenced Table(s)	Agent, Agent_Team, Tenant
Parameter Type(s)	IT_DATE, IT_AGENT, IT_AGENT_TEAM, IT_TENANT
Time Period (s)	Quarter Hour, Half Hour, Hour, Date, Week, Month, Quarter, Year
Grouping(s)	Quarter Hour, Half Hour, Hour, Date, Week, Month, Quarter, Year, Agent, Agent Team,

	Department, Reason Code Name, Manager Agent Name
Timezone Enabled	Yes

Attribute Definitions

Name	Description	Definition/Source	Totals	Units
Parameters				
Agent	The display name of the Agent.	Agent.Name		String
Agent Team	The display name of the Agent Team.	Agent_Team.Name		String
Department	The display name of the Department.	Tenant.Name		String
Attributes				
Agent Name	The display name of the Agent.	The display name of the Agent.		String
Agent Team Name	The display name of the Agent Team.	The display name of the Agent Team.		String
Department Name	The display name of the Department.	The display name of the Department.		String
Reason Code Name	The reason code selected by the agent when the agent entered the Not Available state.	The reason code selected by the agent when the agent entered the Not Available state.		String
Manager Agent Name	The manager of the agent who was unavailable.			String
Time Periods (Choose one option only)				
Quarter Hour	Quarter Hour			DateTime
Half Hour	Half Hour			DateTime
Hour	Hour			DateTime
Date	Date			DateTime
Week	Week			String
Month	Month			DateTime
Quarter	Quarter			String
Year	Year			DateTime

Name	Description	Definition/Source	Totals	Units
Not Available Durations				
Unavailable Email	The amount of time the agent was logged in and the 'available for email' checkbox was de-selected.	The amount of time the agent was logged in and the 'available for email' checkbox was de-selected.	Avg, Max, Min, Sum	BigInteger
Unavailable Chat	The amount of time the agent was logged in and the 'available for chat' checkbox was de-selected.	The amount of time the agent was logged in and the 'available for chat' checkbox was de-selected.	Avg, Max, Min, Sum	BigInteger
Unavailable Video Chat	The amount of time the agent was logged in and the 'Available for video chat' checkbox was de-selected.	The amount of time the agent was logged in and the 'Available for video chat' checkbox was de-selected.	Avg, Max, Min, Sum	BigInteger

Hist - Virtual Assistant Summary

Overview

This model allows end users to develop historical reports that provide historical analysis of Virtual Assistant volume and performance metrics.

Selection Criteria

Referenced Table(s)	
Parameter Type(s)	IT_DATE, IT_VA_ASSISTANT, IT_VA_DOMAIN, IT_VA_CATEGORY, IT_VA_CASE, IT_VA_URL, IT_VA_KEYWORD, IT_VA_ATTRIBUTE
Time Period(s)	Quarter Hour, Half Hour, Hour, Date, Week, Month, Quarter, Year
Grouping(s)	Date, Week, Month, Quarter, Year, Assistant, Domain, Category, Case, URL, Keyword, Attribute
Timezone Enabled	Yes

Attribute Definitions

Name	Description	Definition/Source	Totals	Units
Parameters				
Assistant	The name of the Virtual Assistant Avatar that handled the enquiry.			String
Domain	The domain of the Virtual Assistant cases used in the session. Domains are groups of subject-related cases.			String
Category	The categories assigned to the exchanges within the virtual assistant session. Categories are used to classify the outcome types interactions visitors have with the Virtual Assistant.			String
Case	Cases are language patterns to which user inputs are compared. These include common questions asked by visitors that the Virtual Assistant can interpret to search its knowledge base.			String
URL	The URL that was pushed by the Virtual Assistant.			String
Keyword	The keyword that was matched by the Virtual Assistant. Mulitple keywords can be matched with each exchange.			String
Attribute	A grouping of related keywords.			String
Time Periods (Choose one option only)				
Date	Date			DateTime
Week	Week			String
Month	Month			DateTime
Quarter	Quarter			String
Year	Year			DateTime
Attributes				
Domain Name	The domain of the Virtual Assistant cases used in the session. Domains are groups of subject-related cases.			String
Category Name	The categories assigned to the exchanges within the virtual assistant session. Categories are used to classify the outcome types interactions visitors have with the Virtual Assistant.			String

Name	Description	Definition/Source	Totals	Units
Case Name	Cases are language patterns to which user inputs are compared. These include common questions asked by visitors that the Virtual Assistant can interpret to search its knowledge base.			String
URL Name	The URL that was pushed by the Virtual Assistant.			String
Keyword Name	The keyword that was matched by the Virtual Assistant. Mulitple keywords can be matched with each exchange.			String
Assistant Name	The name of the Virtual Assistant Avatar that handled the enquiry.			String
Attribute Name	A grouping of related keywords.			String
Session Volumes				
Sessions	The total number of Virtual Assistant sessions that completed during the interval where the user was engaged in a conversation with the Assistant. A user is considered engaged when they send a message to the Virtual Assistant.		Avg, Max, Min, Sum	Integer
Serviced	The total number of Virtual Assistant sessions that completed during the interval where the user was engaged in a conversation with the Assistant. A user is considered engaged when they send a message to the Virtual Assistant.		Avg, Max, Min, Sum	Integer
Abandoned	The total number of Virtual Assistant sessions that ended during an interval where a session was initiated but the user did not engage and either closed the Virtual Assistant or the session timed out.		Max, Min, Sum, Avg	Integer
Relevant Sessions	Number of serviced sessions that ended during the interval that did not contain any exchanges related to an escalation category (Phone, Chat, Email.)		Avg, Max, Min, Sum	Integer
Escalated Sessions	Number of serviced sessions that ended during the interval that contained an exchange related to an escalation category (Phone, Chat, Email.)		Avg, Max, Min, Sum	Integer
% Relevant Sessions	Number of serviced sessions that ended during the interval that did not contain any exchanges related to any failure category (Clarification or Out of Domain) expressed as a percentage of the number of serviced sessions.		Max, Min, WeightedAvg	Float

Name	Description	Definition/Source	Totals	Units
% Escalated Sessions	Number of serviced sessions that ended during the interval that contained an exchange related to an escalation category expressed as a percentage of the number of serviced sessions.		Max, Min, WeightedAvg	Float
Exchange Volumes				
Exchanges	A count of exchanges. An exchange involves a question from the user and a response from the virtual assistant.		Avg, Max, Min, Sum	Integer
Avg Exchanges	The average number of exchanges per serviced session for Virtual Assistant exchanges that completed during the interval. An exchange involves a question from the user and a response from the virtual assistant.		Max, Min, WeightedAvg	Float
Relevant Exchanges	Number of exchanges in serviced exchanges that ended during the interval that did not relate to any Clarification or Out of Domain category.		Avg, Max, Min, Sum	Integer
% Relevant Exchanges	Number of serviced exchanges that ended during the interval that did not relate to any Clarification or Out of Domain category expressed as a percentage of the total number of Exchanges.		Max, Min, WeightedAvg	Float
Clarifications	Number of exchanges that related to a Clarification category that ended during the interval. This is an exchange where the Virtual Assistant has not been able to provide a response and has requested further information or rephrasing of the question.		Avg, Max, Min, Sum	Integer
% Clarifications	Number of exchanges that related to a Clarification category that ended during the interval expressed as a percentage of the total number of exchanges. This is an exchange where the Virtual Assistant has not been able to provide a response and has requested further information or rephrasing of the question.		Max, Min, WeightedAvg	Float
Out of Domain	Number of exchanges that related to an out of domain category that ended during the interval. An out of domain exhange occurs when the Virtual Assistant has understood the visitors enquiry to be related to a subject that is beyond it's scope.		Avg, Max, Min, Sum	Integer
% Out of Domain	Number of exchanges that related to an out of domain category that ended during the interval expressed as a percentage of the total number of		Max, Min, WeightedAvg	Float

Name	Description	Definition/Source	Totals	Units
	Exchanges. An out of domain exhange occurs when the Virtual Assistant has understood the visitors enquiry to be related to a subject that is beyond it's scope.			
URL Pushed	The number of exchanges that ended during the interval where a URL was pushed to the visitor.		Avg, Max, Min, Sum	Integer
% URL Pushed	The number of exchanges that ended during the interval where a URL was pushed to the visitor expressed as a percentage of the total number of exchanges.		Max, Min, WeightedAvg	Float
Session Durations				
Duration	For each session, the time for the latest exchange minus the time for the earliest exchange. (This means Duration will be set to 0 for sessions which are not counted as serviced.)		Avg, Max, Min, Sum	BigInteger
Avg Duration	The average duration of serviced sessions that completed during the interval.		Max, Min, WeightedAvg	BigInteger

Hist - Virtual Assistant Top Exchanges

Overview

Selection Criteria

Referenced Table(s)	egva_attributes, egva_cases, egva_domain, egva_keywords, egva_url
Parameter Type(s)	IT_VA_ASSISTANT, IT_DATE
Time Period(s)	Historical (Unknown)
Grouping(s)	
Timezone Enabled	Yes

Attribute Definitions

Name	Description	Definition/Source	Totals	Units
Attributes				
Top Attributes	Top Attributes	egva_attributes.name		String
Top Cases	Cases are language patterns to which user inputs are compared. These include common questions asked by visitors that the Virtual Assistant can interpret to search its knowledge base.	egva_cases.case_name		String
Top Categories	The categories assigned to the exchanges within the virtual assistant session. Categories are used to classify the outcome types interactions visitors have with the Virtual Assistant.			String
Top Domains	The domain of the Virtual Assistant cases used in the session. Domains are groups of subject-related cases.	egva_domain.domain_name		String
Top Keywords	The keyword that was matched by the Virtual Assistant. Mulitple keywords can be matched with each exchange.	egva_keywords.name		String
Top URLs	The URL that was pushed by the Virtual Assistant.	egva_url.url		String
Measures				
Exchange Count	The number of occurrences during exchanges with the Virtual Assistant for exchanges that completed during the interval.	This is a count of records in egva_exchange based on category being one of out of domain or clarification.	Sum, Min, Max, Avg	Integer
Failed Exchange	filter based on category being one of out of domain or clarification.		Sum, Min, Max, Avg	Integer

Real Time Semantic Models

Real Time - Agent Skillgroup

Overview

This Semantic Model reports on Real-Time Agent Skill Group data.

Selection Criteria

Referenced Table(s)	Skill_Group, t_Precision_Queue, Person, Agent_Team, Media_Routing_Domain, Agent, Agent_Skill_Group_Real_Time, Controller_Time
Parameter Type(s)	IT_SKILLGROUP, IT_PRECISION_QUEUE, IT_AGENT, IT_AGENT_TEAM
Time Period (s)	Real Time
Grouping(s)	Skill Group, Precision Queue, Agent Name, Agent Team
Timezone Enabled	Yes

Attribute Definitions

Name	Description	Definition/Source	Totals	Units
Parameters				
Skill Group	The Enterprise name of the Skill Group.	Skill_Group.EnterpriseName		String
Precision Queue	Precision Queue	t_Precision_Queue.EnterpriseName		String
Agent Name	The Agent's name from the Person Table.	Person.LastName, Person.FirstName		String
Agent Team	The Enterprise Name of the Team that the Agent currently belongs to.	Agent_Team.EnterpriseName		String

Name	Description	Definition/Source	Totals	Units
Agent Attributes				
Media Routing Domain	Media Routing Domain	Media_Routing_Domain.EnterpriseName		String
Agent Enterprise Name	The Enterprise Name of the Agent.	Agent.EnterpriseName		String
Agent SkillTargetID	Agent's Primary Key at the source database.	Agent.SkillTargetID		String
Agent ID	The Agent's Login ID (at the switch).	Agent.PeripheralNumber		String
Skill Group / PQ	The name of the Skillgroup/Precision Queue as configured in Unified CCE.			String
Agent States				
Attribute Name 1	Attribute 1			String
Attribute Name 5	Attribute 5			String
Attribute Name 2	Attribute 2			String
Attribute Name 3	Attribute 3			String
Attribute Name 4	Attribute 4			String
Agent State	Current state of the Agent with regard to the Skill Group expressed as text.	Agent_Skill_Group_Real_Time.AgentState mapped to the following text: 1 = LOGGED ON 2 = NOT READY 3 = READY 4 = TALKING 5 = WORK NOT READY 6 = WORK READY 7 = BUSY OTHER 8 = RESERVED 9 = UNKNOWN 10 = HOLD 11 = ACTIVE 12 = PAUSED 13 = INTERRUPTED 14 = NOT ACTIVE		String
Reason Code	Code received from the peripheral indicating the reason for the agent's last state change.	When Agent_Skill_Group_Real_Time.AgentState is 1 or 2 then Agent_Skill_Group_Real_Time.ReasonCode otherwise a blank string is returned		String

Name	Description	Definition/Source	Totals	Units
Reason Code Description	Reason code mapped to text.	When Agent_Skill_Group_Real_Time.AgentState is 1 or 2 then Reason_Code.ReasonText otherwise a blank string is returned		String
Priority	The Agents priority for the Skill Group.	Agent_Skill_Group_Real_Time.Priority		String
Agent Durations				
Duration In Current State	The elapsed time in the current Agent State.	(Controller_Time.NowTime - Agent_Skill_Group_Real_Time.DateTimeLastStateChange)	Sum, Min, Max, Avg	BigInteger
Last State Change Date/Time	Date and time that the agent last changed state.	Agent_Skill_Group_Real_Time.DateTimeLastStateChange		DateTime
Log On Date/Time	Date and time the agent logged on.	Agent_Skill_Group_Real_Time.DateTimeLogin		DateTime

Real Time - Agent

Overview

This model allows end users to develop real time reports that detail real time agent state, current direction (inbound vs. outbound), duration in current state and timestamp of latest state change.

Selection Criteria

Referenced Table(s)	Person, Agent_Team, Media_Routing_Domain, Skill_Group, Agent, Agent_Real_Time, Controller_Time
Parameter Type (s)	IT_AGENT, IT_AGENT_TEAM
Time Period(s)	Real Time
Grouping(s)	Agent Name, Agent Team
Timezone Enabled	Yes

Attribute Definitions

Name	Description	Definition/Source	Totals	Units
Parameters				
Agent Name	The Agent name from the Person Table.	Person.LastName, Person.FirstName		String
Agent Team	The Enterprise Name of the Team that the Agent currently belongs to.	Agent_Team.AgentTeamID		String
Agent Attributes				
Media Routing Domain	Media Routing Domain	Media_Routing_Domain.EnterpriseName		String
Skill Group / PQ	The Enterprise Name of the Skill Group the Agent is currently working on. This field is empty if the Agent is not currently on a call.	Skill_Group.EnterpriseName		String
Agent SkillTargetID	Agent's Primary Key at the source database.	Agent.SkillTargetID		String
Agent ID	The Agent's Login ID (at the switch).	Agent.PeripheralNumber		String
Agent Enterprise Name	The Enterprise Name of the Agent.	Agent.EnterpriseName		String
Agent Extension	The Extension the Agent is currently working on.	Agent_Real_Time.Extension		String
Agent States				
Agent State	Current State of the Agent expressed as text.	Agent_Real_Time.AgentState mapped to the following text: 1 = LOGGED ON 2 = NOT READY 3 = READY 4 = TALKING 5 = WORK NOT READY 6 = WORK READY 7 = BUSY OTHER 8 = RESERVED 9 = UNKNOWN 10 = HOLD 11 = ACTIVE 12 = PAUSED 13 = INTERRUPTED 14 = NOT ACTIVE		String
Reason Code	Code received from the peripheral indicating the reason for the agent's last state	When Agent_Skill_Group_Real_Time.AgentState is 1 or 2 then Agent_Skill_Group_Real_Time.ReasonCode otherwise a blank string is returned		String

Name	Description	Definition/Source	Totals	Units
	change.			
Reason Code Description	Reason code mapped to text.	When Agent_Skill_Group_Real_Time.AgentState is 1 or 2 then Reason_Code.ReasonText otherwise a blank string is returned		String
Direction	The direction of the call the Agent is currently working on mapped to text. NULL = None 0 = None 1 = In 2 = Out 3 = Other.	Agent_Real_Time.Direction		String
Agent Counts				
Calls In Router Queue Now	The number of calls queued for the Agent at the Call Router.	Agent_Real_Time.RouterCallsQueueNow	Sum, Min, Max, Avg	Integer
Agent Durations				
Duration In Current State	The elapsed time in the current Agent State.	Controller_Time.NowTime - Agent_Real_Time.DateTimeLastStateChange	Sum, Min, Max, Avg	BigInteger
Last State Change Date/Time	The date and time that the Agent last changed state.	Agent_Real_Time.DateTimeLastStateChange		DateTime
Log On Date/Time	Date and time the Agent logged on.	Agent_Real_Time.DateTimeLogin		DateTime
Longest Call In Router Queue	The queue duration of the longest call in the Call Router queue for the Agent.	Controller_Time.NowTime - Agent_Real_Time.RouterLongestCallQ	Min, Max	BigInteger

Real Time - Amazon Agent

Overview

Selection Criteria

Referenced Table(s)	TB_RT_VOICE_AGENT_STATE
Parameter Type(s)	IT_AGENT, IT_ROUTING_PROFILE
Time Period(s)	Real Time
Grouping(s)	Agent, Agent, Queue, Routing Profile, Routing Profile
Timezone Enabled	Yes

Attribute Definitions

Name	Description	Definition/Source	Totals	Units
Parameters				
Agent	The agent being monitored.	TB_RT_VOICE_AGENT_STATE.AGENT_NAME if available, else TB_RT_VOICE_AGENT_STATE.AGENT_LOGIN_NAME.		String
Routing Profile	The routing profile for the agent who is being monitored.	TB_RT_VOICE_AGENT_STATE.ROUTING_PROFILE_NAME		String
Attributes				
Agent	The agent being monitored.	TB_RT_VOICE_AGENT_STATE.AGENT_NAME if available, else TB_RT_VOICE_AGENT_STATE.AGENT_LOGIN_NAME.		String
Queue	If the agent is currently working on a contact, this will indicate the queue that the contact belongs to.	TB_RT_VOICE_AGENT_STATE.QUEUE_NAME.		String
Agent Login State	Indicates if the agent is currently logged in or logged out.	TB_RT_VOICE_AGENT_STATE.AGENT_LOGIN_STATUS.		String
Agent Online State	Indicates if the agent is currently online or offline. If the latter, indicates what the agent's current offline state is (e.g. offline, break, training).	TB_RT_VOICE_AGENT_STATE.AGENT_AVAILABILITY_STATUS where TB_RT_VOICE_AGENT_STATE.AGENT_LOGIN_STATUS = 'Logged In'.		String
Agent Contact State	If the agent is currently online, this indicates if the agent is available, talking, has a customer on hold or is wrapping a contact.	TB_RT_VOICE_AGENT_STATE.AGENT_CONTACT_STATUS where TB_RT_VOICE_AGENT_STATE.AGENT_LOGIN_STATUS = 'Logged In'.		String

Name	Description	Definition/Source	Totals	Units
Routing Profile	The routing profile for the agent who is being monitored.	TB_RT_VOICE_AGENT_STATE.ROUTING_PROFILE_NAME		String
Durations				
Contact State Duration	The amount of time for which the agent has been in their current contact state (i.e. talk, hold, wrap or available).	Difference in seconds between GETUTCDATE() and TB_RT_VOICE_AGENT_STATE.AGENT_CONTACT_STATUS_CHANGE_TIME_UTC where TB_RT_VOICE_AGENT_STATE.AGENT_LOGIN_STATUS = 'Logged In'.	Avg, Max, Min, Sum	Integer
Logged On Duration	If the agent is currently logged on, the amount of time for which they have been logged on.	Difference in seconds between GETUTCDATE() and TB_RT_VOICE_AGENT_STATE.AGENT_LOGIN_STATUS_CHANGE_TIME_UTC where TB_RT_VOICE_AGENT_STATE.AGENT_LOGIN_STATUS = 'Logged In'.	Avg, Max, Min, Sum	Integer
Online State Duration	The amount of time for which the agent has been in their current online/offline state (e.g. online, offline, break, training).	Difference in seconds between GETUTCDATE() and TB_RT_VOICE_AGENT_STATE.AGENT_STATUS_CHANGE_TIME_UTC where TB_RT_VOICE_AGENT_STATE.AGENT_LOGIN_STATUS = 'Logged In'.	Avg, Max, Min, Sum	Integer

Real Time - Amazon Queue

Overview

Selection Criteria

Referenced Table(s)	TB_RT_VOICE_QUEUE_STATE
Parameter Type(s)	IT_QUEUE
Time Period(s)	Real Time
Grouping(s)	Queue
Timezone Enabled	Yes

Attribute Definitions

Name	Description	Definition/Source	Totals	Units
Parameters				
Queue	The queue being monitored.	The queue being monitored.		String
Current Volumes				
Contacts In Queue	The number of contacts currently in the queue that have not been assigned to an agent.	The number of contacts currently in the queue that have not been assigned to an agent.	Avg, Max, Min, Sum	Integer
Contacts Scheduled	The number of callbacks scheduled for the queue.	The number of callbacks scheduled for the queue.	Avg, Max, Min, Sum	Integer
Oldest Contact Age	The longest amount of time that a contact has been waiting in the queue, out of the contacts currently in the queue that have not been assigned to an agent.	The longest amount of time that a contact has been waiting in the queue, out of the contacts currently in the queue that have not been assigned to an agent.	Avg, Max, Min, Sum	Integer
Agents By State				
Available	The number of agents currently assigned to the queue that are available to answer a contact but are not currently working on a contact.	The number of agents currently assigned to the queue that are available to answer a contact but are not currently working on a contact.	Avg, Max, Min, Sum	Integer
Error	The number of agents currently assigned to the queue who are in an error state. This means that they missed a call and have not yet made themselves available again.	The number of agents currently assigned to the queue who are in an error state. This means that they missed a call and have not yet made themselves available again.	Avg, Max, Min, Sum	Integer
Total Agents	The total number of agents currently assigned to the queue. This includes agents that are available to answer a contact, currently on a contact, wrapping a contact, in a non-productive state or in an error state. This does not count agents who have selected the 'Offline' state.	The total number of agents currently assigned to the queue. This includes agents that are available to answer a contact, currently on a contact, wrapping a contact, in a non-productive state or in an error state. This does not count agents who have selected the 'Offline' state.	Avg, Max, Min, Sum	Integer
Non Productive	The number of agents currently assigned to the queue who have selected a non-productive state (e.g. break, meeting). This does not count agents who have selected the	The number of agents currently assigned to the queue who have selected a non-productive state (e.g. break, meeting). This does not count agents who have selected the	Avg, Max, Min, Sum	Integer

Name	Description	Definition/Source	Totals	Units
	'Offline' state.	'Offline' state.		
Online	The number of agents currently assigned to the queue that are either available to answer a contact, currently on a contact, wrapping a contact or who have missed a call and been placed into the Error state as a result.	The number of agents currently assigned to the queue that are either available to answer a contact, currently on a contact, wrapping a contact or who have missed a call and been placed into the Error state as a result.	Avg, Max, Min, Sum	Integer
On Contact	The number of agents currently assigned to the queue that are on a contact with the customer connected.	The number of agents currently assigned to the queue that are on a contact with the customer connected.	Avg, Max, Min, Sum	Integer
Wrap	The number of agents currently assigned to the queue that are wrapping a contact after the customer has left or been transferred elsewhere.	The number of agents currently assigned to the queue that are wrapping a contact after the customer has left or been transferred elsewhere.	Avg, Max, Min, Sum	Integer
% Available	Of the total agents currently assigned to the queue, the proportion that are available to answer a contact but are not currently working on a contact.	Of the total agents currently assigned to the queue, the proportion that are available to answer a contact but are not currently working on a contact.	Avg, Max, Min, WeightedAvg	Float
% Error	Of the total agents currently assigned to the queue, the proportion who are in an error state. This means that they missed a call and have not yet made themselves available again.	Of the total agents currently assigned to the queue, the proportion who are in an error state. This means that they missed a call and have not yet made themselves available again.	Avg, Max, Min, WeightedAvg	Float
% Non Productive	Of the total agents currently assigned to the queue, the proportion who have selected a non-productive state (e.g. break, meeting). This does not count agents who have selected the 'Offline' state.	Of the total agents currently assigned to the queue, the proportion who have selected a non-productive state (e.g. break, meeting). This does not count agents who have selected the 'Offline' state.	Avg, Max, Min, WeightedAvg	Float
% Online	Of the total agents currently assigned to the queue, are either available to answer a contact, currently on a contact or wrapping a contact.	Of the total agents currently assigned to the queue, are either available to answer a contact, currently on a contact or wrapping a contact.	Avg, Max, Min, WeightedAvg	Float
% On Contact	Of the total agents currently assigned to the queue, the	Of the total agents currently assigned to the queue, the	Avg, Max, Min,	Float

Name	Description	Definition/Source	Totals	Units
	proportion that are on a contact with the customer connected.	proportion that are on a contact with the customer connected.	WeightedAvg	
% Wrap	Of the total agents currently assigned to the queue, the proportion that are wrapping a contact after the customer has left or been transferred elsewhere.	Of the total agents currently assigned to the queue, the proportion that are wrapping a contact after the customer has left or been transferred elsewhere.	Avg, Max, Min, WeightedAvg	Float

Real Time - Call Type

Overview

This model allows end users to develop real time reports that detail real time call type performance statistics (calls offered to the 5, calls offered to the half, calls offered today, service level 5, half, today, etc.)

Selection Criteria

Referenced Table(s)	Call_Type, Call_Type_Real_Time, Controller_Time
Parameter Type(s)	IT_CALL_TYPE
Time Period(s)	Real Time
Grouping(s)	Call Type
Timezone Enabled	No

Attribute Definitions

Name	Description	Definition/Source	Totals	Units
Parameters				
Call Type	The Enterprise Name of the Call Type.	Call_Type.EnterpriseName		String
Call Counts				
Calls Abandoned To	The number of	Call_Type_Real_Time.TotalCallsAbandHalf	Sum, Min, Max, Avg	Integer

Name	Description	Definition/Source	Totals	Units
30	queued calls non-queued calls and calls which abandoned at the agent desktop for the Call Type in the current half hour period.			
Calls Abandoned Today	The number of queued calls non-queued calls and calls which abandoned at the agent desktop for the Call Type since midnight Central Controller Time.	Call_Type_Real_Time.TotalCallsAbandToday	Sum, Min, Max, Avg	Integer
Calls Handled To 30	Number of calls of this Call Type that were handled (completed wrap) during the current half hour period.	Call_Type_Real_Time.CallsHandledHalf	Sum, Min, Max, Avg	Integer
Calls Handled To 5	Number of calls of this Call Type that were handled (completed wrap) in the last 5 minutes.	Call_Type_Real_Time.CallsHandledTo5	Sum, Min, Max, Avg	Integer
Calls Handled Today	Number of calls to this Call Type that have been handled since midnight Central Controller Time.	Call_Type_Real_Time.CallsHandledToday	Sum, Min, Max, Avg	Integer
Calls In Router Queue Now	Number of calls queued for the Call Type in the CallRouter Queue. Note this measure does not include calls queued at the local ACD.	Call_Type_Real_Time.RouterCallsQNow	Sum, Min, Max, Avg	Integer
Calls Offered To 30	Number of calls of this Call Type that	Call_Type_Real_Time.CallsOfferedHalf	Sum, Min, Max, Avg	Integer

Name	Description	Definition/Source	Totals	Units
	have been offered during the current half hour period.			
Calls Offered To 5	Number of calls of this Call Type that have been offered in the last 5 minutes.	Call_Type_Real_Time.CallsOfferedTo5	Sum, Min, Max, Avg	Integer
Calls Offered Today	Number of calls of this Call Type that have been offered since midnight Central Controller Time.	Call_Type_Real_Time.CallsOfferedToday	Sum, Min, Max, Avg	Integer
Calls Routed To 30	Number of calls of this Call Type that have been routed during the current half hour period.	Call_Type_Real_Time.CallsRoutedToHalf	Sum, Min, Max, Avg	Integer
Calls Routed Today	Number of calls of this Call Type that have been routed since midnight Central Controller Time.	Call_Type_Real_Time.CallsRoutedToday	Sum, Min, Max, Avg	Integer
Error Count to 30	Number of errors generated for calls of this Call Type in the current half hour period.	Call_Type_Real_Time.ErrorCountHalf	Sum, Min, Max, Avg	Integer
Error Count Today	Number of errors generated for calls of this Call Type since midnight Central Controller Time.	Call_Type_Real_Time.ErrorCountToday	Sum, Min, Max, Avg	Integer
Overflow Out To 30	Number of calls overflowed to another Call Type in the current half hour period.	Call_Type_Real_Time.OverflowOutHalf	Sum, Min, Max, Avg	Integer
Overflow Out	Number of calls	Call_Type_Real_Time.OverflowOutTo5	Sum, Min,	Integer

Name	Description	Definition/Source	Totals	Units
To 5	overflowed to another Call Type in the last 5 minutes.		Max, Avg	
Overflow Out Today	Number of calls overflowed to another Call Type since midnight Central Controller Time.	Call_Type_Real_Time.OverflowOutToday	Sum, Min, Max, Avg	Integer
Calls Abandoned To 5	The number of queued calls non-queued calls and calls which abandoned at the agent desktop for the Call Type in the in the last 5 minutes.	Call_Type_Real_Time.TotalCallsAbandTo5	Sum, Min, Max, Avg	Integer
Agent Error Count to 30	Number of calls that encountered an error at the agent desktop during the current half hour period.	Call_Type_Real_Time.AgentErrorCountHalf	Sum, Min, Max, Avg	Integer
Agent Error Count Today	Number of calls that encountered an error at the agent desktop since midnight Central Controller time.	Call_Type_Real_Time.AgentErrorCountToday	Sum, Min, Max, Avg	Integer
Calls Left Q to 5	The total number of calls of this Call Type that left the Call Router queue in the last 5 minutes.	Call_Type_Real_Time.CallsLeftQTo5	Sum, Min, Max, Avg	Integer
Calls Routed Non Agent to 30	The number of calls that executed a Label node or a Divert Label node in their routing script during the current half hour period	Call_Type_Real_ Time.CallsRoutedNonAgentHalf	Sum, Min, Max, Avg	Integer

Name	Description	Definition/Source	Totals	Units
	(IPCC Express). For Unified CCE this includes calls that were routed to a standard ACD without using a translation route.			
Calls Routed Non Agent to 5	The number of calls for the Call Type that executed a Label node or a Divert Label node in their routing script in the last 5 minutes (IPCC Express). For Unified CCE this includes calls that were routed to a standard ACD without using a translation route.	Call_Type_Real_ Time.CallsRoutedNonAgentTo5	Sum, Min, Max, Avg	Integer
Calls Routed Non Agent Today	The number of calls that executed a Label node or a Divert Label node in their routing script since midnight Central Controller time (IPCC Express). For Unified CCE, this includes calls that were routed to a standard ACD without using a translation route.	Call_Type_Real_ Time.CallsRoutedNonAgentToday	Sum, Min, Max, Avg	Integer
Calls At Agent Now	The number calls for the Call Type that agents are currently working on. This includes Agents involved in after call work.	Call_Type_Real_Time.CallsAtAgentNow	Sum, Min, Max, Avg	Integer
Calls At VRU Now	The number calls that are currently at the Voice	Call_Type_Real_Time.CallsAtVRUNow	Sum, Min, Max, Avg	Integer

Name	Description	Definition/Source	Totals	Units
	Response Unit. This includes calls that are in prompting at the VRU and those in the queue.			
Network Announcement Today	The number of calls for this Call Type routed with an announcement node since midnight Central Controller time.	Call_Type_Real_ Time.NetworkAnnouncementToday	Sum, Min, Max, Avg	Integer
Network Announcement to 30	The number of calls for this Call Type routed with an announcement node in the current half hour period.	Call_Type_Real_ Time.NetworkAnnouncementToHalf	Sum, Min, Max, Avg	Integer
Network Default Routed Today	Number of calls for this Call Type that were routed to a Termination node that specifies Use network default since midnight Central Controller time.	Call_Type_Real_ Time.NetworkDefaultRoutedToday	Sum, Min, Max, Avg	Integer
Network Default Routed to 30	Number of calls for this Call Type that were routed to a Termination node that specifies Use network default in the current half hour period.	Call_Type_Real_ Time.NetworkDefaultRoutedToHalf	Sum, Min, Max, Avg	Integer
Return Busy Today	Number of calls of this Call Type that were routed to the Busy target since midnight Central Controller time.	Call_Type_Real_Time.ReturnBusyToday	Sum, Min, Max, Avg	Integer
Return Busy to 30	Number of calls of this Call Type that were routed to the	Call_Type_Real_Time.ReturnBusyToHalf	Sum, Min, Max, Avg	Integer

Name	Description	Definition/Source	Totals	Units
	Busy target during the current half hour period.			
Return Release to 30	The number of calls for the Call Type that executed a Release node in their routing script in the current half hour period.	Call_Type_Real_Time.ReturnReleaseHalf	Sum, Min, Max, Avg	Integer
Return Release Today	The number of calls for the Call Type that executed a Release node in their routing script since midnight Central Controller Time.	Call_Type_Real_Time.ReturnReleaseToday	Sum, Min, Max, Avg	Integer
Return Ring Today	Number of calls of this Call Type that were routed to the Ring target since midnight Central Controller Time.	Call_Type_Real_Time.ReturnRingToday	Sum, Min, Max, Avg	Integer
Return Ring to 30	Number of calls of this Call Type that were routed to the Ring target in the current half hour period.	Call_Type_Real_Time.ReturnRingToHalf	Sum, Min, Max, Avg	Integer
Router Calls Aband Q to 30	Number of calls of this Call Type that abandoned in the Router queue since in the current half hour period.	Call_Type_Real_Time.RouterCallsAbandQHalf	Sum, Min, Max, Avg	Integer
Router Calls Aband Q to 5	Number of calls of this Call Type that abandoned in the Router queue in the last 5 minutes.	Call_Type_Real_Time.RouterCallsAbandQTo5	Sum, Min, Max, Avg	Integer
Router Calls Aband Q Today	Number of calls of this Call Type that	Call_Type_Real_Time.RouterCallsAbandQToday	Sum, Min, Max, Avg	Integer

Name	Description	Definition/Source	Totals	Units
	abandoned in the Router queue since midnight Central Controller Time.			
Router Calls Aband To Agent to 30	The number of calls for this Call Type that abandoned at the agent desktop before being answered in the current half hour period.	Call_Type_Real_ Time.RouterCallsAbandToAgentHalf	Sum, Min, Max, Avg	Integer
Router Calls Aband To Agent to 5	The number of calls for this Call Type that abandoned at the agent desktop before being answered in the last 5 minutes.	Call_Type_Real_ Time.RouterCallsAbandToAgentTo5	Sum, Min, Max, Avg	Integer
Router Calls Aband To Agent Today	The number of calls for this Call Type that abandoned at the agent desktop before being answered since midnight Central Controller Time.	Call_Type_Real_ Time.RouterCallsAbandToAgentToday	Sum, Min, Max, Avg	Integer
Router Queue Calls to 30	Number of calls of this Call Type that left the Call Router queue to be routed during the current half hour period.	Call_Type_Real_Time.RouterQueueCallsHalf	Sum, Min, Max, Avg	Integer
Router Queue Calls to 5	Number of calls of this Call Type that left the Call Router queue to be routed in the last 5 minutes.	Call_Type_Real_Time.RouterQueueCallsTo5	Sum, Min, Max, Avg	Integer
Router Queue Calls Today	Number of calls of this Call Type that left the Call Router queue to be routed since midnight	Call_Type_Real_ Time.RouterQueueCallsToday	Sum, Min, Max, Avg	Integer

Name	Description	Definition/Source	Totals	Units
	Central Controller Time.			
Calls Answered To 30	Number of calls of this Call Type that were answered during the current half hour period.	Call_Type_Real_Time.CallsAnsweredHalf	Sum, Min, Max, Avg	Integer
Calls Answered To 5	Number of calls of this Call Type that were answered in the last 5 minutes.	Call_Type_Real_Time.CallsAnsweredTo5	Sum, Min, Max, Avg	Integer
Calls Answered Today	Number of calls to this Call Type that have been answered since midnight Central Controller Time.	Call_Type_Real_Time.CallsAnsweredToday	Sum, Min, Max, Avg	Integer
Call Durations				
Answer Wait Time Today	The sum of answer wait time for all calls of this Call Type answered since midnight Central Controller Time.	Call_Type_Real_Time.AnswerWaitTimeToday	Sum, Min, Max, Avg	BigInteger
ASA To 30	Average Speed of Answer for calls of this Call Type based in the current half hour period.	Call_Type_Real_Time.AnswerWaitTimeHalf / Call_Type_Real_Time.CallsAnsweredHalf	Min, Max, WeightedAvg	BigInteger
ASA To 5	Average Speed of Answer for calls of this Call Type based in the last five minutes.	Call_Type_Real_Time.AnswerWaitTimeTo5 / Call_Type_Real_Time.CallsAnsweredTo5	Min, Max, WeightedAvg	BigInteger
ASA Today	Average Speed of Answer for calls of this Call Type since midnight Central Controller Time.	Call_Type_Real_Time.AnswerWaitTimeToday / Call_Type_Real_Time.CallsAnsweredToday	Min, Max, WeightedAvg	BigInteger
Avg Handle Time to 30	Average Handle	Call_Type_Real_Time.HandleTimeHalf / Call_Type_Real_Time.CallsHandledHalf	Min, Max, WeightedAvg	BigInteger

Name	Description	Definition/Source	Totals	Units
	Time for calls of this Call Type which ended (completed wrap) in the current half hour period.			
Avg Handle Time to 5	Average Handle Time for calls of this Call Type which ended (completed wrap) in the in the last 5 minutes.	Call_Type_Real_Time.HandleTimeTo5 / Call_Type_Real_Time.CallsHandledTo5	Min, Max, WeightedAvg	BigInteger
Avg Handle Time Today	Average Handle Time for calls of this Call Type which ended (completed wrap) since midnight Central Controller Time.	Call_Type_Real_Time.HandleTimeToday / Call_Type_Real_Time.CallsHandledToday	Min, Max, WeightedAvg	BigInteger
Avg Talk Time to 30	Average Talk Time for calls of this Call Type which ended (completed wrap) in the current half hour period.	Call_Type_Real_Time.TalkTimeHalf / Call_Type_Real_Time.CallsHandledHalf	Min, Max, WeightedAvg	BigInteger
Avg Talk Time to 5	Average Talk Time for calls of this Call Type which ended (completed wrap) in the last 5 minutes.	Call_Type_Real_Time.TalkTimeTo5 / Call_Type_Real_Time.CallsHandledTo5	Min, Max, WeightedAvg	BigInteger
Avg Talk Time Today	Average Talk Time for calls of this Call Type which ended (completed wrap) since midnight Central Controller Time.	Call_Type_Real_Time.TalkTimeToday / Call_Type_Real_Time.CallsHandledToday	Min, Max, WeightedAvg	BigInteger
Longest Call In Queue	The queue duration of the longest call in the queue for this Call Type.	Controller_Time.Nowtime - Call_Type_Real_Time.RouterLongestCallQ	Min, Max, Avg	BigInteger
Answer Wait Time to 30	The sum of answer wait time for all calls of this Call	Call_Type_Real_Time.AnswerWaitTimeHalf	Sum, Min, Max, Avg	BigInteger

Name	Description	Definition/Source	Totals	Units
	Type answered in the current half hour period.			
Answer Wait Time to 5	The sum of answer wait time for all calls of this Call Type answered in the last 5 minutes.	Call_Type_Real_Time.AnswerWaitTimeTo5	Sum, Min, Max, Avg	BigInteger
Handle Time to 30	The total handle time for calls for this Call Type which ended (completed wrap) during the current half hour period.	Call_Type_Real_Time.HandleTimeHalf	Sum, Min, Max, Avg	BigInteger
Handle Time to 5	The total handle time for calls for this Call Type which ended (completed wrap) in the last 5 minutes.	Call_Type_Real_Time.HandleTimeTo5	Sum, Min, Max, Avg	BigInteger
Handle Time Today	The total handle time for calls for this Call Type which ended (completed wrap) since midnight Central Controller time.	Call_Type_Real_Time.HandleTimeToday	Sum, Min, Max, Avg	BigInteger
Talk Time to 30	The total talk time for calls for this Call Type which ended (completed wrap) during the current half hour period.	Call_Type_Real_Time.TalkTimeHalf	Sum, Min, Max, Avg	BigInteger
Talk Time to 5	The total talk time for calls for this Call Type which ended (completed wrap) in the last 5 minutes.	Call_Type_Real_Time.TalkTimeTo5	Sum, Min, Max, Avg	BigInteger
Talk Time Today	The total talk time for calls for this Call Type which ended (completed wrap)	Call_Type_Real_Time.TalkTimeToday	Sum, Min, Max, Avg	BigInteger

Name	Description	Definition/Source	Totals	Units
	since midnight Central Controller time.			
Avg Router Delay Q to 30	Average time spent in the Call Router queue for calls of this Call Type that were removed from the queue during the current half hour period.	Call_Type_Real_Time.AvgRouterDelayQHalf	Min, Max	BigInteger
Avg Router Delay Q Now	Average time spent in the Call Router queue for calls of this Call Type that are currently in the queue.	Call_Type_Real_Time.AvgRouterDelayQNow	Min, Max	BigInteger
Avg Router Delay Q to 5	Average time spent in the Call Router queue for calls of this Call Type that were removed from the queue in the last 5 minutes.	Call_Type_Real_Time.AvgRouterDelayQTo5	Min, Max	BigInteger
Avg Router Delay Q Today	Average time spent in the Call Router queue for calls of this Call Type that have been removed from the queue since midnight Central Controller time.	Call_Type_Real_Time.AvgRouterDelayQToday	Min, Max	BigInteger
Calls Abandoned Time to 30	The total call time for calls of this Call Type that abandoned before being answered during the current half hour period.	Call_Type_Real_Time.CallDelayAbandTimeHalf	Sum, Min, Max, Avg	BigInteger
Calls Abandoned Time to 5	The total call time for calls of this Call Type that abandoned before	Call_Type_Real_Time.CallDelayAbandTimeTo5	Sum, Min, Max, Avg	BigInteger

Name	Description	Definition/Source	Totals	Units
	being answered in the last 5 minutes.			
Calls Abandoned Time Today	The total call time for calls of this Call Type that abandoned before being answered since midnight Central Controller time.	Call_Type_Real_ Time.CallDelayAbandTimeToday	Sum, Min, Max, Avg	BigInteger
Abandon Call Time to 30	Total duration of calls that abandoned within the current half hour period. This time begins when the call reaches the Router or when the Call Type is re-qualified and ends when the call disconnects. This time is reset if the Call Type is re-qualified.	Call_Type_Real_Time.CTDelayAbandTimeHalf	Sum, Min, Max, Avg	BigInteger
Abandon Call Time to 5	The total duration of calls that abandoned in the last 5 minutes. This time begins when the call reaches the Router or when the Call Type is re-qualified and ends when the call disconnects. This time is reset if the Call Type is re-qualified.	Call_Type_Real_Time.CTDelayAbandTimeTo5	Sum, Min, Max, Avg	BigInteger
Abandon Call Time Today	Total duration of calls that abandoned since midnight Central Controller time. This time begins	Call_Type_Real_ Time.CTDelayAbandTimeToday	Sum, Min, Max, Avg	BigInteger

Name	Description	Definition/Source	Totals	Units
	when the call reaches the Router or when the Call Type is re-qualified and ends when the call disconnects. This time is reset if the Call Type is re-qualified.			
Agent Abandon Call Time to 30	The total duration of calls for this Call Type that abandoned at the agent's desktop before being answered in the current half hour period. This time is not reset if the Call Type is re-qualified.	Call_Type_Real_ Time.DelayAgentAbandTimeHalf	Sum, Min, Max, Avg	BigInteger
Agent Abandon Call Time to 5	The total duration of calls for this Call Type that abandoned at the agent's desktop before being answered in the last 5 minutes. This time is not reset if the Call Type is re-qualified.	Call_Type_Real_ Time.DelayAgentAbandTimeTo5	Sum, Min, Max, Avg	BigInteger
Agent Abandon Call Time Today	The total duration of calls for this Call Type that abandoned at the agent's desktop before being answered since midnight Central Controller time. This time is not reset if the Call Type is re-qualified.	Call_Type_Real_ Time.DelayAgentAbandTimeToday	Sum, Min, Max, Avg	BigInteger
Queue Abandon Time	The total duration of calls for this Call	Call_Type_Real_Time.DelayQAbandTimeHalf	Sum, Min, Max, Avg	BigInteger

Name	Description	Definition/Source	Totals	Units
to 30	Type that abandoned while in the queue during the current half hour period. This time is not reset if the Call Type is re-qualified.			
Queue Abandon Time to 5	The total duration of calls for this Call Type that abandoned while in the queue in the last 5 minutes. This time is not reset if the Call Type is re-qualified.	Call_Type_Real_Time.DelayQAbandTimeTo5	Sum, Min, Max, Avg	BigInteger
Queue Abandon Time Today	The total duration of calls for this Call Type that abandoned while in the queue since midnight Central Controller time. This time is not reset if the Call Type is re-qualified.	Call_Type_Real_Time.DelayQAbandTimeToday	Sum, Min, Max, Avg	BigInteger
Hold Time to 30	The total hold time for calls of this Call Type which ended (completed wrap) during the current half-hour interval. This field is not incremented if the call is answered by an agent on standard ACD unless the call is translation routed.	Call_Type_Real_Time.HoldTimeHalf	Sum, Min, Max, Avg	BigInteger
Hold Time to 5	The total hold time for calls of this Call Type which ended (completed wrap) during in the last 5	Call_Type_Real_Time.HoldTimeTo5	Sum, Min, Max, Avg	BigInteger

Name	Description	Definition/Source	Totals	Units
	minutes. This field is not incremented if the call is answered by an agent on standard ACD unless the call is translation routed.			
Hold Time Today	The total hold time for calls of this Call Type which ended (completed wrap) since midnight Central Controller time. This field is not incremented if the call is answered by an agent on standard ACD unless the call is translation routed.	Call_Type_Real_Time.HoldTimeToday	Sum, Min, Max, Avg	BigInteger
Router Calls Q Now Time	The total time spent in queue for all calls of this type which are currently in the CallRouter queue. This does not include calls in queue at the local ACD.	Call_Type_Real_Time.RouterCallsQNowTime	Sum, Min, Max, Avg	BigInteger
Router Queue Time to 30	The total time calls of this Call Type spent in the Call Router queue during the current half-hour interval.	Call_Type_Real_Time.RouterQueueWaitTimeHalf	Sum, Min, Max, Avg	BigInteger
Router Queue Time to 5	The total time calls of this Call Type spent in the Call Router queue in the last 5 minutes.	Call_Type_Real_Time.RouterQueueWaitTimeTo5	Sum, Min, Max, Avg	BigInteger
Router Queue Time Today	The total time calls of this Call Type spent in the Call	Call_Type_Real_Time.RouterQueueWaitTimeToday	Sum, Min, Max, Avg	BigInteger

Name	Description	Definition/Source	Totals	Units
	Router queue since midnight Central Controller Time.			
Service Level				
Service Level Calls to 30	Number of calls answered within Service Level for the Call Type in the current half hour period.	Call_Type_Real_Time.ServiceLevelCallsHalf	Sum, Min, Max, Avg	Integer
Service Level Calls to 5	Number of calls answered within Service Level for the Call Type in the in the last 5 minutes.	Call_Type_Real_Time.ServiceLevelCallsTo5	Sum, Min, Max, Avg	Integer
Service Level Calls Today	Number of calls answered within Service Level for the Call Type since Midnight Central Controller Time.	Call_Type_Real_Time.ServiceLevelCallsToday	Sum, Min, Max, Avg	Integer
Service Level to 30 Ignore Abandoned	The Service Level for the Call Type during the half hour, ignoring abandoned calls.	(Call_Type_Real_Time.ServiceLevelCallsHalf / (Call_Type_Real_Time.ServiceLevelCallsOfferedHalf - Call_Type_Real_Time.ServiceLevelAbandHalf)) * 100	Min, Max, WeightedAvg	Float
Service Level to 30 Abandon Negative	The Service Level for the Call Type during the half hour, allowing for negative impact of abandoned calls.	(Call_Type_Real_Time.ServiceLevelCallsHalf / Call_Type_Real_Time.ServiceLevelCallsOfferedHalf) * 100	Min, Max, WeightedAvg	Float
Service Level to 30 Abandon Positive	The Service Level for the Call Type during the half hour, allowing for positive impact of abandoned calls.	((Call_Type_Real_Time.ServiceLevelCallsHalf + Call_Type_Real_Time.ServiceLevelAbandHalf) / Call_Type_Real_Time.ServiceLevelCallsOfferedHalf) * 100	Min, Max, WeightedAvg	Float
Service Level to 30	Service Level for the current half hour period.	If Service Level type... Ignore abandoned calls: (Call_Type_Real_	Min, Max, WeightedAvg	Float

Name	Description	Definition/Source	Totals	Units
		Time.ServiceLevelCallsHalf / (Call_Type_Real_Time.ServiceLevelCallsOfferedHalf - Call_Type_Real_Time.ServiceLevelAbandHalf)) * 100 ...Abandoned calls negatively impact: (Call_Type_Real_Time.ServiceLevelCallsHalf / Call_Type_Real_Time.ServiceLevelCallsOfferedHalf) * 100 ...Abandoned calls positively impact: ((Call_Type_Real_Time.ServiceLevelCallsHalf + Call_Type_Real_Time.ServiceLevelAbandHalf) / Call_Type_Real_Time.ServiceLevelCallsOfferedHalf) * 100		
Service Level Today Ignore Abandoned	The Service Level for the Call Type during the day, ignoring abandoned calls.	(Call_Type_Real_Time.ServiceLevelCallsToday / (Call_Type_Real_Time.ServiceLevelCallsOfferedToday - Call_Type_Real_Time.ServiceLevelAbandToday)) * 100	Min, Max, WeightedAvg	Float
Service Level Today Abandon Negative	The Service Level for the Call Type during the day allowing for negative impact of abandoned calls.	(Call_Type_Real_Time.ServiceLevelCallsToday / Call_Type_Real_Time.ServiceLevelCallsOfferedToday) * 100	Min, Max, WeightedAvg	Float
Service Level Today Abandon Positive	The Service Level for the Call Type during the day allowing for positive impact of abandoned calls.	((Call_Type_Real_Time.ServiceLevelCallsToday + Call_Type_Real_Time.ServiceLevelAbandToday) / Call_Type_Real_Time.ServiceLevelCallsOfferedToday) * 100	Min, Max, WeightedAvg	Float
Service Level Today	Service Level since midnight Central Controller Time.	If Service Level type... Ignore abandoned calls: (Call_Type_Real_Time.ServiceLevelCallsToday / (Call_Type_Real_Time.ServiceLevelCallsOfferedToday - Call_Type_Real_Time.ServiceLevelAbandToday)) * 100 ...Abandoned calls negatively impact: (Call_Type_Real_Time.ServiceLevelCallsToday / Call_Type_Real_Time.ServiceLevelCallsOfferedToday) * 100 ...Abandoned calls positively impact: ((Call_Type_Real_Time.ServiceLevelCallsToday + Call_Type_Real_Time.ServiceLevelAbandToday) / Call_Type_	Min, Max, WeightedAvg	Float

Name	Description	Definition/Source	Totals	Units
		Real_Time.ServiceLevelCallsOfferedToday) * 100		
Service Level Calls Offered to 30	Number of calls for the Call Type which had Service Level events in the current half hour period.	Call_Type_Real_Time.ServiceLevelCallsOfferedHalf	Sum, Min, Max, Avg	Integer
Service Level Calls Offered Today	Number of calls for the Call Type which had Service Level events since midnight Central Controller time.	Call_Type_Real_Time.ServiceLevelCallsOfferedToday	Sum, Min, Max, Avg	Integer
Service Level to 5	Service Level for the last 5 minutes	If Service Level type… Ignore abandoned calls: (Call_Type_Real_Time.ServiceLevelCallsTo5 / (Call_Type_Real_Time.ServiceLevelCallsOfferedTo5 - Call_Type_Real_Time.ServiceLevelAbandTo5)) * 100 …Abandoned calls negatively impact: (Call_Type_Real_Time.ServiceLevelCallsTo5 / Call_Type_Real_Time.ServiceLevelCallsOfferedTo5) * 100 …Abandoned calls positively impact: ((Call_Type_Real_Time.ServiceLevelCallsTo5 + Call_Type_Real_Time.ServiceLevelAbandTo5) / Call_Type_Real_Time.ServiceLevelCallsOfferedTo5) * 100	Min, Max, WeightedAvg	Float
Service Level to 5 Ignore Abandoned	The Service Level for the Call Type during the 5 minute interval, ignoring abandoned calls.	(Call_Type_Real_Time.ServiceLevelCallsTo5 / (Call_Type_Real_Time.ServiceLevelCallsOfferedTo5 - Call_Type_Real_Time.ServiceLevelAbandTo5)) * 100	Min, Max, WeightedAvg	Float
Service Level to 5 Abandon Negative	The Service Level for the Call Type during the 5 minute interval allowing for negative impact of abandoned calls.	(Call_Type_Real_Time.ServiceLevelCallsTo5 / Call_Type_Real_Time.ServiceLevelCallsOfferedTo5) * 100	Min, Max, WeightedAvg	Float
Service Level to 5 Abandon Positive	The Service Level for the Call Type during the 5 minute interval allowing for positive impact of	((Call_Type_Real_Time.ServiceLevelCallsTo5 + Call_Type_Real_Time.ServiceLevelAbandTo5) / Call_Type_Real_Time.ServiceLevelCallsOfferedTo5) * 100	Min, Max, WeightedAvg	Float

Name	Description	Definition/Source	Totals	Units
	abandoned calls.			
Service Level Calls Offered to 5	Number of calls for the Call Type which had Service Level events in the last 5 minutes.	Call_Type_Real_ Time.ServiceLevelCallsOfferedTo5	Sum, Min, Max, Avg	Integer
Service Level Aband to 5	The total number of calls of this Call Type which abandoned within the service level threshold in the last 5 minutes.	Call_Type_Real_Time.ServiceLevelAbandTo5	Sum, Min, Max, Avg	Integer
Service Level Aband Today	The total number of calls of this Call Type which abandoned within the service level threshold since midnight Central Controller time.	Call_Type_Real_ Time.ServiceLevelAbandToday	Sum, Min, Max, Avg	Integer
Service Level Aband to 30	The total number of calls of this Call Type which abandoned within the service level threshold during the current half hour period.	Call_Type_Real_Time.ServiceLevelAbandHalf	Sum, Min, Max, Avg	Integer
Service Level RONA to 30	Calls that redirected on no answer within the Service Level threshold during the current half hour period.	Call_Type_Real_Time.ServiceLevelRONAHalf	Sum, Min, Max, Avg	Integer
Service Level RONA to 5	Calls that redirected on no answer within the Service Level threshold in the last 5 minutes.	Call_Type_Real_Time.ServiceLevelRONATo5	Sum, Min, Max, Avg	Integer
Service Level	Calls that	Call_Type_Real_	Sum, Min,	Integer

Name	Description	Definition/Source	Totals	Units
RONA Today	redirected on no answer within the Service Level threshold since midnight central controller time.	Time.ServiceLevelRONAToday	Max, Avg	
Service Level Calls Q Held Today	The number of calls of this Call Type that have been held in queue for longer than the service level threshold since midnight Central Controller Time.	Call_Type_Real_ Time.ServiceLevelCallsQHeld	Sum, Min, Max, Avg	Integer
Service Level Error to 30	The number of calls for the Call Type that ended in an Error state within the service level threshold in the current half-hour period.	Call_Type_Real_Time.ServiceLevelErrorHalf	Sum, Min, Max, Avg	Integer
Service Level Error Today	The number of calls for the Call Type that ended in an Error state within the service level threshold since midnight Central Controller Time.	Call_Type_Real_Time.ServiceLevelErrorToday	Sum, Min, Max, Avg	Integer
Service Level Type	This value determines the calculation currently used for Service Level. Depending on the value, abandoned calls positively impact Service Level, negatively impact Service Level or are ignored.	Call_Type.ServiceLevelType: 1 (Ignore Aban), 2 (Aban -ve), 3 (Aban +ve)		String

Real Time - Campaign Query Rule

Overview

This model allows end users to develop real time reports that detail real time call type performance statistics (calls offered to the 5, calls offered to the half, calls offered today, service level 5, half, today, etc.)

Selection Criteria

Referenced Table(s)	Campaign, Query_Rule, Campaign_Query_Rule_Real_Time
Parameter Type(s)	IT_CAMPAIGN, IT_QUERY_RULE
Time Period(s)	Real Time
Grouping(s)	Campaign, Query Rule
Timezone Enabled	No

Attribute Definitions

Name	Description	Definition/Source	Totals	Units
Parameters				
Campaign	The name of the Campaign	Campaign.CampaignName		String
Query Rule	The name of the Query Rule	Query_Rule.QueryRuleName		String
Call Outcomes				
Busy Detect	The number of calls where a busy signal was detected.	Campaign_Query_Rule_Real_Time.BusyCount	Sum, Min, Max, Avg	Integer
No Answer	The number of calls that were not answered.	Campaign_Query_Rule_Real_Time.NoAnswerDetectCount	Sum, Min, Max, Avg	Integer
No Dial Tone	The number of calls that did not obtain a dial tone.	Campaign_Query_Rule_Real_Time.NoDialToneDetectCount	Sum, Min, Max, Avg	Integer

Name	Description	Definition/Source	Totals	Units
Customer Not Available	The number of calls where the called party was found to be not available after the call was answered.	Campaign_Query_Rule_Real_Time.CustomerNotHomeCount	Sum, Min, Max, Avg	Integer
Customer Abandoned	The number of calls that were abandoned by the called party after answering.	Campaign_Query_Rule_Real_Time.CustomerAbandonDetectCount	Sum, Min, Max, Avg	Integer
Agent Closed	The number of preview/callback calls that were closed by the agent and not called.	Campaign_Query_Rule_Real_Time.AgentClosedCount	Sum, Min, Max, Avg	Integer
Cancelled Detect	The number calls where the dialer cancelled a ringing outbound call.	Campaign_Query_Rule_Real_Time.CancelledDetectCount	Sum, Min, Max, Avg	Integer
Agent Rejected	The number of preview/callback calls that were rejected by the Agent.	Campaign_Query_Rule_Real_Time.AgentRejectedCount	Sum, Min, Max, Avg	Integer
Abandon To IVR	The number of calls that had to be abandoned which were transferred to an IVR which played a message to the called party.	Campaign_Query_Rule_Real_Time.AbandonToIVRCount	Sum, Min, Max, Avg	Integer
Wrong Number	The number of 'wrong number' calls.	Campaign_Query_Rule_Real_Time.WrongNumberCount	Sum, Min, Max, Avg	Integer
SIT Detect	The number of calls where a network Special Information Tone was detected.	Campaign_Query_Rule_Real_Time.SITToneDetectCount	Sum, Min, Max, Avg	Integer
Voice Detect	The number of calls answered by a person (where voice was detected).	Campaign_Query_Rule_Real_Time.VoiceCount	Sum, Min, Max, Avg	Integer
Fax Detect	The number of calls where a fax machine was detected.	Campaign_Query_Rule_Real_Time.FaxDetectCount	Sum, Min, Max, Avg	Integer
Net	The number of calls where a	Campaign_Query_Rule_Real_	Sum,	Integer

Name	Description	Definition/Source	Totals	Units
Answering Machine Detect	network answering machine was detected.	Time.NetworkAnsMachineCount	Min, Max, Avg	
No Ringback	The number of calls that were disconnected by the carrier/network while ringing, or that were flagged with a data error or a no-value call.	Campaign_Query_Rule_Real_ Time.NoRingBackDetectCount	Sum, Min, Max, Avg	Integer
Personal Callback	The number of calls where the called party requested a personal callback.	Campaign_Query_Rule_Real_ Time.PersonalCallbackCount	Sum, Min, Max, Avg	Integer
Abandon Detect	The number of calls where the dialer abandoned the call.	Campaign_Query_Rule_Real_ Time.AbandonDetectCount	Sum, Min, Max, Avg	Integer
Callback Count	The number of calls scheduled for call back.	Campaign_Query_Rule_Real_ Time.CallBackCount	Sum, Min, Max, Avg	Integer
Answering Machine Detect	The number of calls where an answering machine was detected.	Campaign_Query_Rule_Real_ Time.AnsweringMachineCount	Sum, Min, Max, Avg	Integer
Closed	The number of calls closed for any reason other than reaching a live customer.	Campaign_Query_Rule_Real_ Time.ClosedCount	Sum, Min, Max, Avg	Integer
Total Voice Count	The number of live customers that have been reached since the last overwrite import.	If UCCE Version >= 10.5.1 then Campaign_Query_Rule_Real_ Time.TotalVoiceCount, else Campaign_ Query_Rule_Real_Time.FutureUseInt1	Sum, Min, Max, Avg	Integer
Totals				
Contacts Attempted	The number of calls attempted.	Campaign_Query_Rule_Real_ Time.AttemptedCount	Sum, Min, Max, Avg	Integer
Total Calls Available	The total number of records available to dial forthe current campaign query rule.	Campaign_Query_Rule_Real_ Time.TotalCount	Sum, Min, Max, Avg	Integer

Name	Description	Definition/Source	Totals	Units
Total Calls Remaining	Total Calls Remaining	Campaign_Query_Rule_Real_Time.TotalCount - (Campaign_Query_Rule_Real_Time.TotalVoiceCount + Campaign_Query_Rule_Real_Time.ClosedCount)	Sum, Min, Max, Avg	Integer
Talk Time	The total time Agents spent talking on calls.	Campaign_Query_Rule_Real_Time.TalkTimeCount	Sum, Min, Max, Avg	BigInteger
Wrap Time	The total time Agents spent on Wrap up activity for calls.	Campaign_Query_Rule_Real_Time.WrapupTimeCount	Sum, Min, Max, Avg	BigInteger

Real Time - Campaign

Overview

This model contains real-time metrics produced by Outbound Agents when a dialing list is executed for an outbound campaign.

Selection Criteria

Referenced Table(s)	t_Campaign, t_Campaign_Query_Rule_Real_Tim
Parameter Type(s)	IT_CAMPAIGN
Time Period(s)	Real Time
Grouping(s)	Campaign
Timezone Enabled	No

Attribute Definitions

Name	Description	Definition/Source	Totals	Units
Parameters				
Campaign	The name of the Campaign.	Campaign.CampaignName		String

Name	Description	Definition/Source	Totals	Units
Call Outcomes				
Busy	The number of calls where a busy signal was detected.	Campaign_Query_Rule_Real_ Time.BusyCount	Sum, Min, Max, Avg	Integer
No Answer	The number of calls that were not answered.	Campaign_Query_Rule_Real_ Time.NoAnswerDetectCount	Sum, Min, Max, Avg	Integer
No Dial Tone	The number of calls that did not obtain a dial tone.	Campaign_Query_Rule_Real_ Time.NoDialToneDetectCount	Sum, Min, Max, Avg	Integer
Customer Not Home	The number of calls where the called party was found to be not available after the call was answered.	Campaign_Query_Rule_Real_ Time.CustomerNotHomeCount	Sum, Min, Max, Avg	Integer
Customer Abandoned	The number of calls that were abandoned by the called party after answering.	Campaign_Query_Rule_Real_ Time.CustomerAbandonDetectCount	Sum, Min, Max, Avg	Integer
Closed	The number of preview/callback calls that were closed by the agent and not called.	Campaign_Query_Rule_Real_ Time.ClosedCount	Sum, Min, Max, Avg	Integer
Cancelled	The number calls where the dialer cancelled a ringing outbound call.	Campaign_Query_Rule_Real_ Time.CancelledDetectCount	Sum, Min, Max, Avg	Integer
Agent Rejected	The number of preview/callback calls that were rejected by the Agent.	Campaign_Query_Rule_Real_ Time.AgentRejectedCount	Sum, Min, Max, Avg	Integer
Abandoned	The number of calls that had to be abandoned which were transferred to an IVR which played a message to the called party.	Campaign_Query_Rule_Real_ Time.AbandonDetectCount	Sum, Min, Max, Avg	Integer
Wrong Number	The number of 'wrong number' calls.	Campaign_Query_Rule_Real_ Time.WrongNumberCount	Sum, Min, Max, Avg	Integer

Name	Description	Definition/Source	Totals	Units
Totals				
Total Attempted Calls	The number of calls attempted.	Campaign_Query_Rule_Real_Time.AttemptedCount	Sum, Min, Max, Avg	Integer
Total Calls	The total number of records available to dial forthe current campaign query rule.	Campaign_Query_Rule_Real_Time.TotalCount	Sum, Min, Max, Avg	Integer
Total Calls Remaining	Total Calls Remaining	Campaign_Query_Rule_Real_Time.TotalCount - (Campaign_Query_Rule_Real_Time.VoiceCount + Campaign_Query_Rule_Real_Time.ClosedCount)	Sum, Min, Max, Avg	Integer

Real Time - Dialer

Overview

This model contains real-time metrics produced by Blended (Outbound) Agent when a dialing list is executed for an outbound campaign. Each row provides statistics for an individual Dialer.

Selection Criteria

Referenced Table(s)	t_Dialer, t_Dialer_Real_Time
Parameter Type(s)	IT_DIALER
Time Period(s)	Real Time
Grouping(s)	Dialer
Timezone Enabled	No

Attribute Definitions

Name	Description	Definition/Source	Totals	Units
Parameters				
Dialer	The name of the Dialer	t_Dialer.DialerName		String
Dialer Attributes				
Dialer Type	The Telephony Signalling Protocol that the Dialer uses (SCCP or SIP).	t_Dialer.DialerType		String
Registered Ports	Number of ports that are in a working state, meaning that they are fully registered.	t_Dialer_Real_Time.RegisteredPorts	Sum, Min, Max, Avg	Integer
Call Counts				
Contacts Dialed Today	Number of attempted calls since midnight.	t_Dialer_Real_Time.ContactsDialedToday	Sum, Min, Max, Avg	Integer
Answered Today	Number of calls answered since midnight where a voice was detected.	t_Dialer_Real_Time.VoiceDetectToday	Sum, Min, Max, Avg	Integer
% Answered Today	Number of calls answered since midnight where a voice was detected expressed as a percentage of the calls attempted.	((t_Dialer_Real_Time.VoiceDetectToday / t_Dialer_Real_Time.ContactsDialedToday) * 100)	Sum, Min, Max, WeightedAvg	Float
No Answer Today	Number of call attempts since midnight that were not answered.	t_Dialer_Real_Time.NoAnswerDetectToday	Sum, Min, Max, Avg	Integer
% No Answer Today	Number of calls not answered since midnight expressed as a percentage of the calls attempted.	((t_Dialer_Real_Time.NoAnswerDetectToday / t_Dialer_Real_Time.ContactsDialedToday) * 100)	Sum, Min, Max, WeightedAvg	Float
Abandon Today	Number of calls abandoned since midnight.	t_Dialer_Real_Time.AbandonDetectToday	Sum, Min, Max, Avg	Integer
% Abandon Today	Number of calls abandoned since midnight expressed as a percentage of the calls attempted.	(t_Dialer_Real_Time.AbandonDetectToday / t_Dialer_Real_Time.ContactsDialedToday) * 100)	Sum, Min, Max, WeightedAvg	Float
Ans Machine Today	Number of answering machines detected since midnight.	t_Dialer_Real_Time.AnsweringMachineDetectToday	Sum, Min, Max, Avg	Integer
% Ans	Number of calls where an answering	((t_Dialer_Real_	Sum, Min,	Float

Name	Description	Definition/Source	Totals	Units
Machine Today	machine was detected since midnight expressed as a percentage of the calls attempted.	Time.AnsweringMachineDetectToday / t_Dialer_Real_ Time.ContactsDialedToday) * 100)	Max, WeightedAvg	
Busy Today	Number of busy signals detected since midnight.	t_Dialer_Real_ Time.BusyDetectToday	Sum, Min, Max, Avg	Integer
% Busy Today	Number of calls where a busy tone was detected since midnight expressed as a percentage of the calls attempted.	((t_Dialer_Real_ Time.BusyDetectToday / t_Dialer_ Real_Time.ContactsDialedToday) * 100)	Sum, Min, Max, WeightedAvg	Float
SIT Tone Today	Number of SIT tones detected since midnight.	t_Dialer_Real_ Time.SITToneDetectToday	Sum, Min, Max, Avg	Integer
% SIT Tone Today	Number of calls where a SIT tone was detected since midnight expressed as a percentage of the calls attempted.	((t_Dialer_Real_ Time.SITToneDetectToday / t_ Dialer_Real_ Time.ContactsDialedToday) * 100)	Sum, Min, Max, WeightedAvg	Float
Not Home	Number of calls where the intended call recipient was found not to be home.	t_Dialer_Real_ Time.CustomerNotHomeCount	Sum, Min, Max, Avg	Integer
Callbacks Scheduled	Number of records scheduled for a call-back.	t_Dialer_Real_Time.CallbackCount	Sum, Min, Max, Avg	Integer
Callback Requests	Number of calls where the called party requested a personal call-back.	t_Dialer_Real_ Time.PersonalCallbackCount	Sum, Min, Max, Avg	Integer
Wrong Number	Number of calls where the phone number was incorrect.	t_Dialer_Real_ Time.WrongNumberCount	Sum, Min, Max, Avg	Integer
Cancelled To Half	Number of calls in the current 30 minute interval that were dropped while ringing the called party's phone.	t_Dialer_Real_ Time.CancelledDetectHalf	Sum, Min, Max, Avg	Integer
Customer Abandon To Half	Number of calls that were abandoned by the called party after they picked up the phone in the current 30 minute interval.	t_Dialer_Real_ Time.CustomerAbandonDetectHalf	Sum, Min, Max, Avg	Integer
Fax To Half	Number of calls in the current 30 minute interval that detected a fax machine.	t_Dialer_Real_Time.FaxDetectHalf	Sum, Min, Max, Avg	Integer
Network Ans Machine	Number of calls in the current 30 minute interval that detected a network answering machine.	t_Dialer_Real_ Time.NetworkAnsMachineDetectHalf	Sum, Min, Max, Avg	Integer

Name	Description	Definition/Source	Totals	Units
To Half				
No Dial Tone To Half	Number of calls in the current 30 minute interval that did not receive dial tone.flagged with a data error or a no-value call.	t_Dialer_Real_ Time.NoDialToneDetectHalf	Sum, Min, Max, Avg	Integer
No Ring Back To Half	Number of calls in the current 30 minute interval that did not receive a ring-back tone, that were disconnected by the carrier or the network while ringing, or that were flagged with a data error or a no-value call.	t_Dialer_Real_ Time.NoRingBackDetectHalf	Sum, Min, Max, Avg	Integer
Abandon To IVR To Half	Number of calls in the current 30 minute interval that had to be abandoned where the call was transferred to an IVR that played a message to the called party.	t_Dialer_Real_ Time.AbandonToIVRHalf	Sum, Min, Max, Avg	Integer
Agent Rejected To Half	Number of preview/call-back calls that were rejected by the agent in the current 30 minute interval.	t_Dialer_Real_ Time.AgentRejectedDetectHalf	Sum, Min, Max, Avg	Integer
Agent Closed To Half	Number of preview/call-back calls rejected by the agent in the current 30 minute interval.	t_Dialer_Real_ Time.AgentClosedDetectHalf	Sum, Min, Max, Avg	Integer

Real Time - IVR Callback In Progress Detail

Overview

This model contains real-time metrics relating to IVR Callbacks that are currently in progress.

Selection Criteria

Referenced Table(s)	callback_current, causeref, eventtyperef, sysmaster:sysshmvals
Parameter Type(s)	
Time Period(s)	Real Time

Grouping(s)	
Timezone Enabled	Yes

Attribute Definitions

Name	Description	Definition/Source	Totals	Units
Callback Data				
Cause	The cause of the callback event.	CauseRef.Cause		String
Event	The last event for the callback.	EventType.Event		String
Gateway	The gateway that handled the callback.	Callback.Gateway		String
Attempts	The number of attempts that were made to call back.	Callback.NbrAttempts	Sum, Min, Max, Avg	Integer
ANI	The ANI of the caller.	Callback.ANI		String

Real Time - Peripheral

Overview

This model contains real-time metrics for Peripheral ACDs.

Selection Criteria

Referenced Table(s)	t_Peripheral_Real_Time, t_Peripheral, t_Media_Routing_Domain
Parameter Type(s)	IT_PERIPHERAL
Time Period(s)	Real Time
Grouping(s)	Peripheral
Timezone Enabled	No

Attribute Definitions

Name	Description	Definition/Source	Totals	Units
Parameters				
Peripheral	The enterprise name of the Peripheral.	t_Peripheral.EnterpriseName		String
Peripheral Attributes				
Name At Site	The name of the Peripheral as it is known at the site.	t_Peripheral.PeripheralName		String
PeripheralID	Identifier for the Peripheral.	t_Peripheral_Real_Time.PeripheralID		Integer
MRD	The Media Routing Domain associated with this Peripheral.	t_Media_Routing_Domain.EnterpriseName		String
Location	The location of the Peripheral.	t_Peripheral.Location		String
Logged On	Number of agents currently logged on to the Peripheral.	t_Peripheral_Real_Time.AgentsLoggedOn	Sum, Min, Max, Avg	Integer
Online	Current on-line state of the Peripheral as determined by the Central Controller displayed as text (0 = Offline and 1 = Online)	t_Peripheral_Real_Time.Online		String
Mode	Current mode of the Peripheral as reported by the Peripheral Gateway displayed as text (0 = Offline, 1 = Primary and 2 = Backup)	t_Peripheral_Real_Time.Mode		String
Status	Status for the Peripheral displayed as text (0 = Normal Operation, 1 - 31 = Failure that does not affect routing ,32-63 = Failure that affects routing, 64 = No Call Processing and 65 - 127 = Failure That Prevents Call Routing).	t_Peripheral_Real_Time.Status		String
Status Code	Status for the Peripheral displayed as a number (0 = Normal Operation, 1 - 31 = Failure that does not affect routing ,32-63 = Failure that affects routing, 64 = No Call Processing and 65 - 127 = Failure That Prevents Call Routing).	t_Peripheral_Real_Time.Status		Integer
CTI Server Online	Indicates the state of the CTI Server if any associated with the Peripheral(0 = Off-	t_Peripheral_Real_Time.CTIServerOnline		String

Name	Description	Definition/Source	Totals	Units
	line and 1 = On-line)			
Call Counts				
Calls In Progress	Number of calls currently in progress at the Peripheral.	t_Peripheral_Real_ Time.CallsInProgress	Sum, Min, Max, Avg	Integer
Calls Offered To Half	Number of calls offered to the Peripheral during the current half-hour interval.v	t_Peripheral_Real_ Time.CallsOfferedHalf	Sum, Min, Max, Avg	Integer
Calls Offered Today	Number of calls offered to the Peripheral since midnight.	t_Peripheral_Real_ Time.CallsOfferedToday	Sum, Min, Max, Avg	Integer
Calls Routed To Half	Number of calls routed to the Peripheral during the current half-hour interval.	t_Peripheral_Real_ Time.CallsRoutedHalf	Sum, Min, Max, Avg	Integer
Calls Routed Today	Number of calls routed to the Peripheral since midnight.	t_Peripheral_Real_ Time.CallsRoutedToday	Sum, Min, Max, Avg	Integer
Service Level				
% SL To Half	Service level for the Peripheral for the current half-hour interval.	t_Peripheral_Real_ Time.ServiceLevelHalf	Min, Max	Float
% SL Today	Service level for the Peripheral since midnight central controller time.	t_Peripheral_Real_ Time.ServiceLevelToday	Min, Max	Float
SL Offered To Half	Number of calls to the Peripheral that had a service level event during the current half-hour interval.	t_Peripheral_Real_ Time.ServiceLevelCallsOfferedHalf	Sum, Min, Max, Avg	Integer
SL Answered To Half	Number of calls to the Peripheral answered within the service level threshold during the current half-hour interval.	t_Peripheral_Real_ Time.ServiceLevelCallsHalf	Sum, Min, Max, Avg	Integer
SL Offered Today	Number of calls to the Peripheral that had a service level event since midnight.	t_Peripheral_Real_ Time.ServiceLevelCallsOfferedToday	Sum, Min, Max, Avg	Integer

Name	Description	Definition/Source	Totals	Units
SL Aband To Half	Number of calls to the Peripheral abandoned within the service level threshold during the current half hour interval.	t_Peripheral_Real_Time.ServiceLevelAbandHalf	Sum, Min, Max, Avg	Integer
SL Aband Today	Number calls to the Peripheral abandoned within the service level threshold since midnight.	t_Peripheral_Real_Time.ServiceLevelAbandToday	Sum, Min, Max, Avg	Integer

Real Time - Precision Queue Step

Overview

This model contains real-time metrics for each step within a Precision Queue.

Selection Criteria

Referenced Table(s)	Controller_Time, t_Precision_Q_Step_Real_Time, t_Precision_Queue_Step, t_Precision_Queue
Parameter Type(s)	IT_PRECISION_QUEUE
Time Period(s)	Real Time
Grouping(s)	Precision Queue
Timezone Enabled	No

Attribute Definitions

Name	Description	Definition/Source	Totals	Units
Parameters				
Precision Queue	The enterprise name of the Precision Queue.	t_Precision_Queue.EnterpriseName		String
Precision Queue Attributes				
Precision Queue ID	The Precision Queue ID of the Precision Queue.	t_Precision_Queue.PrecisionQueueID		String

Name	Description	Definition/Source	Totals	Units
Step	The order of the Step within the Precision Queue.	t_Precision_Queue_ Step.StepOrder		Integer
Wait Time	The configured wait time before proceeding to the next step if no agents are available.	t_Precision_Queue_ Step.WaitTime		BigInteger
Precision Queue Counts				
Agents Available	Number of agents eligible and available for the Precision Queue Step.	t_Precision_Q_Step_Real_ Time.AgentsAvailable	Min, Max, Avg	Integer
Agents Logged In	Number of agents logged in for the Precision Queue Step.	t_Precision_Q_Step_Real_ Time.AgentsLoggedIn	Min, Max, Avg	Integer
% Agents Available	Number of agents eligible and available for the Precision Queue Step as a percentage of the agents logged in for the Precision Queue Step.	(t_Precision_Q_Step_Real_ Time.AgentsAvailable / t_ Precision_Q_Step_Real_ Time.AgentsLoggedIn) * 100	Min, Max, WeightedAvg, Avg	Float
Calls In Queue	Number of calls in queue for this Precision Queue Step.	t_Precision_Q_Step_Real_ Time.CallsInQueue	Sum, Min, Max, Avg	Integer
Precision Queue Durations				
Avg Queue Time	Average time in queue for this Precision Queue Step.	t_Precision_Q_Step_Real_ Time.CallsInQueueTime / t_ Precision_Q_Step_Real_ Time.CallsInQueue	Sum, Min, Max, WeightedAvg	BigInteger
Longest Call In Queue	Duration of the longest call in queue for this Precision Queue Step.	t_Precision_Q_Step_Real_ Time.LongestCallInQueue	Min, Max, Avg	BigInteger
LAA	The time for which the next agent to be selected by the queue (Longest Available Agent) has been available.	t_Precision_Q_Step_Real_ Time.NextAvailAgent	Min, Max, Avg	BigInteger
Calls In Queue Time	Total time of calls in queue for this Precision Queue Step.	t_Precision_Q_Step_Real_ Time.CallsInQueueTime	Sum, Min, Max, Avg	BigInteger

Real Time - Precision Queue

Overview

This model contains real-time metrics for Precision Queues.

Selection Criteria

Referenced Table(s)	Controller_Time, t_Precision_Q_Real_Time, t_Precision_Queue, t_Attribute
Parameter Type(s)	IT_PRECISION_QUEUE
Time Period(s)	Real Time
Grouping(s)	Precision Queue
Timezone Enabled	No

Attribute Definitions

Name	Description	Definition/Source	Totals	Units
Parameters				
Precision Queue	The enterprise name of the Precision Queue.	t_Precision_Queue.EnterpriseName		String
Precision Queue Attributes				
Precision Queue ID	The ID of the Precision Queue.	t_Precision_Queue.PrecisionQueueID		Integer
Attribute 1	Attribute 1 associated with the Precision Queue.	t_Attribute.EnterpriseName		String
Attribute 2	Attribute 2 associated with the Precision Queue.	t_Attribute.EnterpriseName		String
Attribute 3	Attribute 3 associated with the Precision Queue.	t_Attribute.EnterpriseName		String
Attribute 4	Attribute 4 associated with the Precision Queue.	t_Attribute.EnterpriseName		String
Attribute 5	Attribute 5 associated with the Precision Queue.	t_Attribute.EnterpriseName		String
Agent State Counts				
Logged On	Number of agents currently logged on to the Precision Queue.	t_Precision_Q_Real_Time.LoggedOn	Sum, Min, Max, Avg	Integer
Ready	Number of agents who are Routable with respect to the MRD associated with the Precision Queue, and whose	t_Precision_Q_Real_Time.Ready	Sum, Min, Max, Avg	Integer

Name	Description	Definition/Source	Totals	Units
	state with respect to the Precision Queue is a state other than NOT_READY or WORK_NOT_READY.			
% Ready	Number of agents who are Routable with respect to the MRD associated with the Precision Queue as a percentage of the agents logged on for the Precision Queue.	(t_Precision_Q_Real_Time.Ready / t_Precision_Q_Real_Time.LoggedOn) * 100	Min, Max, WeightedAvg	Float
Talking In	Number of agents in the Precision Queue currently talking on inbound calls.	t_Precision_Q_Real_Time.TalkingIn	Sum, Min, Max, Avg	Integer
% Talking In	Number of agents in the Precision Queue currently talking on inbound call as a percentage of the agents logged on for the Precision Queue.	(t_Precision_Q_Real_Time.TalkingIn / t_Precision_Q_Real_Time.LoggedOn) * 100	Min, Max, WeightedAvg	Float
Talking Other	Number of agents in the Precision Queue currently talking on internal (neither inbound nor outbound) calls such as agent-to-agent transfers.	t_Precision_Q_Real_Time.TalkingOther	Sum, Min, Max, Avg	Integer
% Talking Other	Number of agents in the Precision Queue currently talking on internal (neither inbound nor outbound) calls such as agent-to-agent transfers as a percentage of the agents logged on for the Precision Queue.	(t_Precision_Q_Real_Time.TalkingOther / t_Precision_Q_Real_Time.LoggedOn) * 100	Min, Max, WeightedAvg	Float
Hold	Number of agents with all active calls on hold.	t_Precision_Q_Real_Time.Hold	Sum, Min, Max, Avg	Integer
% Hold	Number of agents in the Precision Queue currently talking on inbound calls as a percentage of the agents logged on for the Precision Queue.	(t_Precision_Q_Real_Time.Hold / t_Precision_Q_Real_Time.LoggedOn) * 100	Min, Max, WeightedAvg	Float

Name	Description	Definition/Source	Totals	Units
Wrap	Number of Agents currently engaged in after call work for the Precision Queue.	t_Precision_Q_Real_Time.WorkReady + t_Precision_Q_Real_Time.WorkNotReady	Sum, Min, Max, Avg	Integer
% Wrap	Number of agents in the Precision Queue currently talking on inbound calls as a percentage of the agents logged on for the Precision Queue.	((t_Precision_Q_Real_Time.WorkReady + t_Precision_Q_Real_Time.WorkNotReady) / t_Precision_Q_Real_Time.LoggedOn) * 100	Min, Max, WeightedAvg	Float
Work Not Ready	Number of agents in the Precision Queue in the Work Not Ready state.	t_Precision_Q_Real_Time.WorkNotReady	Sum, Min, Max, Avg	Integer
Work Ready	Number of agents in the Precision Queue in the Work Ready state.	t_Precision_Q_Real_Time.WorkReady	Sum, Min, Max, Avg	Integer
Busy Other	Number of agents in the BusyOther state with respect to this Precision Queue.	t_Precision_Q_Real_Time.BusyOther	Sum, Min, Max, Avg	Integer
% Busy Other	Number of agents in the BusyOther state with respect to this Precision Queue as a percentage of the agents logged on for the Precision Queue.	(t_Precision_Q_Real_Time.BusyOther / t_Precision_Q_Real_Time.LoggedOn) * 100	Min, Max, WeightedAvg	Float
Not Ready	Number of agents in the Not Ready state for the Precision Queue.	t_Precision_Q_Real_Time.NotReady	Sum, Min, Max, Avg	Integer
% Not Ready	Number of agents in the Not Ready state for the Precision Queue as a percentage of the agents logged on for the Precision Queue.	(t_Precision_Q_Real_Time.NotReady / t_Precision_Q_Real_Time.LoggedOn) * 100	Min, Max, WeightedAvg	Integer
Not Active	Number of agents in the Not Active state with respect to this Precision Queue. Agents in the not active state are not working on a task associated with the Precision Queue.	t_Precision_Q_Real_Time.Avail	Sum, Min, Max, Avg	Integer
% Not Active	Number of agents in the Not Active state with respect to this Precision Queue as a	(t_Precision_Q_Real_Time.Avail / t_Precision_Q_Real_Time.LoggedOn) * 100	Max, Min, WeightedAvg	Float

Name	Description	Definition/Source	Totals	Units
	percentage of the agents logged on for the Precision Queue.			
ICM Available	Number of agents belonging to the Precision Queue who are currently ICMAvailable with respect to the MRD to which the Precision Queue belongs. An agent is ICMAvailable if they are able to be routed a task by ICM.	t_Precision_Q_Real_ Time.IcmAvailable	Sum, Min, Max, Avg	Integer
Application Available	The number of agents belonging to this skill group who are currently ApplicationAvailable with respect to the MRD to which the skill group belongs. An agent is ApplicationAvailable if the agent is Not Routable and Available for the MRD. This means that the agent can be routed a task by the Unified WIM or Unified EIM.	t_Precision_Q_Real_ Time.ApplicationAvailable	Sum, Min, Max, Avg	Integer
Interrupte d	Number of agents in the Interrupted state with respect to this Precision Queue.	t_Precision_Q_Real_ Time.NumAgentsInterruptedNow	Sum, Min, Max, Avg	Integer
Agent State Durations				
Logged On Time To 5	Total time that agents were logged on to the Precision Queue during the rolling five-minute interval.	t_Precision_Q_Real_ Time.LoggedOnTimeTo5	Sum, Min, Max, Avg	BigIntege r
Talk Time To 5	Total time agents in the Precision Queue have been in the Talking state during the rolling five-minute interval.	t_Precision_Q_Real_ Time.TalkTimeTo5	Sum, Min, Max, Avg	BigIntege r
Talk In Time To 5	Total time agents spent talking on inbound calls for the Precision Queue during the rolling five-minute interval.	t_Precision_Q_Real_ Time.TalkInTimeTo5	Sum, Min, Max, Avg	BigIntege r
Talk Other Time To 5	Total time agents spent talking on other calls (neither inbound nor outbound) for the Precision	t_Precision_Q_Real_ Time.TalkOtherTimeTo5	Sum, Max, Min, Avg	BigIntege r

Name	Description	Definition/Source	Totals	Units
	Queue during the rolling five-minute interval.			
Wrap Time To 5	Total time agents were engaged in after call work for the Precision Queue during the rolling five-minute interval.	t_Precision_Q_Real_ Time.WorkReadyTimeTo5 + t_ Precision_Q_Real_ Time.WorkNotReadyTimeTo5	Sum, Min, Max, Avg	BigInteger
Work Not Ready Time To 5	Total time agents were in the Work Not Ready state during the rolling five-minute interval.	t_Precision_Q_Real_ Time.WorkNotReadyTimeTo5	Sum, Min, Max, Avg	BigInteger
Work Ready Time To 5	Total time agents were in the Work Ready state during the rolling five-minute interval.	t_Precision_Q_Real_ Time.WorkReadyTimeTo5	Sum, Min, Max, Avg	BigInteger
Not Active Time To 5	Total time agents in the Precision Queue have been in the Not Active state during the rolling five-minute interval.	t_Precision_Q_Real_ Time.AvailTimeTo5	Sum, Min, Max, Avg	BigInteger
Busy Other Time To 5	Total time agents have spent in the Busy Other state with respect to this Precision Queue during the rolling five-minute interval.	t_Precision_Q_Real_ Time.BusyOtherTimeTo5	Sum, Min, Max, Avg	BigInteger
Not Ready Time To 5	Total time agents in the Precision Queue have been in the Not Ready state during the rolling five-minute interval.	t_Precision_Q_Real_ Time.NotReadyTimeTo5	Sum, Min, Max, Avg	BigInteger
% Utilization To 5	Percentage of time agents spend working on calls versus the time agents were ready during the rolling five-minute interval.	t_Precision_Q_Real_ Time.PercentUtilizationTo5	Min, Max	Float
Call Counts				
Aband Dequeued To 5	The number of calls that were de-queued from this Precision Queue, and had to be routed to another Precision Queue in the rolling five-minute interval. This field is incremented when a call is de-queued through the Cancel Queue script node.	t_Precision_Q_Real_ Time.CallsAbandDequeuedTo5	Sum, Min, Max, Avg	Integer
Aband Q To 5	Number of calls answered by agents for the Precision Queue	t_Precision_Q_Real_ Time.CallsAbandQTo5	Sum, Min, Max, Avg	Integer

Name	Description	Definition/Source	Totals	Units
	during the rolling five-minute interval.			
Aband To Agent To 5	Number of calls abandoned after they have been routed to the agent desktop and before they have been answered (e.g. Abandon Ring) in the rolling five-minute interval. Cisco state that this field is applicable for Unified CCE systems and for systems where calls are translation-routed to Precision Queues.	t_Precision_Q_Real_ Time.CallsAbandToAgentTo5	Sum, Min, Max, Avg	Integer
Answered To 5	Number of calls answered by agents for the Precision Queue during the rolling five-minute interval.	t_Precision_Q_Real_ Time.CallsAnsweredTo5	Sum, Min, Max, Avg	Integer
Dequeued To 5	Number of calls de-queued from this Precision Queue to be routed to another Queue in the rolling five-minute interval. This field is incremented when a call is de-queued via Cancel Queue script node.	t_Precision_Q_Real_ Time.CallsDequeuedTo5	Sum, Min, Max, Avg	Integer
Handled To 5	Number of calls that were handled by the Precision Queue during the rolling five-minute interval.	t_Precision_Q_Real_ Time.CallsHandledTo5	Sum, Min, Max, Avg	Integer
Non Voice Tasks In Progress	Number of ongoing non-voice tasks associated with this Precision Queue. This field populates for non-voice tasks only.	t_Precision_Q_Real_ Time.CallsInProgress	Sum, Min, Max, Avg	Integer
Offered To 5	Number of calls offered to the Precision Queue during the rolling five-minute interval. Calls are counted when they are answered.	t_Precision_Q_Real_ Time.CallsOfferedTo5	Sum, Min, Max, Avg	Integer
In Queue	Number of calls currently queued for the Precision Queue at the Call Router.	t_Precision_Q_Real_Time.CallsQNow	Sum, Min, Max, Avg	Integer
Redirect No	Number of ACD calls to the	t_Precision_Q_Real_	Sum, Min,	Integer

Name	Description	Definition/Source	Totals	Units
Ans Calls To 5	Precision Queue that rang at an agent's terminal and redirected on failure to answer during the rolling five-minute interval.	Time.RedirectNoAnsCallsTo5	Max, Avg	
Transfer In Calls To 5	Number of calls transferred into the Precision Queue that ended (completed wrap) during the current five-minute interval.	t_Precision_Q_Real_Time.TransferInCallsTo5	Sum, Min, Max, Avg	Integer
Transfer Out Calls To 5	Number of calls transferred out of the Precision Queue that ended during the rolling five-minute interval. The value is updated in the database when the after-call work time associated with the call (if any) is completed.	t_Precision_Q_Real_Time.TransferOutCallsTo5	Sum, Min, Max, Avg	Integer
Call Durations				
Hold Time To 5	Total time where all calls to the agent were on hold during the rolling five-minute interval.	t_Precision_Q_Real_Time.HoldTimeTo5	Sum, Min, Max, Avg	BigInteger
Answer Wait Time To 5	The total Answer Wait Time for the Precision Queue in the rolling five-minute interval. Answer Wait Time is the time calls spent between being queued to the skill group through Select (LAA) or Queue to skill group nodes to when they were answered by an agent.	t_Precision_Q_Real_Time.AnswerWaitTimeTo5	Sum, Min, Max, Avg	BigInteger
ASA To 5	The Average Answer Wait Time (Average Speed of Answer) for the Precision Queue in the rolling five-minute interval. Answer Wait Time is the time calls spent between first queued being queued to the skill group through Select (LAA) or Queue to skill group nodes to when they were answered by an agent.	t_Precision_Q_Real_Time.AnswerWaitTimeTo5/t_Precision_Q_Real_Time.CallsAnsweredTo5	Min, Max, WeightedAvg	BigInteger
AHT To 5	Average handle time in seconds	(t_Precision_Q_Real_	Min, Max,	BigIntege

Name	Description	Definition/Source	Totals	Units
	for calls counted as handled by the Precision Queue during the rolling five-minute interval.	Time.HandledCallsTimeTo5 / t_ Precision_Q_Real_ Time.CallsHandledTo5)	WeightedAvg	r
ATT To 5	Average talk time for calls handled by the Precision Queue during the rolling five-minute interval.	(t_Precision_Q_Real_ Time.HandledCallsTalkTimeTo5 / t_ Precision_Q_Real_ Time.CallsHandledTo5)	Min, Max, WeightedAvg	BigInteger
Handled Calls Talk Time To 5	Total time spent talking on handled calls for the Precision Queue during the rolling five-minute interval. Calls are counted as handled after any after call work associated witht the call is completed.	t_Precision_Q_Real_ Time.HandledCallsTalkTimeTo5	Sum, Min, Max, Avg	BigInteger
Handled Calls Time To 5	Total handle time (talk, hold and wrap) for calls handled by the Precision Queue during the rolling five-minute interval.	t_Precision_Q_Real_ Time.HandledCallsTimeTo5	Sum, Min, Max, Avg	BigInteger
Longest Call In Q	The time duration between the point at which the longest call in queue for this Precision Queue entered the queue until now.	t_Precision_Q_Real_ Time.LongestCallInQ	Min, Max, Avg	BigInteger
Transfer In Calls Time To 5	Total time agents spent on calls transferred into the Precision Queue which ended (completed wrap) during the rolling five-minute interval.	t_Precision_Q_Real_ Time.TransferInCallsTimeTo5	Sum, Min, Max, Avg	BigInteger

Service Level

Name	Description	Definition/Source	Totals	Units
% SL To 5	Service Level for the Precision Queue in rolling five-minute interval.Service Level is based on the ServiceLevelCalls, ServiceLevelCallsoffered, ServiceLevelCallsAband and ServiceLevelCallsDequeuedTo5 fields.The service level calculation used is determined by the configured Service Level type :Ignore Abandoned Calls = ServiceLevelCallsTo5 / (ServiceLevelCallsOfferedTo5 -	If Service Level type…...Ignore abandoned calls:(t_Precision_Q_Real_ Time.ServiceLevelCallsTo5 / (t_Precision_Q_Real_ Time.ServiceLevelCallsOfferedTo5 - t_Precision_Q_Real_ Time.ServiceLevelCallsAbandTo5 - t_ Precision_Q_Real_ Time.ServiceLevelCallsDequeuedTo5)) * 100…Abandoned calls negatively impact:(t_Precision_Q_Real_ Time.ServiceLevelCallsTo5 / (t_Precision_Q_Real_	Min, Max, WeightedAvg	Float

Name	Description	Definition/Source	Totals	Units
	ServiceLevelCallsAbandTo5 - ServiceLevelCallsDequeuedTo5) Abandoned Calls have Negative Impact = ServiceLevelCallsTo5 / ServiceLevelCallsofferedTo5 - ServiceLevelCallsDequeuedTo5) Abandoned Calls have Positive Impact = (ServiceLevelCallsTo5 + ServiceLevelCallsAbandTo5) / (ServiceLevelCallsofferedTo5 - ServiceLevelCallsDequeuedTo5)Abandoned Calls have Positive Impact = (ServiceLevelCallsTo5 + ServiceLevelCallsAbandTo5) / (ServiceLevelCallsofferedTo5 - ServiceLevelCallsDequeuedTo5)	Time.ServiceLevelCallsOfferedTo5 - t_Precision_Q_Real_ Time.ServiceLevelCallsDequeuedTo5)) * 100...Abandoned calls positively impact:((t_Precision_Q_Real_ Time.ServiceLevelCallsTo5 + t_ Precision_Q_Real_ Time.ServiceLevelCallsAbandTo5) / t_ Precision_Q_Real_ Time.ServiceLevelCallsOfferedTo5 -t_ Precision_Q_Real_ Time.ServiceLevelCallsDequeuedTo5) * 100		
Answered In SL To 5	Number of calls answered by agents in the Precision Queue within the Service Level threshold in the rolling five-minute interval.	t_Precision_Q_Real_ Time.ServiceLevelCallsTo5	Sum, Min, Max, Avg	Integer
SL Offered To 5	The number of calls that are routed to a Precision Queue or queued for a Precision Queue in the rolling five-minute interval. This includes calls answered within the Service Level threshold, calls abandoned within the Service Level threshold, calls redirected within the Service Level threshold and calls which have been in queue for longer than the Service Level threshold.Calls that end in error state within the Service Level threshold are not included.	t_Precision_Q_Real_ Time.ServiceLevelCallsOfferedTo5	Sum, Min, Max, Avg	Integer
Aband In SL To 5	Number of calls that abandoned within the Precision Queue Service Level threshold in rolling five-minute interval.	t_Precision_Q_Real_ Time.ServiceLevelCallsAbandTo5	Sum, Min, Max, Avg	Integer

Name	Description	Definition/Source	Totals	Units
SL Dequeued To 5	Number of calls de-queued from a Precision Queue, within the Service Level threshold, in rolling five-minute interval.	t_Precision_Q_Real_Time.ServiceLevelCallsDequeuedTo5	Sum, Min, Max, Avg	Integer
SL RONA To 5	Number of calls that redirected on no answer within Service Level threshold within the rolling five-minute interval.	t_Precision_Q_Real_Time.ServiceLevelRONATo5	Sum, Min, Max, Avg	Integer

Real Time - Queue Monitor

Overview

This model allows end users to develop realtime reports that provide queue monitor information for chats, video chats, emails and tasks.

Selection Criteria

Referenced Table(s)	EGPL_MON_QUEUE_DATA
Parameter Type(s)	IT_QUEUE
Time Period(s)	Real Time
Grouping(s)	
Timezone Enabled	Yes

Attribute Definitions

Name	Description	Definition/Source	Totals	Units
Parameters				
Queue Name	Queue Name			String
General				
Queue Id	Queue Id	EGPL_MON_QUEUE_DATA.QUEUE_ID		String

Name	Description	Definition/Source	Totals	Units
Queue Status	Queue status as text.	EGPL_MON_ QUEUE_ DATA.QUEUE_ STATUS		String
Agents Logged In	Number of agents who are currently logged into the application and can be assigned activities from the queue.	EGPL_MON_ QUEUE_DATA.NO_ AGENTS_LOGGED_ IN	Min, Sum, Max, Avg	Integer
Chat				
Agents Available For Chat	Number of agents who are logged in and 'Available', who can either be assigned chat activities from the queue or can pull activities from the queue, and whose Chat - User max load setting is not exceeded.	EGPL_MON_ QUEUE_DATA.NO_ AGENTS_ AVAILABLE_CHAT	Max, Min, Sum, Avg	Integer
Current Chat SL %	Number of serviced sessions currently in progress, which were picked up before the threshold setting configured for the department / Total number of serviced sessions currently in progress	EGPL_MON_ QUEUE_ DATA.SERVICE_ LEVEL_CHAT	Min, Max	Float
Daily Chat SL %	Chats answered before service level setting / sample set of chats completed on the day, till that point of time	EGPL_MON_ QUEUE_ DATA.DAILY_ SERVICE_LEVEL_ CHAT	Max, Min	Float
Chats In Progress	Number of chat activities assigned to agents and are being worked on (Status: Assigned - In Progress).	EGPL_MON_ QUEUE_DATA.NO_ ACTIVITIES_IN_ PROG_CHAT	Max, Min, Sum, Avg	Integer
Chats Not Started	Number of chat activities assigned to agents, but on which work has not yet started (Status: Assigned - New).	EGPL_MON_ QUEUE_DATA.NO_ ACTIVITIES_NOT_ ST_CHAT	Avg, Max, Min, Sum	Integer
Chats Not Assigned	Number of unassigned chat activities in the queue (Status: Assignment - Ready for Internal assignment).	EGPL_MON_ QUEUE_DATA.NO_ ACTIVITY_NOT_ ASSIGNED_CHAT	Max, Min, Sum, Avg	Integer
Oldest Chat In Progress	Age of the oldest chat activity in the queue - where the activity has been assigned and been worked upon (Status: Assigned - In Progress).	EGPL_MON_ QUEUE_ DATA.AGE_ OLDEST_ACT_IN_ PROG_CHAT	Max, Min	BigInteger
Oldest Chat Not	Age of the oldest chat activity in the queue, where the activity has been assigned but has not been worked on	EGPL_MON_ QUEUE_	Max, Min	BigInteger

Name	Description	Definition/Source	Totals	Units
Started	(Status: Assigned - New).	DATA.AGE_ OLDEST_ACT_ NOT_ASS_CHAT		
Oldest Chat Not Assigned	Age of the oldest chat activity in the queue, where the activity has not been assigned (Status: Assignment - Ready for Internal assignment').	EGPL_MON_ QUEUE_ DATA.AGE_ OLDEST_ACT_ NOT_ST_CHAT	Max, Min	BigInteger
Video Chat				
Agents Available For Video Chat	Number of video chat agents who are logged in and 'Available', who can either be assigned chat activities from the queue or can pull activities from the queue, and who are not working on any other chat or video chat activity.	EGPL_MON_ QUEUE_DATA.NO_ AGENTS_ AVAILABLE_VCHAT	Max, Min, Sum, Avg	Integer
Current Video Chat SL %	Number of serviced sessions currently in progress, which were picked up before the threshold setting configured for the department / Total number of serviced sessions currently in progress.	EGPL_MON_ QUEUE_ DATA.SERVICE_ LEVEL_VCHAT	Max, Min	Float
Daily Video Chat SL %	Video chats answered before service level setting / sample set of video chats completed on the day, till that point of time	EGPL_MON_ QUEUE_ DATA.DAILY_ SERVICE_LEVEL_ VCHAT	Max, Min	Float
Video Chats In Progress	Number of video chat activities assigned to agents and are being worked on (Status: Assigned - In Progress).	EGPL_MON_ QUEUE_DATA.NO_ ACTIVITIES_IN_ PROG_VCHAT	Max, Min, Sum, Avg	Integer
Video Chats Not Started	Number of video chat activities assigned to agents, but on which work has not yet started (Status: Assigned - New).	EGPL_MON_ QUEUE_DATA.NO_ ACTIVITIES_NOT_ ST_VCHAT	Max, Min, Sum, Count	Integer
Video Chats Not Assigned	Number of unassigned video chat activities in the queue (Status: Assignment - Ready for Internal assignment).	EGPL_MON_ QUEUE_DATA.NO_ ACTIVITY_NOT_ ASSIGNED_VCHAT	Max, Min, Sum, Avg	Integer
Oldest Video Chat In Progress	Age of the oldest video chat activity in the queue - where the activity has been assigned and been worked upon (Status: Assigned - In Progress).	EGPL_MON_ QUEUE_ DATA.AGE_ OLDEST_ACT_IN_ PROG_VCHAT	Min, Max	BigInteger
Oldest Video	Oldest Video Chat Not Started	EGPL_MON_ QUEUE_	Max, Min	BigInteger

Name	Description	Definition/Source	Totals	Units
Chat Not Started		DATA.AGE_ OLDEST_ACT_ NOT_ASS_VCHAT		
Oldest Video Chat Not Assigned	Age of the oldest video chat activity in the queue, where the activity has not been assigned (Status: Assignment - Ready for Internal assignment).	EGPL_MON_ QUEUE_ DATA.AGE_ OLDEST_ACT_ NOT_ST_VCHAT	Max, Min	BigInteger
Email				
Current Email SL %	This is calculated by using two configured items: sample size and response time limit. It indicates the percentage of emails for which response was sent before the time limit elapsed. (This does not include auto-acknowledgments).	EGPL_MON_ QUEUE_ DATA.SERVICE_ LEVEL_EMAIL	Max, Min	Float
Emails In Progress	Number of email activities assigned to agents and being worked on (Status: Assigned - In Progress).	EGPL_MON_ QUEUE_DATA.NO_ ACTIVITIES_IN_ PROG_EMAIL	Max, Min, Sum, Avg	Integer
Emails Not Started	Number of email activities assigned to agents, but on which work has not yet started (Status: Assigned - New).	EGPL_MON_ QUEUE_DATA.NO_ ACTIVITIES_NOT_ ST_EMAIL	Max, Min, Sum, Avg	Integer
Emails Not Assigned	Number of unassigned email activities in the queue (Status: Assigned - Ready for Internal assignment).	EGPL_MON_ QUEUE_DATA.NO_ ACTIVITY_NOT_ ASSIGNED_EMAIL	Max, Min, Sum, Avg	Integer
Emails In Wrapup	Number of email activities assigned to agents and being wrapped up (Status: Assigned - Wrap Up).	EGPL_MON_ QUEUE_DATA.NO_ ACTIVITIES_ WRAPUP_EMAIL	Max, Min, Sum, Avg	Integer
Oldest Email Not Started	Age of the oldest email activity in the queue, where the activity has been assigned but has not been worked on (Status: Assigned - New).	EGPL_MON_ QUEUE_ DATA.AGE_ OLDEST_ACT_ NOT_ST_EMAIL	Max, Min	BigInteger
Task				
Tasks In Progress	Number of tasks assigned to agents and being worked on (Status: Assigned; Sub Status: In Progress).	EGPL_MON_ QUEUE_DATA.NO_ ACTIVITIES_IN_ PROG_TASK	Max, Min, Sum, Avg	Integer
Tasks	Number of tasks assigned to agents, but on which work has	EGPL_MON_	Max,	Integer

Name	Description	Definition/Source	Totals	Units
Not Started	not yet started (Status: Assigned; Sub Status: Not Started).	QUEUE_DATA.NO_ ACTIVITIES_NOT_ ST_TASK	Min, Sum, Avg	
Tasks Not Assigned	Number of tasks in the queue that are not assigned.	EGPL_MON_ QUEUE_DATA.NO_ ACTIVITY_NOT_ ASSIGNED_TASK	Max, Min, Sum, Avg	Integer
Tasks In Wrapup	Number of tasks assigned to agents and being wrapped up (Status: Assigned; Sub Status: Wrap up).	EGPL_MON_ QUEUE_DATA.NO_ ACTIVITIES_ WRAPUP_TASK	Max, Min, Sum, Avg	Integer
Oldest Task Not Started	Age of the oldest task activity in the queue, where the activity has been assigned but has not been worked on (Status: Assigned - New).	EGPL_MON_ QUEUE_ DATA.AGE_ OLDEST_ACT_ NOT_ST_TASK	Max, Min	BigInteger

Real Time - Service

Overview

This model allows end users to develop real time reports that detail services performance.

Selection Criteria

Referenced Table(s)	Controller_Time, t_Service_Real_Time, t_Service
Parameter Type(s)	IT_SERVICE
Time Period(s)	Real Time
Grouping(s)	Service Name
Timezone Enabled	No

Attribute Definitions

Name	Description	Definition/Source	Totals	Units
Parameters				
Service Name	The Enterprise Name of the Service.	Service.EnterpriseName		String
Call Counts				
Reserve Calls Time Today	Reserve Calls Time Today	Service_Real_ Time.ReserveCallsTimeToday	Avg, Max, Min, Sum	Integer
Reserve Calls Time To 5	Reserve Calls Time To 5	Service_Real_ Time.ReserveCallsTimeTo5	Avg, Max, Min, Sum	Integer
Reserve Calls Time Half	Reserve Calls Time Half	Service_Real_ Time.ReserveCallsTimeHalf	Avg, Max, Min, Sum	Integer
Reserve Calls Talk Time Today	Reserve Calls Talk Time Today	Service_Real_ Time.ReserveCallsTalkTimeToday	Avg, Max, Min, Sum	Integer
Reserve Calls Talk Time To 5	Reserve Calls Talk Time To 5	Service_Real_ Time.ReserveCallsTalkTimeTo5	Avg, Max, Min, Sum	Integer
Reserve Calls Talk Time Half	Reserve Calls Talk Time Half	Service_Real_ Time.ReserveCallsTalkTimeHalf	Avg, Max, Min, Sum	Integer
Reserve Calls On Hold Today	Reserve Calls On Hold Today	Service_Real_ Time.ReserveCallsOnHoldToday	Avg, Max, Min, Sum	Integer
Reserve Calls On Hold Time Today	Reserve Calls On Hold Time Today	Service_Real_ Time.ReserveCallsOnHoldTimeToday	Avg, Max, Min, Sum	Integer
Reserve Calls On Hold To 5	Reserve Calls On Hold To 5	Service_Real_ Time.ReserveCallsOnHoldTo5	Avg, Max, Min, Sum	Integer
Reserve Calls On Hold Time To 5	Reserve Calls On Hold Time To 5	Service_Real_ Time.ReserveCallsOnHoldTimeTo5	Avg, Max, Min, Sum	Integer

Name	Description	Definition/Source	Totals	Units
Reserve Calls On Hold Time Half	Reserve Calls On Hold Time Half	Service_Real_ Time.ReserveCallsOnHoldTimeHalf	Avg, Max, Min, Sum	Integer
Preview Calls Time Today	Preview Calls Time Today	Service_Real_ Time.PreviewCallsTimeToday	Avg, Max, Min, Sum	Integer
Reserve Calls On Hold Half	Reserve Calls On Hold Half	Service_Real_ Time.ReserveCallsOnHoldHalf	Avg, Max, Min, Sum	Integer
Preview Calls Time To 5	Preview Calls Time To 5	Service_Real_ Time.PreviewCallsTimeTo5	Avg, Max, Min, Sum	Integer
Preview Calls Time Half	Preview Calls Time Half	Service_Real_ Time.PreviewCallsTimeHalf	Avg, Max, Min, Sum	Integer
Preview Calls Talk Time Today	Preview Calls Talk Time Today	Service_Real_ Time.PreviewCallsTalkTimeToday	Avg, Max, Min, Sum	Integer
Preview Calls Talk Time To 5	Preview Calls Talk Time To 5	Service_Real_ Time.PreviewCallsTalkTimeTo5	Avg, Max, Min, Sum	Integer
Auto Out Calls On Hold Half	Auto Out Calls On Hold Half	Service_Real_ Time.AutoOutCallsOnHoldHalf	Sum, Min, Max, Avg	Integer
Auto Out Calls On Hold Time Half	Auto Out Calls On Hold Time Half	Service_Real_ Time.AutoOutCallsOnHoldTimeHalf	Sum, Min, Max, Avg	Integer
Auto Out Calls On Hold Time To 5	Auto Out Calls On Hold Time To 5	Service_Real_ Time.AutoOutCallsOnHoldTimeTo5	Max, Min, Sum, Avg	Integer
Auto Out Calls On Hold Time Today	Auto Out Calls On Hold Time Today	Service_Real_ Time.AutoOutCallsOnHoldTimeToday	Max, Min, Sum, Avg	Integer
Auto Out Calls On Hold To 5	Auto Out Calls On Hold To 5	Service_Real_ Time.AutoOutCallsOnHoldTo5	Max, Min, Sum, Avg	Integer

Name	Description	Definition/Source	Totals	Units
Auto Out Calls On Hold Today	Auto Out Calls On Hold Today	Service_Real_Time.AutoOutCallsOnHoldToday	Max, Min, Sum, Avg	Integer
Auto Out Calls Talk Time Half	Auto Out Calls Talk Time Half	Service_Real_Time.AutoOutCallsTalkTimeHalf	Max, Min, Sum, Avg	Integer
Auto Out Calls Talk Time To 5	Auto Out Calls Talk Time To 5	Service_Real_Time.AutoOutCallsTalkTimeTo5	Max, Min, Sum, Avg	Integer
Auto Out Calls Talk Time Today	Auto Out Calls Talk Time Today	Service_Real_Time.AutoOutCallsTalkTimeToday	Max, Min, Sum, Avg	Integer
Auto Out Calls Time Half	Auto Out Calls Time Half	Service_Real_Time.AutoOutCallsTimeHalf	Avg, Max, Min, Sum	Integer
Auto Out Calls Time To 5	Auto Out Calls Time To 5	Service_Real_Time.AutoOutCallsTimeTo5	Avg, Max, Min, Sum	Integer
Auto Out Calls Time Today	Auto Out Calls Time Today	Service_Real_Time.AutoOutCallsTimeToday	Avg, Max, Min, Sum	Integer
Preview Calls On Hold Half	Preview Calls On Hold Half	Service_Real_Time.PreviewCallsOnHoldHalf	Avg, Max, Min, Sum	Integer
Preview Calls On Hold Time Half	Preview Calls On Hold Time Half	Service_Real_Time.PreviewCallsOnHoldTimeHalf	Avg, Max, Min, Sum	Integer
Preview Calls On Hold Time To 5	Preview Calls On Hold Time To 5	Service_Real_Time.PreviewCallsOnHoldTimeTo5	Avg, Max, Min, Sum	Integer
Preview Calls On Hold Time Today	Preview Calls On Hold Time Today	Service_Real_Time.PreviewCallsOnHoldTimeToday	Avg, Max, Min, Sum	Integer
Preview Calls On Hold To 5	Preview Calls On Hold To 5	Service_Real_Time.PreviewCallsOnHoldTo5	Avg, Max, Min, Sum	Integer

Name	Description	Definition/Source	Totals	Units
Preview Calls On Hold Today	Preview Calls On Hold Today	Service_Real_Time.PreviewCallsOnHoldToday	Avg, Max, Min, Sum	Integer
Preview Calls Talk Time Half	Preview Calls Talk Time Half	Service_Real_Time.PreviewCallsTalkTimeHalf	Avg, Max, Min, Sum	Integer
Talking	The number of agents talking on calls for the Service.	Service_Real_Time.AgentsTalking	Sum, Min, Max, Avg	Integer
Auto Out Calls To 30	Number of Auto Out (predictive) calls made by agents that ended during the current half hour period.	Service_Real_Time.AutoOutCallsHalf	Sum, Min, Max, Avg	Integer
Auto Out Calls Now	Number of active Auto Out calls for the Service.	Service_Real_Time.AutoOutCallsNow	Sum, Min, Max, Avg	Integer
Auto Out Calls To 5	Number of Auto Out (predictive) calls made by agents that ended in the last 5 minutes.	Service_Real_Time.AutoOutCallsTo5	Sum, Min, Max, Avg	Integer
Auto Out Calls Today	Number of AutoOut (predictive) calls made by agents that ended since midnight Central Controller Time.	Service_Real_Time.AutoOutCallsToday	Sum, Min, Max, Avg	Integer
Calls Abandoned Queued To 30	The number of queued calls to the Service which abandoned in the queue during the current half hour period.	Service_Real_Time.CallsAbandQHalf	Sum, Min, Max, Avg	Integer
Calls Abandoned Queued To 5	The number of queued calls to the Service which abandoned in the queue in the last 5 minutes.	Service_Real_Time.CallsAbandQTo5	Sum, Min, Max, Avg	Integer
Calls Abandoned Queued Today	The number of queued calls to the Service which abandoned in the queue since midnight Central Controller Time.	Service_Real_Time.CallsAbandQToday	Sum, Min, Max, Avg	Integer
Calls Answered To 30	The number of calls to the Service Answered during the current half hour period.	Service_Real_Time.CallsAnsweredHalf	Sum, Min, Max, Avg	Integer
Calls Answered To 5	The number of calls to the Service Answered in the last 5 minutes.	Service_Real_Time.CallsAnsweredTo5	Sum, Min, Max, Avg	Integer

Name	Description	Definition/Source	Totals	Units
Calls Answered Today	The number of calls to the Service Answered since midnight Central Controller Time.	Service_Real_ Time.CallsAnsweredToday	Sum, Min, Max, Avg	Integer
Calls Handled To 30	Number of Handled Calls to the Service that ended (completed wrap) during the current half hour period.	Service_Real_Time.CallsHandledHalf	Sum, Min, Max, Avg	Integer
Calls Handled To 5	Number of Handled Calls to the Service that ended (completed wrap) in the last 5 minutes.	Service_Real_Time.CallsHandledTo5	Sum, Min, Max, Avg	Integer
Calls Handled Today	Number of Handled Calls to the Service that ended (completed wrap) since midnight Central Controller Time.	Service_Real_ Time.CallsHandledToday	Sum, Min, Max, Avg	Integer
Calls Incoming To 30	Number of Incoming ACD Calls for the Service during the current half hour period.	Service_Real_Time.CallsIncomingHalf	Sum, Min, Max, Avg	Integer
Calls Incoming To 5	Number of Incoming ACD Calls for the Service in the last 5 minutes.	Service_Real_Time.CallsIncomingTo5	Sum, Min, Max, Avg	Integer
Calls Incoming Today	Number of Incoming ACD Calls for the Service since midnight Central Controller Time.	Service_Real_ Time.CallsIncomingToday	Sum, Min, Max, Avg	Integer
Calls In Now	Number of active inbound calls In for the Service.	Service_Real_Time.CallsInNow	Sum, Min, Max, Avg	Integer
Calls In Progress	Number of inbound and outbound calls associated with the Service.	Service_Real_Time.CallsInProgress	Sum, Min, Max, Avg	Integer
Calls Left Queue To 5	Total number of calls removed from the Queue to the Service in the last 5 minutes.	Service_Real_Time.CallsLeftQTo5	Sum, Min, Max, Avg	Integer
Calls Offered To 30	Number of Incoming and Internal calls that have been Offered to the Service during the current half hour period.	Service_Real_Time.CallsOfferedHalf	Sum, Min, Max, Avg	Integer
Calls Offered To 5	Number of Incoming and Internal calls that have been Offered to the Service in the last 5 minutes.	Service_Real_Time.CallsOfferedTo5	Sum, Min, Max, Avg	Integer

Name	Description	Definition/Source	Totals	Units
Calls Offered Today	Number of Incoming and Internal calls that have been Offered to the Service since midnight Central Controller Time.	Service_Real_ Time.CallsOfferedToday	Sum, Min, Max, Avg	Integer
Calls Out To 30	Number of outbound calls made by agents for the Service during the current half hour period.	Service_Real_Time.CallsOutHalf	Sum, Min, Max, Avg	Integer
Calls Out Now	Number of active Outbound Calls for the Service.	Service_Real_Time.CallsOutNow	Sum, Min, Max, Avg	Integer
Calls Out To 5	Number of outbound calls made by agents for the Service in the last 5 minutes.	Service_Real_Time.CallsOutTo5	Sum, Min, Max, Avg	Integer
Calls Out Today	Number of outbound calls made by agents for the Service since midnight Central Controller time.	Service_Real_Time.CallsOutToday	Sum, Min, Max, Avg	Integer
Calls Queued Now	Number of active Calls Queued to the Service.	Service_Real_Time.CallsQNow	Sum, Min, Max, Avg	Integer
Calls Queued Now Time	Total Time of all active Calls Queued to the Service.	Service_Real_Time.CallsQNowTime	Sum, Min, Max, Avg	Integer
Calls Routed To 30	Number of calls routed to the Service by the Unified CCE for the current half hour period.	Service_Real_Time.CallsRoutedHalf	Sum, Min, Max, Avg	Integer
Calls Routed Today	Number of calls routed to the Service since midnight Central Controller Time.	Service_Real_Time.CallsRoutedToday	Sum, Min, Max, Avg	Integer
Calls Terminated Other To 30	Number of calls to the Service that do not fit into Handled or Abandoned or Transferred calls criteria during the current half hour period.	Service_Real_ Time.CallsTerminatedOtherHalf	Sum, Min, Max, Avg	Integer
Calls Terminated Other To 5	Number of calls to the Service that do not fit into Handled or Abandoned or Transferred calls criteria in the last 5 minutes.	Service_Real_ Time.CallsTerminatedOtherTo5	Sum, Min, Max, Avg	Integer
Calls Terminated	Number of calls to the Service that do not fit into Handled or	Service_Real_ Time.CallsTerminatedOtherToday	Sum, Min, Max, Avg	Integer

Name	Description	Definition/Source	Totals	Units
Other Today	Abandoned or Transferred calls criteria since midnight Central Controller Time.			
Overflow In To 30	Number of calls that were overflowed into the Service during the current half hour period.	Service_Real_Time.OverflowInHalf	Sum, Min, Max, Avg	Integer
Overflow In Mode	Whether the service is open for Overflow calls; 0 indicates Service will always take Overflowed calls; 127 indicates the Service will never take Overflowed calls.	Service_Real_Time.OverflowInMode	Sum, Min, Max, Avg	Integer
Overflow In Now	Number of active overflowed calls into the Service.	Service_Real_Time.OverflowInNow	Sum, Min, Max, Avg	Integer
Overflow In To 5	Number of calls that were overflowed into the Service in the last 5 minutes.	Service_Real_Time.OverflowInTo5	Sum, Min, Max, Avg	Integer
Overflow In Today	Number of calls that were overflowed into the Service since midnight Central Controller Time.	Service_Real_Time.OverflowInToday	Sum, Min, Max, Avg	Integer
Overflow Out To 30	Number of calls that Overflowed out of the Service during the current half hour period.	Service_Real_Time.OverflowOutHalf	Sum, Min, Max, Avg	Integer
Overflow Out Mode	Whether the Service is able to Overflow Out calls. 0 indicates Service will always Overflow Out all calls; 127 indicates the Service will never Overflow Out calls.	Service_Real_Time.OverflowOutMode	Sum, Min, Max, Avg	Integer
Overflow Out Now	The number of active Overflowed Out calls from the Service.	Service_Real_Time.OverflowOutNow	Sum, Min, Max, Avg	Integer
Overflow Out To 5	Number of calls that Overflowed Out of the Service in the last 5 minutes.	Service_Real_Time.OverflowOutTo5	Sum, Min, Max, Avg	Integer
Overflow Out Today	Number of calls that Overflowed Out of the Service since midnight Central	Service_Real_ Time.OverflowOutToday	Sum, Min, Max, Avg	Integer

Name	Description	Definition/Source	Totals	Units
	Controller Time.			
Preview Calls To 30	Total number of Outbound Preview calls made by agents for the Service during the current half hour period.	Service_Real_Time.PreviewCallsHalf	Sum, Min, Max, Avg	Integer
Reserve Calls To 5	Reserve Calls To 5	Service_Real_Time.ReserveCallsTo5	Avg, Max, Min, Sum	Integer
Preview Calls Now	Total number of active Outbound Preview calls for the Service.	Service_Real_Time.PreviewCallsNow	Sum, Min, Max, Avg	Integer
Preview Calls To 5	Total number of Outbound Preview calls made by agents for the Service in the last 5 minutes.	Service_Real_Time.PreviewCallsTo5	Sum, Min, Max, Avg	Integer
Preview Calls Today	Total number of Outbound Preview calls made by agents for the Service since midnight Central Controller Time.	Service_Real_Time.PreviewCallsToday	Sum, Min, Max, Avg	Integer
RONA Calls To 30	Total number of calls redirected on failure to answer during the current half hour period.	Service_Real_Time.RedirectNoAnsCallsHalf	Sum, Min, Max, Avg	Integer
RONA Calls To 5	Total number of calls redirected on failure to answer in the last 5 minutes.	Service_Real_Time.RedirectNoAnsCallsTo5	Sum, Min, Max, Avg	Integer
RONA Calls Today	Total number of calls redirected on failure to answer since midnight Central Controller Time.	Service_Real_Time.RedirectNoAnsCallsToday	Sum, Min, Max, Avg	Integer
Reserve Calls To 30	Total number of Reservation calls handled by agents for the Service during the current half hour period.	Service_Real_Time.ReserveCallsHalf	Sum, Min, Max, Avg	Integer
Reserve Calls Now	Total number of active Reserve calls made by agents for the Service.	Service_Real_Time.ReserveCallsNow	Sum, Min, Max, Avg	Integer
Reserve Calls Today	Total number of Reservation calls handled by agents for the Service since midnight Central Controller Time.	Service_Real_Time.ReserveCallsToday	Sum, Min, Max, Avg	Integer

Name	Description	Definition/Source	Totals	Units
Transfer In Calls To 30	Total number of calls transferred into the Service during the current half hour period.	Service_Real_ Time.TransferInCallsHalf	Sum, Min, Max, Avg	Integer
Transfer In Calls To 5	Total number of calls transferred into the Service in the last 5 minutes.	Service_Real_ Time.TransferInCallsTo5	Sum, Min, Max, Avg	Integer
Transfer In Calls Today	Total number of calls transferred into the Service since midnight Central Controller Time.	Service_Real_ Time.TransferInCallsToday	Sum, Min, Max, Avg	Integer
Transfer Out Calls To 30	Total number of calls transferred out of the Service during the current half hour period.	Service_Real_ Time.TransferOutCallsHalf	Sum, Min, Max, Avg	Integer
Transfer Out Calls To 5	Total number of calls transferred out of the Service in the last 5 minutes.	Service_Real_ Time.TransferOutCallsTo5	Sum, Min, Max, Avg	Integer
Transfer Out Calls Today	Total number of calls transferred out of the Service since midnight Central Controller Time.	Service_Real_ Time.TransferOutCallsToday	Sum, Min, Max, Avg	Integer
Call Durations				
Answer Wait Time To 30	The sum of Answer Wait Time for calls to the Service during the current half hour period.	Service_Real_ Time.AnswerWaitTimeHalf	Sum, Min, Max, Avg	BigInteger
Answer Wait Time To 5	The sum of Answer Wait Time for calls to the Service which ended (completed wrap) in the last 5 minutes.	Service_Real_ Time.AnswerWaitTimeTo5	Sum, Min, Max, Avg	BigInteger
Answer Wait Time Today	The sum of Answer Wait Time for calls to the Service since midnight Central Controller Time.	Service_Real_ Time.AnswerWaitTimeToday	Sum, Min, Max, Avg	BigInteger
Avg Delay Queue Abandoned To 5	Average time calls spent in the queue for the Service before Abandoning in the last 5 minutes.	Service_Real_ Time.AvgDelayQAbandTo5	Min, Max	BigInteger
Avg Delay Queue Now	Average delay time for active calls in the Queue.	Service_Real_Time.AvgDelayQNow	Min, Max	BigInteger

Name	Description	Definition/Source	Totals	Units
Avg Handle Time To 5	Average Handle Time for inbound ACD calls for the Service that ended (completed wrap) in the last 5 minutes.	Service_Real_Time.AvgHandleTimeTo5	Sum, Min, Max, WeightedAvg	BigInteger
ASA To 5	Average Answer Wait time for all calls offered to the Service in the last 5 minutes.	Service_Real_Time.AvgSpeedAnswerTo5	Sum, Min, Max, WeightedAvg	BigInteger
Avg Talk Time To 5	Average Talk Time for calls to the Service which ended (completed wrap) in the last 5 minutes.	Service_Real_Time.AvgTalkTimeTo5	Sum, Min, Max, WeightedAvg	BigInteger
Delay Queue Abandoned Time To 5	Total Delay Time of all calls to the Service Abandoned in queue in the last 5 minutes.	Service_Real_Time.DelayQAbandTimeTo5	Sum, Min, Max, Avg	BigInteger
Expected Delay	Current expected delay for any new call to the Service Queue.	Service_Real_Time.ExpectedDelay	Sum, Min, Max, Avg	BigInteger
Handle Time To 30	Total Handle Time for calls to the Service that ended (completed wrap) during the current half hour period.	Service_Real_Time.HandleTimeHalf	Sum, Min, Max, Avg	BigInteger
Handle Time To 5	Total Handle Time for calls to the Service that ended (completed wrap) in the last 5 minutes.	Service_Real_Time.HandleTimeTo5	Sum, Min, Max, Avg	BigInteger
Handle Time Today	Total Handle Time for calls to the Service that ended (completed wrap) since midnight Central Controller Time.	Service_Real_Time.HandleTimeToday	Sum, Min, Max, Avg	BigInteger
Hold Time To 30	Total Hold Time for calls made to the Service that ended (completed wrap) during the current half hour period.	Service_Real_Time.HoldTimeHalf	Sum, Min, Max, Avg	BigInteger
Hold Time To 5	Total Hold Time for calls made to the Service that ended (completed wrap) in the last 5 minutes.	Service_Real_Time.HoldTimeTo5	Sum, Min, Max, Avg	BigInteger
Hold Time Today	Total Hold Time for calls made to the Service that ended (completed wrap) since	Service_Real_Time.HoldTimeToday	Sum, Min, Max, Avg	BigInteger

Name	Description	Definition/Source	Totals	Units
	midnight Central Controller Time.			
Longest Available Agent	The time for which the longest available agent for the Service has been available.	Service_Real_ Time.LongestAvailAgent	Min, Max	BigInteger
Longest Call Queued	The time for which the longest call in queue has been in the queue.	Service_Real_Time.LongestCallQ	Min, Max	BigInteger
Talk Time To 30	Total Talk Time for calls to the Service ended during the current half hour period.	Service_Real_Time.TalkTimeHalf	Sum, Min, Max, Avg	BigInteger
Talk Time To 5	Total Talk Time for calls to the Service ended in the last 5 minutes.	Service_Real_Time.TalkTimeTo5	Sum, Min, Max, Avg	BigInteger
Talk Time Today	Total Talk Time for calls to the Service which ended (completed wrap) since midnight Central Controller Time.	Service_Real_Time.TalkTimeToday	Sum, Min, Max, Avg	BigInteger
Service Level				
Peripheral Service Level Calls To 30	Total number of calls within the Peripheral Service Level during the current half hour period.	Service_Real_ Time.PeriphServiceLevelCallsHalf	Sum, Min, Max, Avg	Integer
Peripheral Service Level Calls Today	Total number of calls within the Peripheral Service Level since midnight Central Controller Time.	Service_Real_ Time.PeriphServiceLevelCallsToday	Sum, Min, Max, Avg	Integer
Peripheral Service Level To 30	Peripheral Service level for the Service during the current half hour period.	(Service_Real_ Time.PeriphServiceLevelCallsHalf / Service_Real_ Time.PeriphServiceLevelOfferHalf) * 100	Min, Max, WeightedAvg	Integer
Peripheral Service Level Offered To 30	Total number of calls used to calculate Peripheral Service level during the current half hour period.	Service_Real_ Time.PeriphServiceLevelOfferHalf	Sum, Min, Max, Avg	Integer
Peripheral Service	Total number of calls used to calculate Peripheral Service	Service_Real_ Time.PeriphServiceLevelOfferToday	Sum, Min, Max, Avg	Integer

Name	Description	Definition/Source	Totals	Units
Level Offered Today	Level since midnight Central Controller Time.			
Peripheral Service Level To 5	Peripheral Service level for the Service in the last 5 minutes.	Service_Real_ Time.PeriphServiceLevelTo5	Min, Max	Integer
Peripheral Service Level Today	Peripheral Service level for the Service since midnight Central Controller Time.	(Service_Real_ Time.PeriphServiceLevelCallsToday / Service_Real_ Time.PeriphServiceLevelOfferToday) * 100	Min, Max, WeightedAvg	Integer
Service Level Abandoned To 30	Total number of calls to the Service abandoned at the Service Level during the current half hour period.	Service_Real_ Time.ServiceLevelAbandHalf	Sum, Min, Max, Avg	Integer
Service Level Abandoned To 5	Total number of calls to the Service abandoned at the Service Level in the last 5 minutes.	Service_Real_ Time.ServiceLevelAbandTo5	Sum, Min, Avg	Integer
Service Level Abandoned Today	Total number of calls to the Service abandoned at the Service Level since midnight Central Controller Time.	Service_Real_ Time.ServiceLevelAbandToday	Sum, Min, Max, Avg	Integer
Service Level Calls To 30	Total number of calls to the Service answered within Service Level during the current half hour period.	Service_Real_ Time.ServiceLevelCallsHalf	Sum, Min, Max, Avg	Integer
Service Level Calls Offered To 30	Total number of calls to the Service for which a Service Level event occurred during the current half hour period.	Service_Real_ Time.ServiceLevelCallsOfferedHalf	Sum, Min, Max, Avg	Integer
Service Level Calls Offered To 5	Total number of calls to the Service for which a Service Level event occurred in the last 5 minutes.	Service_Real_ Time.ServiceLevelCallsOfferedTo5	Sum, Min, Max, Avg	Integer
Service Level Calls Offered Today	Total number of calls to the Service for which a Service Level event occurred since midnight Central Controller Time.	Service_Real_ Time.ServiceLevelCallsOfferedToday	Sum, Min, Max, Avg	Integer
Service	Total number of active calls	Service_Real_	Sum, Min,	Integer

Name	Description	Definition/Source	Totals	Units
Level Calls Queued Held	queued for longer than the Service Level threshold.	Time.ServiceLevelCallsQHeld	Max, Avg	
Service Level Calls To 5	Total number of calls to the Service answered within Service Level in the last 5 minutes.	Service_Real_ Time.ServiceLevelCallsTo5	Sum, Min, Max, Avg	Integer
Service Level Calls Today	Total number of calls to the Service answered within Service Level since midnight Central Controller Time.	Service_Real_ Time.ServiceLevelCallsToday	Sum, Min, Max, Avg	Integer
Service Level To 30	Service Level for the service during the current half hour period.	(Service_Real_ Time.ServiceLevelCallsHalf / Service_Real_ Time.ServiceLevelCallsOfferedHalf) * 100X	Min, Max, WeightedAvg	Float
Service Level To 5	Service Level for the service in the last 5 minutes.	(Service_Real_ Time.ServiceLevelCallsTo5 / Service_ Real_ Time.ServiceLevelCallsOfferedTo5) * 100	Min, Max, WeightedAvg	Float
Service Level Today	Service Level for the service since midnight Central Controller Time.	(Service_Real_ Time.ServiceLevelCallsToday / Service_Real_ Time.ServiceLevelCallsOfferedToday) * 100	Min, Max, WeightedAvg	Float

Real Time - Skillgroup

Overview

This model allows end users to develop real time reports that detail aggregated real time agent state, current direction (inbound vs. outbound), duration in current state by skillgroup. End users can assess the overall queue state by skillgroup (call in queue, longest call waiting, etc.)

Selection Criteria

Referenced Table(s)	Skill_Group, Enterprise_Skill_Group, Media_Routing_Domain, Skill_Group_Real_Time, Skill_Group_RealTime, Controller_Time
Parameter Type(s)	IT_SKILLGROUP, IT_ENTERPRISE_SKILLGROUP
Time Period (s)	Real Time
Grouping(s)	Skill Group, Enterprise Skill Group
Timezone Enabled	No

Attribute Definitions

Name	Description	Definition/Source	Totals	Units
Parameters				
Skill Group	Enterprise Name of Skill Group.	Skill_Group.EnterpriseName		String
Enterprise Skill Group	Enterprise Name of the Enterprise Skill Group.	Enterprise_Skill_Group.EnterpriseName		String
Agent Attributes				
Media Routing Domain	Media Routing Domain	Media_Routing_Domain.EnterpriseName		String
Agent State Counts				
Logged On	Count of the number of agents currently logged on to the Skill Group.	Skill_Group_Real_Time.LoggedOn	Sum, Min, Max, Avg	Integer
Available	Number of Agents in the Skill Group in the Available State.	Skill_Group_Real_Time.Avail	Sum, Min, Max, Avg	Integer
Hold	Number of Agents in the	Skill_Group_Real_Time.Hold	Sum, Min, Max, Avg	Integer

Name	Description	Definition/Source	Totals	Units
	Skill Group that have all active calls on hold.			
Not Ready	Number of Agents in Skill Group in the Not Ready state.	Skill_Group_Real_Time.NotReady	Sum, Min, Max, Avg	Integer
Talk In	Number of Agents in the Skill Group talking on inbound calls.	Skill_Group_Real_Time.TalkingIn	Sum, Min, Max, Avg	Integer
Talk Out	Number of Agents in the Skill Group talking on outbound calls.	Skill_Group_Real_Time.TalkingOut	Sum, Min, Max, Avg	Integer
Talk Other	Number of Agents in the Skill Group talking calls classified as neither inbound nor outbound calls e.g. Agent to Agent calls.	Skill_Group_Real_Time.TalkingOther	Sum, Min, Max, Avg	Integer
Wrap	Number of Agents in the Skill Group in the Wrap state (Work Ready and Work Not Ready).	Skill_Group_Real_Time.WorkReady + Skill_Group_Real_Time.WorkNotReady	Sum, Min, Max, Avg	Integer
Busy Other	Number of Agents in the Skill Group in the Busy Other State.	Skill_Group_Real_Time.BusyOther	Sum, Min, Max, Avg	Integer
Reserved	Count of Agents in the Reserved State with respect to this Skill Group.	Skill_Group_Real_Time.Reserved	Sum, Min, Max, Avg	Integer

Name	Description	Definition/Source	Totals	Units
Application Available	The number of Agents in the Skill Group who are currently Application Available with respect to the MRD to which the Skill Group belongs. This means that the agent can be routed a task by the Cisco Web Collaboration Option or E-Mail Manager.	Skill_Group_Real_Time.ApplicationAvailable	Sum, Min, Max, Avg	Integer
Interrupted	The number of agents in the interrupted state with regard to the Skill Group.	Skill_Group_Real_Time.NumAgentsInterruptedNow	Sum, Min, Max, Avg	Integer
Talking Auto Out	The number of agents in the Skill Group currently talking on Auto Out (predictive) calls.	Skill_Group_Real_Time.TalkingAutoOut	Sum, Min, Max, Avg	Integer
Talking Preview	The number of agents in the Skill Group currently talking on outbound Preview calls.	Skill_Group_Real_Time.TalkingPreview	Sum, Min, Max, Avg	Integer
Talking Reserve	The number of agents in the Skill Group currently talking on reserve calls.	Skill_Group_Real_Time.TalkingReserve	Sum, Min, Max, Avg	Integer
Call Counts				
Calls Handled To 5	Number of Calls handled by the Skill Group that ended	Skill_Group_Real_Time.CallsHandledTo5	Sum, Min, Max, Avg	Integer

Name	Description	Definition/Source	Totals	Units
	(completed wrap) in the last 5 minutes.			
Router Calls Queued Now	Number of Calls currently queued to the Skill Group at the Call Router.	Skill_Group_RealTime.RouterCallsQNow	Sum, Min, Max, Avg	Integer
Agent Out Calls To 5	The total number of outbound ACD calls for the Skill Group that ended (completed wrap) in the last 5 minutes.	Skill_Group_Real_Time.AgentOutCallsTo5	Sum, Min, Max, Avg	Integer
Auto Out Calls To 5	Total number of AutoOut (predictive) calls made by agents in the Skill Group that ended (completed wrap) in the last 5 minutes.	Skill_Group_Real_Time.AutoOutCallsTo5	Sum, Min, Max, Avg	Integer
Calls Answered To 5	The number of calls that were answered by the Skill Group in the last 5 minutes.	Skill_Group_Real_Time.CallsAnsweredTo5	Sum, Min, Max, Avg	Integer
Calls Offered To 5	Number of calls offered to the Skill Group in the last 5 minutes. This field is incremented in the event of local queueing.	Skill_Group_Real_Time.CallsOfferedTo5	Sum, Min, Max, Avg	Integer
Local ACD Calls Queued Now	The number of calls currently queued to the Skill group by the ACD. This field is incremented in	Skill_Group_Real_Time.CallsQueuedNow	Sum, Min, Max, Avg	Integer

Name	Description	Definition/Source	Totals	Units
	the event of local queueing.			
Preview Calls To 5	Total number of outbound preview calls for the Skill Group that ended (completed wrap) in the last 5 minutes.	Skill_Group_Real_Time.PreviewCallsTo5	Sum, Min, Max, Avg	Integer
RONA Calls To 5	The number of calls for the Skill Group that rang at an agent's desktop and redirected on failure to answer in the last 5 minutes.	Skill_Group_Real_Time.RedirectNoAnsCallsTo5	Sum, Min, Max, Avg	Integer
Reserve Calls To 5	The number of reserve calls for the Skill Group in the last 5 minutes.	Skill_Group_Real_Time.ReserveCallsTo5	Sum, Min, Max, Avg	Integer
Router Calls Aband Q To 5	The number of calls for the Skill Group that abandoned while queued in the Call Router to an Agent in the last 5 minutes.	Skill_Group_Real_Time.RouterCallsAbandQTo5	Sum, Min, Max, Avg	Integer
Router Calls Aband To Agent To 5	The number of calls for the Skill Group that abandoned after being routed but before being answered by an Agent in the last 5 minutes.	Skill_Group_Real_Time.RouterCallsAbandToAgentTo5	Sum, Min, Max, Avg	Integer
Router Calls Dequeued	The number of calls for the Skill	Skill_Group_Real_Time.RouterCallsDequeuedTo5	Sum, Min, Max, Avg	Integer

Name	Description	Definition/Source	Totals	Units
To 5	Group that were de-queued to be routed to another Skill Group in the last 5 minutes. This field is also incremented when a call is de-queued using a Cancel Queue node.			
Router Calls Offered To 5	The number of calls received by the Skill Group in the last 5 minutes. A call is counted as offered as soon at it is sent to a Skill Group. This field is incremented by the Call Manager.	Skill_Group_Real_Time.RouterCallsOfferedTo5	Sum, Min, Max, Avg	Integer
Transfer In To 5	The number of calls transferred into the Skill Group which ended (completed wrap) in the last 5 minutes.	Skill_Group_Real_Time.TransferInCallsTo5	Sum, Min, Max, Avg	Integer
Transfer Out To 5	The number of calls transferred out of the Skill Group which ended (completed wrap) in the last 5 minutes.	Skill_Group_Real_Time.TransferOutCallsTo5	Sum, Min, Max, Avg	Integer
Non-Voice Tasks				
Tasks In Progress	Number of Calls In Progress associated with the Skill Group.	Skill_Group_Real_Time.CallsInProgress	Sum, Min, Max, Avg	Integer

Name	Description	Definition/Source	Totals	Units
Call Durations				
Avg Handle Time To 5	Average handle time for inbound ACD calls in the last 5 minutes.	Skill_Group_Real_Time.HandledCallsTimeTo5 / Skill_Group_Real_Time.CallsHandledTo5	Min, Max, WeightedAvg	BigInteger
Avg Talk Time To 5	Average Talk Time for handled calls to the Skill Group that ended (completed wrap) in the last 5 minutes.	Skill_Group_Real_Time.HandledCallsTalkTimeTo5 / Skill_Group_Real_Time.CallsHandledTo5	Min, Max, WeightedAvg	BigInteger
Handled Calls Talk Time To 5	Total talk time for calls counted as handled by the Skill Group which ended (completed wrap) in the last 5 minutes.	Skill_Group_Real_Time.HandledCallsTalkTimeTo5	Sum, Min, Max, Avg	BigInteger
Handled Calls Time To 5	Total handle time for calls counted as handled by the Skill Group which ended (completed wrap) in the last 5 minutes.	Skill_Group_Real_Time.HandledCallsTimeTo5	Sum, Min, Max, Avg	BigInteger
Agent Out Time To 5	The total handle time for outbound ACD calls for the Skill Group that ended (completed wrap) in the last 5 minutes.	Skill_Group_Real_Time.AgentOutCallsTimeTo5	Sum, Min, Max, Avg	BigInteger
Answer Wait Time To 5	The Answer Wait Time for handled calls answered for the Skill Group in the last	Skill_Group_Real_Time.AnswerWaitTimeTo5	Sum, Min, Max, Avg	BigInteger

Name	Description	Definition/Source	Totals	Units
	5 minutes.			
Auto Out Talk Time To 5	The total talk time for Auto Out (predictive) calls handled by agents in the skill group that ended (completed wrap) in the last 5 minutes.	Skill_Group_Real_Time.AutoOutCallsTalkTimeTo5	Sum, Min, Max, Avg	BigInteger
Auto Out Time To 5	The total handle time for Auto Out (predictive) calls handled by agents in the skill group that ended (completed wrap) in the last 5 minutes.	Skill_Group_Real_Time.AutoOutCallsTimeTo5	Sum, Min, Max, Avg	BigInteger
Available Time To 5	Total time spent by agents in the Not Active (Available) state with respect to this Skill Group in the last 5 minutes.	Skill_Group_Real_Time.AvailTimeTo5	Sum, Min, Max, Avg	BigInteger
Busy Other Time To 5	Total time spent by agents in the Busy Other state with respect to this Skill Group in the last 5 minutes.	Skill_Group_Real_Time.BusyOtherTimeTo5	Sum, Min, Max, Avg	BigInteger
Hold Time To 5	The total hold time for calls handled by agents in the skill group that ended (completed wrap) in the last 5 minutes.	Skill_Group_Real_Time.HoldTimeTo5	Sum, Min, Max, Avg	BigInteger
Logged On Time To 5	The total time agents in the	Skill_Group_Real_Time.LoggedOnTimeTo5	Sum, Min, Max, Avg	BigInteger

Name	Description	Definition/Source	Totals	Units
	Skill Group were logged on in the last 5 minutes.			
Longest Available Agent	The amount of time that the longest available agent in the Skill Group has been available.	Controller_Time.NowTime - Skill_Group_Real_Time.LongestAvailAgent	Sum, Min, Max, Avg	BigInteger
Longest Call in Q	The amount of time that the longest call in the queue for the Skill Group has been in queue.	Controller_Time.NowTime - Skill_Group_Real_Time.LongestCallQ	Sum, Min, Max, Avg	BigInteger
Not Ready Time To 5	Total time spent by agents in the Not Ready state with respect to this Skill Group in the last 5 minutes.	Skill_Group_Real_Time.NotReadyTimeTo5	Sum, Min, Max, Avg	BigInteger
% Utilization To 5	The amount of time agents spent handling calls for the Skill Group expressed as a percentage of the amount of time the Agents were available to handle calls.	Skill_Group_Real_Time.PercentUtilizationTo5	Min, Max	Float
Preview Calls Talk Time To 5	The total talk time for outbound preview calls for the Skill Group that ended (completed wrap) in the last 5 minutes.	Skill_Group_Real_Time.PreviewCallsTalkTimeTo5	Sum, Min, Max, Avg	BigInteger
Preview Calls Time	The total handle	Skill_Group_Real_Time.PreviewCallsTimeTo5	Sum, Min, Max, Avg	BigInteger

Name	Description	Definition/Source	Totals	Units
To 5	time for outbound preview calls for the Skill Group that ended (completed wrap) in the last 5 minutes.			
Reserve Calls Talk Time To 5	The total talk time for reserve calls for the Skill Group in the last 5 minutes.	Skill_Group_Real_Time.ReserveCallsTalkTimeTo5	Sum, Min, Max, Avg	BigInteger
Reserve Calls Time To 5	The total talk and hold time for reserve calls for the Skill Group in the last 5 minutes.	Skill_Group_Real_Time.ReserveCallsTimeTo5	Sum, Min, Max, Avg	BigInteger
Reserved Time To 5	Total time spent by agents in the Reserved state with respect to this Skill Group in the last 5 minutes.	Skill_Group_Real_Time.ReservedStateTimeTo5	Sum, Min, Max, Avg	BigInteger
Router Longest Call In Q	The amount of time that the longest call in the Call Router queue for the Skill Group has been in queue.	Controller_Time.NowTime - Skill_Group_Real_Time.RouterLongestCallInQ	Sum, Min, Max, Avg	BigInteger
Talk Auto Out Time To 5	The total talk time for Auto Out (predictive) calls handled by agents in the Skill Group that ended (completed wrap) in the last 5 minutes.	Skill_Group_Real_Time.TalkAutoOutTimeTo5	Sum, Min, Max, Avg	BigInteger

Name	Description	Definition/Source	Totals	Units
Talk In Time To 5	The total talk time for inbound calls handled by agents in the Skill Group that ended (completed wrap) in the last 5 minutes.	Skill_Group_Real_Time.TalkInTimeTo5	Sum, Min, Max, Avg	BigInteger
Talk Other Time To 5	The total talk time for calls that were neither inbound nor outbound handled by agents in the Skill Group that ended (completed wrap) in the last 5 minutes.	Skill_Group_Real_Time.TalkOtherTimeTo5	Sum, Min, Max, Avg	BigInteger
Talk Out Time To 5	The total talk time for outbound calls handled by agents in the Skill Group that ended (completed wrap) in the last 5 minutes.	Skill_Group_Real_Time.TalkOutTimeTo5	Sum, Min, Max, Avg	BigInteger
Talk Preview Time To 5	The total talk time for outbound Preview calls handled by agents in the Skill Group that ended (completed wrap) in the last 5 minutes.	Skill_Group_Real_Time.TalkPreviewTimeTo5	Sum, Min, Max, Avg	BigInteger
Talk Reserve Time To 5	The total talk time for reserve calls handled by	Skill_Group_Real_Time.TalkReserveTimeTo5	Sum, Min, Max, Avg	BigInteger

Name	Description	Definition/Source	Totals	Units
	agents in the Skill Group that ended (completed wrap) in the last 5 minutes.			
Talk Time To 5	The total talk time for inbound outbound and other calls handled by agents in the Skill Group that ended (completed wrap) in the last 5 minutes.	Skill_Group_Real_Time.TalkTimeTo5	Sum, Min, Max, Avg	BigInteger
Transfer In Time To 5	The total handle time for call transferred in to the Skill Group that ended (completed wrap) in the last 5 minutes.	Skill_Group_Real_Time.TransferInCallsTimeTo5	Sum, Min, Max, Avg	BigInteger
Wrap Time To 5	The amount of time Agents in the Skill Group spent in the Wrap (Work Ready and Work Not Ready) state in the last 5 minutes.	Skill_Group_Real_Time.WorkNotReadyTimeTo5 + Skill_Group_Real_Time.WorkReadyTimeTo5	Sum, Min, Max, Avg	BigInteger
Service Level				
Service Level Calls To 5	The number of calls that were answered for the Skill Group within the Service Level threshold in the last 5 minutes.	Skill_Group_RealTime.ServiceLevelCallsTo5	Sum, Min, Max, Avg	Integer
Service Level Calls	The number of calls that were	Skill_Group_RealTime.ServiceLevelCallsOfferedTo5	Sum, Min, Max, Avg	Integer

Name	Description	Definition/Source	Totals	Units
Offered To 5	routed or queued to the Skill Group in the last 5 minutes.			
Service Level Aband To 5	The number of calls for the Skill Group that abandoned within the service level threshold in the last 5 minutes.	Skill_Group_Real_Time.ServiceLevelCallsAbandTo5	Sum, Min, Max, Avg	Integer
Service Level Dequeued To 5	The number calls for the Skill Group that were de-queued within the Service Level threshold in the last 5 minutes.	Skill_Group_Real_Time.ServiceLevelCallsDequeuedTo5	Sum, Min, Max, Avg	Integer
Service Level RONA To 5	The number of calls for the Skill Group that rang at an agent's desktop and redirected on failure to answer within the service level threshold in the last 5 minutes.	Skill_Group_Real_Time.ServiceLevelRONATo5	Sum, Min, Max, Avg	Integer
Service Level to 5 Ignore Abandoned	The Service Level for the Call Type during the 5 minute interval, ignoring abandoned calls.	(Skill_Group_Real_Time.ServiceLevelCallsTo5 / (Skill_Group_Real_Time.ServiceLevelCallsOfferedTo5 - Skill_Group_Real_Time.ServiceLevelAbandTo5 - Skill_Group_Real_Time.RouterCallsDequeuedTo5)) * 100	Min, Max, WeightedAvg	Float
Service Level to 5 Abandon Negative	The Service Level for the Call Type during the 5 minute interval allowing for negative impact of abandoned calls.	(Skill_Group_Real_Time.ServiceLevelCallsTo5 / (Skill_Group_Real_Time.ServiceLevelCallsOfferedTo5 - Skill_Group_Real_Time.RouterCallsDequeuedTo5)) * 100	Min, Max, WeightedAvg	Float

Name	Description	Definition/Source	Totals	Units
Service Level to 5 Abandon Positive	The Service Level for the Call Type during the 5 minute interval allowing for positive impact of abandoned calls.	((Skill_Group_Real_Time.ServiceLevelCallsTo5 + Skill_Group_Real_Time.ServiceLevelAbandTo5) / (Skill_Group_Real_Time.ServiceLevelCallsOfferedTo5 - Skill_Group_Real_Time.RouterCallsDequeuedTo5)) * 100	Min, Max, WeightedAvg	Float
Service Level Type	This value determines the calculation currently used for Service Level. Depending on the value, abandoned calls positively impact Service Level, negatively impact Service Level or are ignored.	Skill_Group.ServiceLevelType: 1 (Ignore Aban), 2 (Aban -ve), 3 (Aban +ve)		String
Service Level To 5	Service Level for the Skill Group for the last 5 minutes.	If Service Level type… Ignore abandoned calls: (Skill_Group_Real_Time.ServiceLevelCallsTo5 / (Skill_Group_Real_Time.ServiceLevelCallsOfferedTo5 - Skill_Group_Real_Time.ServiceLevelAbandTo5 - Skill_Group_Real_Time.RouterCallsDequeuedTo5)) * 100 …Abandoned calls negatively impact: (Skill_Group_Real_Time.ServiceLevelCallsTo5 / (Skill_Group_Real_Time.ServiceLevelCallsOfferedTo5 - Skill_Group_Real_Time.RouterCallsDequeuedTo5)) * 100 …Abandoned calls positively impact: ((Skill_Group_Real_Time.ServiceLevelCallsTo5 + Skill_Group_Real_Time.ServiceLevelAbandTo5) / (Skill_Group_Real_Time.ServiceLevelCallsOfferedTo5 - Skill_Group_Real_Time.RouterCallsDequeuedTo5)) * 100	Min, Max, WeightedAvg	Float

Real Time - User Group Monitor

Overview

This model allows end users to develop realtime reports that provide user group monitor information for chats, video chats, emails and tasks.

Selection Criteria

Referenced Table(s)	EGPL_MON_AGENT_GROUP_DATA
Parameter Type(s)	IT_USER_GROUP
Time Period(s)	Real Time
Grouping(s)	
Timezone Enabled	Yes

Attribute Definitions

Name	Description	Definition/Source	Totals	Units
Parameters				
User Group Name	This is the name of the user group.	EGPL_MON_AGENT_ GROUP_DATA.AGENT_ GROUP_NAME		String
Attributes				
User Group Id	This is the unique ID assigned to the user group, usually a number.	EGPL_MON_AGENT_ GROUP_DATA.AGENT_ GROUP_ID		String
Chat				
Agents Available For Chat	Number of agents logged in and available to handle chats.	EGPL_MON_AGENT_ GROUP_DATA.NO_USERS_ AVAILABLE_LIVE	Max, Min, Sum, Avg	Integer
Chats In Progress	Number of chat activities assigned to the agents of the group and which are being worked on (Status: Assigned - In Progress).	EGPL_MON_AGENT_ GROUP_DATA.NO_LIVE_ ST_ASIGN_SUBST_PROG	Max, Min, Sum, Avg	Integer
Chats Not Started	Number of chat activities assigned to the agents of the group, but on which work has not yet started (Status: Assigned - New).	EGPL_MON_AGENT_ GROUP_DATA.NO_LIVE_ ST_ASIGN_SUBST_NSTART	Max, Min, Sum, Avg	Integer
Video Chat				
Agents Available For Video Chat	Number of agents logged in and available to handle video chats.	EGPL_MON_AGENT_ GROUP_DATA.NO_USERS_ AVAILABLE_VCHAT	Max, Min, Sum, Avg	Integer

Name	Description	Definition/Source	Totals	Units
Video Chats In Progress	Number of video chat activities assigned to the agents of the group and which are being worked on (Status: Assigned - In Progress).	EGPL_MON_AGENT_ GROUP_DATA.NO_VCHAT_ ST_ASIGN_SUBST_PROG	Max, Min, Sum, Avg	Integer
Video Chats Not Started	Number of video chat activities assigned to the agents of the group, but on which work has not yet started (Status: Assigned - New).	EGPL_MON_AGENT_ GROUP_DATA.NO_VCHAT_ ST_ASIGN_SUBST_NSTART	Max, Min, Sum, Avg	Integer
Email				
Agents Available For Email	Number of agents logged in and available to handle emails.	EGPL_MON_AGENT_ GROUP_DATA.NO_USERS_ AVAILABLE_EMAIL	Max, Min, Sum, Avg	Integer
Emails In Progress	Number of email activities assigned to the agents in the group and being worked on (Status Assigned; Sub Status: In Progress).	EGPL_MON_AGENT_ GROUP_DATA.NO_MAIL_ ST_ASIGN_SUBST_PROG	Max, Min, Sum, Avg	Integer
Emails Not Started	Number of email activities assigned to the agents in the group, but on which work has not yet started (Status Assigned; Sub Status: Not Started).	EGPL_MON_AGENT_ GROUP_DATA.NO_MAIL_ ST_ASIGN_SUBST_NSTART	Max, Min, Sum, Avg	Integer
Emails Pending	Number of email activities assigned to the group, on which work is pending (Status: Assigned; Sub Status: Pending).	EGPL_MON_AGENT_ GROUP_DATA.NO_MAIL_ ST_ASIGN_SUBST_PEND	Max, Min, Sum, Avg	Integer
Voice				

Real Time - User Monitor

Overview

This model allows end users to develop realtime reports that provide user monitor information for chats, video chats, emails and tasks.

Selection Criteria

Referenced Table(s)	EGPL_MON_AGENT_DATA
Parameter Type(s)	IT_AGENT
Time Period(s)	Real Time
Grouping(s)	
Timezone Enabled	Yes

Attribute Definitions

Name	Description	Definition/Source	Totals	Units
Parameters				
Agent Name	Agent Name			String
General				
User Name	User Name	EGPL_MON_AGENT_DATA.AGENT_NAME		String
User Id	User Id	EGPL_MON_AGENT_DATA.AGENT_ID		String
Agent Status	Agent login status as text.	EGPL_MON_AGENT_DATA.AGENT_STATUS		String
Chat				
Available For Chats	Agent availability for chats as text.	EGPL_MON_AGENT_DATA.AVAILABLE_CHAT		String
Chats In Progress	Number of chat activities assigned to the agent and being worked on (Status:Assigned In Progress).	EGPL_MON_AGENT_DATA.NO_ACTIVITIES_IN_PROG_CHAT	Max, Min, Sum, Avg	Integer
Chats Not Started	Number of chat activities assigned to the agent but work has not started on the activities (Status: Assigned New).	EGPL_MON_AGENT_DATA.NO_ACTIVITIES_NOT_ST_CHAT	Max, Min, Sum, Avg	Integer
Chats In Wrapup	Chats In Wrapup	EGPL_MON_AGENT_DATA.NO_ACTIVITIES_WRAPUP_CHAT		Integer
Oldest Chat In Progress	Age of the oldest chat activity assigned to the agent and is currently	EGPL_MON_AGENT_DATA.AGE_OLDEST_ACT_IN_PROG_CHAT	Max, Min	BigInteger

Name	Description	Definition/Source	Totals	Units
	is in progress.			
Oldest Chat Not Started	Age of the oldest chat activity assigned to the agent and work has not started on the activity.	EGPL_MON_AGENT_DATA.AGE_OLDEST_ACT_NOT_ST_CHAT	Max, Min	BigInteger
Unavailable Chat Reason	The Not Ready Code the agent selected when they made themselves unavailable for chat (e.g. break, meeting, end of shift). Will be blank if the agent is available or did not provide a reason code.	The Not Ready Code the agent selected when they made themselves unavailable for chat (e.g. break, meeting, end of shift). Will be blank if the agent is available or did not provide a reason code.		String
Video Chat				
Available For Video Chats	Agent availability for video chats as text.	EGPL_MON_AGENT_DATA.AVAILABLE_VCHAT		String
Video Chats In Progress	Number of video chat activities assigned to the agent and being worked on (Status:Assigned In Progress).	EGPL_MON_AGENT_DATA.NO_ACTIVITIES_IN_PROG_VCHAT	Max, Min, Sum, Avg	Integer
Video Chats Not Started	Number of video chat activities assigned to the agent but work has not started on the activities (Status: Assigned New).	EGPL_MON_AGENT_DATA.NO_ACTIVITIES_NOT_ST_VCHAT	Max, Min, Sum, Avg	Integer
Oldest Video Chat In Progress	Age of the oldest video chat activity assigned to the agent and is currently is in progress.	EGPL_MON_AGENT_DATA.AGE_OLDEST_ACT_IN_PROG_VCHAT	Max, Min	BigInteger
Oldest Video Chat Not Started	Age of the oldest video chat activity assigned to the agent and work has not started on the activity.	EGPL_MON_AGENT_DATA.AGE_OLDEST_ACT_NOT_ST_VCHAT	Min, Max	BigInteger
Unavailable Video Chat Reason	The Not Ready Code the agent selected when they made themselves unavailable for video chat (e.g. break, meeting, end of shift). Will be blank if the agent is available or did not provide a reason code.	The Not Ready Code the agent selected when they made themselves unavailable for video chat (e.g. break, meeting, end of shift). Will be blank if the agent is available or did not provide a reason code.		String
Email				
Available For Emails	Agent availability for emails as text.	EGPL_MON_AGENT_DATA.AVAILABLE_EMAIL		String
Emails In Progress	Number of email activities assigned to the agent and being worked on	EGPL_MON_AGENT_DATA.NO_ACTIVITIES_IN_PROG_EMAIL	Max, Min,	Integer

Name	Description	Definition/Source	Totals	Units
	(Status:Assigned In Progress).		Sum, Avg	
Emails Not Started	Number of email activities assigned to the agent but work has not started on the activities (Status: Assigned New).	EGPL_MON_AGENT_DATA.NO_ACTIVITIES_NOT_ST_EMAIL	Max, Min, Sum, Avg	Integer
Oldest Email In Progress	Age of the oldest email activity assigned to the agent and is currently is in progress.	EGPL_MON_AGENT_DATA.AGE_OLDEST_ACT_IN_PROG_EMAIL	Max, Min	BigInteger
Oldest Email Not Started	Age of the oldest email activity assigned to the agent and work has not started on the activity.	EGPL_MON_AGENT_DATA.AGE_OLDEST_ACT_NOT_ST_EMAIL	Max, Min	BigInteger
Unavailable Email Reason	The Not Ready Code the agent selected when they made themselves unavailable for email (e.g. break, meeting, end of shift). Will be blank if the agent is available or did not provide a reason code.	The Not Ready Code the agent selected when they made themselves unavailable for email (e.g. break, meeting, end of shift). Will be blank if the agent is available or did not provide a reason code.		String

Task

Name	Description	Definition/Source	Totals	Units
Available For Tasks	Agent availability for tasks as text.	EGPL_MON_AGENT_DATA.AVAILABLE_TASK		String
Tasks In Progress	Number of tasks assigned to the agent and being worked on (Status:Assigned In Progress).	EGPL_MON_AGENT_DATA.NO_ACTIVITIES_IN_PROG_TASK	Max, Min, Sum, Avg	Integer
Tasks Not Started	Number of tasks assigned to the agent but work has not started on them (Status: Assigned New).	EGPL_MON_AGENT_DATA.NO_ACTIVITIES_NOT_ST_TASK	Max, Min, Sum, Avg	Integer
Oldest Task In Progress	Age of the oldest task assigned to the agent and is currently is in progress.	EGPL_MON_AGENT_DATA.AGE_OLDEST_ACT_IN_PROG_TASK	Max, Min	BigInteger
Oldest Task Not Started	Age of the oldest task assigned to the agent and work has not started on the task.	EGPL_MON_AGENT_DATA.AGE_OLDEST_ACT_NOT_ST_TASK	Max, Min	BigInteger
Oldest Task In Wrapup	Age of the oldest task assigned to the agent on which the agent is wrapping up work (Status: Assigned Wrap up).	EGPL_MON_AGENT_DATA.AGE_OLDEST_ACT_WRAPUP_TASK	Max, Min	BigInteger

Glossary

A

Activity Monitor

A tool that shows the current status of the provisioning queue and provides basic audit reporting for provisioned resources.

Agent

Any contact center operative dealing with customers, usually by answering incoming phone calls. Each agent is associated with a peripheral and can be a member of one or more skill groups.

Agent Desktop

The phone settings for an enterprise or Unified CCE agent. Agent Desktops can be associated with each Unified CCE agent or with a Unified CCE peripheral.

Agent Team

A functional grouping of agents. An agent team is generally served by the same peripheral and has a common business focus such as a specific aspect of technical support.

Attribute

Some user-defined information that can be associated with an agent. It defines the agent's knowledge or experience in a particular area and the level of that knowledge or experience.

Available

A call state in which the logged in agent is ready to accept calls. The equipment will not route a call to an agent unless they are available. This is a key metric monitored by supervisors to ensure the readiness of their team to accept calls. A careful balance is required to ensure that there are enough Agents available to accept calls without overstaffing or understaffing.

B

Breadcrumb Trail

A trail of links indicating the user's current location in a folder hierarchy or a set of related pages. You can usually click on a link in the breadcrumb trail to go directly to that location.

C

Call Type

A category of incoming call, associated with one or more dialed numbers.

Cisco Unified Communications Manager (Unified CM)

A computer platform that provides the facilities of a traditional private branch exchange telephony system (PBX) to packet devices such as Voice over IP (VoIP) gateways.

Cisco Unified Contact Center Enterprise (Unified CCE)

Cisco call routing platform.

Cisco Unified Customer Voice Portal (Unified CVP)

A telephone system that allows callers to use touchtone signals or their own voice to request self-service information.

Comma Separated Variable (CSV)

A method of representing a spreadsheet using a text file. The values are separated by commas, and each record is ended by a line break. The column headers are contained in the first record.

CSV

See Comma Separated Variable.

D

Department

A grouping of related resources according to user-defined business needs.

Device Profile

A telephone template that a user can use to retain their specific phone configuration across a number of different physical phones. A device profile may be shared by multiple Unified CM users. A device profile may contain a number of directory number mappings.

Dialed Number

The telephone number dialed by the calling party.

Dimension

Another name for a resource.

Directory Number

An extension line which is attached to an IP Phone.

Drill down, Drill up

To navigate through trees or data hierarchies. Drill down to view child folders or data in finer detail and drill up to view parent folders or summarized data values.

E

Enterprise Service

An organizational grouping of agents within a company, perhaps spanning several contact centers and served by different peripherals, providing a specific customer service, such as technical support.

Enterprise Skill Group

Organizational association of contact center agents within a company, perhaps spanning several contact centers and served by different peripherals. Agents in a skill group share common talents such as technical or language abilities, or skills in dealing with complaints.

Exception

A value which falls outside set parameters. Exceptions may be highlighted for ease of identification. See Thresholds.

Expanded Call Variable

A named object used by a Network VRU script to exchange call information with the Unified CCE.

Extensible Markup Language (XML)

A markup language used to create special-purpose markup languages. It allows data to be shared across different systems, particularly systems connected via the Internet.

Extension (filenames)

The characters that end a filename, and which identify the type of data in that file, and hence which program or programs that can access it.

Extension (telephone)

Either a telephone number that is local to the switch or a telephone station served by a PBX.

F

Folder Role

A collection of folder-based security tasks that a user or group is able to do. A user or group that has a specific folder role on a specific folder is able to perform all the tasks in that folder role on that folder. They can also perform those tasks in any subfolders that inherit their security permission from that parent folder. In some cases, access to a folder role task is controlled by a Global Role task that allows access to the required functionality. For example, a Supervisor folder role may be defined which allows various supervisor tasks like managing users and information notices. A user or group that has the Supervisor folder role assigned to a folder will be able to do these tasks in that specific folder. See also Role, Global Role, Task.

G

Group

A collection of one or more users who share the same security roles. See also Roles, User.

H

HCS

See Hosted Collaboration Solution.

Hosted Collaboration Solution (HCS)

A unified communications and collaboration platform for service providers and partners who want to offer Cisco collaboration technologies using hosted and managed models.

HTML

See Hypertext Markup Language.

Hypertext Markup Language (HTML)

A markup language used to build web pages and other information that can be viewed in a web browser.

I

Information Notice

A notice used to inform contact center staff of general information or new announcements.

Interactive Voice Response (IVR)

See Voice Response Unit.

Internal in

An internal (non-customer) call received by an agent.

Internal out

An internal (non-customer) call initiated by an agent.

IP Phone

A telephone that can be integrated into a network.

IVR

See Voice Response Unit.

IVR App

A voice XML (VXML) application that runs on a CVP IVR app server and is used to control call routing. IVR apps can be created using Cisco Unified Call Studio.

L

Label

An identifier, usually a destination number, which is associated with a specific peripheral target or with a specific network target used for call routing purposes.

M

Media File

A .wav file that is used by IVR to play back prompts and messages to callers. Media files are stored on CVP media servers.

Media Routing Domain (MRD)

A collection of skill groups and services associated with a particular contact medium, such as voice or email.

Micro-application

A VRU function that can be invoked from a Network VRU Script, to communicate with the caller, for example, to play a message to the caller, or to retrieve digits that the caller has entered on the keypad.

MRD

See Media Routing Domain.

N

Network VRU

See Voice Response Unit.

Network VRU Script

A script that runs on a Network VRU. One or more Network VRU scripts may be called by a Unified ICME routing script to handle the interaction with the caller and hence route the call appropriately.

Not Ready

A call state in which the logged in agent is not involved in call activities but is also not ready to accept calls.

P

Peripheral

A device or switch that routes customer phone calls to contact center staff. The term peripheral is also used to describe parts of a contact center enterprise that receive calls from the device (see also Peripheral Agent, Peripheral Service and Peripheral Skill Group).

Peripheral Gateway (PG)

Software developed by Cisco Systems that enables the Unified CCE to communicate with other network devices such as an ACD, IVR or PBX.

Peripheral Service

A group of contact center agents that receive calls routed from the same peripheral device and provide a specific customer service, such as technical support.

Peripheral Skill Group

See Skill Group.

Person

The representation of a physical person on the contact center system. A person may be linked to an eGain Analytics Login Name and to one or more Agents. See also Agent, Login Name.

PG

See Peripheral Gateway.

Precision Attribute

See Attribute.

Precision Queue

A mechanism that defines how to route calls to agents depending on the agents' proficiency attributes and availability. Precision queues can be referenced in routing scripts to define how calls are routed. A precision queue consists of one or more precision queue steps.

Precision Queue Step

See Precision Queue.

Prefix

A character or characters added to a folder to specify where to place imported resources.

Prefix Rule

A rule that specifies where to locate imported items that have a specified prefix.

R

Ready (agent state)

An agent state where an agent is logged in and available to receive a call.

Ready (resource state)

A resource state where a resource is active in the system and has no pending edits to be applied.

Remote Tenant

A tenant that exists on remote equipment.

Reserved

A call state in which an agent is waiting for a specific call and is unavailable to take general incoming calls.

Role

A collection of tasks that are commonly performed by the same group of people (for example, defined by their business role or position). A role can be a Global Role (defining a collection of general tasks) or a Folder Role (defining a collection tasks that are associated with folders). See also Folder Role, Global Role and Task.

S

Script

A program that performs a specific simple, repeated task such as determining where to route a call.

Service

A particular type of call processing required by the user, which is associated with a specific peripheral. Skill Groups may be associated with one or more services. For example, a Customer Support service might be associated with a Customer Support Skill Group.

Skill Group

An organizational association of contact center agents sharing common talents (for example, technical or language abilities). Skill groups are associated with a particular peripheral and allow the Unified CCE to route calls to the most appropriate available agent. Several skill groups at different contact centers are served by different peripherals and may be collectively combined in an Enterprise Skill Group.

State (resource)

The provisioning status of a resource. There are five states: Pending Active, Error, Ready, Delete Pending and Deleted.

Supervisor

A person responsible for a team of agents. A supervisor can add and remove agents and view statistics for the team that they supervise. A supervisor may also be an agent. See also Agent Team.

System Administrator

The highest level of user in the management system. The System Administrator is responsible for creating more users and granting user permissions and access permissions.

T

Task

An action that a user may or may not be able to perform, depending on the security permissions they have been assigned. The task may be a global task (for example, running the Security Manager tool, provisioning an agent) or a task that is associated with a folder (for example, creating a user in a specific folder, managing information notices in a specific folder). Tasks are collected together to create Roles. See also Folder Role, Global Role and Role.

Tenant

The eGain Analytics representation of a real world organizational unit. Tenants are used to group contact center resources in isolation, providing customers with a security partitioning mechanism.

Tenant Folder

A folder exclusive to a particular tenant. It is the same as a system folder except that a tenant folder does not inherit the security permissions of a parent folder and is a stand-alone entity. Compare with Folder.

Transfer

A call forwarded to an agent.

Trunk

A collection of telephone lines associated with a single peripheral and usually used for a common purpose.

U

Unified CCE

See Cisco Unified Contact Center Enterprise.

Unified CM

See Cisco Unified Communications Manager.

Unified CVP

See Cisco Unified Customer Voice Portal.

User Variable

A named object which can hold a value. User variables are used in routing scripts.

V

Voice Response Unit (VRU)

A device capable of automatically routing a call using a customer's replies to a series of prompted messages. A VRU may respond directly to a customer's voice or to a sequence of caller entered digits. Also called Interactive Voice Response Unit (IVR).

VRU

See Voice Response Unit.

X

XML

See Extensible Mark-up Language.