



Cisco Unified Intelligence Center

Call Center Reporting Guide



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Cisco Unified Intelligence Center Reporting Quick Start Guide

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Overview

Unified Intelligence Center is a web-based application that provides Historical, Real-time and Live Data reporting and dashboards and can be used to perform the following.

- Use template reports to view your data
- Allow you to create custom queries to obtain specific data
- Customize the visual presentation and the data of the reports

Browser Support

Since CUIC is web-based, the only client needed is one of the following supported web browsers:

- Internet Explorer 11 (must use compatibility mode)
- Firefox 24 and above

Enabling Compatibility Mode for Internet Explorer 11

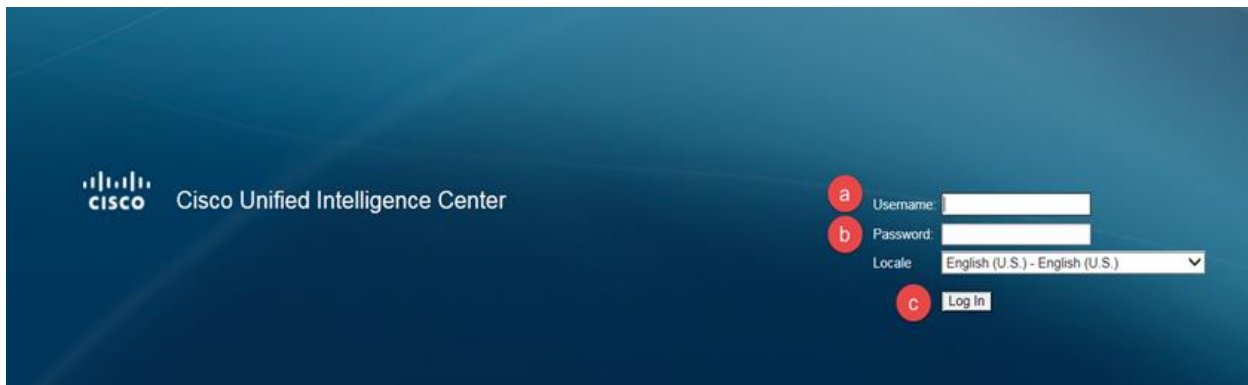
To enable Compatibility Mode for IE 11, perform the following steps:

- 1) Open Internet Explorer 11
- 2) Select Tools > Compatibility View Settings
- 3) Enter IP addresses or fully qualified domain names of the servers used by your contact center
- 4) Select Add

Note: Ensure that the “Display intranet sites in Compatibility View” and “Use Microsoft compatibility lists” check boxes are checked.

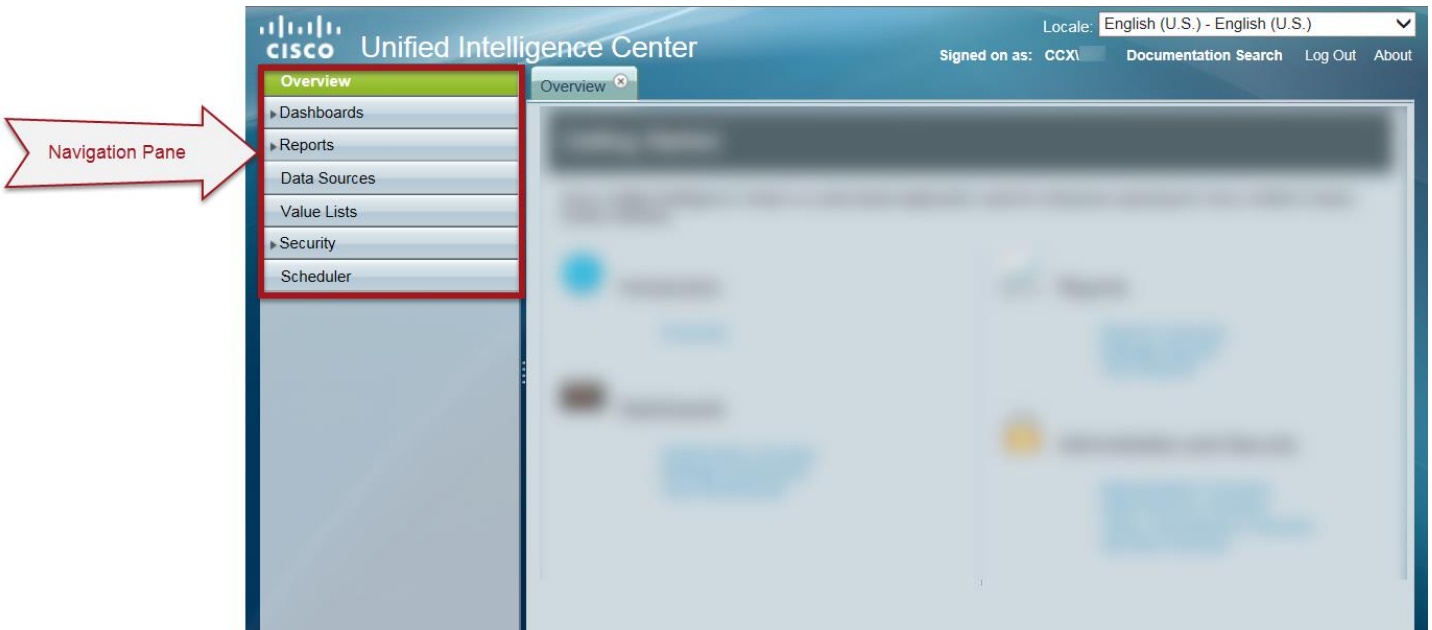
Login Information

- 1) To access the Unified Intelligence Center, click here:
<https://10.251.249.30:8444/cuic/Login.htmx>
- 2) The CUIC login screen appears:
 - a) Enter your network user name
 - b) RunSchedEnter your network password
 - c) Click “Log In” button



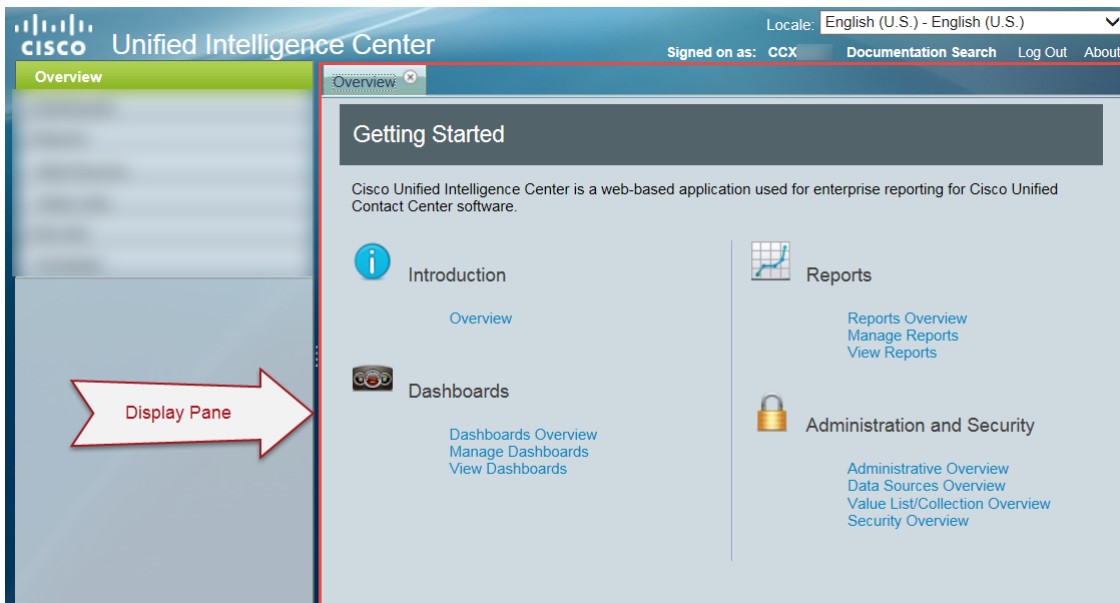
Getting Started Navigation Pane

The left side of the Unified Intelligence Center is called the navigation pane. Here you can make selections depending on what you want to do.



Display Pane

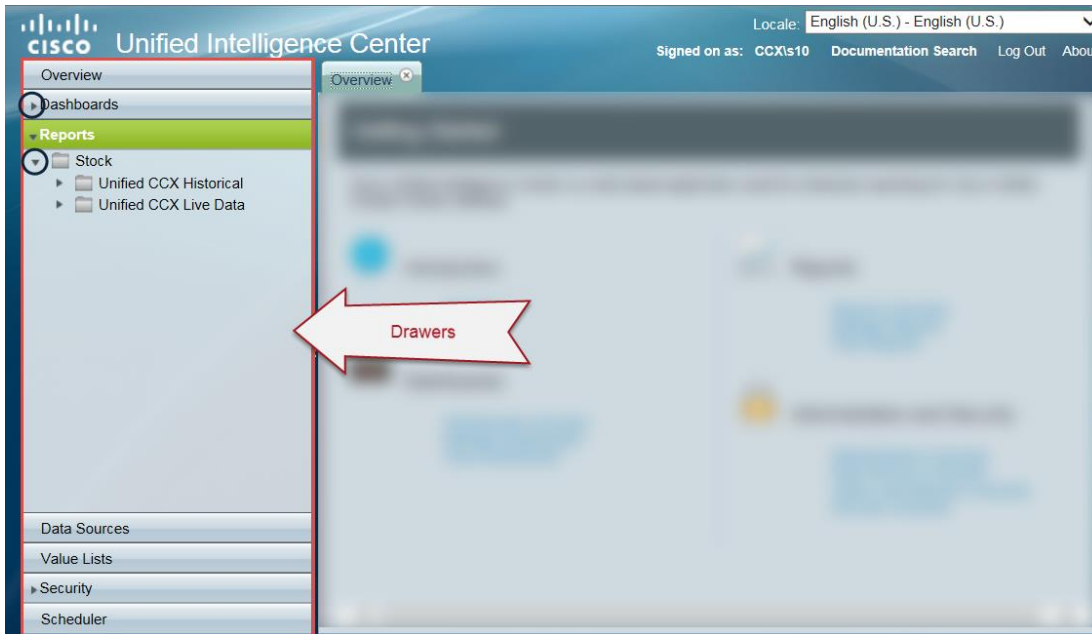
The display pane will change based upon the drawer that you have selected.



Drawers

As you select the drawers in the navigation pane, your display pane on the right will change.

- Clicking on the ▶ will expand the drawer.
- Clicking on the ▼ will collapse the drawer.



Drawer Overview

- *Dashboards* are web pages that display reports, scheduled reports, sticky notes and web-based elements, such as URLs and web widgets.
- *Reports* show data returned by report definitions. This data is extracted by queries and can be displayed in various report views, such as grids, charts and gauges.
- *Data Sources* represents a database. Each reporting server requires one data source for each database from which reports are pulled from.
- *Value Lists* are based on database queries and contain all reportable items of the same type, for example, all agents or all skill groups.
- *Security* allows access to the functions as defined by the Security Administrator.
- *Scheduler* allows you to create, edit and delete scheduled reports.

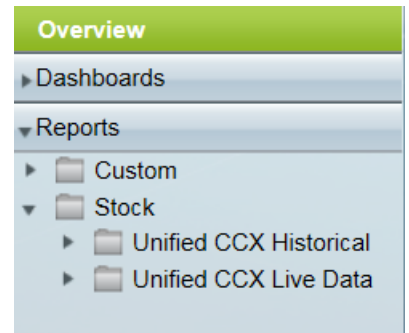
Stock Report (Templates)

Historical Reports

These reports access past data from the historical data source to display information for the specific time period. The refresh rate is 30 minutes. Reports are displayed at 8,000 rows at a time.

Live Data Reports

These reports access current data to display information about the current state of the contact center. The refresh rate is 3 seconds.



Running a Stock Historical Report

Using the Navigation pane, select the report that you want to run. A filter page for that report will open. Each filter page will vary depending on the report chosen.

The screenshot shows a filter page for a report. It is divided into three main sections: 'Interval (@param1 - @param2)', 'CSQ Names (@param4)', and 'CSQ Type (@param5)'.
1. **Interval (@param1 - @param2)**: Contains radio buttons for 'Relative Date Range' (selected) and 'Absolute Date Range'. Below is a 'Relative Date Range' dropdown set to 'Today'. At the bottom are time selection dropdowns: 12, 00, 00, AM, 11, 59, 59, PM.
2. **CSQ Names (@param4)**: Features a search box and a 'Choose Collection:' dropdown showing '(None available)'. Below is a list of available items with search boxes and arrows for moving items to a 'Selected:' list. The 'Available' list contains 88 items, including 'All_Election_Day', 'CC_Accounting', 'CC_Accounting_Span', 'CC_Election_Tech_Support_Span', 'CC_Election_Zip_Code_Lookup', 'CC_Elections_All', 'CC_Elections_Ballot_By_Mail', 'CC_Elections_Proceedures', 'CC_Elections_Proceedures_BBM', and 'CC_Elections_Proceedures_Span'. The 'Selected' list is currently empty. A 'Refresh List' button is at the bottom.
3. **CSQ Type (@param5)**: Features a search box and a 'Choose Collection:' dropdown showing '(None available)'. Below is a list of available items with search boxes and arrows for moving items to a 'Selected:' list. The 'Available' list contains 2 items: 'Resource Group' and 'Skill Group'. The 'Selected' list is currently empty. A 'Refresh List' button is at the bottom.

Configure a Date Range Filter

Select the type of date range.

- **Relative Date Range:** The options available here are predefined. Using the Relative Date Range dropdown list, select from Today, Yesterday, This Week, Last Week, This Month, Last Month, Year to Date or Last Year.
- **Absolute Date Range:** Click the calendar to select the Start Date and End Date.
 - Check **Only show results that are within a specific time period** to enter a start and end time. If you do not check this box, the report shows all values from 12:00 a.m. of the first date in your range through 11:59 p.m. of the last date in the range.
 - Check **Only show results that are on certain days of the week** to check uncheck days. By default, all days of the week are checked.
 - Check the **Only show results that are within a specific time period** check box if you want to view data that is available during specific periods of time. This time interval is applied to each day that you select in the previous step. The default time interval is 12:00 a.m. to 11:59 p.m.

Interval (@param1 - @param2)

Relative Date Range Absolute Date Range

Relative Date Range: Today

12 00 00 AM 11 59 59 PM

Configure a Collection List

Select from the predefined collection group(s).

1. Find and select the name that you are looking for by either typing in the search box or locating it manually.
2. Click on the right arrow to bring that option over to the right side of the collection list. Repeat as needed.

Name (@param4)

Search: []

Choose Collection: (None available)

Available: 88

1 Search: []

- CC_Election_Zip_Code_Lookup
- CC_Elections_All
- CC_Elections_Ballot_By_Mail
- CC_Elections_Procedures
- CC_Elections_Procedures_BBM
- CC_Elections_Procedures_Vol
- CC_Elections_Tech_Support
- CC_Elections_Tech_Support_Span
- CC_Elections_Training
- CC_Elections_Zip_Code_Lookup

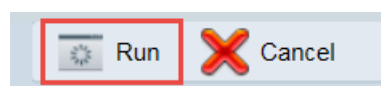
2 Selected: Search: []

(None available)

Refresh List

Run the Report

Click on the "Run" button at the top of the filter page.











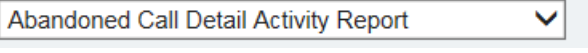

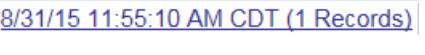



Viewing the Report

Once the report is done running, the report viewer may look like this.

CSQ Name	ID	Call Skills	Total Calls Presented	Priority 1 (Low)		Priority 2		Priority 3		Priority 4		Total
				Total	Avg	Total	Avg	Total	Avg	Total	Avg	
ITS_Training	1	(ITSTraining)	395	394	12.31	0	0.00	0	0.00	0	0.00	0
ITS_Training			395	394		0		0		0		0
			395	394		0		0		0		0

Options in the Report Viewer

Icon	Description
 Save	Saves the current filter settings of the report. Normally not available on stock reports.
 Save As	Saves as a new report.
 Edit	Allows you to edit the current view of the report.
 Print	Displays the print preview and print options.
 Filter	Displays the filters for the report. You can configure and run the report again.
 SQL	Displays the SQL query used to generate the report from the database.
 Refresh	Refreshes the data.
 Pop Out	Displays the report in a new browser window.
 Export	Exports the report to Excel.
 >>	Toggles the toolbar to include the available views for the report.
 Abandoned Call Detail Activity Report	Lists the available views for the report, including charts and gauges, if available.
 Help	Displays the template help and general help options.
 8/31/15 11:55:10 AM CDT (1 Records)	Displays the date and time when the report was run. Also displays how many records were selected based on criteria.
 <input checked="" type="checkbox"/>	Enable or disable Auto Refresh for data displayed in this window.

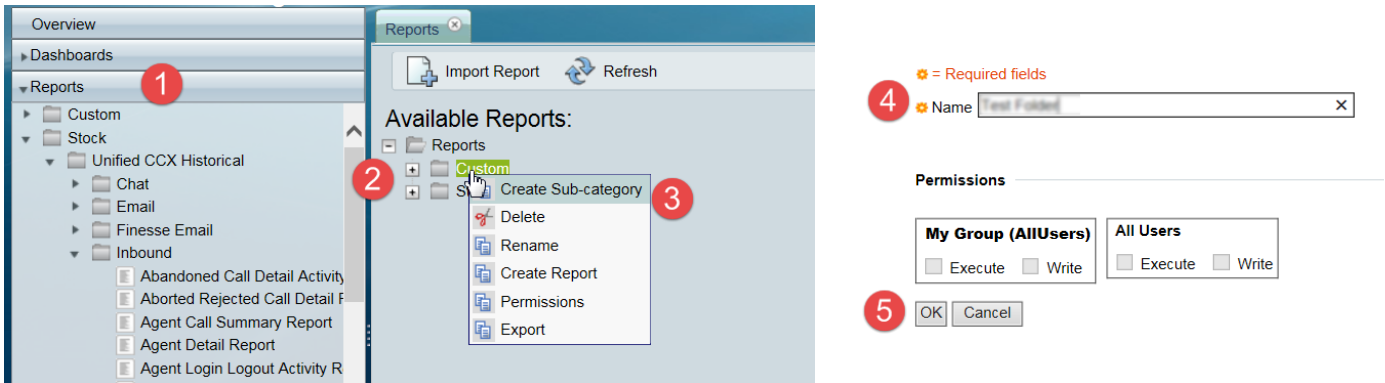
How to Create Custom Reports

The following steps will allow you to create your own custom folder in which you will be able store and edit any custom reports.

Create a Folder

You will need to first create a folder under “Custom” found in the Reports drawer.

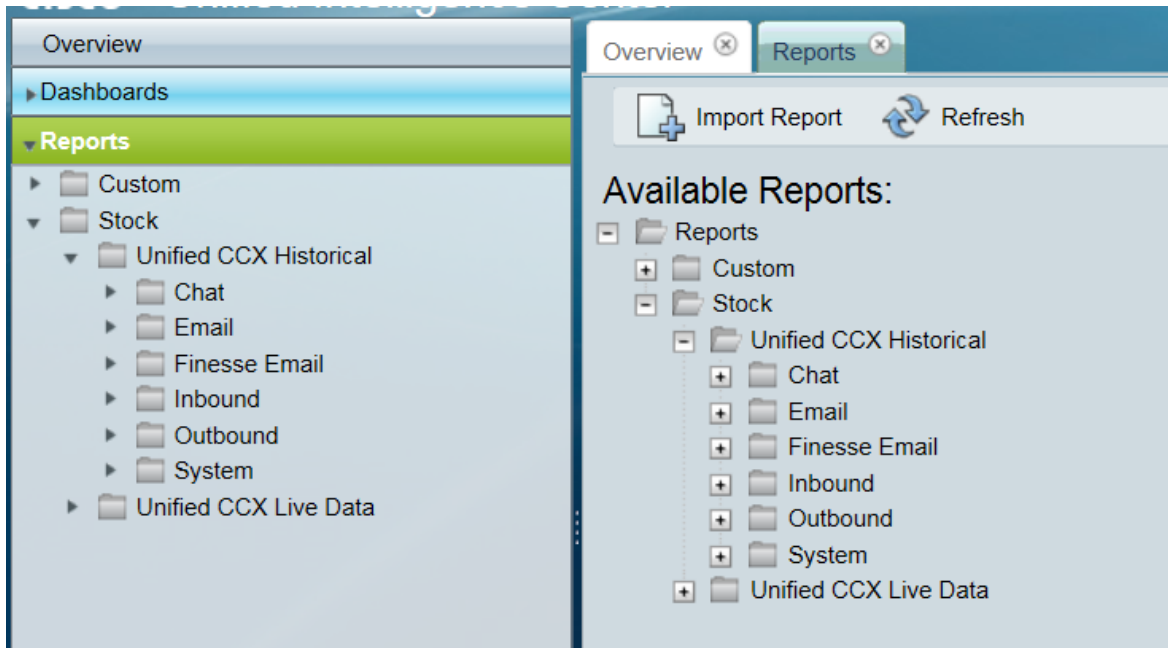
1. Click on the Reports tab
2. Right click on “Custom” folder
3. Choose “Create Sub-category”
4. Enter a name for your folder
5. Click “OK”



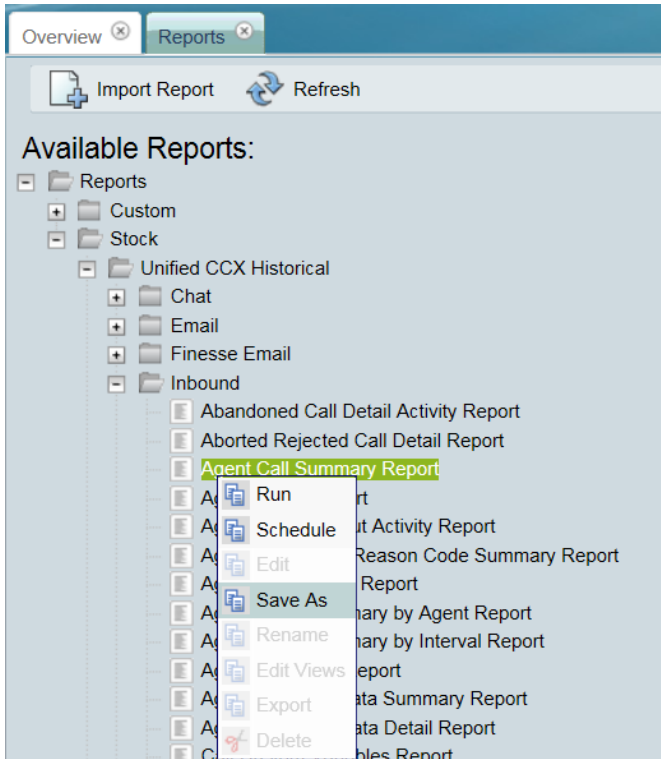
Adding a Historical Report to Folder

A stock report cannot be edited unless it is saved with a new name first.

Click **Reports drawer tab** from left pane. The available reports will appear in the right display pane.



In the right display pane, right click on the report that you want to work on and choose “Save As.”



The “Save As” window will open.

1. Type in a name for this report. You can also add a description.
2. To select the custom folder that you have created, click on the dropdown arrow.
3. Select the custom folder by clicking in the radio button
4. Click the “OK” button.

⚙ = Required fields

1 Name
Description

2 Report Category Reports
 Custom
3 County Clerk
 ITS Training
 Tax Office
 Training Folder

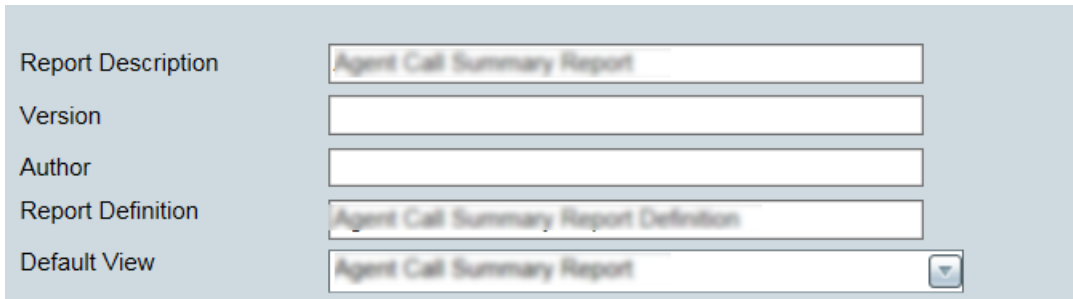
Permissions

My Group (AllUsers)	All Users
<input type="checkbox"/> Execute <input type="checkbox"/> Write	<input type="checkbox"/> Execute <input type="checkbox"/> Write

4

Customizing Description and Other Related Fields

The Report Editor window will open. Update any of the text fields as needed.



Report Description: Agent Call Summary Report

Version: [Empty]

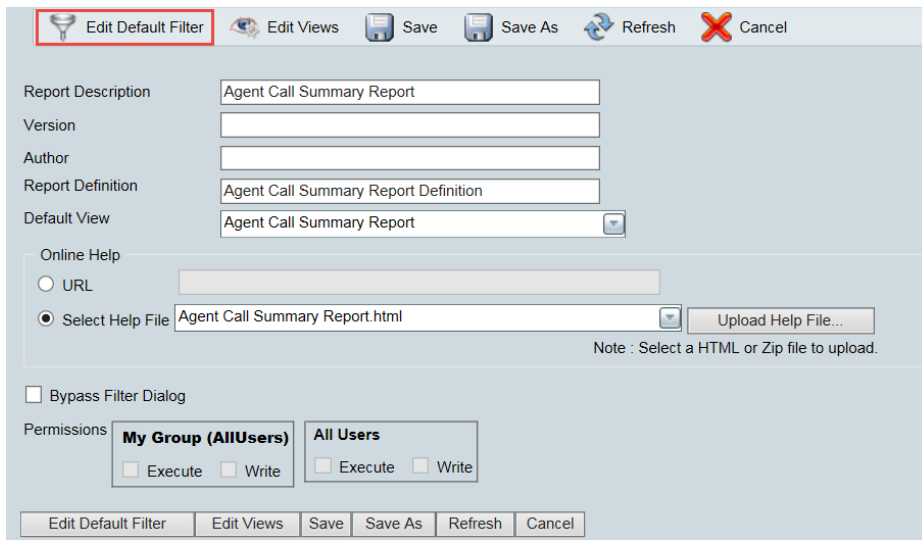
Author: [Empty]

Report Definition: Agent Call Summary Report Definition

Default View: Agent Call Summary Report

Customizing the Filter

Click on the “Edit Default Filter” button.



Buttons: Edit Default Filter, Edit Views, Save, Save As, Refresh, Cancel

Report Description: Agent Call Summary Report

Version: [Empty]

Author: [Empty]

Report Definition: Agent Call Summary Report Definition

Default View: Agent Call Summary Report

Online Help: URL [Empty] Select Help File: Agent Call Summary Report.html [Upload Help File...]

Note: Select a HTML or Zip file to upload.

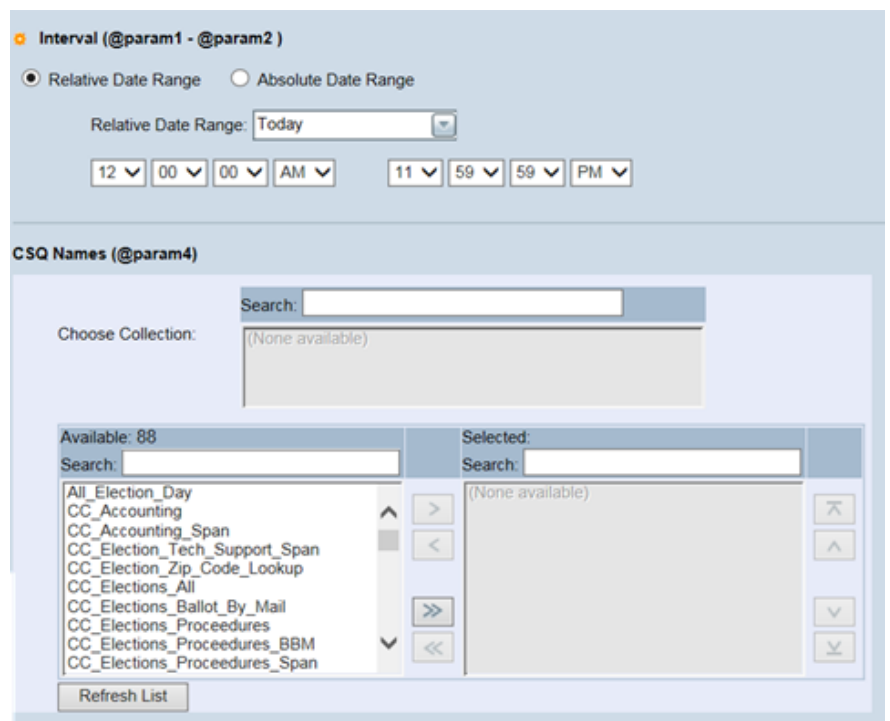
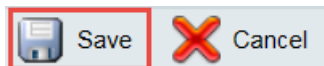
Bypass Filter Dialog

Permissions: My Group (AllUsers) [Execute] [Write] All Users [Execute] [Write]

Buttons: Edit Default Filter, Edit Views, Save, Save As, Refresh, Cancel

The Filter Page will open. Make the appropriate selections including date and other collection options. (See section [Running Stock Historical Report](#) for more details.)

After all selections have been made, click on the “Save” button at the top of the screen.



Interval (@param1 - @param2)

Relative Date Range Absolute Date Range

Relative Date Range: Today

12 00 00 AM 11 59 59 PM

CSQ Names (@param4)

Search: [Empty]

Choose Collection: (None available)

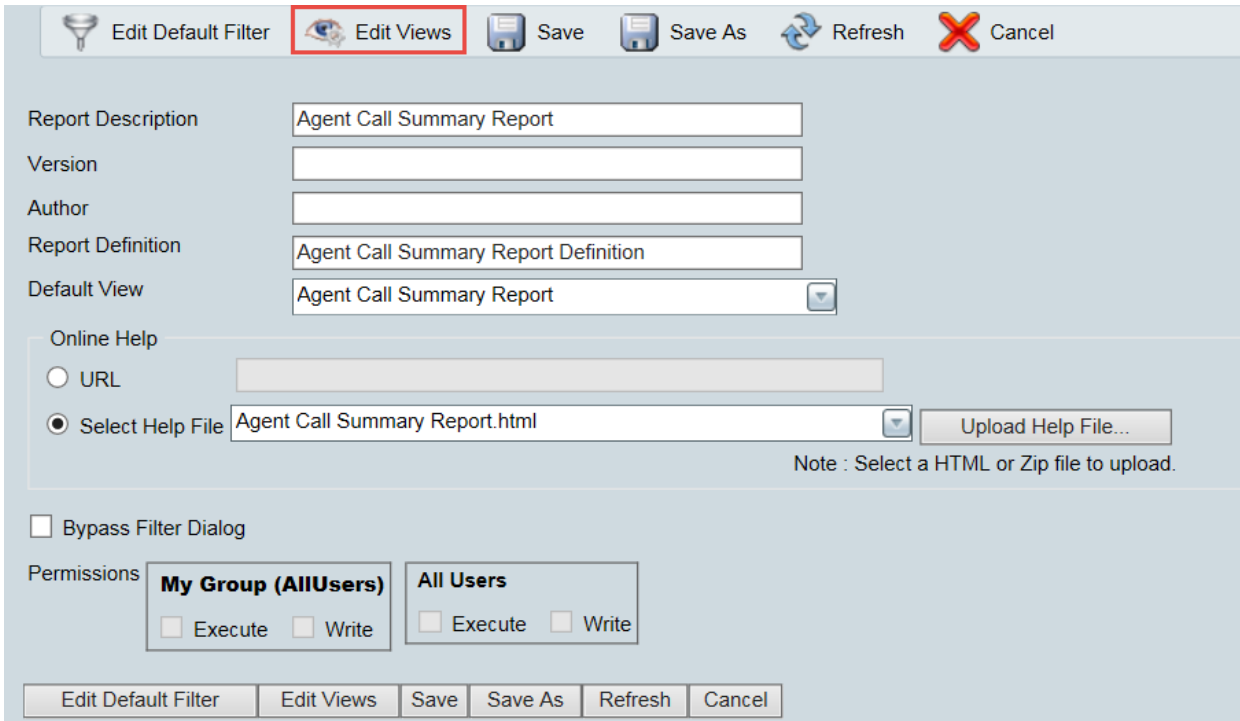
Available: 88

Available	Selected
All_Election_Day	(None available)
CC_Accounting	
CC_Accounting_Span	
CC_Election_Tech_Support_Span	
CC_Election_Zip_Code_Lookup	
CC_Elections_All	
CC_Elections_Ballot_By_Mail	
CC_Elections_Procedures	
CC_Elections_Procedures_BBM	
CC_Elections_Procedures_Span	

Buttons: Refresh List

Customizing the Views

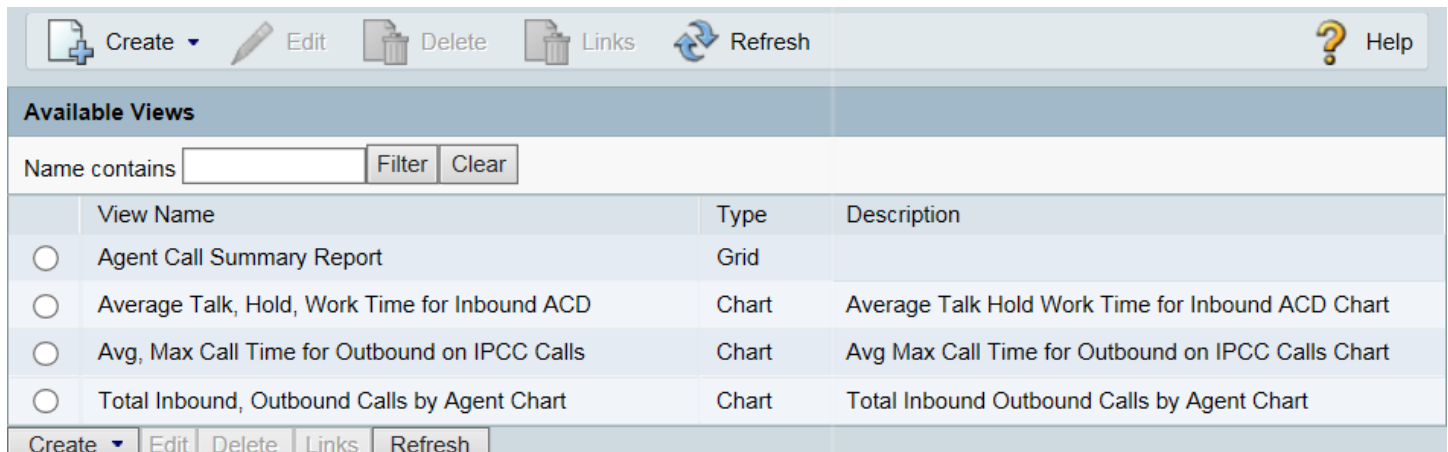
You can customize your report further, including adding and deleting fields, creating headers and grouping. In the Report Editor window, click on the “Edit Views” button.



The screenshot shows the Report Editor window with the following elements:

- Toolbar: Edit Default Filter, **Edit Views** (highlighted in red), Save, Save As, Refresh, Cancel.
- Report Description: Agent Call Summary Report
- Version: [Empty field]
- Author: [Empty field]
- Report Definition: Agent Call Summary Report Definition
- Default View: Agent Call Summary Report
- Online Help: URL, Select Help File: Agent Call Summary Report.html, Upload Help File... button. Note: Select a HTML or Zip file to upload.
- Permissions: Bypass Filter Dialog. My Group (AllUsers) and All Users sections, each with Execute and Write checkboxes.
- Bottom Toolbar: Edit Default Filter, Edit Views, Save, Save As, Refresh, Cancel.

The Available Views window opens. You are able to see what different views are available for this report. Available views will vary based upon the original report chosen.



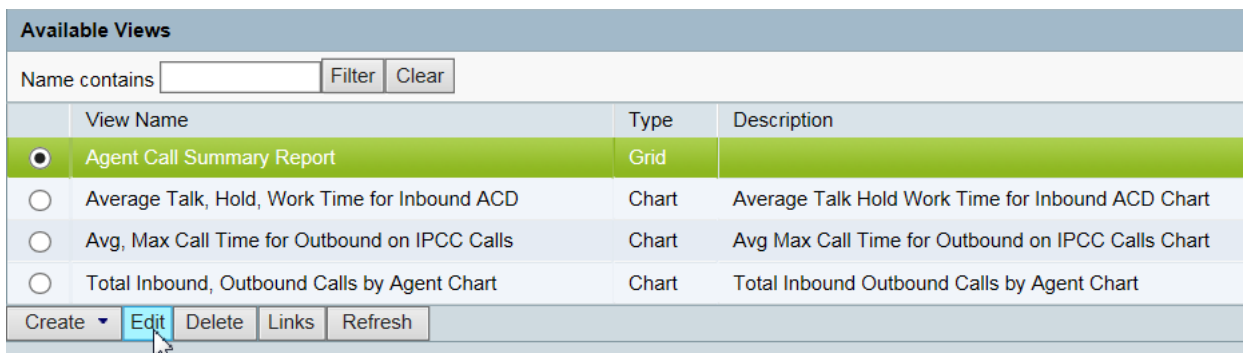
The Available Views window has a toolbar with Create, Edit, Delete, Links, Refresh, and Help. Below the toolbar is a search bar with 'Name contains' and Filter/Clear buttons. The main area contains a table of available views.

	View Name	Type	Description
<input type="radio"/>	Agent Call Summary Report	Grid	
<input type="radio"/>	Average Talk, Hold, Work Time for Inbound ACD	Chart	Average Talk Hold Work Time for Inbound ACD Chart
<input type="radio"/>	Avg, Max Call Time for Outbound on IPCC Calls	Chart	Avg Max Call Time for Outbound on IPCC Calls Chart
<input type="radio"/>	Total Inbound, Outbound Calls by Agent Chart	Chart	Total Inbound Outbound Calls by Agent Chart

Bottom toolbar: Create, Edit, Delete, Links, Refresh.

Editing Fields

To edit fields, select the view that you want to edit and click the “Edit” button.

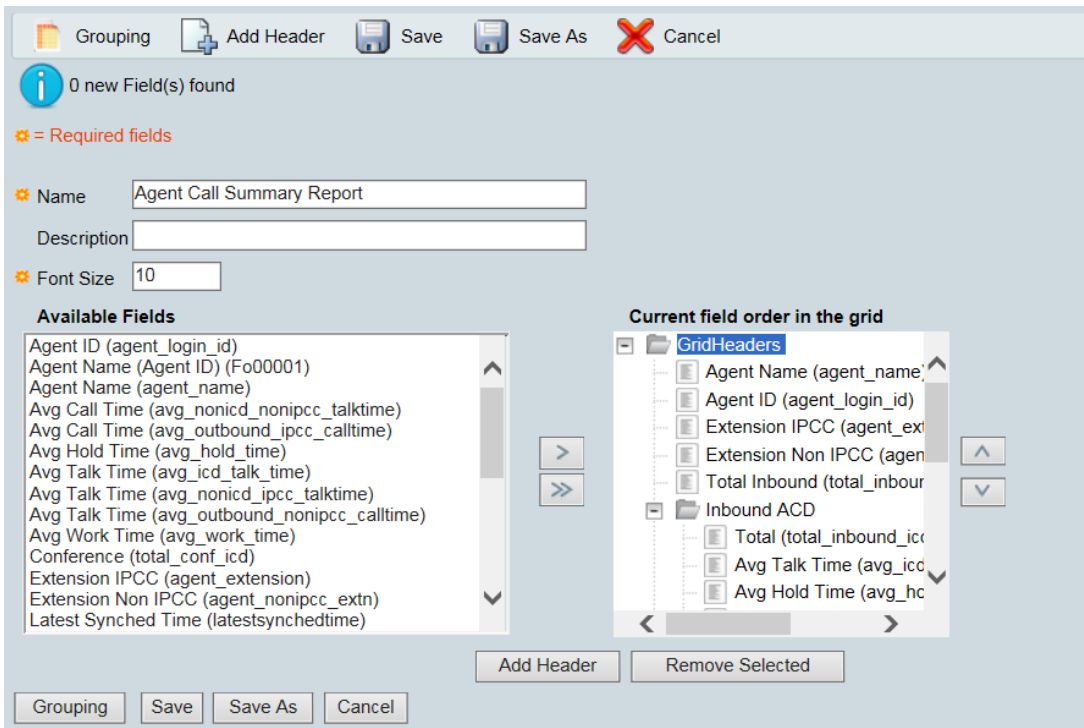


The screenshot shows the Available Views window with the 'Agent Call Summary Report' view selected (radio button checked and row highlighted in green). The 'Edit' button in the bottom toolbar is highlighted with a mouse cursor.


	View Name	Type	Description
<input checked="" type="radio"/>	Agent Call Summary Report	Grid	
<input type="radio"/>	Average Talk, Hold, Work Time for Inbound ACD	Chart	Average Talk Hold Work Time for Inbound ACD Chart
<input type="radio"/>	Avg, Max Call Time for Outbound on IPCC Calls	Chart	Avg Max Call Time for Outbound on IPCC Calls Chart
<input type="radio"/>	Total Inbound, Outbound Calls by Agent Chart	Chart	Total Inbound Outbound Calls by Agent Chart

Bottom toolbar: Create, **Edit**, Delete, Links, Refresh.

The Field Editor window opens.



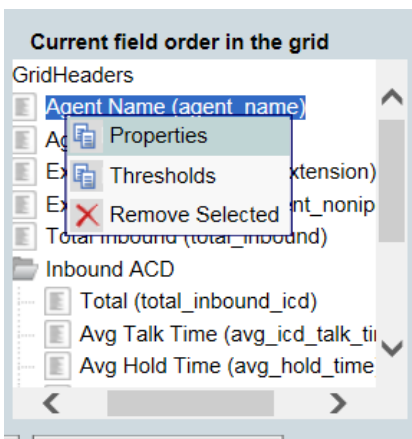
To remove a field, locate and highlight the field in the “Current field order in the grid” window. Click on the “Remove Selected” button. That field will now appear in the “Available Field” window.

To add a field, locate and highlight the field in the “Available Fields” window. Click on the right arrow button  and it will be added to the “Current field order in the grid” window.

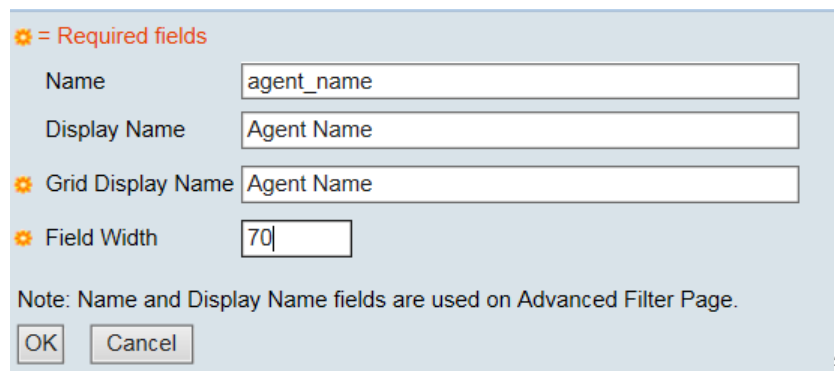
To move fields to different places, highlight the field and click on the up and down arrows to the right of the “Current field order in the grid” or you can click and drag to a new location.

Renaming a Field

To rename a field, select the field and right click on that field. Select “Properties.”



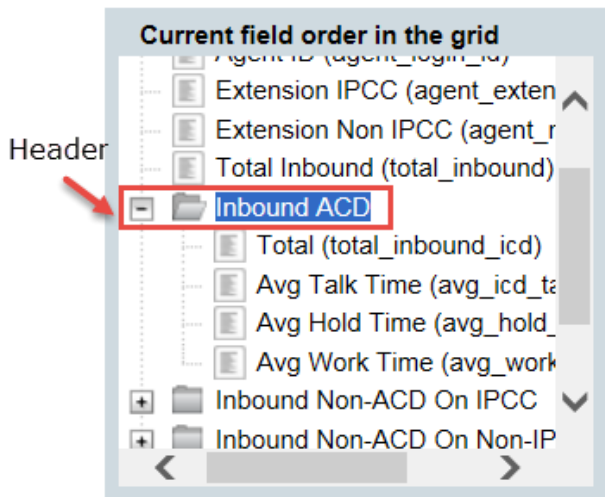
Change the name in the “Grid Display Name” and click “OK”



Adding a Header

Depending on the report, you may want to create a header in your report. A header allows you to combine related fields so they are labeled together.

This is what a header looks like in the Field Editor window:

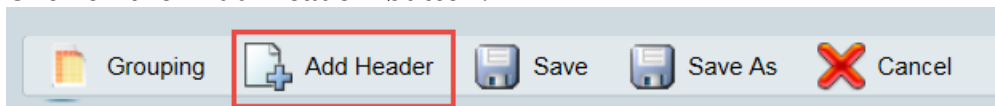


This is what a header looks like in the grid view:

The screenshot shows a grid view with a header row. The header row is labeled "Header" and contains the text "Inbound ACD". Below the header row are four columns: "Total", "Avg Talk Time", "Avg Hold Time", and "Avg Work Time".

Header			
Inbound ACD			
Total	Avg Talk Time	Avg Hold Time	Avg Work Time

Click on the "Add Header" button.

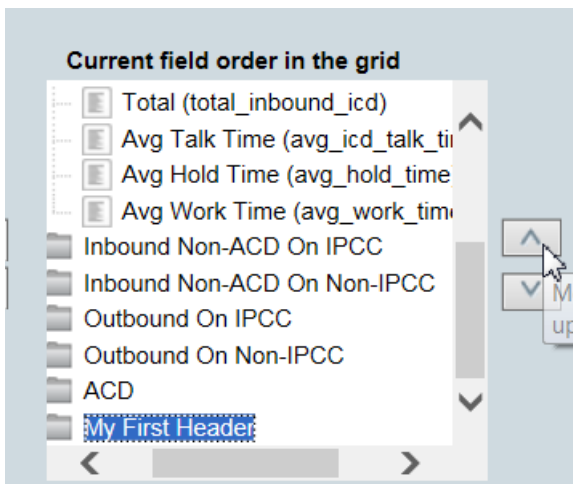


The "Create Super Header" window will open.

1. Enter the name of the header.
2. Click "OK"

The screenshot shows a dialog box titled "Create Super Header". It has a text input field labeled "Name" with a red circle containing the number "1" next to it. Below the input field are two buttons: "OK" and "Cancel", with a red circle containing the number "2" next to the "OK" button.

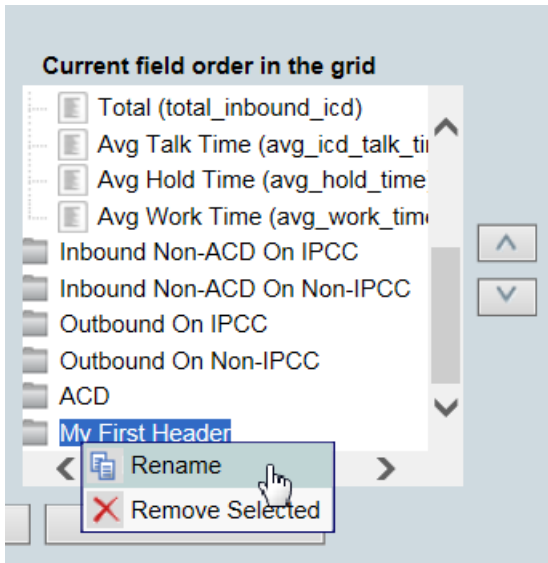
The new header will appear in the "Current field order in the grid" window.



Move it using the up and down arrows or by clicking and dragging as needed. Move in fields under the header as needed.

Renaming a Header

You can easily rename an existing header. Right click on the header name in the “Current field order in the grid” window. Choose “Rename.”



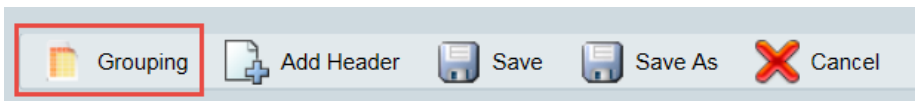
The “Rename Super Header” window will open. Type in the new header name. Click “OK.”

- 1 Rename To:
- 2

The Field Editor window will appear and the new header name will show up in the “Current field order in the grid” window.

Creating a Grouping

Grouping allows you to create unique groupings and subtotals to your report.



Click on the “Grouping” button. The Grouping Editor window will open.

1 Number Of Groups 0 1 2 3

2 Unique Value Vertical Alignment Top Middle Bottom

3 = Required fields

3 Show Summary Only

4 Group1

4 Grouped By

4 Show Summary

5 Sorted By

6 OK Cancel

1. Specify the value for number of groups. You can select zero, one, two or three groups in the report.
2. From the Unique Value Vertical Alignment, select Top, Middle or Bottom to specify where you want the name of the group to display in the report column.

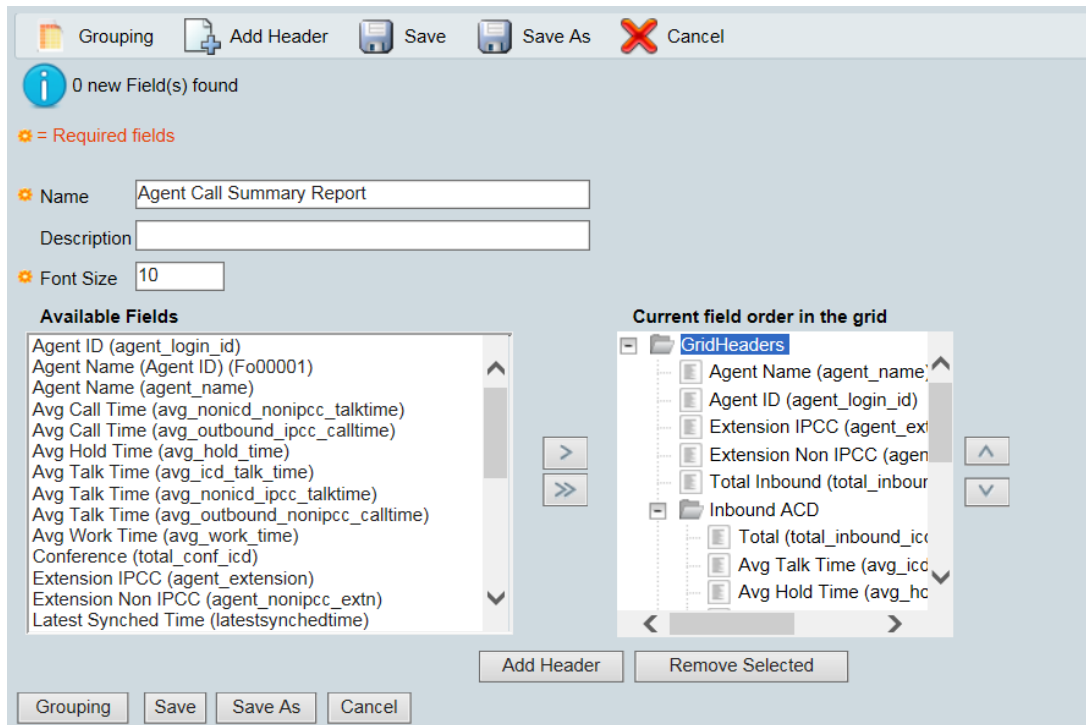
Top	Middle	Bottom
Avg Call Time	Avg Call Time	Avg Call Time
00:00:20	00:00:20	00:00:20
00:00:20	00:00:20	00:00:20
00:00:30	00:00:30	00:00:30
00:00:30	00:00:30	00:00:30

3. Check the “Show Summary Only” check box if you want to see only the summary.
4. From the Grouped By, chose a value from the dropdown list. The report data is grouped by this value. If you choose a date or date and time value, select one of the following options:
 - None: The report data is grouped by the value and not by day, week or month.
 - Daily: The report data is grouped by day.
 - Weekly: The report data is grouped by week.
 - Monthly: The report data is grouped by month.
 - a. Check the “Show Summary Only” check box to include a summary row in the report for the grouping.
5. From the Sorted By, choose a value from the dropdown list. The report data is sorted by this value.
6. Click “OK.”

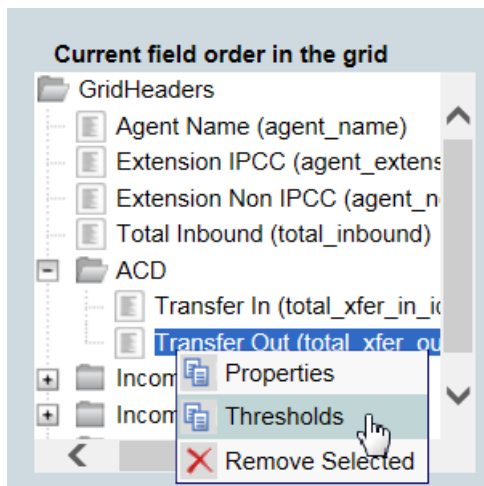
Setting Thresholds

You can set threshold indicators for fields to show if a field value crosses or falls behind a particular value. Threshold indicators can be set only for Grid and Gauge views.

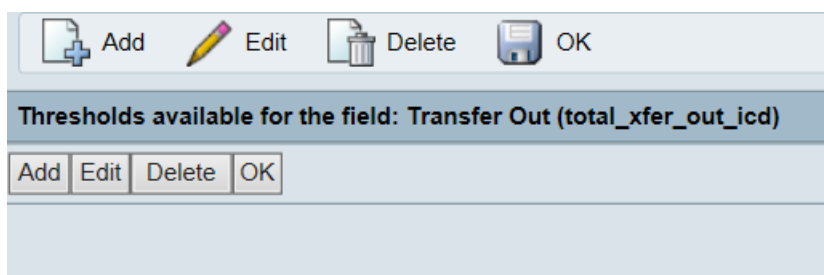
Make sure you are in the Field Editor window.



Locate and highlight the field you want to put a threshold on. Right click on the field and choose "Thresholds."



The Thresholds Editor window will open.



Adding a Threshold

Click on the “Add” button. The “Add Threshold” window opens.

1. In the Type dropdown list, select the condition by which you want the threshold values to be checked against the current value of the field.
2. In the field that appears next, enter a value or expression as required.
3. Format the text in the field to appear when it matches the threshold condition. Use the following options:
 - a. Bold—Check the check box to bold the text.
 - b. Text Color—Select a color for the text in the field.
 - c. Background Color—Select a background color for the field.
 - d. Text Substitute—Enter a new string if you want the text in the field to be replaced with it when it matches the threshold condition.
 - e. Image Location—Enter the path of the image if you want the text to be replaced with an image if it matches the threshold condition. You can either use the image URL or path.
4. Click “OK” twice.

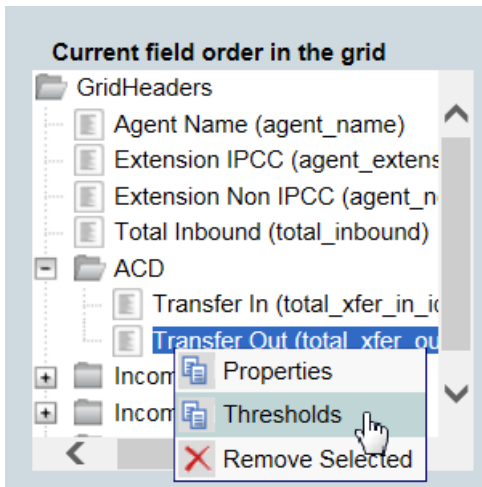
Be sure to save your changes to your report.

Threshold set to go
red if "Transfer
Out" is greater than
or equal to 10

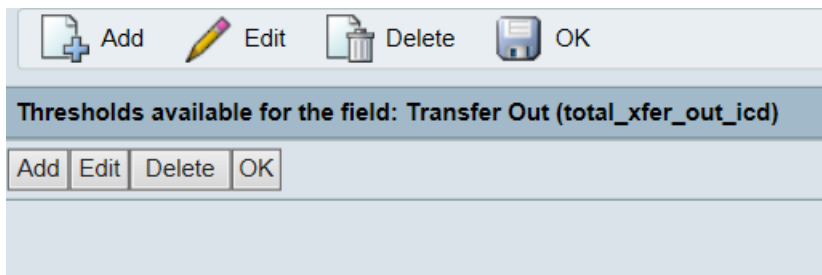
ACD	
Transfer In	Transfer Out
1	0
0	7
0	10
0	5
0	1

Editing a Threshold

Locate and highlight the field you want to edit or delete the threshold. Right click on the field and choose “Thresholds.”



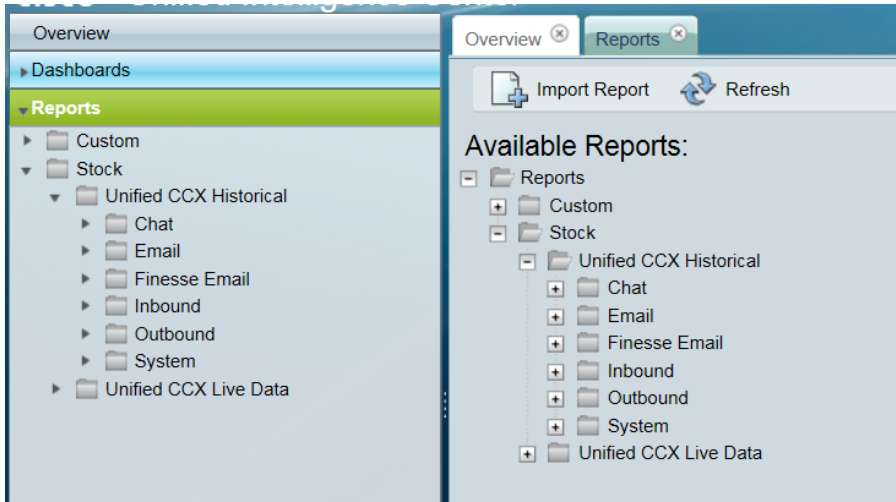
Select “Edit” to make changes or “Delete” to delete the threshold.



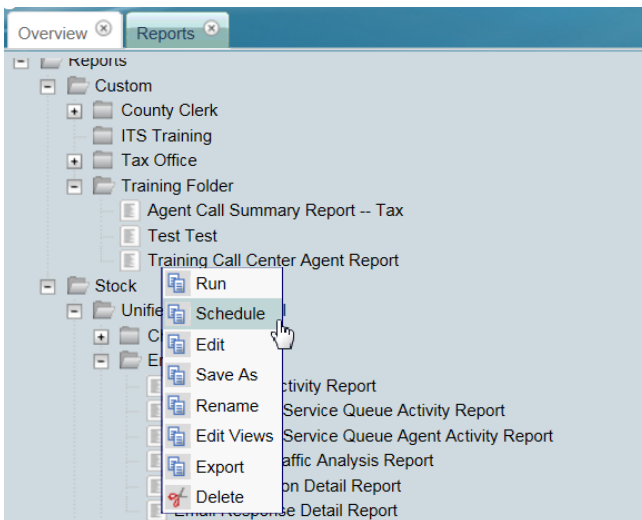
Make sure to save your report.

How to Schedule Reports

Click **Reports drawer tab** from left pane. The available reports will appear in the right display pane.

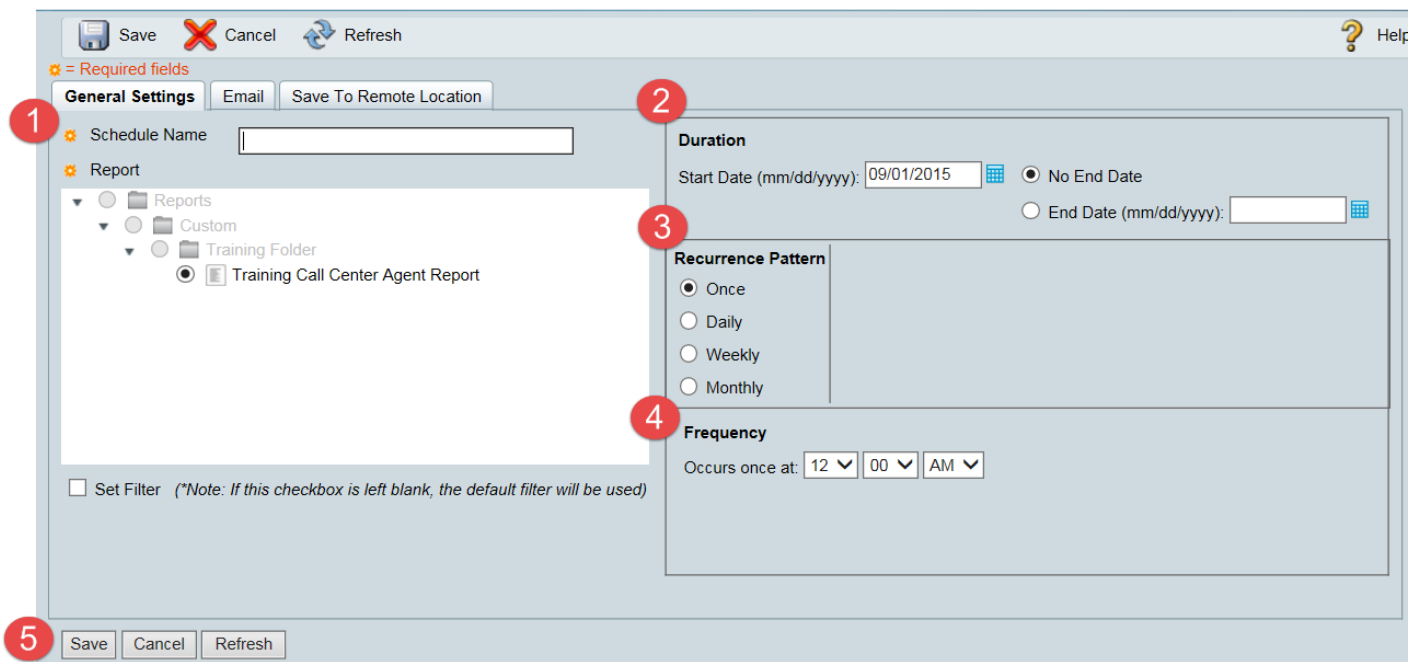


Navigate to the report you want to schedule and right click on that report. Choose “Schedule” from the shortcut menu.



The Report Scheduler window will open.

1. Enter a descriptive name.
2. In the Duration section, click the calendar icon to select the Start Date and check No End date or use the calendar icon to End Date.
3. In the Recurrence Pattern section, specify the frequency of the scheduled report Choose from one of the following options:
 - a. *Once*: Specify the time of day for the single occurrence
 - b. *Daily*: Specify a number for recurrence for days.
 - c. *Weekly*: Specify the number for weeks and the days of the week that you want the scheduled report to be run.
 - d. *Monthly*: Select a day of the month and specify the number of months that you want the schedule report to run.
4. In the Frequency section, specify the number of times the report should run on the schedule days. Note: The maximum frequency with which you can schedule a report is every five minutes.
5. Click the “Save” button.



Create a Schedule Report to be Sent by Email

In the Report Schedule window, click on the “Email” tab to set up a schedule to email a report.

1. Click “Add: and enter the recipient’s email address. Repeat step as needed to add multiple recipients.
2. The Email View will automatically be entered.
3. Enter text in the subject line.
4. Using the File Type dropdown menu, select from the following:
 - a. Inline HTML: Sends the report in HTML format.
 - Historical report has an upper limit of 8,000 rows
 - Live report has an upper limit of 3,000 rows.
 - b. XLS: Sends the report as an Excel file attachment.
 - Historical report has an upper limit of 8,000 rows.
 - Live report has an upper limit of 3,000 rows.
 - c. PDF: Sends the report as a PDF file attachment.
 - PDF attachments have the following limitations:
 - Landscape orientation is the default setting
 - PDF uses standard font sizes: 10 for landscape and 8 for portrait orientation.
 - Rows which fit within the page are shown. Columns that do not fit with in the page are truncated.
 - Only 1,000 rows are supported.
5. Click the “Save” button.

Save Cancel Refresh

✳ = Required fields

General Settings **Email** Save To Remote Location

**Note: Add an email for entering other details. Email configuration settings must be configured in the Administration console for email to work properly.*

Email Distribution

1 Add Delete

2

3

4 INLINE HTML

5

Save Cancel Refresh

APPENDIX A: Report Reference Values List

Call Priority

Calls are assigned a default priority of 1, unless a different priority is set in the workflow.	
1	Lowest.
10	Highest.
N/A	Call is abandoned before a priority is assigned.

Call Result

1	Customer answers and is connected to an agent.
2	Fax machine or modem is detected.
3	Answering machine is detected.
4	Network reports an invalid number.
5	Customer does not want to be called again.
6	Call connected, but wrong number.
7	Call connected, but reached the wrong person.
8	Customer requests callback. This is not applicable for IVR-based outbound campaigns.
11	Busy tone is detected.
15	Customer phone timed out because either the customer did not answer or there is a gateway failure.
16	Call is abandoned because of the following reasons: The Interactive Voice Response (IVR) port is not available or Unified CCX fails to transfer the call to the IVR port. The agent is not available or Unified CCX fails to transfer the call to the agent.
17	Call failed because of gateway issues.
18	Customer or agent abandons the call. The customer or the agent disconnects the call within the Abandoned Call Wait Time that is configured in the Unified CCX Application Administration web interface.

Call Status

1	Pending. Call is pending.
2	Active. Record is sent to the outbound subsystem for dialing.
3	Closed. Record is closed.
4	Callback. Record is marked for a callback.
5	Max Calls. Maximum attempts are made for the record, so it is closed.
6	Retry. Call is redialed immediately whenever there is any miss in the callbacks for Retries with Delay .
7	Unknown. If the outbound system is restarted with active records then the records are moved to Unknown state.
8	Retries with Delay. Call is redialed because the contact was either busy or did not answer, or the customer or the system abandoned the call. Retry time is set according to the corresponding configuration in the Unified CCX Application Administration web interface.

Call Type

1	Conference	Conference call.
2	Inbound ACD	Unified CCX call that is handled by an agent.
3	Inbound non-ACD on IPCC	Non-Unified CCX call that is received by the agent on a Unified CCX extension.
4	Inbound non-ACD on non-IPCC	Non-Unified CCX call that is received by the agent on a non-Unified CCX extension.
5	Outbound on IPCC	Call that an agent dials on a Unified CCX extension.
6	Outbound on non-IPCC	Call that an agent dials on a non-Unified CCX extension.
7	Transfer-In	Call that is transferred to an agent.
8	Transfer-Out	Call that the agent transfers out.

Contact Disposition		
1	Abandoned	
2	Handled	
4	Aborted	
5 to 98	Rejected	
99	Cleaned	

Contact Disposition for Finesse Email		
2	Handled	
4	Aborted	

Contact Type		
1	Incoming	Outside call that is received by Unified CCX.
2	Outgoing	Call that originated from the Unified CCX Computer Telephony Interface (CTI) port, other than the call that is made within the system.
3	Internal	Call that is transferred or conferenced between agents, or a call that is made within the system.
4	Redirect	A previous call leg that redirected the call to this leg.
5	Transfer-in	A previous call leg that transferred the call to this leg.
6	Preview Outbound	Call that originated from a Unified CCX agent phone to an outside destination, after an agent accepts a preview call.
7	IVR Outbound	Call that originated from a Unified CCX outbound dialer to an outside destination for an IVR outbound campaign.
8	Agent Outbound	Call that originated from a Unified CCX outbound dialer to an outside destination for an agent progressive or predictive outbound campaign.

Contact Type for Finesse Email		
1	Incoming	Outside contact that is received by Unified CCX.
2	Transfer	Requeued leg of contact.

Destination Telephone Number / Destination DN and Destination Type		
1	Agent	Call that is presented to an agent. Displays the Unified CCX extension or the non-Unified CCX extension of the agent.
2	Device	Call that is presented to a route point. Displays the CTI port number that is associated with the route point on which the call is answered.
3	Unknown	Call that is presented either to an outside destination through a gateway or to an unmonitored device. Displays the telephone number that is dialed.

Monitoring Session Status	
Normal – Monitored	Monitoring is completed successfully.
Normal – Agent RNA	Agent did not answer the call.
Error – Unable to Stop Monitoring	Supervisor presses the * key to terminate the monitoring session, but it fails to terminate.
Error – Unable to Monitor New Call	Supervisor chooses to monitor a new call, but the system fails to respond.
Error – Agent Logged Off	The agent whom supervisor wants to monitor has logged off.
Error – Network Problem	Monitoring session is not successful due to network problems.
Error – VoIP Server Unable to Communicate	Monitoring session is not successful because the server with the Unified CCX Monitoring component fails to communicate.
Error – Monitoring Not Allowed	Supervisor attempts to monitor an agent or a CSQ that is not on the Allowed list.
Error – Agent Not Logged In	The agent whom supervisor intends to monitor is not logged in.
Error – Invalid Input	Supervisor enters an input that the system does not recognize.
Error – Other	Errors that are not defined in any of the above messages.

Originator Telephone Number / Originator DN and Originator Type		
1	Agent	Call that originated from an agent. Displays the Unified CCX extension of the agent.
2	Device	Call that originated from a device that is not associated to an agent or from a device that is associated to an agent, but the agent is not currently logged in. Displays the Computer Telephony Interface (CTI) port number that is associated with the route point that the caller dialed.
3	Unknown	Call that originated from an outside caller through a gateway or from an unmonitored device. Displays the telephone number of the caller.

APPENDIX B: Unified CCX Historical Data

Inbound Reports

Report Name	Report Description	Filters
Abandoned Call Detail Activity Report	Presents information about calls that are abandoned.	Agent Names only

Call Start Time	Called Number	Call ANI	Initial Call Priority	Call Routed CSQ	Agent Name	Call Skills	Final Call Priority	Call Abandon Time	Time to Abandon
8/10/15 10:26:49 AM	20407	20143	1	ITS_Training	Student 10 Training	ITSTraining	1	8/10/15 10:27:09 AM	00:00:19
8/10/15 10:28:08 AM	20407	20142	1	ITS_Training	Student 10 Training	ITSTraining	1	8/10/15 10:28:24 AM	00:00:16
8/10/15 10:29:57 AM	20407	20146	1	ITS_Training	Student 10 Training	ITSTraining	1	8/10/15 10:30:13 AM	00:00:16
8/11/15 4:21:03 PM	20407	20698	1	ITS_Training	Student 10 Training	ITSTraining	1	8/11/15 4:21:05 PM	00:00:02
									00:00:13

Aborted Rejected Call Detail Report	Report Description	Filters
	Presents information about each call that is aborted or rejected by the system.	Contact Disposition

Node ID - Session ID - Sequence No	Call Start Time	Call End Time	Contact Type	Contact Disposition	Abort/Reject Reason	Originator DN	Destination DN	Called Number	Original Called Number	Application Name	Call Routed CSQ
1-55000332233-0	8/3/15 7:32:54 PM	8/3/15 7:34:59 PM	Incoming	Aborted	com.cisco.wfapi.WFTaskStoppedExecutionException: Debugger Task Aborted	41159	1994595	23030	23030	TO_Collections_Lit	
1-55000332268-0	8/3/15 7:45:49 PM	8/3/15 7:47:35 PM	Incoming	Aborted	com.cisco.wfapi.WFTaskStoppedExecutionException: Debugger Task Aborted	41159	1994550	37739	37739	TO_MV_Spec	
1-55000332337-0	8/3/15 8:07:54 PM	8/3/15 8:08:16 PM	Incoming	Aborted	com.cisco.wfapi.WFTaskStoppedExecutionException: Debugger Task Aborted	41159	1994560	23039	23039	TO_Voter_Reg	
1-55000336917-0	8/4/15 5:36:33 PM	8/4/15 5:40:23 PM	Incoming	Aborted	com.cisco.wfapi.WFTaskStoppedExecutionException: Debugger Task Aborted	4122161227	1994577	23031	45446	TO_Comm_Train	

Agent Call Summary Report	Report Description	Filters
	Presents the summary of each call that is dialed and received by the agent.	Resources Group Names, Agent Names, Skill Names, Team Names

Agent Name	Agent ID	Extension IPCC	Extension Non IPCC	Total Inbound	Inbound ACD				Inbound Non-ACD On IPCC			Inbound Non-ACD On Non-IPCC			Outbound On IPCC			Outbound On Non-IPCC			ACD		
					Total	Avg Talk Time	Avg Hold Time	Avg Work Time	Total	Avg Talk Time	Max Talk Time	Total	Avg Call Time	Max Call Time	Total	Avg Call Time	Max Call Time	Total	Avg Talk Time	Max Talk Time	Transfer In	Transfer Out	Conference
Student 10 Training	S10	20140	20130	36	26	00:00:18	00:00:10	00:00:17	1	00:00:48	00:00:48	9	00:00:15	00:00:23	22	00:00:21	00:01:52	15	00:00:41	00:02:49	1	12	0
Student 11 Training	S11	20141	20131	30	21	00:00:16	00:00:08	00:00:19	0	00:00:00	00:00:00	9	00:00:22	00:01:29	33	00:00:25	00:01:58	11	00:00:40	00:02:14	2	12	0
Student 12 Training	S12	20142	20132	34	26	00:00:14	00:00:07	00:00:20	1	00:00:21	00:00:21	7	00:00:10	00:00:21	54	00:00:26	00:02:14	5	00:00:19	00:00:37	4	17	0
Student 13 Training	S13	20143	20133	28	25	00:00:18	00:00:14	00:00:19	0	00:00:00	00:00:00	3	00:00:12	00:00:24	39	00:00:31	00:02:09	3	00:01:03	00:01:47	3	17	0
Student 14 Training	S14	20144	20134	37	25	00:00:24	00:00:07	00:00:19	3	00:00:06	00:00:11	9	00:00:15	00:00:40	43	00:00:24	00:01:30	14	00:00:40	00:01:22	3	15	0
Student 15 Training	S15	20145	20135	39	30	00:00:14	00:00:10	00:00:18	0	00:00:00	00:00:00	9	00:00:13	00:00:32	44	00:00:21	00:01:28	24	00:00:31	00:01:17	3	19	0
Student 16 Training	S16	20146	20136	27	18	00:00:21	00:00:09	00:00:19	1	00:00:15	00:00:15	8	00:00:18	00:00:50	38	00:00:27	00:02:23	36	00:00:12	00:01:29	0	13	0

*Indicates required filter.

Agent Detail Report	Presents information about Automatic Call Distribution (ACD) and non-ACD calls that the agents handle, and ACD and non-ACD calls that the agents dial.	Resource Group Name, Agent Names, Skill Names, Team Names, Call Type
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Agent Name	Agent ID	Extension	Call Start Time	Call End Time	Duration	Called Number	Call ANI	Call Routed CSQ	Other CSQs	Call Skills	Talk Time	Hold Time	Work Time	Call Type
Student 10 Training	S10	20140	8/10/15 8:40:07 AM	8/10/15 8:41:31 AM	00:01:24	20407	20133	ITS_Training		ITSTraining	00:00:17	00:00:45	00:00:20	Inbound ACD, Transfer-out
Student 10 Training	S10	20140	8/10/15 8:40:29 AM	8/10/15 8:41:31 AM	00:01:02	20135	20140				00:01:02			Outbound on IPCC
Student 10 Training	S10	20140	8/10/15 8:41:52 AM	8/10/15 8:42:22 AM	00:00:30	20407	20136	ITS_Training		ITSTraining	00:00:21	00:00:00	00:00:20	Inbound ACD
Student 10 Training	S10	20140	8/10/15 8:42:43 AM	8/10/15 8:42:48 AM	00:00:05	20407	20134	ITS_Training		ITSTraining	00:00:01	00:00:00	00:00:20	Inbound ACD

Agent Login Logout Activity Report	Presents each agent's login and logout date and time for each login session during the report period, and the reason code that an agent entered when logging out.	Agent Names, Skill Names, Team Names
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Agent Name	Agent ID	Extension	Agent Login Details		Agent Logout Details		Logout Reason Code	Logged-In Duration
			LBLT	Login Time	LOALT	Log Out Time		
Student 10 Training	S10	20140		8/10/15 8:29:35 AM		8/10/15 8:38:35 AM	0	00:09:00
	S10	20140		8/10/15 8:39:04 AM		8/10/15 8:51:40 AM	0	00:12:36
	S10	20140		8/10/15 10:22:20 AM		8/10/15 10:36:28 AM	32765	00:14:08
	S10	20140		8/10/15 10:37:23 AM		8/10/15 11:02:48 AM	0	00:25:25
	S10	20140		8/10/15 2:52:38 PM		8/10/15 3:03:16 PM	0	00:10:38
	S10	20140		8/10/15 3:57:36 PM		8/10/15 3:59:02 PM	0	00:01:26
	S10	20140		8/10/15 4:02:22 PM		8/10/15 4:25:34 PM	0	00:23:12
	S10	20140		8/11/15 8:36:20 AM		8/11/15 9:01:34 AM	0	00:25:14
	S10	20140		8/11/15 10:19:10 AM		8/11/15 10:33:42 AM	0	00:14:32
	S10	20140		8/11/15 10:35:13 AM		8/11/15 10:52:57 AM	0	00:17:44
Student 10 Training				8/11/15 4:20:17 PM		8/11/15 4:36:10 PM	0	00:15:53
								02:49:48

Agent Not Ready Reason Code Summary Report	Presents the time that each agent spent logged in.	Interval Length*, Resource Group Names, Agent Names, Skill Names, Team Names, Reason Codes
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Agent Name	Agent ID	Extension	Interval Start Time	Interval End Time	Total Logged-in	Total Not Ready	Time In RC 32,751	Time In RC 32,752	Time In RC 32,756	Time In RC 32,757	Time In RC 32,758	Time In RC 32,759	Time In RC 32,760	Time In RC 32,761	Time In Other RCs
Student 10 Training	S10	20140	8/1/15 12:00:00 AM	8/21/15 9:22:47 AM	02:49:47	01:05:48	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:15:00	00:00:49	00:37:26
Student 10 Training					02:49:47	01:05:48	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:15:00	00:00:49	00:37:26
Student 11 Training	S11	20141	8/1/15 12:00:00 AM	8/21/15 9:22:47 AM	04:53:06	02:50:14	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	01:52:19	00:00:00	00:51:24
Student 11 Training					04:53:06	02:50:14	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	01:52:19	00:00:00	00:51:24

*Indicates required filter.

Agent State Detail Report

Presents information that is related to agent state changes.

Resource Group Names, Agent Names, Skill Names, Team Names

Agent Name	Agent ID	Extension	State Transition Time	Agent State	Reason Code	Duration
Student 10 Training	S10	20140	8/10/15 8:29:35 AM	Logged-in	0	00:00:00
Student 10 Training	S10	20140	8/10/15 8:29:35 AM	Not Ready	32760	00:01:30
Student 10 Training	S10	20140	8/10/15 8:31:05 AM	Ready	0	00:07:30
Student 10 Training	S10	20140	8/10/15 8:38:35 AM	Logout	0	00:00:29
Student 10 Training	S10	20140	8/10/15 8:39:04 AM	Logged-in	0	00:00:00
Student 10 Training	S10	20140	8/10/15 8:39:04 AM	Not Ready	32760	00:00:25
Student 10 Training	S10	20140	8/10/15 8:39:29 AM	Ready	0	00:00:37
Student 10 Training	S10	20140	8/10/15 8:40:06 AM	Reserved	0	00:00:06
Student 10 Training	S10	20140	8/10/15 8:40:12 AM	Talking	0	00:01:19
Student 10 Training	S10	20140	8/10/15 8:41:31 AM	Work	0	00:00:20

Agent State Summary by Agent Report

Presents the length and percentage of time that the agent spent in all the states.

Interval Length*, Resource Group Name, Agent Names, Skill Names, Team Names

Agent Name	Agent ID	Extension	Interval Start Time	Interval End Time	Total Logged In Time	Not Ready Time		Ready Time		Reserved Time		Talk Time		Work Time	
						Not Ready	% Not Ready	Ready	% Ready	Reserved	% Reserved	Talking	% Talking	Work	% Work
Student 10 Training	S10	20140	8/1/15 12:00:00 AM	8/21/15 9:33:13 AM	02:49:47	01:05:48	38.76	01:20:40	47.51	00:03:26	2.02	00:12:13	7.20	00:07:40	4.52
Student 10 Training					02:49:47	01:05:48	38.76	01:20:40	47.51	00:03:26	2.02	00:12:13	7.20	00:07:40	4.52
Student 11	S11	20141	8/1/15 12:00:00 AM	8/21/15 9:33:13 AM	04:53:06	02:50:14	58.08	01:44:11	35.55	00:01:53	0.64	00:09:41	3.30	00:07:07	2.43

Agent State Summary by Interval Report

Presents the duration and percentage of time that the agent spent in the agent states.

Interval Length*, Resource Group Name, Agent Names, Skill Names, Team Names

Interval Start Time	Interval End Time	Agent Name	Extension	Total Logged In Time	Not Ready Time		Ready Time		Reserved Time		Talk Time		Work Time	
					Time	%	Time	%	Time	%	Time	%	Time	%
8/1/15 12:00:00 AM	8/21/15 9:45 AM	Student 10 Training	20140	02:49:47	01:05:48	38.76	01:20:40	47.51	00:03:26	2.02	00:12:13	7.20	00:07:40	4.52
8/1/15 12:00:00 AM	8/21/15 9:45 AM	Student 11 Training	20141	04:53:06	02:50:14	58.08	01:44:11	35.55	00:01:53	0.64	00:09:41	3.30	00:07:07	2.43
8/1/15 12:00:00 AM	8/21/15 9:45 AM	Student 12 Training	20142	04:11:27	01:38:52	39.32	02:10:55	52.06	00:02:55	1.16	00:10:05	4.01	00:08:40	3.45
8/1/15 12:00:00 AM	8/21/15 9:45 AM	Student 13 Training	20143	03:35:00	01:33:14	43.26	01:37:27	45.33	00:03:18	1.07	00:14:00	6.54	00:08:04	3.73
8/1/15 12:00:00 AM	8/21/15 9:45 AM	Student 16 Training	20146	03:52:48	02:03:28	53.04	01:30:48	39.00	00:02:36	1.12	00:09:56	4.27	00:06:00	2.58
8/1/15 12:00:00 AM	8/21/15 9:45 AM	Student 17 Training	20147	03:50:48	01:52:35	48.78	01:31:25	39.61	00:02:48	1.21	00:12:34	5.44	00:11:26	4.95
8/1/15 12:00:00 AM	8/21/15 9:45 AM	Student 18 Training	20148	04:10:13	02:05:57	50.34	01:39:20	39.70	00:02:45	1.10	00:13:03	5.22	00:09:08	3.65
8/1/15 12:00:00 AM	8/21/15 9:45 AM	Student 19 Training	20149	04:06:33	01:50:28	44.80	01:46:00	42.99	00:03:57	1.60	00:15:22	6.23	00:10:46	4.37
				39:44:06	18:31:10	46.61	17:14:37	43.40	00:27:57	1.17	02:03:40	5.19	01:26:42	3.64

*Indicates required filter.

Agent Summary Report	Contains a summary of agent activities, including call and agent state activities.	Resource Group Names, Agent Names, Skill Names, Team Names
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Agent Name	Agent ID	Extension	Average Logged in Time	Calls Handled	Calls Presented	Handle Ratio	Handle Time		Talk Time		Hold Time		Work Time		Idle Time	
							Avg	Max	Avg	Max	Avg	Max	Avg	Max	Avg	Max
Student 10 Training	S10	20140	00:15:26	26	34	0.76	00:00:46	00:01:47	00:00:18	00:01:18	00:00:10	00:01:08	00:00:17	00:00:20	00:02:21	00:08:30
Student 11 Training	S11	20141	00:26:38	21	24	0.88	00:00:44	00:01:45	00:00:16	00:01:14	00:00:08	00:00:45	00:00:19	00:00:20	00:07:44	01:23:35
Student 12	S12	20142	00:25:08	26	31	0.84	00:00:41	00:01:08	00:00:14	00:00:28	00:00:07	00:00:29	00:00:20	00:00:20	00:03:17	00:13:34
Student 17 Training	S17	20147	00:16:29	36	38	0.95	00:00:39	00:01:31	00:00:12	00:00:32	00:00:07	00:00:54	00:00:19	00:00:20	00:03:31	00:14:51
Student 18 Training	S18	20148	00:13:10	29	33	0.88	00:00:45	00:01:39	00:00:15	00:00:27	00:00:11	00:00:56	00:00:18	00:00:20	00:02:51	00:11:36
Student 19 Training	S19	20149	00:17:36	32	39	0.82	00:00:45	00:02:29	00:00:18	00:01:23	00:00:07	00:00:46	00:00:19	00:00:20	00:03:09	00:13:33
				268	316	84.81										

Agent Wrap-up Data Summary Report	Presents information about wrap-up data.	Wrap Up Data List
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Wrap-Up Data	Total ACD Calls	Total Handle	Avg Handle	Max Handle	Total Talk	Avg Talk	Max Talk	% Talk / Handle	Total Work	Avg Work	Max Work	% Work / Handle
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Agent Wrap-up Data Detail Report	Displays the details entered by an agent when the agent enters Work state after attending an Automatic Call Distribution (ACD) call. With the wrap-up data feature, the agent can enter the Work state to update data that is associated with the call. This report provides information about incoming ACD calls and preview outbound calls.	Resource Group Names, Agent Names, Skill Names, Team Names
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Agent Name	Agent ID	Extension	NodeID- SessionID- Seq Number	Call Start Time	Call End Time	Call ANI	Called Number	Call Routed CSQ	Skills	Talk Time	Hold Time	Work Time	Wrap-up Data
Student 10 Training	S10	20140	1-55000356280-0	8/10/15 8:40:07 AM	8/10/15 8:41:31 AM	20133	20407	ITS_Training	(ITSTraining)	00:00:17	00:00:45	00:00:20	
	S10	20140	1-55000356314-0	8/10/15 8:41:52 AM	8/10/15 8:42:22 AM	20136	20407	ITS_Training	(ITSTraining)	00:00:21	00:00:00	00:00:20	
	S10	20140	1-55000356333-0	8/10/15 8:42:43 AM	8/10/15 8:42:48 AM	20134	20407	ITS_Training	(ITSTraining)	00:00:01	00:00:00	00:00:20	
	S10	20140	1-55000357150-0	8/10/15 10:26:38 AM	8/10/15 10:26:47 AM	20131	20407	ITS_Training	(ITSTraining)	00:00:01	00:00:00	00:00:20	
	S10	20140	1-55000357167-0	8/10/15 10:27:15 AM	8/10/15 10:27:58 AM	20142	20407	ITS_Training	(ITSTraining)	00:00:17	00:00:32	00:00:20	
	S10	20140	1-55000357215-0	8/10/15 10:28:30 AM	8/10/15 10:28:37 AM	20135	20407	ITS_Training	(ITSTraining)	00:00:04	00:00:00	00:00:20	
Student 10 Training	S10	20140	1-55000363539-0	8/11/15 10:31:04 AM	8/11/15 10:32:36 AM	20141	20407	ITS_Training	(ITSTraining)	00:01:18	00:00:09	00:00:20	
	S10	20140	1-55000366553-0	8/11/15 4:21:11 PM	8/11/15 4:22:01 PM	20137	20407	ITS_Training	(ITSTraining)	00:00:38	00:00:07	00:00:20	
	S10	20140	1-55000366575-0	8/11/15 4:22:50 PM	8/11/15 4:23:14 PM	20142	20407	ITS_Training	(ITSTraining)	00:00:11	00:00:09	00:00:20	
	S10	20140	1-55000366578-0	8/11/15 4:23:35 PM	8/11/15 4:24:10 PM	20141	20407	ITS_Training	(ITSTraining)	00:00:14	00:00:13	00:00:20	
	S10	20140	1-55000366581-3	8/11/15 4:24:32 PM	8/11/15 4:25:05 PM	20143	20407	ITS_Training	(ITSTraining)	00:00:17	00:00:07	00:00:20	
	S10	20140	1-55000366612-0	8/11/15 4:25:25 PM	8/11/15 4:25:45 PM	20141	20407	ITS_Training	(ITSTraining)	00:00:14	00:00:00	00:00:05	
Student 10 Training										00:07:55	00:04:37	00:07:38	

*Indicates required filter.

Call Custom Variables Report	Shows information about custom variables set by the Set Session Info step in the workflow that the Unified CCX or Unified IP IVR application associated with this call.	Original Number Called, Called Number, Calling Number, Application Name, Contact Type, Originator Type, Destination Type
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Node ID- Session ID - Sequence No	Start Time	End Time	Contact Disposition	Agent Name	Application Name	Custom Variable 1	Custom Variable 2	Custom Variable 3	Custom Variable 4	Custom Variable 5	Custom Variable 6	Custom Variable 7	Custom Variable 8	Custom Variable 9	Custom Variable 10
1-55000332806-0	8/4/15 6:44:14 AM	8/4/15 6:44:18 AM	1		ITS Test										
1-55000332807-0	8/4/15 6:44:23 AM	8/4/15 6:44:25 AM	1		ITS Test										
1-55000356274-0	8/10/15 8:39:39 AM	8/10/15 8:40:08 AM	2	Student 19 Training	ITS Test										
1-55000356276-0	8/10/15 8:39:41 AM	8/10/15 8:40:18 AM	2	Student 18 Training	ITS Test										

Called Number Summary Activity Report	Presents information about all the numbers that are dialed by an inside or outside caller.	None
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Called Number	Call Type	Total Calls	Avg Calls (per day)	Avg Call Duration
1993007		1	60	00:01:31
1993012		1	3	00:00:50
1993013		1	1	00:00:23
20130		1	12	00:00:15
20131		1	8	00:00:23
20132		1	7	00:00:10
20133		1	2	00:00:16
20134		1	9	00:00:15

Common Skill CSQ Activity Report	Presents summary information about calls presented, handled, and abandoned for each group of Contact Service Queues (CSQ).	Interval Length*, CSQ Names
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Skills	Interval Start Time	Interval End Time	CSQ Name	Calls Presented			Calls Handled			Calls Abandoned			Service Level
				Total	Avg Queue Time	Max Queue Time	Total	Avg Handle Time	Max Handle Time	Total	Avg Queue Time	Max QueueTime	Percentage SL Met
ITSTraining (5)	8/1/15 12:00:00 AM	8/21/15 11:59:59 PM	ITS_Training	394	00:00:11	00:01:34	265	00:00:45	00:02:53	126	00:00:11	00:01:32	32.74
ITSTraining (5)				394			265	00:00:45	00:02:53	126			32.74
				394			265	00:00:45	00:02:53	126			32.74

*Indicates required filter.

Contact Service Queue Activity by CSQ Report	Presents information about service levels, and the number and percentage of calls presented, handled, abandoned, and dequeued.	Interval Length*, CSQ Names
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CSQ Name	CSQ ID	Call Skills	Interval Start Time	Interval End Time	Service Level (sec)	Calls Handled < Service Level	Calls Abandoned < Service Level	Percentage Of Service Level Met				Calls Presented	Calls Handled		Calls Abandoned		Calls Dequeued	
								Only Handled	With No Abandoned Calls	With Abandoned Calls Counted Positively	With Abandoned Calls Counted Negatively		Handled	%	Abandoned	%	Dequeued	%
ITS_Training	1	(ITSTraining)	8/1/15 12:00:00 AM	8/21/15 11:59:59 PM	5	129	53	48.68	37.83	46.19	32.74	394	265	67.26	126	31.98	1	0.25
						129	53	48.68	37.83	46.19	32.74	394	265	67.26	126	31.98	1	0.25

Contact Service Queue Activity Report	Presents a summary of calls that are presented, handled, abandoned, and dequeued from each Contact Service Queue (CSQ).	CSQ Names, CSQ Type
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CSQ Name	CSQ ID	Skills	Calls Presented	Avg Queue Time	Max Queue Time	Calls Handled	Avg Speed of Answer	Avg Handle Time	Max Handle Time	Calls Abandoned	Avg Time To Abandon	Max Time To Abandon	Avg Abandon Per Day	Max Abandon Per Day	Calls Dequeued	Avg Time To Dequeue	Max Time To Dequeue	Calls Handled By Other
ITS_Training	1	(ITSTraining)	394	00:00:11	00:01:34	265	00:00:12	00:00:45	00:02:53	126	00:00:11	00:01:32	5.73	87	0	00:00:00	00:00:00	1
			394		00:01:34	265			00:02:53	126		00:01:32		87	0		00:00:00	1

Contact Service Queue Activity Report by Interval	Presents information about service levels, and the number and percentage of calls that are presented, handled, abandoned, and dequeued.	Interval Length*, CSQ Names
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Interval Start Time	Interval End Time	CSQ Name	Skills	Service Level (sec)	Calls Handled < Service Level	Calls Abandoned < Service Level	Percentage Of Service Level Met				Calls Presented	Calls Handled		Calls Abandoned		Calls Dequeued	
							Only Handled	With No Abandoned Calls	With Abandoned Calls Counted Positively	With Abandoned Calls Counted Negatively		Handled	%	Abandoned	%	Dequeued	%
8/1/15 12:00:00 AM	8/21/15 11:59:59 PM	ITS_Training	(ITSTraining)	5	129	53	48.68	37.83	46.19	32.74	394	265	67.26	126	31.98	1	0.25
					129	53	48.68	37.83	46.19	32.74	394	265	67.26	126	31.98	1	0.25

Contact Service Queue Call Distribution Summary Report	Presents the number and percentage of calls that are handled and dequeued in four configurable time intervals.	Time Interval in Seconds*, CSQ Names
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CSQ Name	CSQ ID	Call Skills	Calls Handled	Total/Percentage Calls Handled With Queue Time								Calls Abandoned
				0-15 Sec	% 0-15 Sec	0-30 Sec	% 0-30 Sec	0-45 Sec	% 0-45 Sec	0-60 Sec	% 0-60 Sec	
ITS_Training	3	(ITSTraining)	265	190	71.70	235	88.68	252	95.09	262	98.87	126
			265									126

Total/Percentage Calls Abandoned With Queue Time							
0-15 Sec	% 0-15 Sec	0-30 Sec	% 0-30 Sec	0-45 Sec	% 0-45 Sec	0-60 Sec	% 0-60 Sec
98	77.78	117	92.86	123	97.62	123	97.62

*Indicates required filter.

Contact Service Queue Priority Summary Report	Presents the number of calls that are routed to each Contact Service Queue (CSQ).	Contact Service Queue Name
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CSQ Name	ID	Call Skills	Total Calls Presented	Priority 1 (Low)		Priority 2		Priority 3		Priority 9	Priority 10 (High)	
				Total	Avg	Total	Avg	Total	Avg		Total	Avg
ITS_Training	1	(ITSTraining)	394	393	17.86	0	0.00	0	0.00	0	0	0.00
ITS_Training			394	393		0		0			0	
			394	393		0		0			0	

Contact Service Queue Service Level Priority Summary Report	Presents information about the number and percentage of calls that are handled within the service level and the number and percentage of calls that are handled within the service level for each call priority for a Contact Service Queue (CSQ).	Contact Service Queue Name
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CSQ Name	CSQ ID	Call Skills	Service Level (sec)	Calls Presented	Total Service Level Met	% Service Level Met	Priority 1 (Low)		Priority 2		Priority 3		Priority 9	Priority 10 (High)	
							Total	% Priority 1	Total	% Priority 2	Total	% Priority 3		Total	% Priority 10
ITS_Training	1	(ITSTraining)	5	394	129	33.00	129	33.00	0	0.00	0	0.00	0	0	0.00

CSQ Agent Summary Report	Presents information about calls that are handled in each Contact Service Queue (CSQ) for each agent.	CSQ Names
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CSQ Name	CSQ ID	Agent Name	Extension	Calls Handled	Talk Time		Work Time		Total Ring Time	Calls On Hold	Hold Time		Ring No Answer
					Avg	Total	Avg	Total			Avg	Total	
ITS_Training	1	Student 10 Training		26	00:00:18	00:07:55	00:00:17	00:07:38	00:01:42	14	00:00:19	00:04:37	8
ITS_Training	6	Student 11 Training	20141	21	00:00:16	00:05:50	00:00:19	00:06:47	00:00:54	14	00:00:13	00:03:05	2
ITS_Training	5	Student 12 Training	20142	25	00:00:14	00:05:55	00:00:20	00:08:20	00:01:26	22	00:00:08	00:03:08	5
ITS_Training	4	Student 13 Training	20143	25	00:00:18	00:07:36	00:00:19	00:08:00	00:01:27	22	00:00:16	00:06:00	3

Detailed Call by Call CDR Report	Presents most of the information that is contained in the Contact Call Detail Record (CCDR), which is stored in the Unified CCX database.	Original Called Number, Called Number, Calling Number, Application Name, Contact Type, Originator Type, Destination Type
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Node ID - Session ID - Sequence Number	Start Time	End Time	Contact		Originator		Destination			Called Number	Original Called Number	Application Name	Queue Time	Talk Time	Hold Time	Work Time
			Type	Disposition	Type	ID	Directory Number	Type	ID							
1-55000332806-0	8/4/15 6:44:14 AM	8/4/15 6:44:18 AM	1	1	3		20133		2	1994006	20407	20407	ITS Test	00:00:00		
1-55000332807-0	8/4/15 6:44:23 AM	8/4/15 6:44:25 AM	1	1	3		20133		2	1994014	20407	20407	ITS Test	00:00:00		
1-55000356274-0	8/10/15 8:39:39 AM	8/10/15 8:40:08 AM	3	2	1	S15	20135		2	1994011	20407	20407	ITS Test	00:00:03	00:00:21	00:00:00 00:00:20
1-55000356276-0	8/10/15 8:39:41 AM	8/10/15 8:40:18 AM	3	2	1	S12	20132		2	1994008	20407	20407	ITS Test	00:00:02	00:00:14	00:00:15 00:00:20
1-55000356280-0	8/10/15 8:39:44 AM	8/10/15 8:41:31 AM	3	2	1	S13	20133		2	1994019	20407	20407	ITS Test	00:00:18	00:00:00	00:00:00 00:00:00
1-55000356280-0	8/10/15 8:39:44 AM	8/10/15 8:41:31 AM	3	2	1	S13	20133		2	1994019	20407	20407	ITS Test	00:00:18	00:00:17	00:00:45 00:00:20
1-55000356283-0	8/10/15 8:39:49 AM	8/10/15 8:40:38 AM	3	2	1	S14	20134		2	1994007	20407	20407	ITS Test	00:00:28	00:00:00	00:00:00 00:00:00

Detailed Call CSQ Agent Report	Presents call information about the Contact Service Queue (CSQ) that a call was routed to and the agent that handled the call.	Called Number, Calling Number, Application Name, Contact Type, Originator Type, Destination Type, Agent Name, CSQ Name
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Node ID - Session ID - Sequence No	Call Start Time	Call End Time	Contact Disposition	Originator DN (Calling Number)	Destination DN	Called Number	Application Name	CSQ Names	Queue Time	Agent Name	Ring Time	Talk Time	Work Time
1-55000332806-0	8/4/15 6:44:14 AM	8/4/15 6:44:18 AM	1	20133	1994006	20407	ITS Test					00:00:00	
1-55000332807-0	8/4/15 6:44:23 AM	8/4/15 6:44:25 AM	1	20133	1994014	20407	ITS Test					00:00:00	
1-55000356274-0	8/10/15 8:39:39 AM	8/10/15 8:40:08 AM	2	20135	1994011	20407	ITS Test	ITS_Training*	00:00:03	Student 19 Training	00:00:02	00:00:21	00:00:20
1-55000356276-0	8/10/15 8:39:41 AM	8/10/15 8:40:18 AM	2	20132	1994008	20407	ITS Test	ITS_Training*	00:00:02	Student 18 Training	00:00:02	00:00:14	00:00:20
1-55000356280-0	8/10/15 8:39:44 AM	8/10/15 8:41:31 AM	2	20133	1994019	20407	ITS Test	ITS_Training*	00:00:18	Student 15 Training	00:00:12	00:00:00	00:00:00
1-55000356280-0	8/10/15 8:39:44 AM	8/10/15 8:41:31 AM	2	20133	1994019	20407	ITS Test	ITS_Training*	00:00:18	Student 10 Training	00:00:04	00:00:17	00:00:20

InxVendor-CSQ-Activity	Presents call information for each call priority.	CSQ Names, CSQ Type
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CSQ Name	CSQ ID	Skills	Calls Presented	Avg Queue Time	Max Queue Time	Calls Handled	Avg Speed of Answer	Avg Handle Time	Max Handle Time	Calls Abandoned	Avg Time To Abandon	Max Time To Abandon	Avg Abandon Per Day	Max Abandon Per Day	Calls Dequeued	Avg Time To Dequeue	Max Time To Dequeue	Calls Handled By Other
ITS_Training	1	(ITSTraining)	394	00:00:11	00:01:34	265	00:00:12	00:00:45	00:02:53	126	00:00:11	00:01:32	5.73	87	0	00:00:00	00:00:00	1
			394		00:01:34	265			00:02:53	126		00:01:32		87	0		00:00:00	1

*Indicates required filter.

Priority Summary Activity Report	Presents call information for each call priority.	Priority List
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Call Priority	Total Calls	Avg Calls (per day)	Total Multi Priority Calls	Avg Priority Changes	Max Priority Changes	Avg Multi Priority Calls
0	1	0.05	359	0.01	1	16.32
1	24739	1124.50	359	0.01	1	16.32
2	359	16.32	359	0.01	1	16.32

Traffic Analysis Report	Presents information about incoming calls to the Unified CCX system.	Time Offset*
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Report View Not Available

*Indicates required filter.