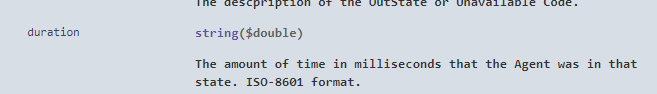
**Contact State History**

Duration: Milli seconds (FROM API) ->Converted to Seconds in Incontact sql table



**Agent State History**

Duration: : Milli seconds (FROM API) ->Converted to Seconds in Incontact sql table

A white background with black text

Description automatically generated

**Agent performance**

inboundTime: Seconds from API

inboundTalktime: Seconds from API

inboundAvgTalkTime: Seconds from API

outboundTime : Seconds from API

outboundTalkTime: Seconds from API

outboundAvgTalkTime: Seconds from API

totalTalkTime: Seconds from API

totalAvgTalkTime: Seconds from API

totalAvgHandleTime: Seconds from API

consultTime: Seconds from API

availableTime: Seconds from API

unavailableTime: Seconds from API

acwTime: Seconds from API

loginTime: Seconds from API

A screenshot of a computer

Description automatically generated

**Completed Contacts**

abandonTime: Seconds.MilliSeconds from API

acwTime: : Seconds.MilliSeconds from API

agentSeconds: : Seconds.MilliSeconds from API

callbackTime: : Seconds from API

conferenceSeconds: Seconds.MilliSeconds from API

holdSeconds: Seconds.MilliSeconds from API

inQueueSeconds: Seconds.MilliSeconds from API

postQueueSeconds: Seconds.MilliSeconds from API

preQueueSeconds: Seconds.MilliSeconds from API

releaseSeconds: Seconds.MilliSeconds from API

routingTime: MilliSeconds from API

totalDurationSeconds: Seconds.MilliSeconds from API

**A screenshot of a computer

Description automatically generated**

**SkillSummaries**

averageHandleTime - Milli seconds (FROM API) ->Converted to Seconds in Incontact sql table

averageInqueueTime - Milli seconds (FROM API) ->Converted to Seconds in Incontact sql table

averageSpeedToAnswer - Milli seconds (FROM API) ->Converted to Seconds in Incontact sql table

averageTalkTime - Milli seconds (FROM API) ->Converted to Seconds in Incontact sql table

averageWrapTime – Milli seconds (FROM API) ->Converted to Seconds in Incontact sql table

holdTime - Milli seconds (FROM API) ->Converted to Seconds in Incontact sql table

longestQueueDur – Milli seconds (FROM API) ->Converted to Seconds in Incontact sql table

totalContactTime – Milli seconds (FROM API) ->Converted to Seconds in Incontact sql table

connectsAHT- Milli seconds (FROM API) ->Converted to Seconds in Incontact sql table

rightPartyConnectsAHT - Milli seconds (FROM API) ->Converted to Seconds in Incontact sql table

